

HUMAN RIGHTS,
DEMOCRACY
AND THE RULE OF LAW

COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

DROITS DE L'HOMME,
DÉMOCRATIE
ET ÉTAT DE DROIT



Digital justice in national justice systems

Yannick Menecour | CEPEJ, Special advisor, Secretary of the SATURN Centre for time management

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CoE tools

CEPEJ studies

About
Intergovernmental

CCJE
PACE

Evaluation
Guidelines

①


②

③

SUMMARY

 Albania - Albanie Tirana	 Estonia - Estonie Tallinn	 Lithuania - Lituanie Vilnius	 San Marino - Saint-Marin San Marino - Saint-Marin
 Andorra - Andorre Andorre-la-Vieille Andorre-la-Vieille	 Finland - Finlande Helsinki	 Luxembourg Luxembourg	 Serbia - Serbie Belgrade
 Armenia - Arménie Yerevan - Erevan	 France Paris	 Malta - Malte Valletta - La Valletta	 Slovakia - Slovaquie Bratislava
 Austria - Autriche Vienne - Vienne	 Georgia - Géorgie Tbilisi - Tbilissi	 Republic of Moldova - République de Moldova Chişinău	 Slovenia - Slovénie Ljubljana
 Azerbaijan - Azerbaïdjan Baku - Bakou	 Germany - Allemagne Berlin	 Monaco Monaco	 Spain - Espagne Madrid
 Belgium - Belgique Brussels - Bruxelles	 Greece - Grèce Athens - Athènes	 Montenegro - Monténégro Podgorica	 Sweden - Suède Stockholm
 Bosnia and Herzegovina Bosnie-Herzégovine Sarajevo	 Hungary - Hongrie Budapest	 Netherlands - Pays-Bas Amsterdam	 Switzerland - Suisse Bern - Berne
 Bulgaria - Bulgarie Sofia	 Iceland - Islande Reykjavik	 Norway - Norvège Oslo	 "The former Yugoslav Republic of Macedonia" "L'Ex-République yougoslave de Macédoirie" Skopje
 Croatia - Croatie Zagreb	 Ireland - Irlande Dublin	 Poland - Pologne Warsaw - Varsovie	 Azerbaijan - Azerbaïdjan Baku - Bakou
 Cyprus - Chypre Nicosia - Nicosie	 Italy - Italie Rome	 Portugal Lisbon - Lisbonne	 Turkey - Turquie Ankara
 Czech Republic - République tchèque Prague	 Latvia - Lettonie Riga	 Romania - Roumanie Bucharest - Bucarest	 Ukraine Kyiv - Kiev
 Denmark - Danemark Copenhagen - Copenhague	 Liechtenstein Vaduz	 Russian Federation - Fédération de Russie Moscow - Moscou	 United Kingdom - Royaume-Uni London - Londres



 non-member state of the Council of Europe (Belarus)

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Created in 2002

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Art.6§1

Reasonable time

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Better knowledge

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~~Ranking~~

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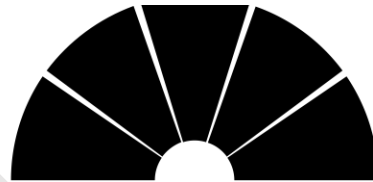
Comparison

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About
Intergovernmental



Plenary meeting



Evaluation



SATURN



Quality



Mediation

Working groups



Bureau



Pilot courts

cepej

European
Commission
for the Efficiency
of Justice

Commission
européenne
pour l'efficacité
de la justice

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CCJE
PACE

Opinion No. 14 of the CCJE (Consultative Council of European Judges)

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CCJE
PACE

PACE (Parliamentary Assembly of the Council of Europe) Resolutions 2054(2015) and 2102(2017)

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1. Data collection

47 member States

2. Quality check

3. Comments

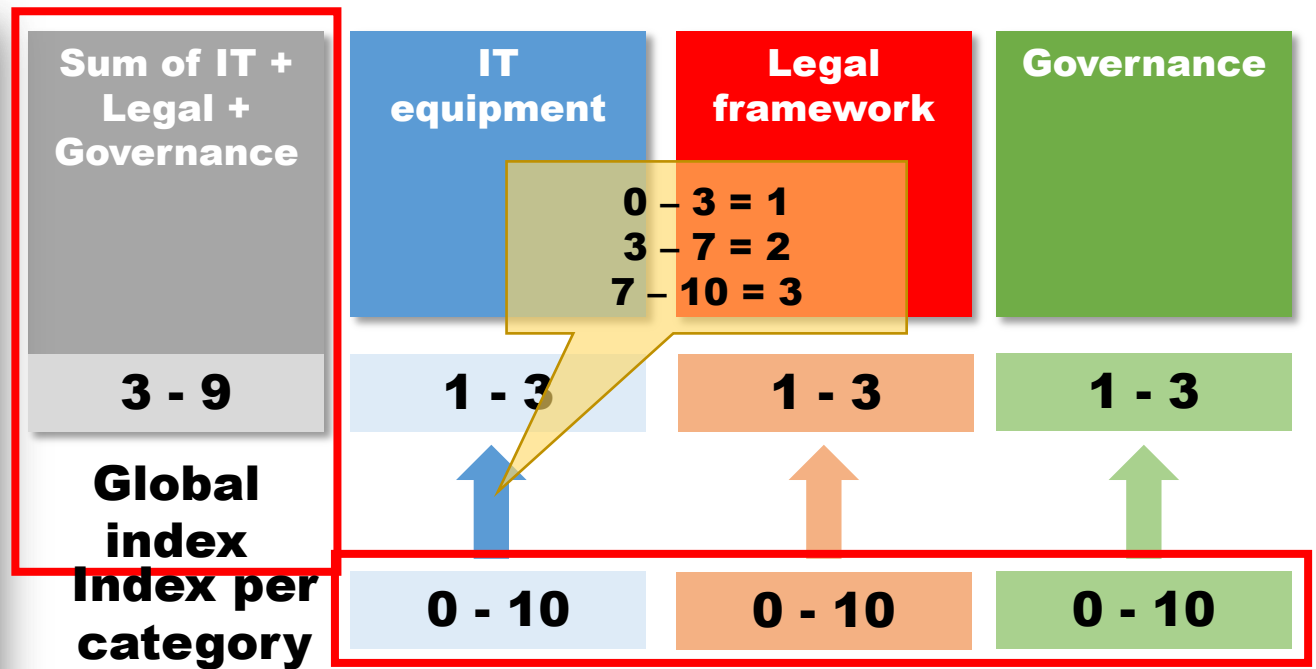
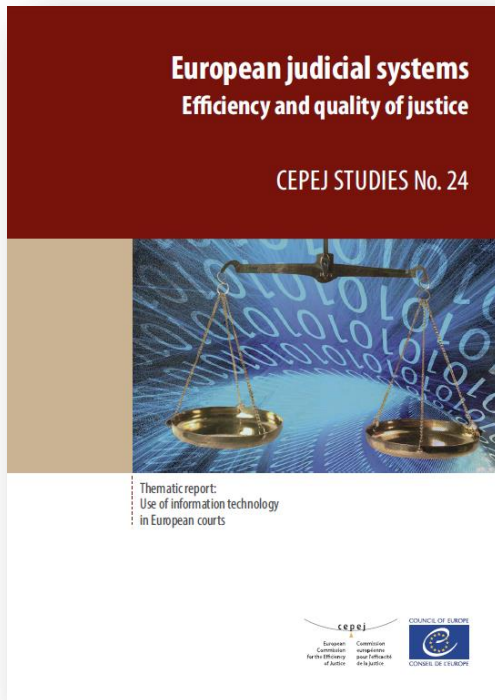
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Evaluation
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Higher the value is
 Higher the development is

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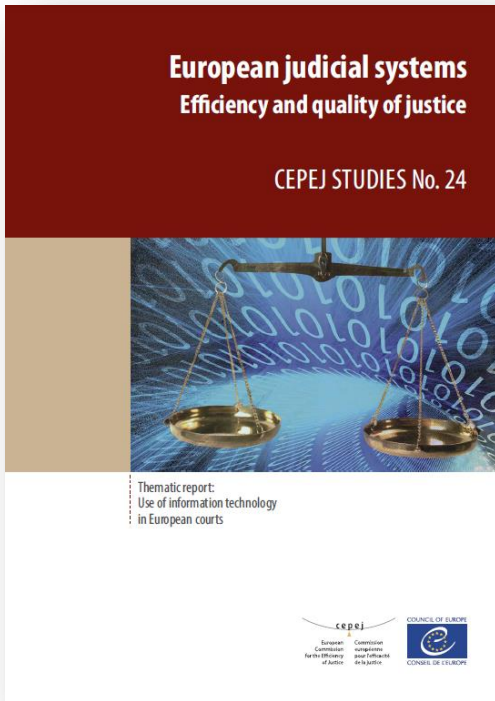
Development is not use

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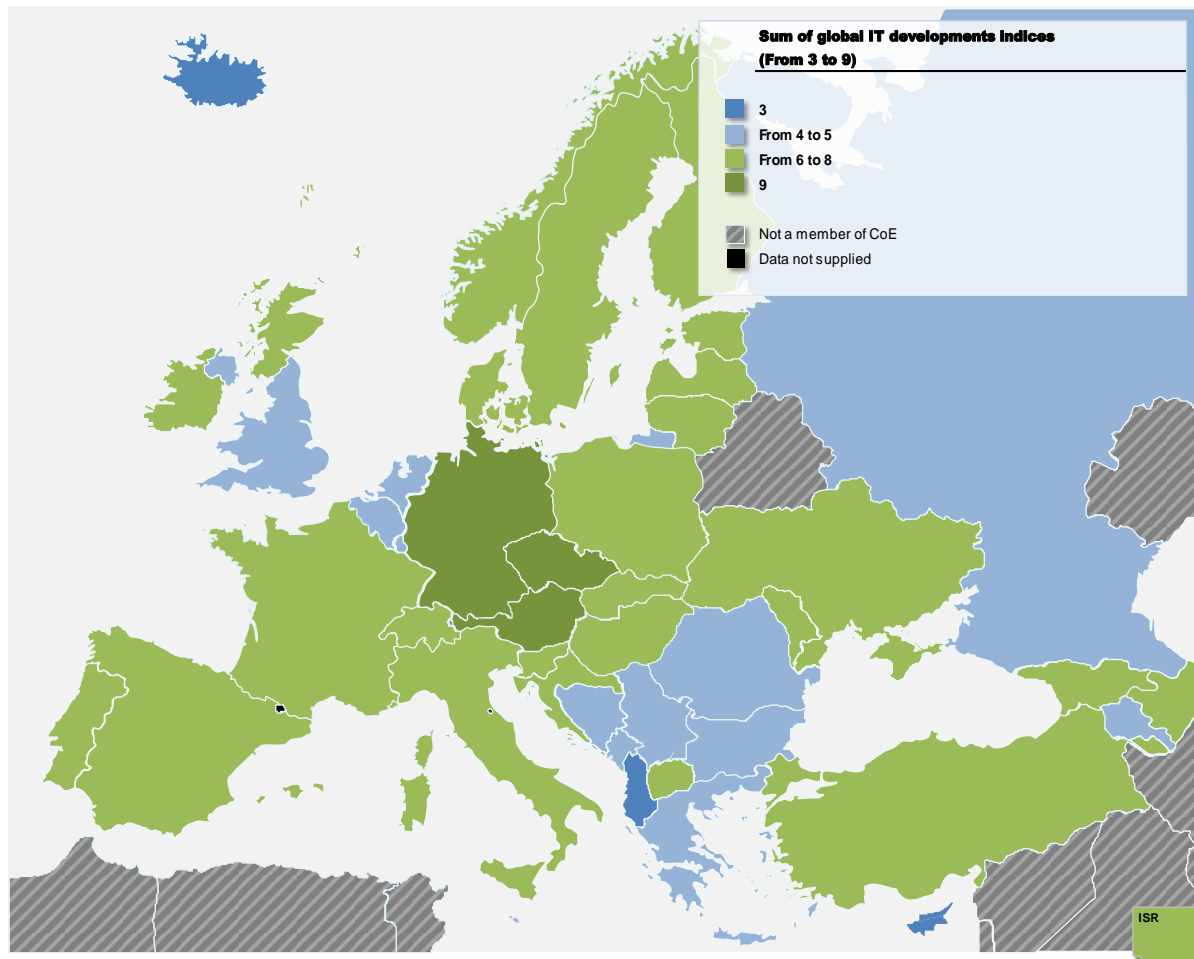
CEPEJ studies

Evaluation
 Guidelines



Higher the value is
 Higher the development is

Sum of IT developments indices in each field (Q62 to Q65)

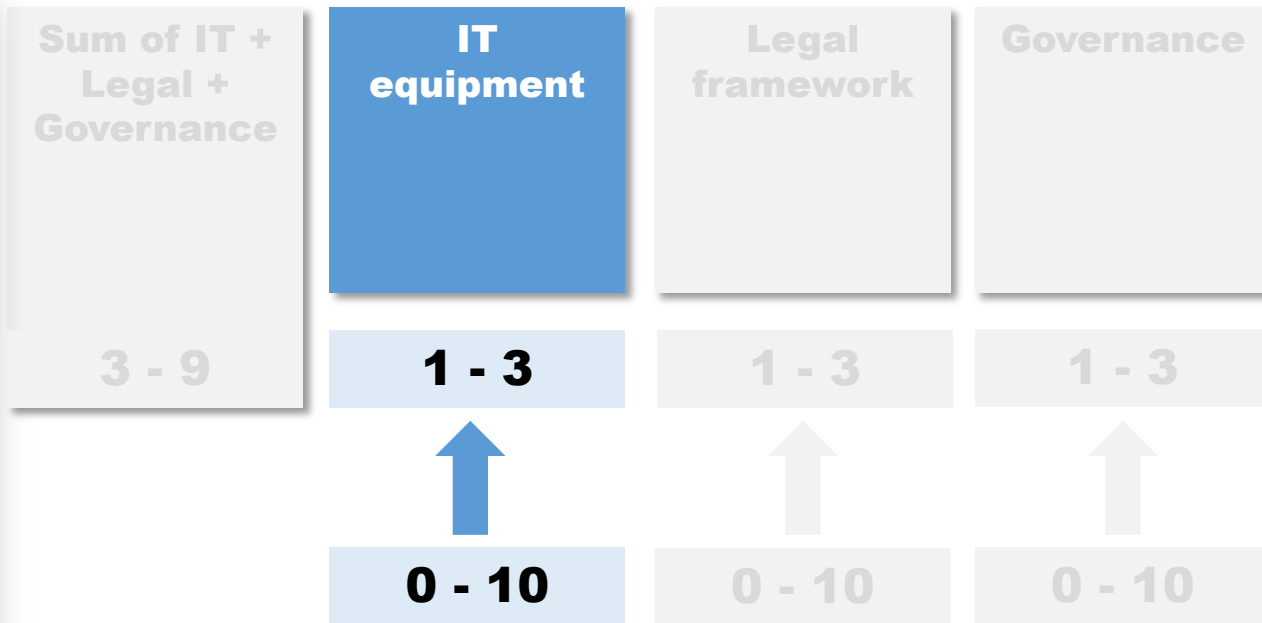
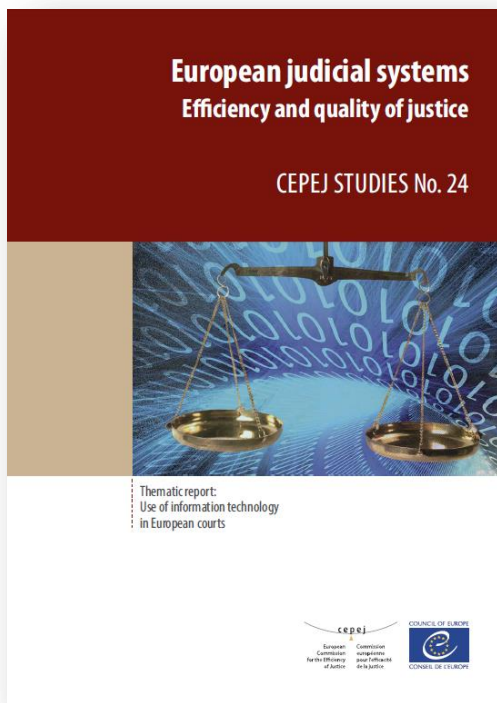


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Higher the value is
 Higher the development is

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IT equipment

Total

Direct assistance
to judges,
prosecutors,
court clerks

Administration of
the courts and
case management

Communication
between the
courts, the
professionals
and/or the users

0 - 10

0 - 10

0 - 10

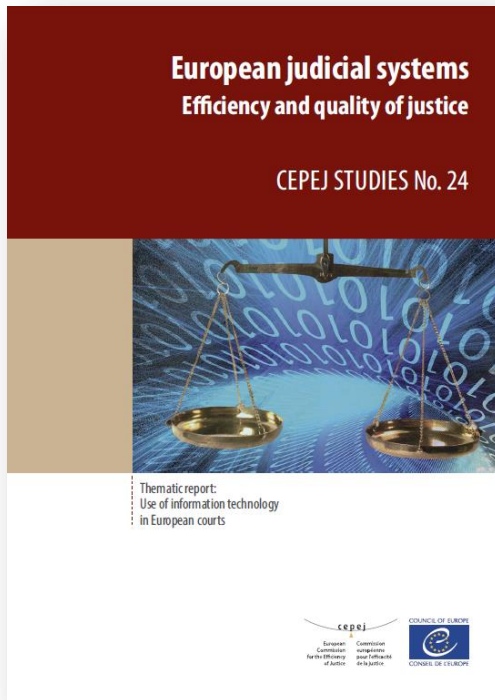
0 - 10

**Average of the 3
subcategories**
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**Higher the value is
Higher the development is**

European
Commission
for the Efficiency
of Justice

Commission
européenne
pour l'efficacité
de la justice

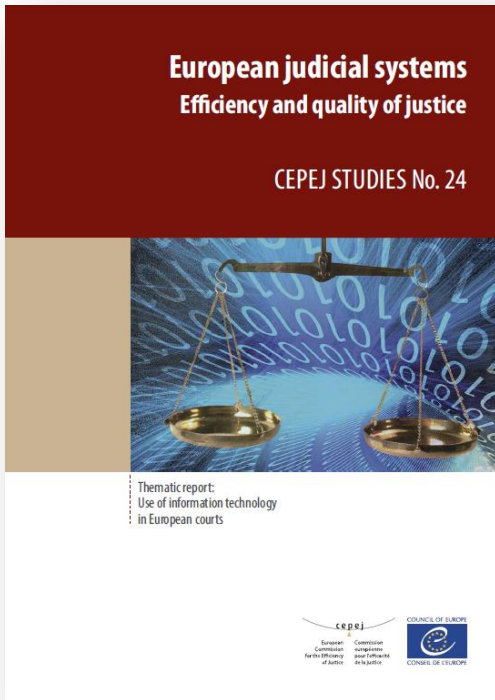


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CoE tools

CEPEJ studies

IT equipment



Total

Direct assistance to judges, prosecutors, court clerks

Administration of the courts and case management

Communication between the courts, the professionals and/or the users

0 - 10

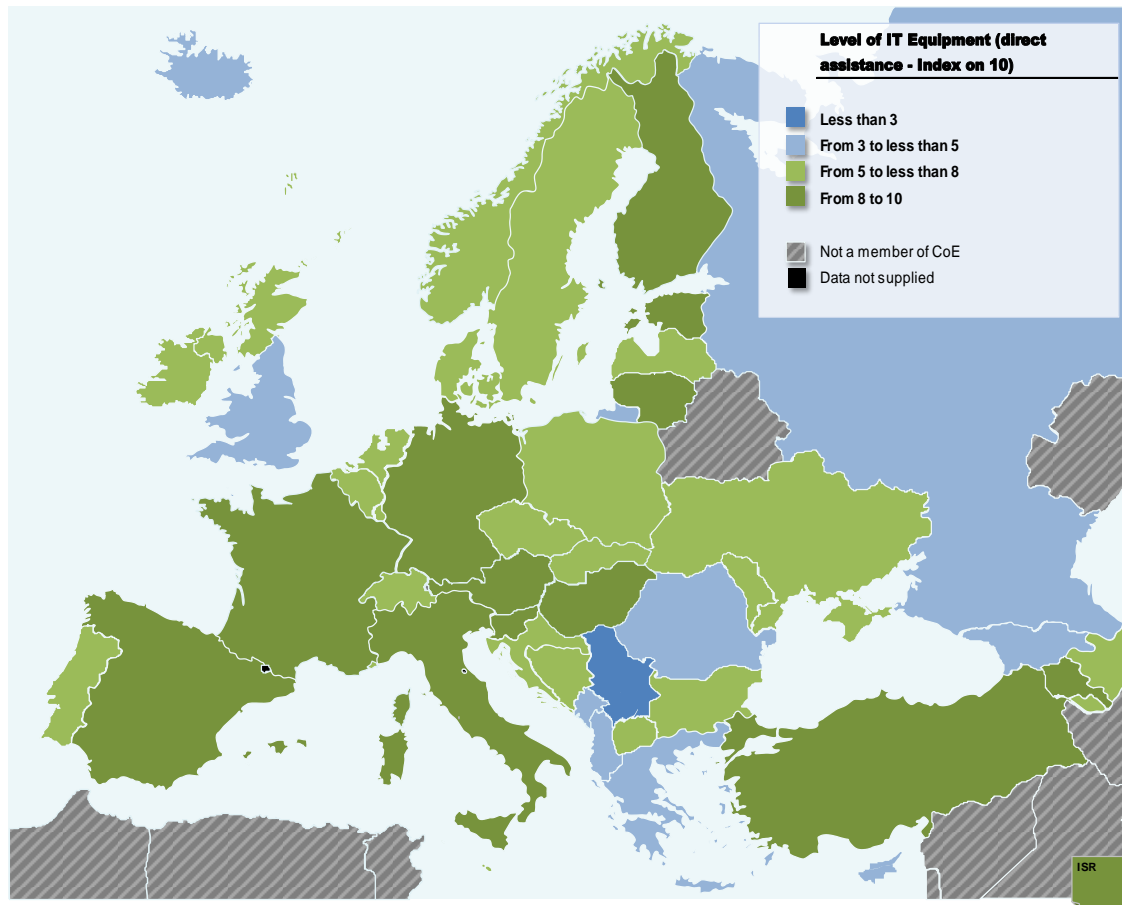
0 - 10

0 - 10

0 - 10

Higher the value is
 Higher the development is

Level of IT equipment in judicial systems for the direct assistance to the judges, prosecutors and court clerks (Q62)



Level of IT equipment in judicial systems for the direct assistance to the judges, prosecutors and court clerks (Q62)

	Basic tools		Decisions writing		Centralised databases			Other	
	Basic equipments	Advanced automation tools	Templates	Voice dictation	Centralised legislative database	Centralised case law database	Centralised record of criminal cases	Intranet	Online training
Yes			63%			89%	78%		
No			37%			11%	22%		
100%	80%	54%		13%	76%			59%	30%
50-99%	20%	22%		9%	11%			17%	17%
10-49%	0%	15%		17%	2%			4%	17%
1-9%	0%	2%		11%	0%			0%	11%
0% (NAP)	0%	2%		35%	9%			17%	22%
NA	0%	4%		15%	2%			2%	2%

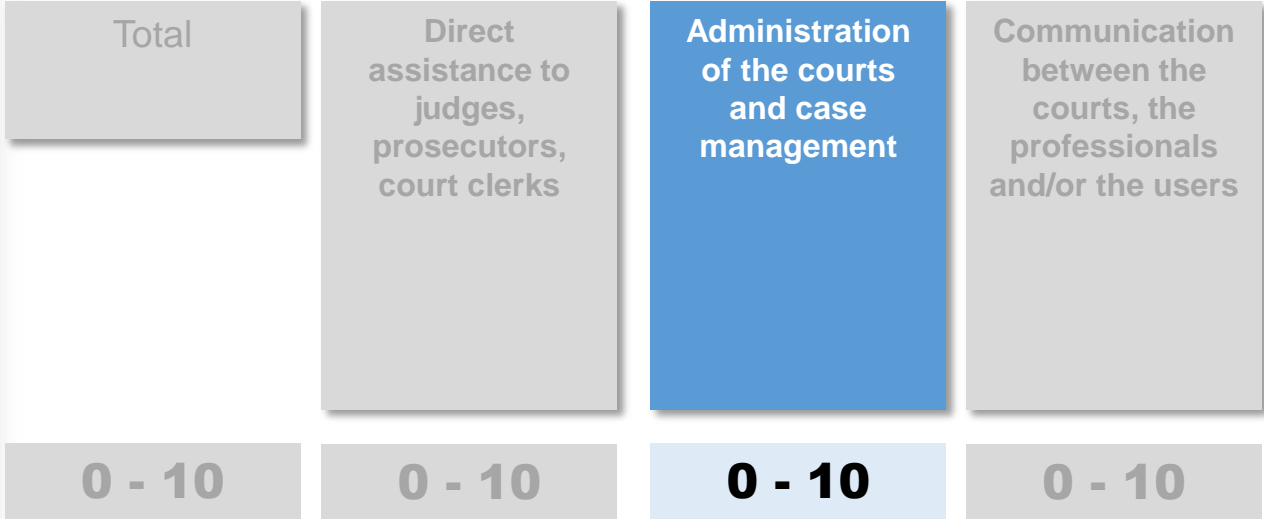
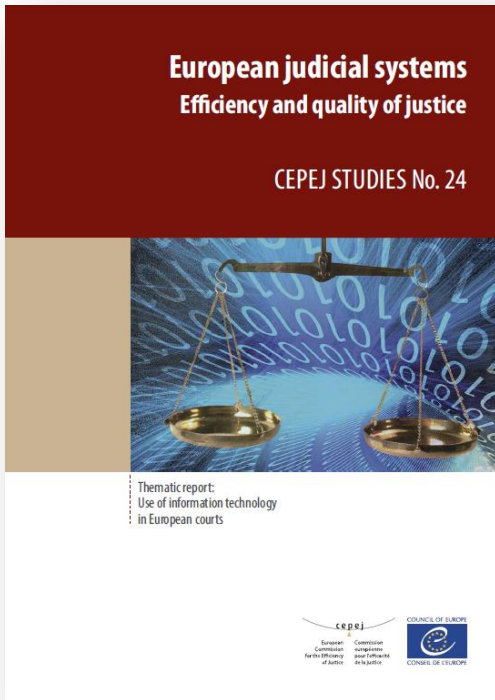
	Basic tools		Decisions writing		Centralised databases			Other	
	Basic equipments	Advanced automation tools	Templates	Voice dictation	Centralised legislative database	Centralised case law database	Centralised record of criminal cases	Intranet	Online training
Albania	100%	10-49%	No	0% (NAP)	0% (NAP)	Yes	No	100%	0% (NAP)
Armenia	100%	50-99%	Yes	0% (NAP)	100%	Yes	Yes	50-99%	50-99%
Austria	100%	100%	Yes	1-9%	100%	Yes	Yes	100%	50-99%
Azerbaijan	100%	10-49%	Yes	0% (NAP)	100%	Yes	Yes	0% (NAP)	10-49%
Belgium	100%	NA	Yes	NA	100%	Yes	Yes	100%	0% (NAP)
Bosnia and Herzegovina	100%	100%	No	0% (NAP)	0% (NAP)	Yes	Yes	100%	100%
Bulgaria	100%	100%	No	0% (NAP)	100%	Yes	Yes	0% (NAP)	50-99%
Croatia	50-99%	10-49%	Yes	0% (NAP)	50-99%	Yes	Yes	50-99%	50-99%
Cyprus	100%	10-49%	No	0% (NAP)	100%	Yes	No	0% (NAP)	1-9%
Czech Republic	100%	100%	Yes	50-99%	100%	Yes	No	100%	50-99%
Denmark	100%	100%	Yes	100%	100%	No	Yes	100%	1-9%
Estonia	100%	100%	Yes	0% (NAP)	100%	Yes	Yes	100%	10-49%
Finland	100%	100%	Yes	0% (NAP)	100%	Yes	Yes	100%	10-49%
France	100%	100%	Yes	1-9%	100%	Yes	Yes	100%	1-9%
Georgia	50-99%	50-99%	No	100%	50-99%	Yes	No	100%	0% (NAP)
Germany	100%	50-99%	Yes	10-49%	50-99%	Yes	Yes	50-99%	1-9%
Greece	50-99%	10-49%	No	1-9%	0% (NAP)	Yes	Yes	0% (NAP)	0% (NAP)
Hungary	100%	100%	Yes	100%	100%	Yes	Yes	100%	50-99%
Iceland	100%	NA	No	NA	100%	Yes	Yes	100%	NA
Ireland	100%	100%	No	10-49%	100%	Yes	No	100%	100%
Italy	100%	10-49%	Yes	50-99%	100%	Yes	Yes	100%	100%
Latvia	100%	100%	Yes	10-49%	100%	Yes	No	100%	10-49%
Lithuania	100%	100%	Yes	100%	100%	Yes	Yes	100%	0% (NAP)
Luxembourg	100%	100%	No	0% (NAP)	100%	Yes	Yes	100%	100%
Malta	100%	100%	Yes	100%	100%	Yes	Yes	100%	100%
Republic of Moldova	100%	100%	Yes	0% (NAP)	100%	Yes	Yes	0% (NAP)	100%
Monaco	100%	100%	Yes	10-49%	50-99%	Yes	Yes	100%	0% (NAP)
Montenegro	50-99%	50-99%	Yes	NA	100%	Yes	No	NA	0% (NAP)
Netherlands	100%	100%	Yes	10-49%	100%	Yes	Yes	100%	50-99%
Norway	100%	100%	Yes	NA	100%	Yes	Yes	100%	100%
Poland	50-99%	50-99%	No	1-9%	100%	Yes	Yes	50-99%	100%
Portugal	100%	50-99%	Yes	0% (NAP)	NA	Yes	Yes	50-99%	100%
Romania	100%	0% (NAP)	Yes	0% (NAP)	0% (NAP)	Yes	No	100%	0% (NAP)
Russian Federation	50-99%	100%	No	0% (NAP)	50-99%	No	Yes	50-99%	10-49%
Serbia	100%	1-9%	No	50-99%	100%	No	No	0% (NAP)	0% (NAP)
Slovakia	100%	100%	No	10-49%	100%	Yes	No	100%	0% (NAP)
Slovenia	100%	100%	Yes	100%	100%	Yes	Yes	100%	100%
Spain	100%	100%	Yes	0% (NAP)	100%	Yes	Yes	100%	100%
Sweden	100%	100%	Yes	NA	100%	Yes	Yes	100%	100%
Switzerland	100%	50-99%	No	10-49%	100%	Yes	Yes	10-49%	1-9%
The FYROMacedonia	50-99%	50-99%	Yes	0% (NAP)	100%	Yes	Yes	0% (NAP)	10-49%
Turkey	100%	10-49%	Yes	NA	100%	Yes	Yes	10-49%	100%
Ukraine	50-99%	50-99%	No	NA	100%	Yes	Yes	50-99%	10-49%
UK-England and Wales	100%	100%	No	1-9%	100%	No	Yes	0% (NAP)	100%
UK-Northern Ireland	50-99%	50-99%	No	10-49%	10-49%	Yes	Yes	50-99%	10-49%
UK-Scotland	100%	100%	Yes	50-99%	100%	No	Yes	100%	50-99%

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CoE tools

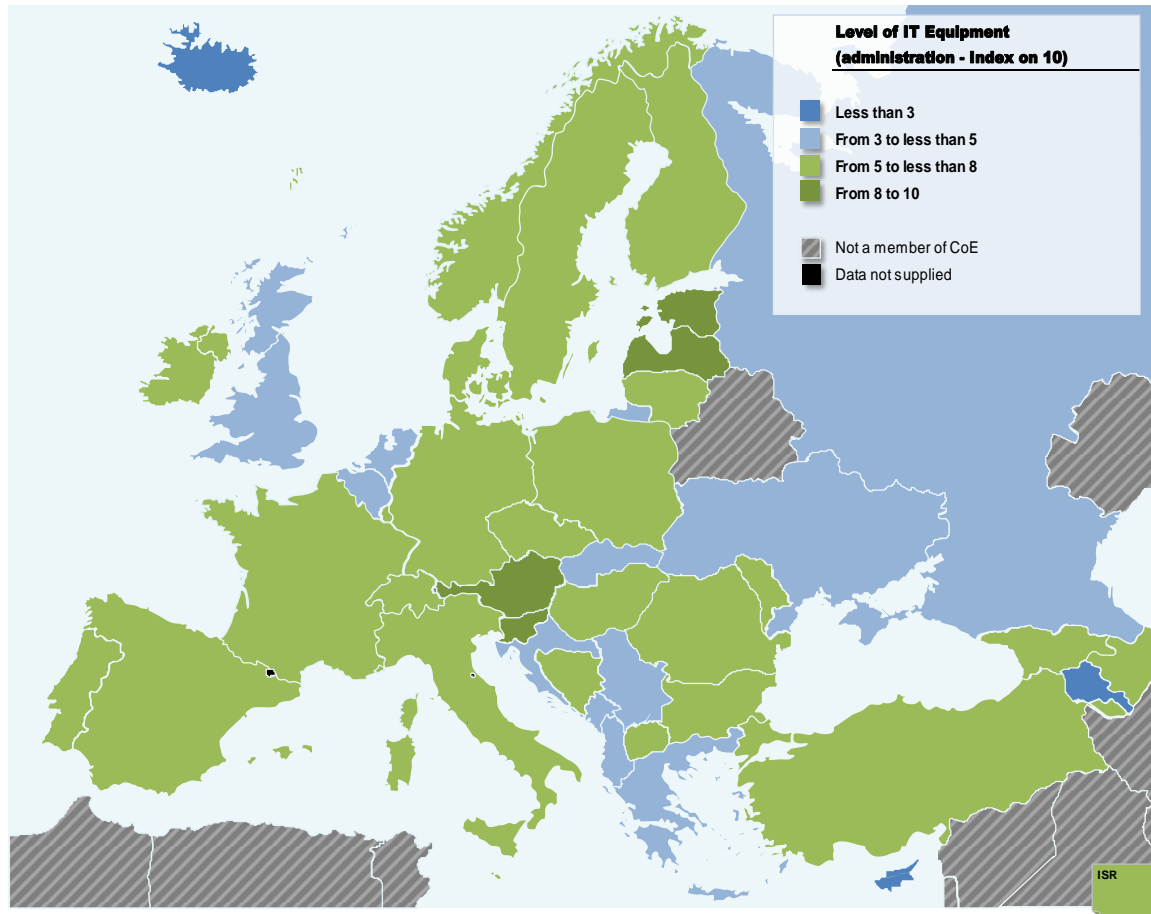
CEPEJ studies

IT equipment



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Level of IT equipment in judicial systems for the administration of the courts and case management (Q63)



Level of IT equipment in judicial systems for the administration of the courts and case management (Q63)

	Efficiency of the judicial system						Budgetary and financial management	Other tools	
	Electronic Case Management	Computerised registries			Statistical tools	Business intelligence		Workload monitoring	Videoconferencing
		Land registries	Business registries	Other					
Yes	98%				87%	51%			
No	2%				13%	49%			
100%		21%	32%	17%			68%	45%	34%
50-99%		6%	11%	6%			15%	15%	17%
10-49%		2%	0%	0%			2%	9%	23%
1-9%		0%	0%	0%			2%	6%	13%
0% (NAP)		62%	47%	66%			13%	17%	13%
NA		9%	11%	11%			0%	9%	0%

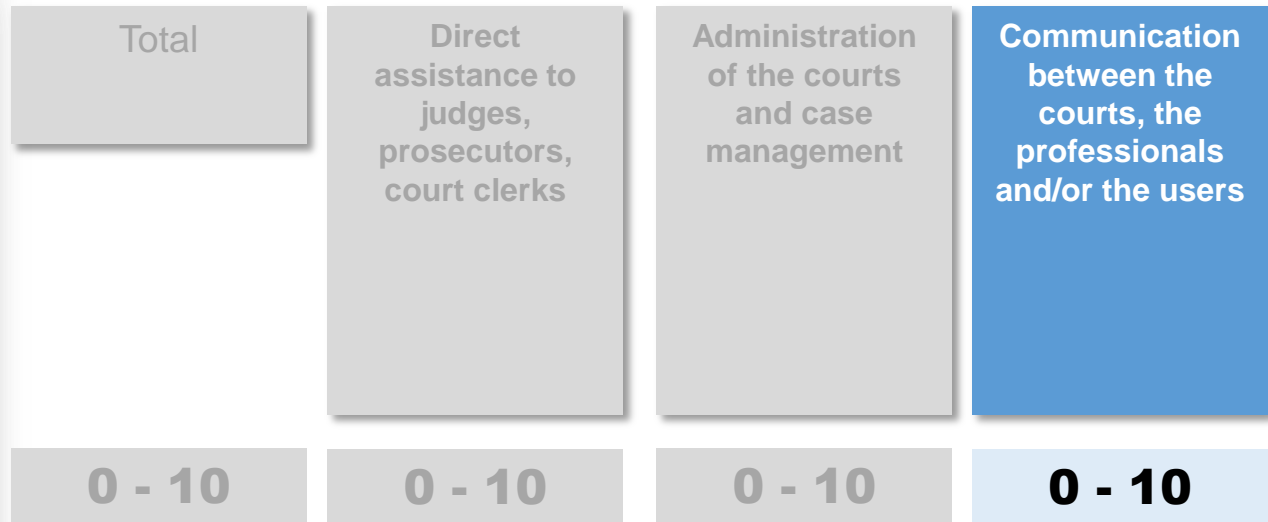
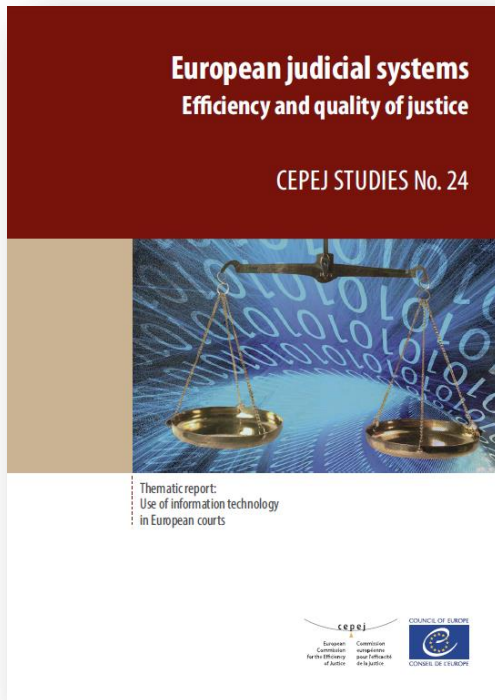
	Efficiency of the judicial system						Budgetary and financial management	Other tools	
	Electronic Case Management	Computerised registries			Statistical tools	Business intelligence		Workload monitoring	Videoconferencing
		Land registries	Business registries	Other					
Albania	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	1-9%	NA	0% (NAP)
Armenia	Yes	0% (NAP)	50-99%	NA	No	No	0% (NAP)	0% (NAP)	0% (NAP)
Austria	Yes	100%	100%	50-99%	Yes	Yes	100%	100%	100%
Azerbaijan	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	Yes	50-99%	1-9%	50-99%
Belgium	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	100%	1-9%	1-9%
Bosnia and Herzegovina	Yes	100%	100%	0% (NAP)	Yes	Yes	100%	100%	50-99%
Bulgaria	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	Yes	100%	10-49%	1-9%
Croatia	Yes	50-99%	50-99%	0% (NAP)	Yes	No	100%	50-99%	10-49%
Cyprus	No	0% (NAP)	0% (NAP)	0% (NAP)	No	No	0% (NAP)	0% (NAP)	0% (NAP)
Czech Republic	Yes	0% (NAP)	100%	100%	Yes	Yes	100%	100%	10-49%
Denmark	Yes	100%	NA	NA	Yes	Yes	50-99%	50-99%	10-49%
Estonia	Yes	100%	100%	100%	Yes	Yes	100%	100%	100%
Finland	Yes	50-99%	50-99%	0% (NAP)	Yes	Yes	100%	100%	100%
France	Yes	100%	100%	0% (NAP)	Yes	Yes	100%	100%	100%
Georgia	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	100%	10-49%	10-49%
Germany	Yes	100%	100%	50-99%	Yes	Yes	50-99%	50-99%	10-49%
Greece	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	Yes	10-49%	100%	1-9%
Hungary	Yes	0% (NAP)	100%	100%	Yes	Yes	100%	100%	10-49%
Iceland	Yes	100%	100%	0% (NAP)	No	No	0% (NAP)	0% (NAP)	0% (NAP)
Ireland	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	100%	0% (NAP)	10-49%
Italy	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	Yes	50-99%	100%	100%
Latvia	Yes	100%	100%	100%	Yes	Yes	100%	10-49%	50-99%
Lithuania	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	100%	100%	100%
Luxembourg	Yes	0% (NAP)	100%	0% (NAP)	Yes	No	100%	100%	100%
Malta	Yes	0% (NAP)	100%	NA	Yes	No	0% (NAP)	100%	100%
Republic of Moldova	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	100%	50-99%	0% (NAP)
Monaco	Yes	0% (NAP)	100%	0% (NAP)	Yes	Yes	100%	100%	100%
Montenegro	Yes	NA	NA	100%	Yes	No	100%	NA	1-9%
Netherlands	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	100%	50-99%	100%
Norway	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	Yes	100%	100%	50-99%
Poland	Yes	100%	100%	0% (NAP)	Yes	Yes	100%	1-9%	50-99%
Portugal	Yes	NA	NA	100%	Yes	Yes	100%	100%	100%
Romania	Yes	NA	NA	NA	Yes	No	100%	0% (NAP)	100%
Russian Federation	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	Yes	100%	NA	10-49%
Serbia	Yes	0% (NAP)	0% (NAP)	0% (NAP)	No	No	100%	100%	0% (NAP)
Slovakia	Yes	0% (NAP)	100%	0% (NAP)	No	No	100%	0% (NAP)	10-49%
Slovenia	Yes	100%	100%	100%	Yes	Yes	100%	100%	100%
Spain	Yes	0% (NAP)	0% (NAP)	100%	Yes	Yes	0% (NAP)	100%	100%
Sweden	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	Yes	100%	0% (NAP)	100%
Switzerland	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	50-99%	50-99%	1-9%
The FYROMacedonia	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	100%	100%	10-49%
Turkey	Yes	10-49%	50-99%	0% (NAP)	Yes	Yes	100%	100%	50-99%
Ukraine	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	0% (NAP)	10-49%	10-49%
UK-England and Wales	Yes	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	50-99%	0% (NAP)	50-99%
UK-Northern Ireland	Yes	50-99%	50-99%	50-99%	Yes	No	50-99%	50-99%	50-99%
UK-Scotland	Yes	NA	NA	NA	No	No	100%	NA	100%

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CoE tools

CEPEJ studies

IT equipment



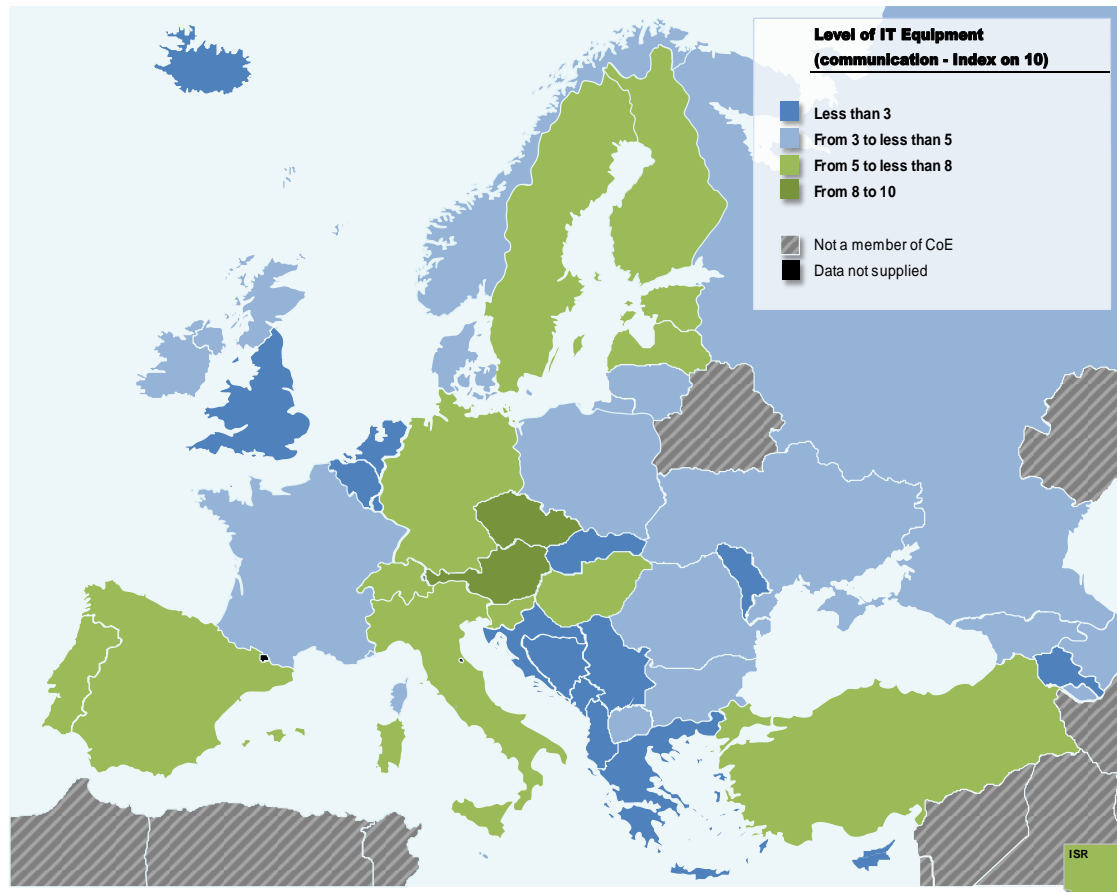
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Level of IT equipment in judicial systems for the communication between the courts, the professionals and/or the users (Q64)



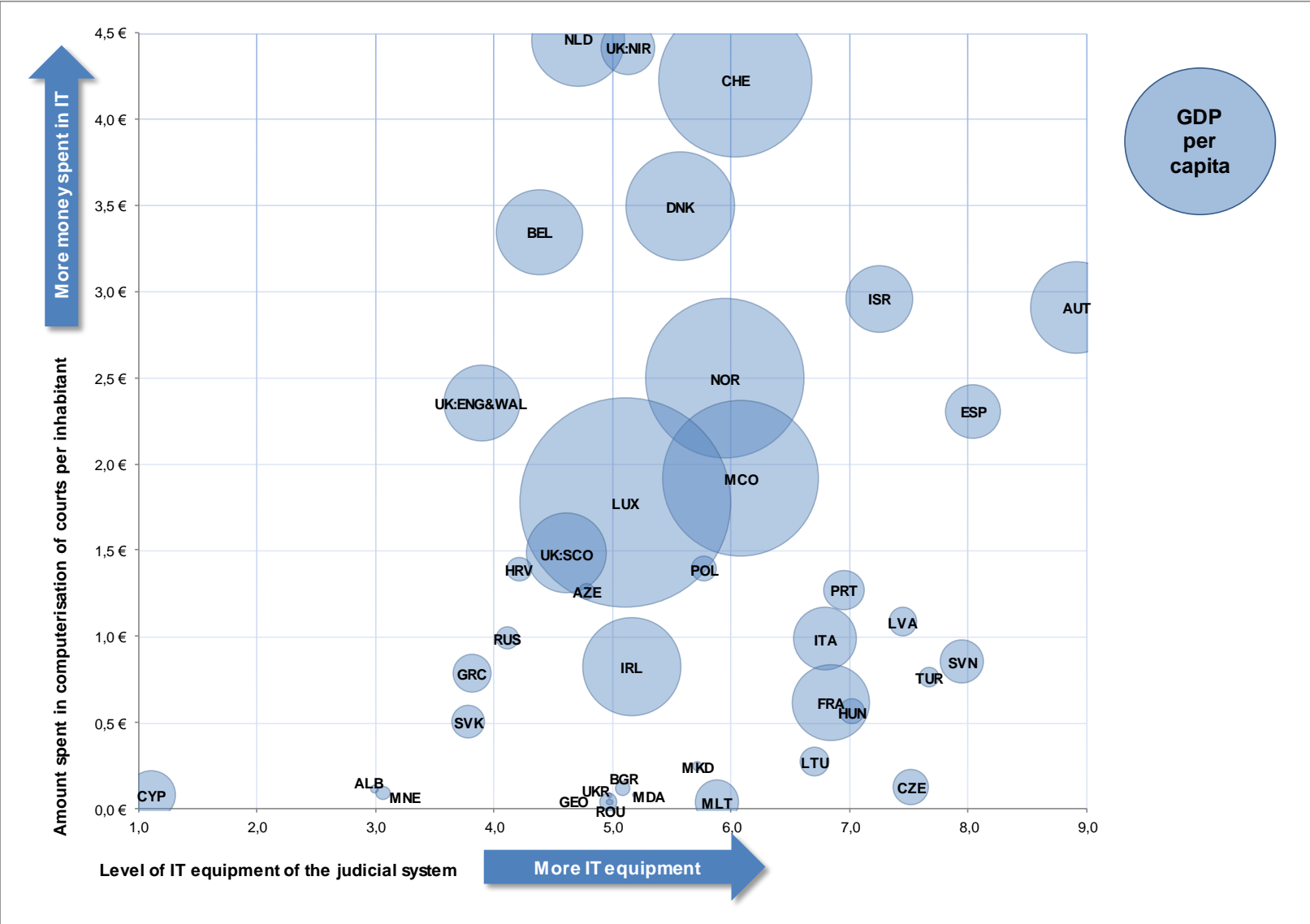
Tools to improve the improve the quality of the service provided to court users						
	Website gathering national information		Online services			
	At national level	At local level	Submit a case to the court	Granting legal aid	e-Summoning	Monitor online the stages of a proceeding
Yes	93%	71%	74%	26%	59%	67%
No	7%	29%	26%	74%	41%	33%
100%		56%				
50-99%		11%				
10-49%		4%				
1-9%		0%				
0% (NAP)		0%				
NA		0%				

Tools for improving the relationship quality between courts and professionals							
	Communication between courts and lawyers	Communication with other professionals				Electronic signature	Online processing of specialised litigation
		Enforcement agents	Notaries	Experts	Judicial police services		
Yes	74%					46%	37%
No	26%					54%	63%
100%		15%	17%	17%	11%		
50-99%		11%	4%	7%	4%		
10-49%		4%	4%	0%	4%		
1-9%		0%	0%	2%	0%		
0% (NAP)		65%	65%	70%	74%		
NA		4%	9%	4%	7%		

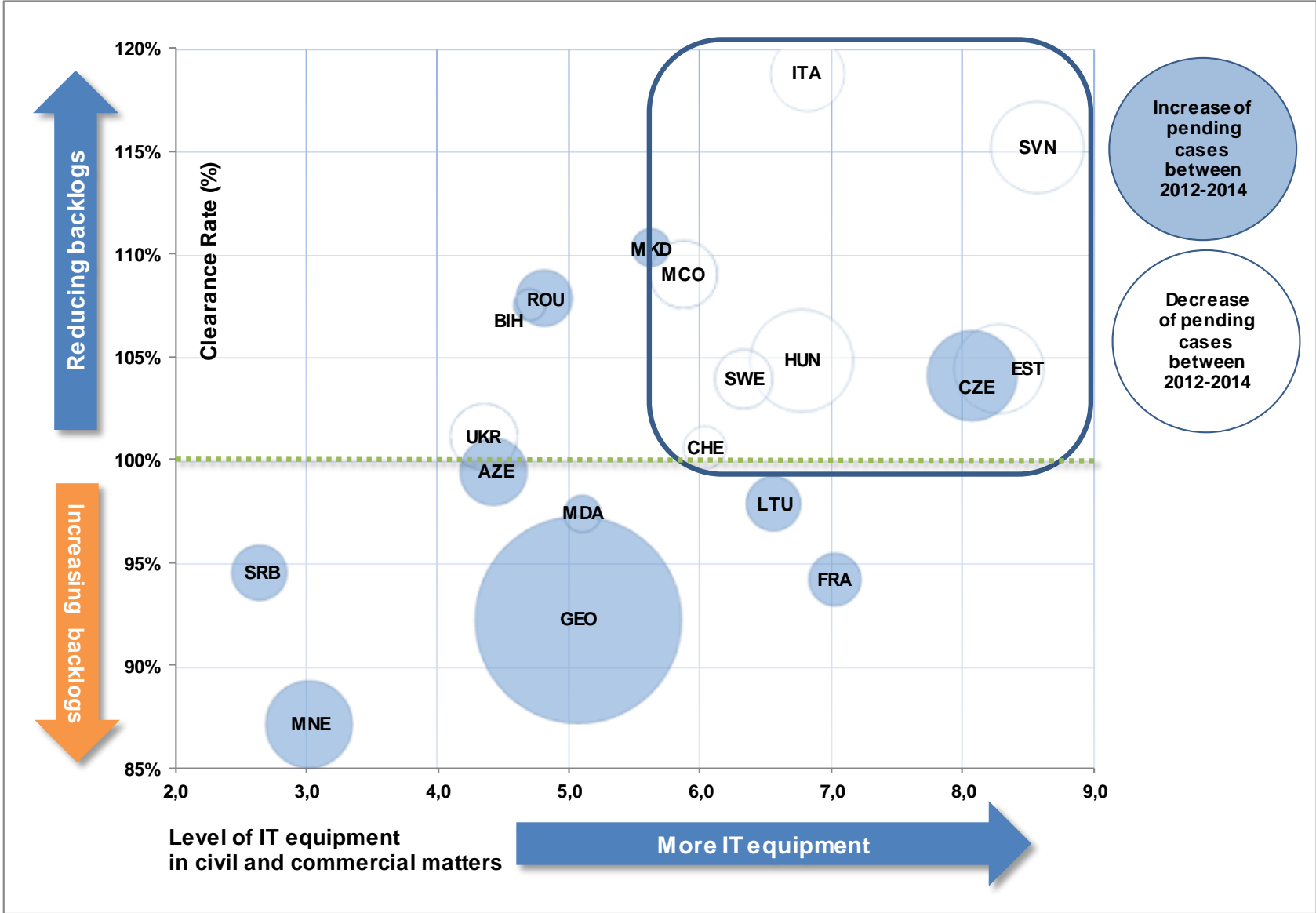
Tools in the framework of judicial proceedings				
	Videoconference	Recording of hearings or debates	In criminal matters, used of video surveillance recordings as pieces of evidence	
			Possibility to broadcast video recordings at a hearing	Legal framework
Yes	85%	87%	83%	80%
No	15%	13%	17%	20%

	Tools to improve the improve the quality of the service provided to court users							Tools for improving the relationship quality between courts and professionals							Tools in the framework of judicial proceedings				
	Website gathering national information		Online services					Communication between courts and lawyers	Communication with other professionals				Electronic signature	Online processing of specialised litigation	Videoconference	Recording of hearings or debates	In criminal matters, used or video surveillance recordings as pieces of evidence		
	At national level	At local level	Submit a case to the court	Granting legal aid	e-Summoning	Monitor online the stages of a proceeding	Enforcement agents		Notaries	Experts	Judicial police services	Possibility to broadcast video recordings at a hearing					Legal framework		
								Yes					No	Yes	No	Yes		No	Yes
Albania	Yes	50-99%	No	No	No	No	Yes	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	No	No	No	Yes	No	No		
Armenia	Yes	No	No	No	No	No	No	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	No	No	No	No	No	No		
Austria	Yes	No	Yes	Yes	Yes	Yes	Yes	100%	100%	100%	100%	Yes	Yes	Yes	Yes	Yes	Yes		
Azerbaijan	Yes	100%	Yes	No	Yes	Yes	No	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	No	No	Yes	Yes	Yes	Yes		
Belgium	Yes	50-99%	Yes	No	No	No	Yes	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	No	No	Yes	Yes	Yes	Yes		
Bosnia and Herzegovina	Yes	100%	No	No	No	Yes	No	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	No	Yes	Yes	Yes	Yes	Yes		
Bulgaria	Yes	100%	No	No	Yes	Yes	Yes	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	No	No	Yes	Yes	Yes	Yes		
Croatia	Yes	50-99%	No	No	No	Yes	No	0% (NAP)	10-49%	0% (NAP)	0% (NAP)	No	No	Yes	Yes	Yes	Yes		
Cyprus			No	No	No	No	No	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	No	No	No	No	No	No		
Czech Republic	Yes	100%	Yes	No	Yes	Yes	Yes	100%	100%	100%	100%	Yes	Yes	Yes	Yes	Yes	Yes		
Denmark	Yes	100%	Yes	No	Yes	No	Yes	50-99%	0% (NAP)	0% (NAP)	0% (NAP)	No	No	Yes	Yes	Yes	No		
Estonia	Yes	100%	Yes	Yes	Yes	Yes	Yes	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	Yes	Yes	Yes	Yes	Yes	Yes		
Finland	Yes	100%	Yes	Yes	Yes	No	Yes	100%	100%	100%	100%	No	No	Yes	Yes	Yes	Yes		
France	Yes	100%	No	No	No	Yes	Yes	50-99%	NA	100%	10-49%	Yes	Yes	Yes	Yes	Yes	Yes		
Georgia	No	50-99%	Yes	No	Yes	Yes	Yes	0% (NAP)	50-99%	0% (NAP)	0% (NAP)	No	No	Yes	Yes	Yes	Yes		
Germany	No	100%	Yes	Yes	Yes	No	Yes	10-49%	NA	1-9%	NA	Yes	Yes	Yes	No	Yes	Yes		
Greece	Yes	10-49%	Yes	No	No	Yes	Yes	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	No	Yes	No	Yes		
Hungary	Yes	100%	Yes	Yes	Yes	Yes	Yes	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	Yes	Yes	Yes	Yes		
Iceland	Yes	50-99%	No	No	No	No	Yes	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	No	No	No	No	Yes	No		
Ireland	Yes	100%	Yes	No	Yes	Yes	Yes	0% (NAP)	NA	0% (NAP)	0% (NAP)	No	Yes	Yes	Yes	Yes	Yes		
Italy	Yes	100%	Yes	No	Yes	Yes	Yes	0% (NAP)	100%	100%	100%	Yes	No	Yes	Yes	Yes	Yes		
Latvia	Yes	No	Yes	Yes	Yes	Yes	Yes	50-99%	0% (NAP)	50-99%	0% (NAP)	Yes	Yes	Yes	Yes	Yes	No		
Lithuania	Yes	100%	Yes	No	Yes	Yes	No	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	Yes	Yes	Yes	Yes	No	Yes		
Luxembourg	Yes	No	No	No	No	No	Yes	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	No	No	Yes	Yes	Yes	Yes		
Malta	Yes	No	Yes	No	Yes	Yes	Yes	NA	0% (NAP)	0% (NAP)	0% (NAP)	No	Yes	Yes	Yes	Yes	No		
Republic of Moldova	Yes	No	No	No	No	Yes	No	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	No	No	Yes	Yes	Yes	Yes		
Monaco	Yes	No	No	No	No	No	Yes	0% (NAP)	0% (NAP)	50-99%	50-99%	No	No	Yes	Yes	Yes	Yes		
Montenegro	Yes	100%	No	No	No	Yes	No	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	No	No	No	No	Yes	Yes		
Netherlands	Yes	100%	Yes	No	No	Yes	No	NA	0% (NAP)	NA	NA	No	No	Yes	Yes	Yes	Yes		
Norway	Yes	100%	Yes	Yes	Yes	Yes	Yes	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	No	No	Yes	No	Yes	Yes		
Poland	Yes	100%	Yes	No	Yes	Yes	Yes	0% (NAP)	100%	0% (NAP)	0% (NAP)	No	Yes	Yes	Yes	Yes	Yes		
Portugal	Yes	No	Yes	No	Yes	Yes	Yes	100%	100%	NA	50-99%	Yes	Yes	Yes	Yes	Yes	Yes		
Romania	Yes	100%	Yes	No	No	Yes	Yes	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	Yes	Yes	Yes	Yes	No	No		
Russian Federation	Yes	100%	Yes	No	Yes	Yes	No	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	Yes	Yes	No	No		
Serbia	Yes	100%	Yes	No	No	Yes	No	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	No	No	No	Yes	No	Yes		
Slovakia	Yes	100%	Yes	No	No	No	No	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	No	No	Yes	Yes	Yes	Yes		
Slovenia	Yes	100%	Yes	No	Yes	Yes	Yes	100%	100%	0% (NAP)	0% (NAP)	Yes	Yes	Yes	Yes	Yes	Yes		
Spain	Yes	10-49%	Yes	Yes	Yes	Yes	Yes	0% (NAP)	100%	100%	100%	Yes	No	Yes	Yes	Yes	Yes		
Sweden	Yes	100%	Yes	Yes	Yes	Yes	No	100%	100%	100%	NA	Yes	No	Yes	Yes	Yes	Yes		
Switzerland	No	100%	Yes	Yes	Yes	No	Yes	50-99%	50-99%	50-99%	0% (NAP)	Yes	Yes	Yes	Yes	Yes	Yes		
The FYROMacedonia	Yes	100%	Yes	No	Yes	No	Yes	10-49%	10-49%	0% (NAP)	0% (NAP)	Yes	No	Yes	Yes	Yes	Yes		
Turkey	Yes	No	Yes	Yes	Yes	Yes	Yes	100%	0% (NAP)	100%	10-49%	Yes	No	Yes	Yes	Yes	Yes		
Ukraine	Yes	No	Yes	Yes	Yes	Yes	Yes	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	Yes	Yes	Yes	Yes		
UK-England and Wales	Yes	No	Yes	No	No	Yes	Yes	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	No	Yes	Yes	Yes	Yes	Yes		
UK-Northern Ireland	Yes	No	Yes	No	No	Yes	Yes	0% (NAP)	0% (NAP)	0% (NAP)	0% (NAP)	No	Yes	Yes	Yes	Yes	Yes		
UK-Scotland	Yes	No	Yes	No	Yes	No	Yes	50-99%	0% (NAP)	0% (NAP)	0% (NAP)	Yes	No	Yes	Yes	Yes	Yes		

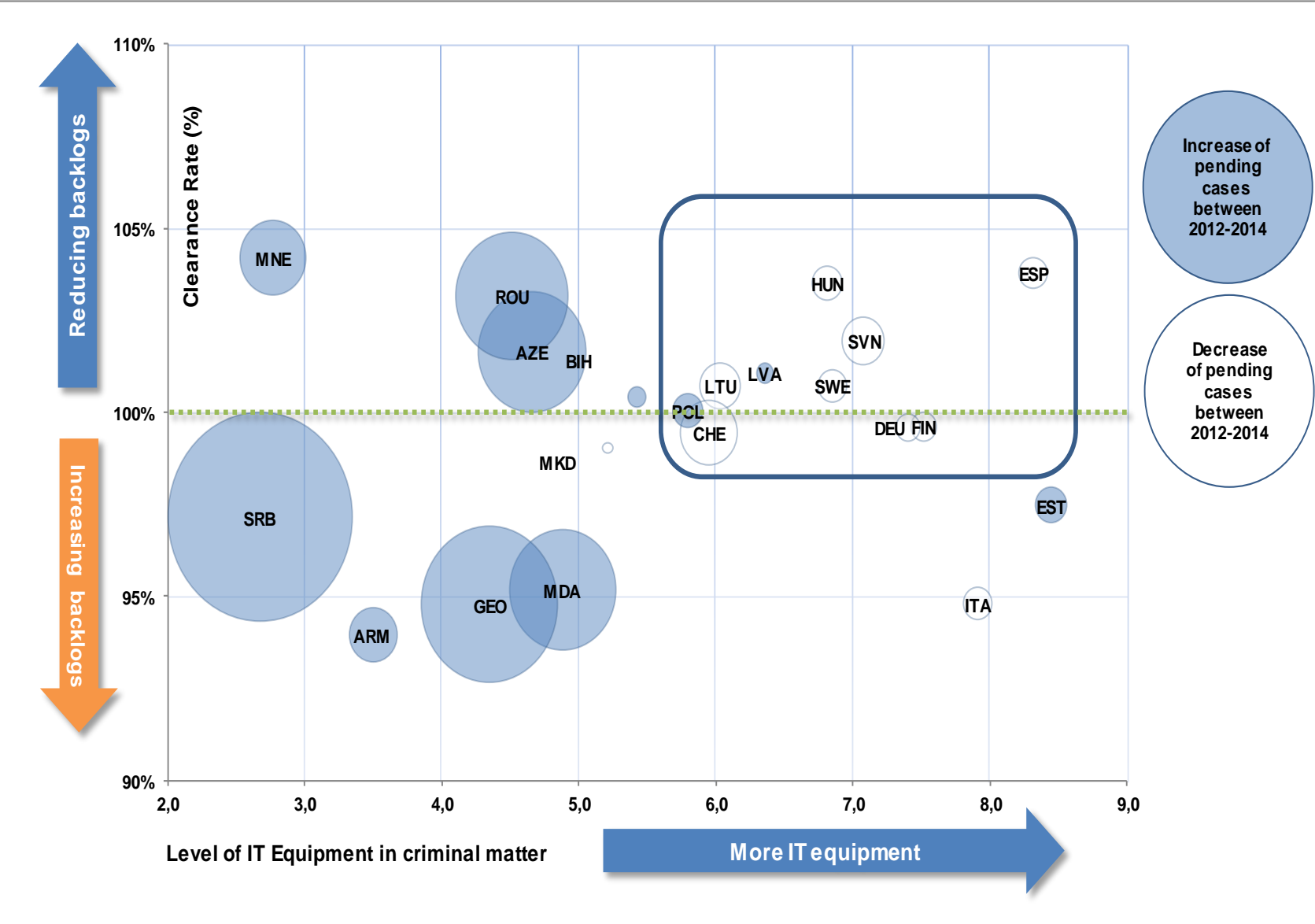
Relation between the level of IT equipment and the budget for computerisation of courts per inhabitant in 2014 (Q1, Q3, Q6, Q62 to Q64)



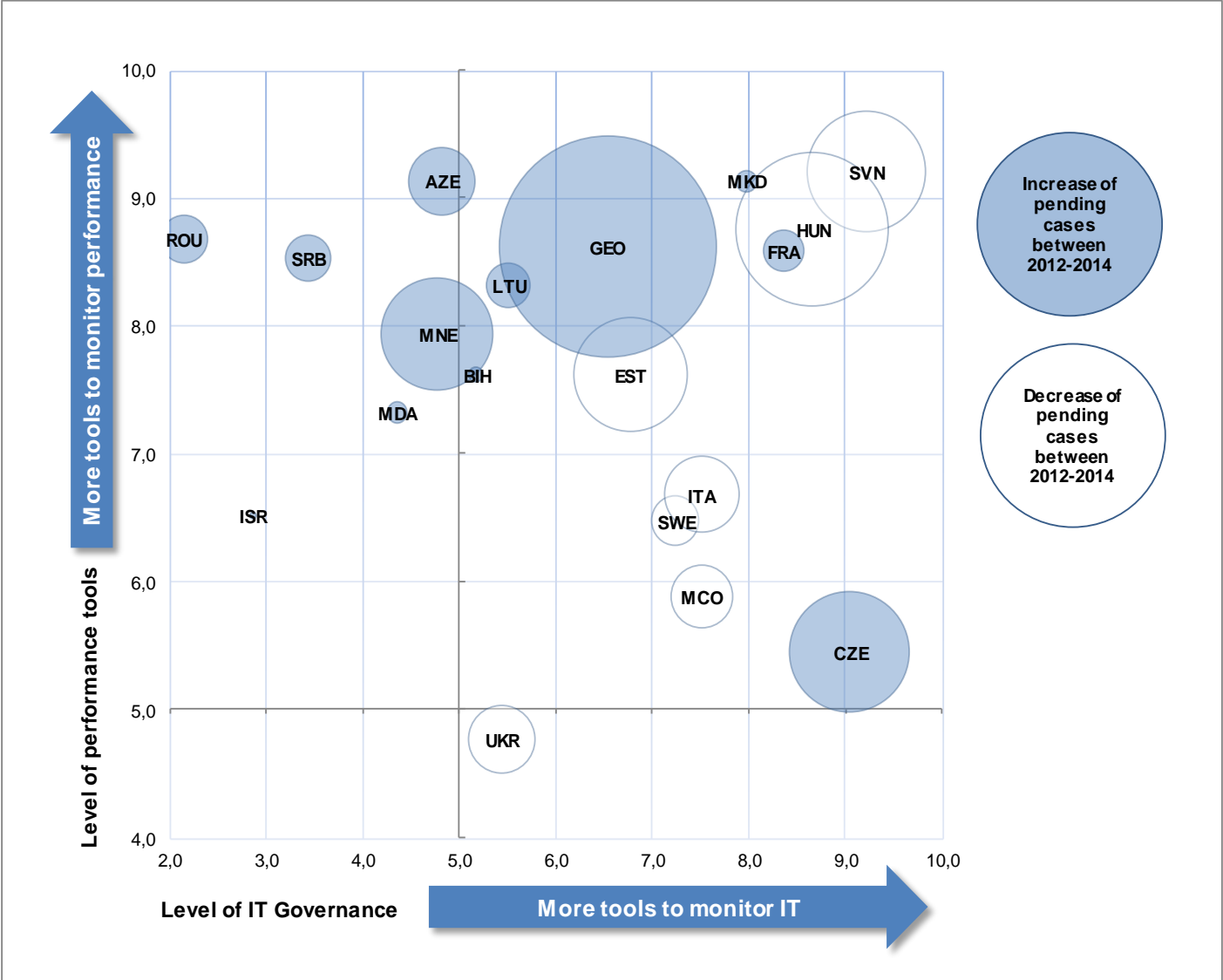
Civil and commercial litigious cases: impact of IT systems on efficiency between 2012 and 2014 (Q62 to Q64, Q91, Q97, Q99)



Criminal cases: impact of IT systems on efficiency between 2012 and 2014 (Q62 to Q64, Q94, Q98, Q100)



Relation between the level of IT Governance, the level of performance tools in 2014 and efficiency (civil and commercial litigious cases between 2012 and 2014) (Q1, Q62 à Q65, Q66 à 83.3, Q91, Q97, Q99)



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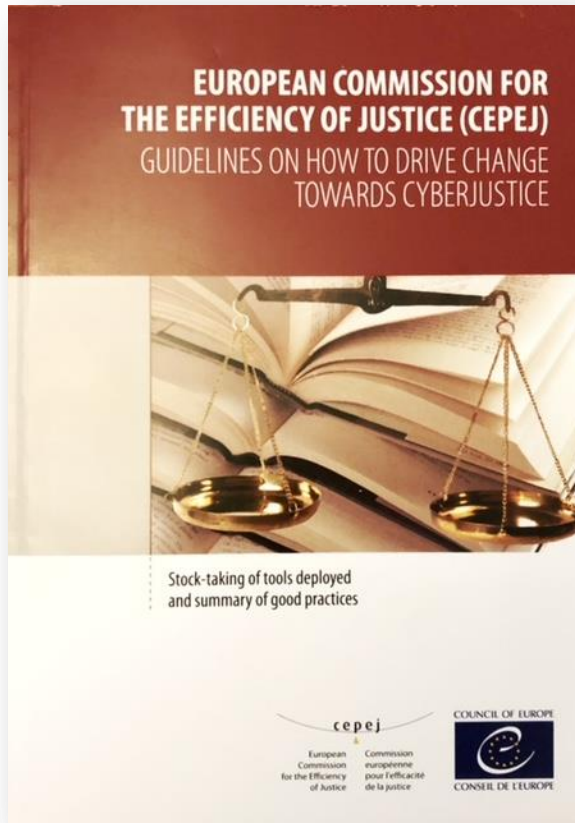
Evaluation
Guidelines

Compilation of most recent experiences

Critical look

Recommendations

Checklists



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Access to justice

Benefits identified

- Provision of information to litigants at all levels made easier (information on physical access to the court, on the way the court is organised and how to bring proceedings, on existing alternatives and on the online monitoring of proceedings; access to the decision as soon as it is delivered)
- Reduction in waiting times at “physical” court reception desks or some journeys rendered unnecessary
- Online settlement of some disputes before bringing proceedings in order to relieve the courts of simple cases

Possible developments

- Integration of access-to-justice tools into the general information system of the judicial services
- Rethinking the judicial map and investment in buildings in the light of the migration of some uses of the building to the court’s online space

Points to note

- Maintenance and durability of data, especially archives
- Significant reinvestment in human resources through recruitment or training plans for the new services proposed
- Account to be taken of the growing number of online dispute resolution (ODR) services provided by the private sector complementing or competing with the public sector

Potential risks

- Online court referrals: care must be taken to ensure that accessing justice is not trivialised
- Threatens the future of officers of the court, who are no longer obligatory intermediaries between the court and the litigant
- Perception of parties to proceedings: will they feel listened to and treated fairly if the alternative dispute resolution or judicial process takes place online? Might the potential character of the proceedings be affected?
- Retrieval by private companies of open judicial data for purposes other than access to the law

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Communication

Benefits identified

- Cost reductions, speed of processing
- Organisational simplification

Points to note

- Technical compatibility and reliability of the system between different entities
- Change management policy to be rigorously determined
- Effects of blocking the communication chain in case of failure

Possible developments

- Definition of common communication patterns (starting from court services and continuing to all the services involved in the operation of the judicial system)

Potential risks

- Considerable loss of time in the event of an uncontrolled technical failure

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Direct assistance

Benefits identified

- Improvement in the formal quality of decisions
- Access to large legal data bases
- Time saved by the electronic administration of evidence
- System facilitates remote working or the fairer distribution of cases among judges
- In criminal cases, guarantee of acquiring a good knowledge of the past history of the accused to increase the number of individually tailored decisions

Possible developments

- Lever to improve the dissemination of case law
- Harmonisation of practices with regard to the drafting and reasoning of judgements

Points to note

- For pre-established templates, ensure their quality (working group) and regular updates
- Design tools in such a way that the judge retains the possibility of taking back control over the system at all times

Potential risks

- The decision should not be influenced by the constraints of a computer system
- The system should not undermine the independence of judges or cause a breach of the equality of arms between the parties
- When designing databases, need to ensure the neutrality of consultation criteria and that users understand them
- Risk of depriving the judge of his/her decision-making capacity or of confining his/her power to judge within too formal a framework (as a result of an excess workload leading to automation of the tasks performed or reliance on standard judgements)

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Administration

Evaluation Guidelines

Benefits identified

- Improvements in the efficiency of the courts
- Increases in or redeployment of staff (full time equivalent) by reducing duplication of effort
- Reduction in court operating costs
- Improvements in judicial activity statistics

Possible developments

- Driving force for the reorganisation of a court's operation
- Definition of management objectives and real-time monitoring of court's performance
- Integration of CMS applications into a more extensive information system (especially with electronic communication)

Points to note

- Equipment's technical reliability to be ensured and maintained
- Change management policy to be strictly defined
- Quality of data input to be supervised to avoid statistical distortions
- Thin line between the performance of the court as a whole and that of each individual (especially the judges) and consequences for assessing judges' work

Potential risks

- Considerable loss of time in the event of a breakdown
- Considerable financial losses if the deployment fails
- Concentration on the court's quantitative performance to the detriment of its qualitative performance

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Main Recommendations

Start by setting clear objectives, free from all technical considerations

Consider the basic criteria contributing to the smooth deployment of information technology

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Main Recommendations

Allocate appropriate resources commensurate with the projects' goals

Closely involve future users in the development of the tools throughout the life of the project

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Main Recommendations

Develop a deployment policy involving all the stakeholders

From a project management culture to a truly hands-on approach to innovation

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Checklists

1. Checklist for the organisation responsible for managing an IT project
2. Checklist for users of the information system

Thank you !

Questions / Discussion

