

# Judicial Data Warehouse and Performance Dashboards

Supreme Court of Slovenia



“It is not only about statistical data analysis.  
It is also about a change of habits, work methods, and mentality of  
judges and other employees at the courts.”

*Alenka Jelenc Puklavec*  
*former Head of the Registry Department of the Supreme Court*



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# ***STARTING POINT***

## “Traditional” court management

Increasing number of  
filed and pending cases

Inconsistencies in  
Human Resource  
Management

# ***CHALLENGE***

## **Paradigm shift:**

from statistical reporting to strategic management

## **Meeting different needs and expectations**

(Judiciary, Ministry of Justice, Judicial Council, Public)

## **“New” court management**

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# ***CHALLENGE***

The right **information,**  
at the right **time,**  
in the right **place.**

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# ***BUSINESS INTELLIGENCE (BI)***

*BI provides the ability to transform data into usable and actionable information for business purposes. (TDWI)*

Processes, technologies *and* tools  
*needed to turn* data *into* information,  
information *into* knowledge,  
*and* knowledge *into* plans  
that drive appropriate business actions.

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# ***BUSINESS INTELLIGENCE (BI)***

Data  
Warehousing

Business  
analytic tools

Knowledge

content management  
analytical knowledge, skills  
and experience  
organizational skills and  
motivation

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# DATA WAREHOUSING

DW ... is a **process** which turns **raw data** into potentially **valuable information** assets by:

applying **standards** and **consistency** to the data

**integrating** the data

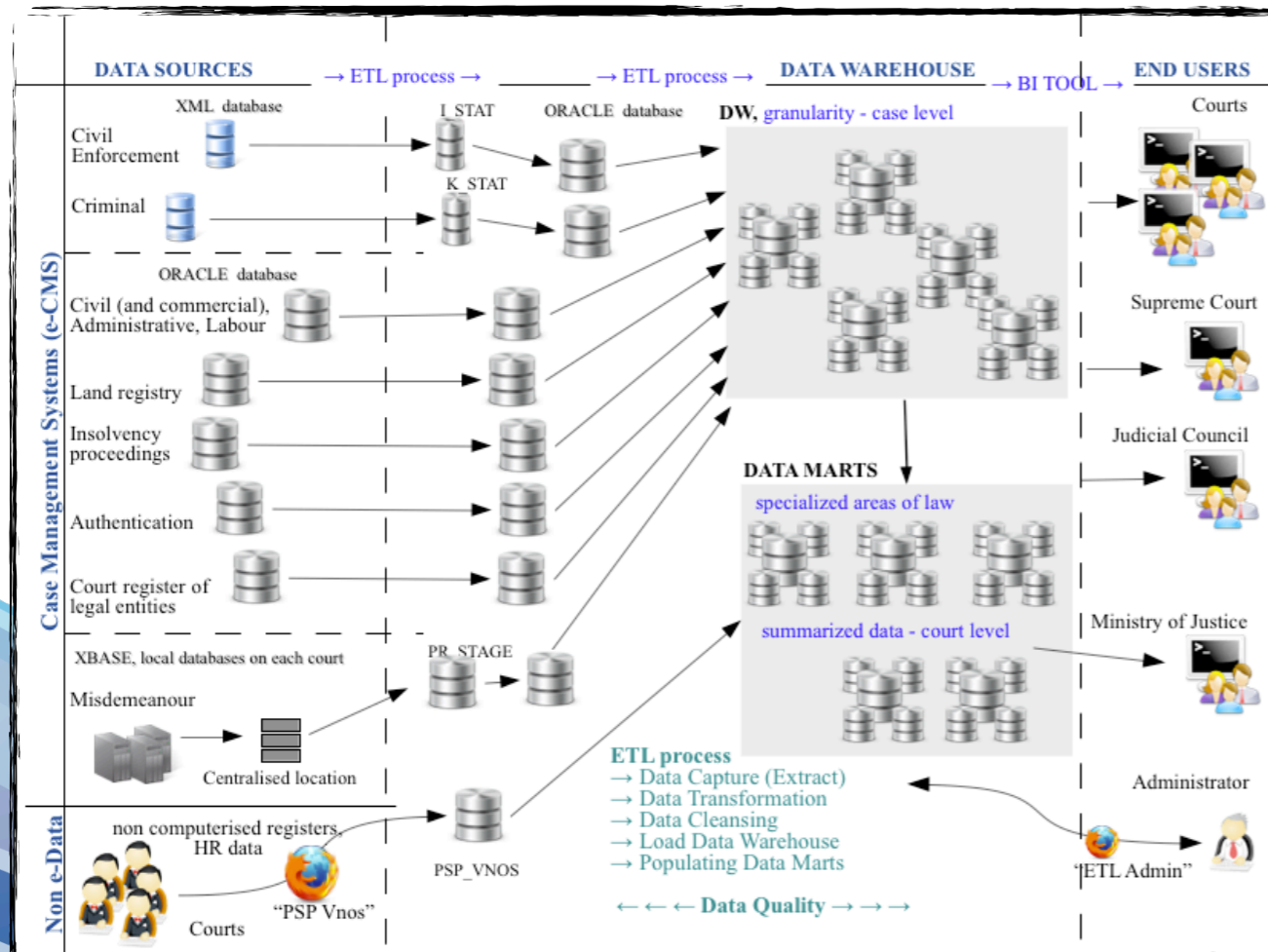
enforcing data consistency over time to provide **meaningful history**

organizing the data into **subject areas** crossing business functional lines

acting as a **stable and reliable source** (*not changing like operational systems databases*)

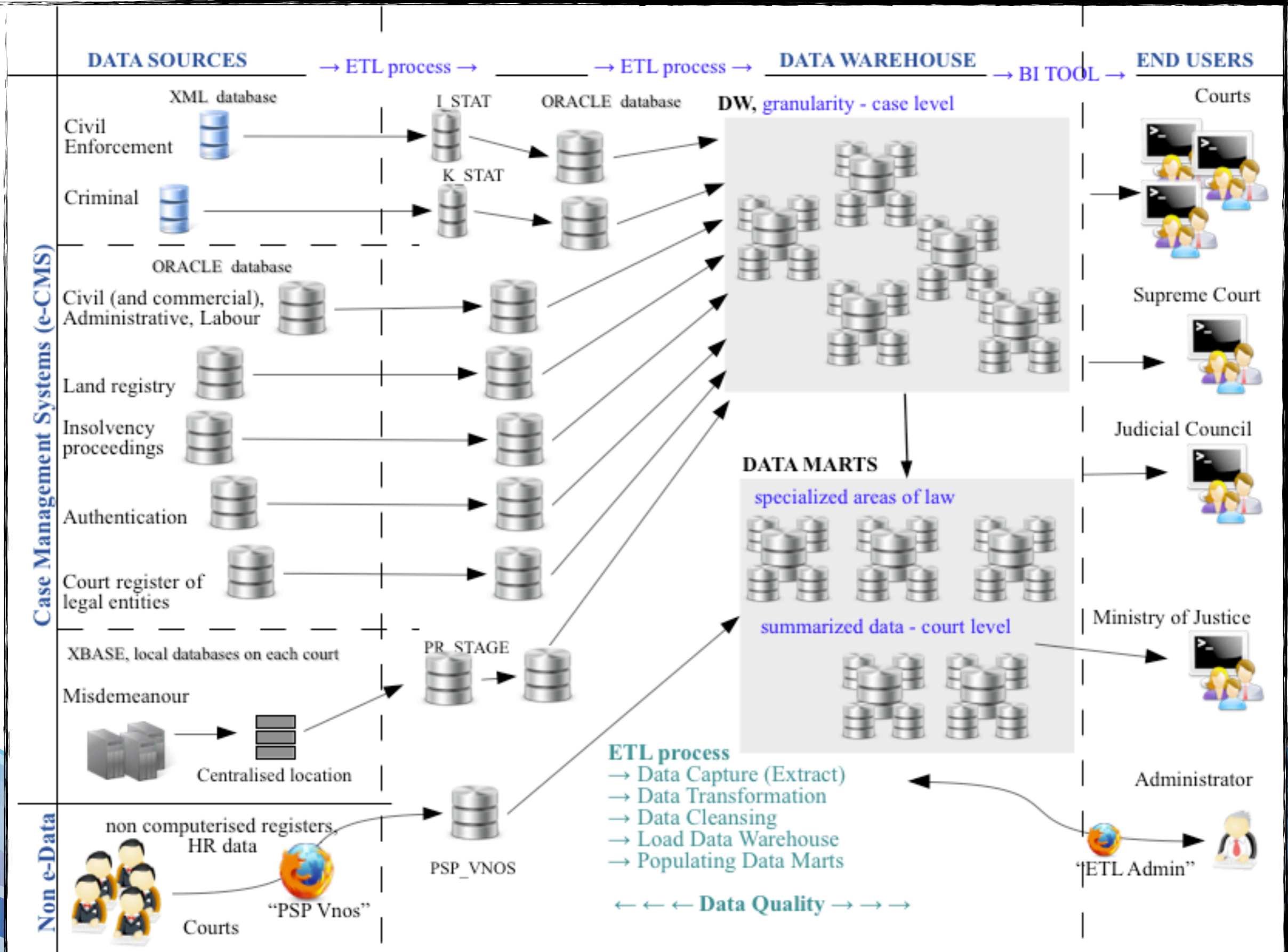
providing easy **accessibility**

(TDWI)



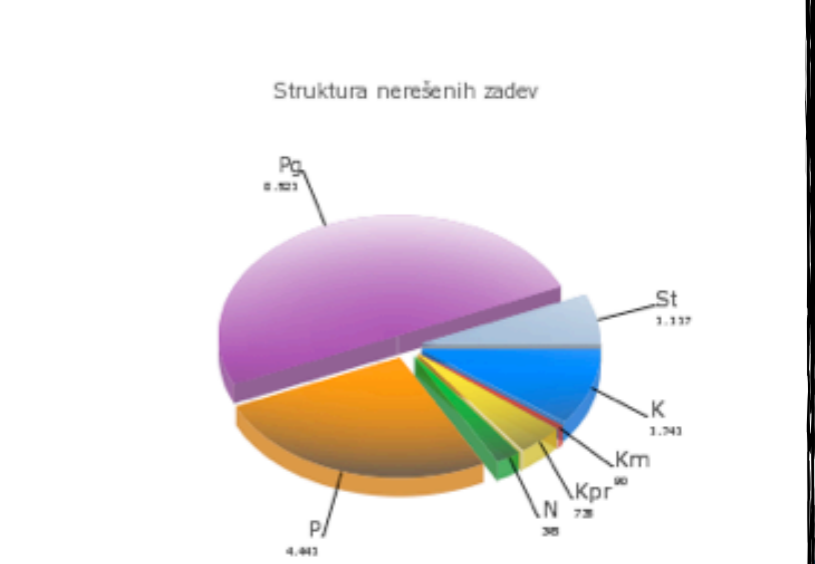
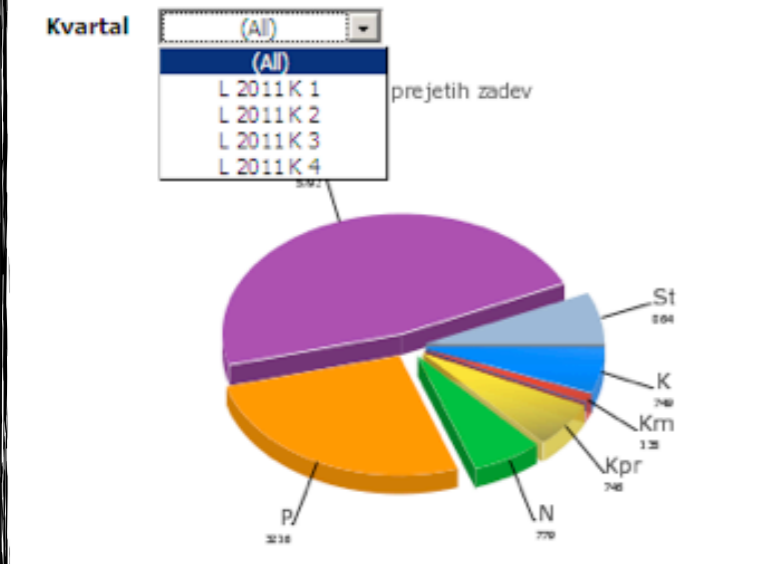
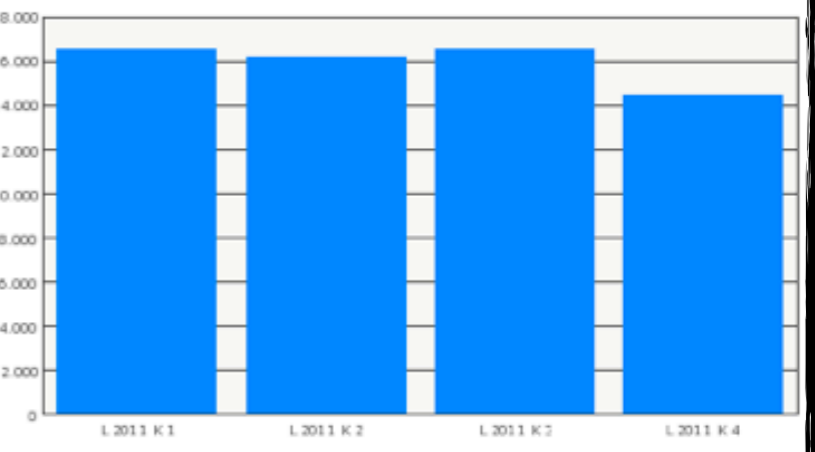
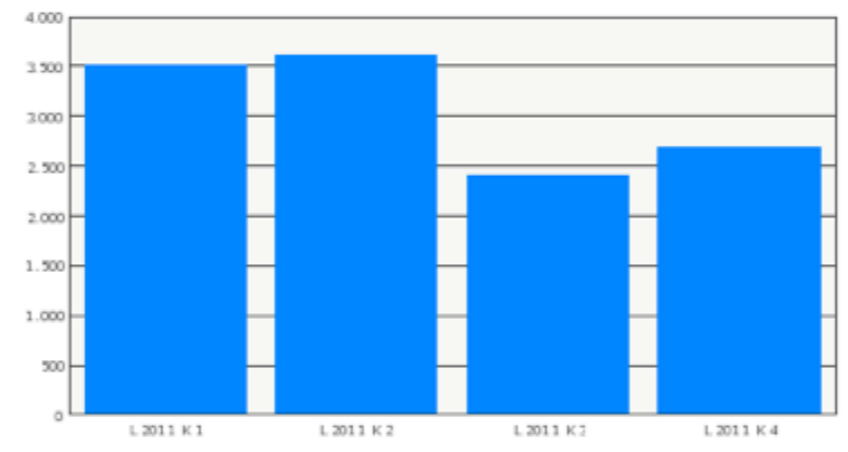
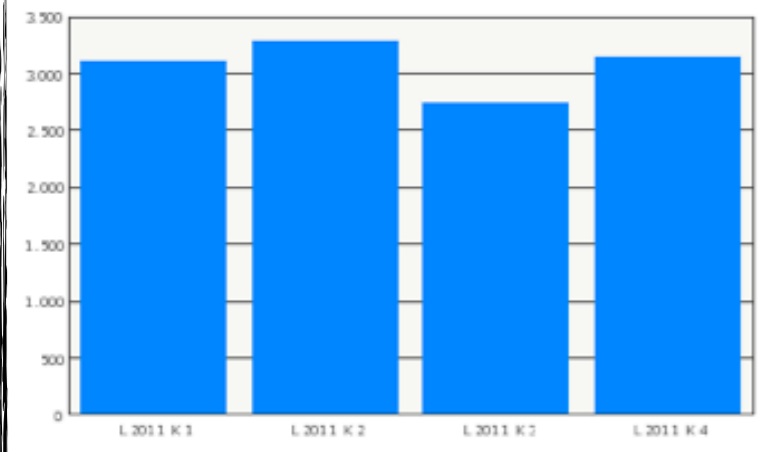


# DATA WAREHOUSING



# PRESIDENT'S DASHBOARDS

**Pomembnejše** Pomembnejše | **Podpodročje** (All)



Sodišče	Metrics	Prejete	Prejeto Plan	Rešene	Rešene Plan	Nerešene	Nerešeno Plan
OZ v Ljubljani	12.283	13.416	12.206	13.138	16.990	32.213	
OZ v Mariboru	5.099	5.979	5.190	5.718	4.673	11.712	
OZ v Murski Soboti	1.741	1.730	1.796	1.912	1.294	1.857	
OZ v Novi Gorici	1.476	1.667	1.411	1.419	1.407	2.717	
OZ v Novem mestu	1.457	1.700	1.350	1.615	1.779	2.755	
OZ v Celju	4.507	5.197	4.418	5.048	5.033	9.291	
OZ v Kopru	2.338	2.655	1.964	2.181	3.630	6.106	
OZ v Kranju	2.462	2.792	2.501	2.831	2.789	5.138	
OZ v Krškem	793	830	839	829	818	1.474	
OZ na Ptuj	1.210	1.514	1.250	1.559	1.006	1.637	

# PRESIDENT'S DASHBOARDS

Year

Type of courts

Selection of individual court

SODSTVO REPUBLIKE SLOVENIJE  
18.01.2012 12:53:43  
Po organizaciji

OZ v Ljubljani

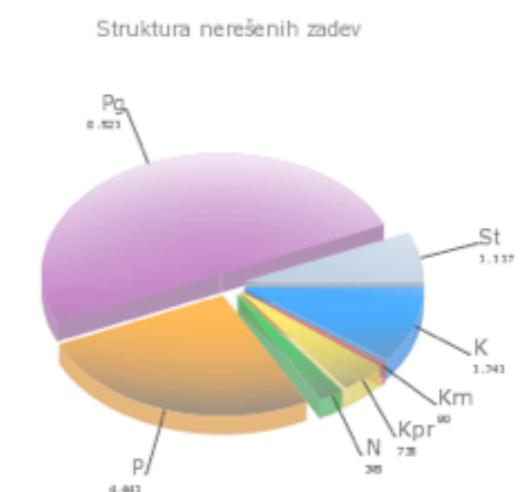
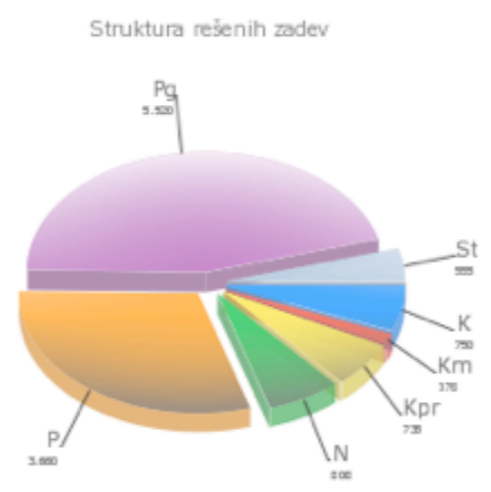
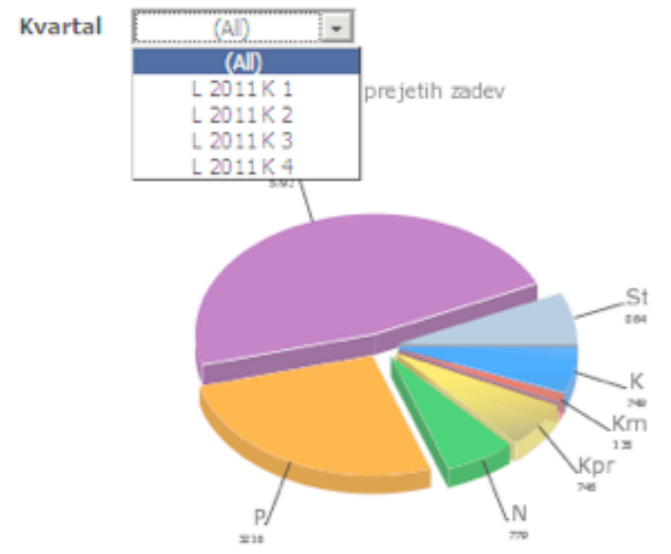
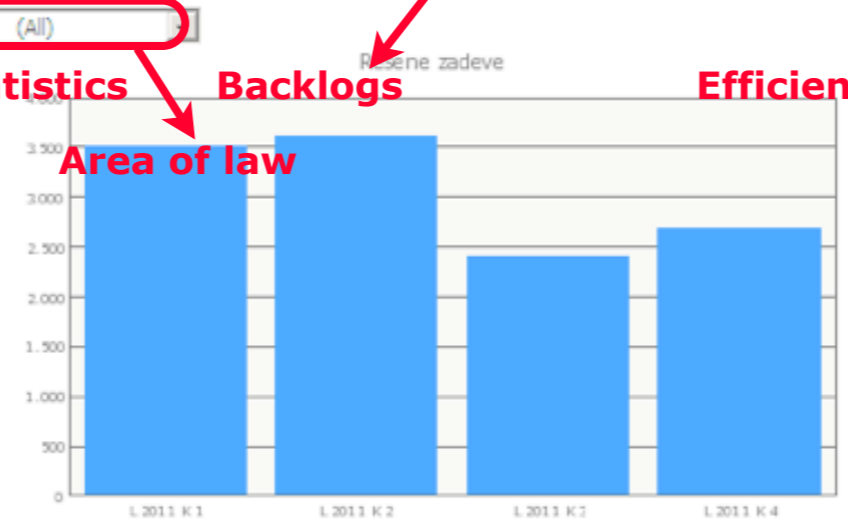
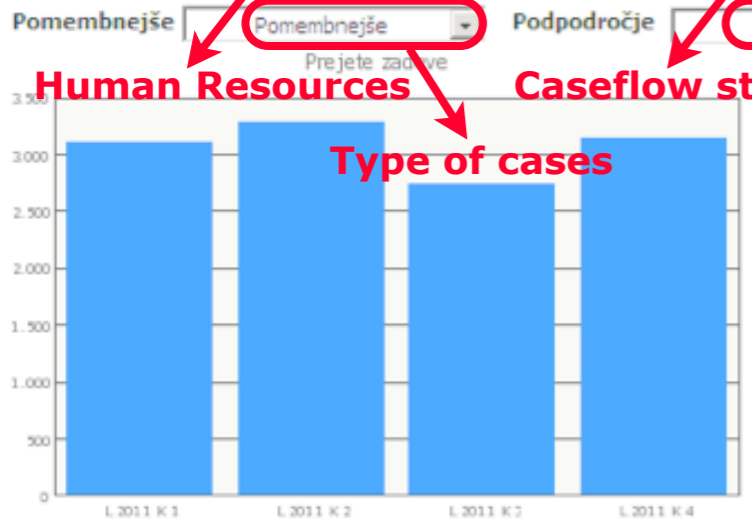
Kadri

Gibanje Zadev

Zaostanki

Storilnost

Kvaliteta dela

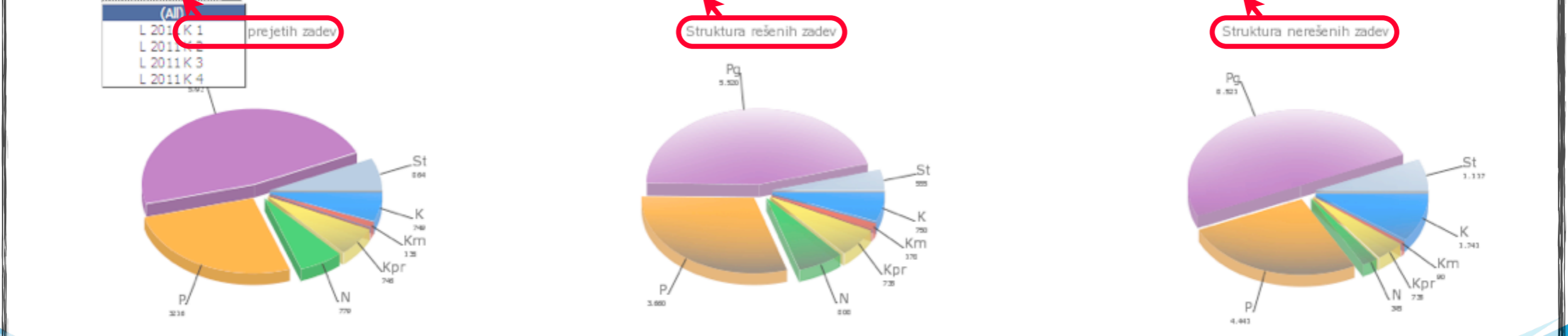


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# PRESIDENT'S DASHBOARDS



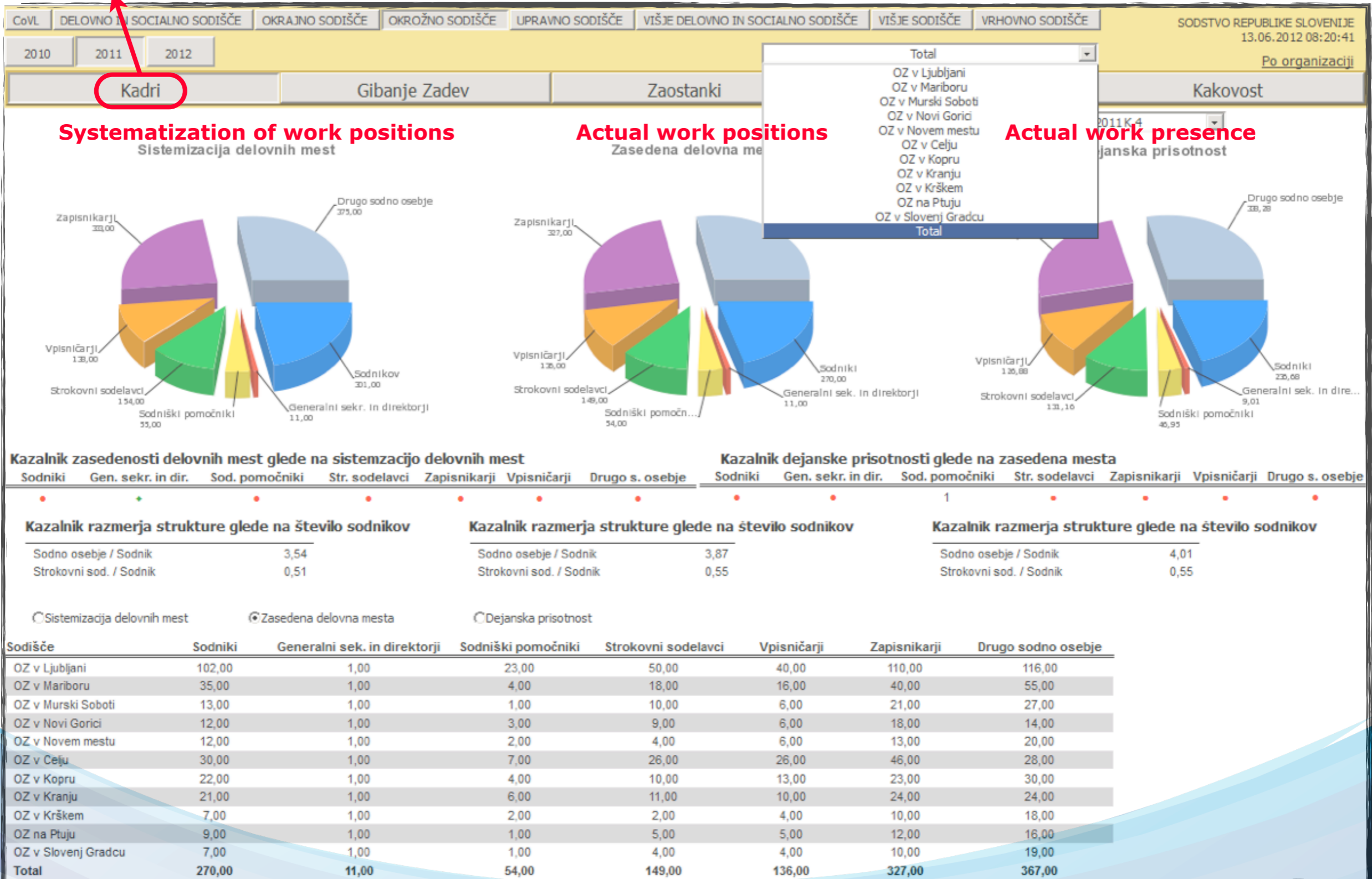
**Structure of... Received cases** | **Structure of... Solved cases** | **Structure of... Pending cases**



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# PRESIDENT'S DASHBOARDS

## Human Resources



# PRESIDENT'S DASHBOARDS

SODSTVO REPUBLIKE SLOVENIJE  
26.09.2012 09:21:44  
Po organizaciji

CoVL | DELOVNO IN SOCIALNO SODIŠE | OKRAJNO SODIŠE | OKROŽNO SODIŠE | UPRAVNO SODIŠE | VIŠJE DELOVNO IN SOCIALNO SODIŠE | VIŠJE SODIŠE | VRHOVNO SODIŠE

2010 | 2011 | 2012 | OZ v Ljubljani

Kadri | Gibanje Zadev | Zaostanki | **Storilnost** | Kakovost

Kvartal (All) | Pomembnejše | Pomembnejše | Podpodročje Total

Metrics	Total	Penal	Penal			Non-Litigation	Litigation	Liquidation					Company Bankruptcy
			juvenile	investig.	litiguous			Commerc. Litigation	Restructuring	St-01	St-02	St-03	
	Total	K	Km	Kpr	N	P	Pg	St-01	St-02	St-03	St-04	St-05	
Prejete	9.302	887	149	707	588	2.174	4.129	11	324	382	1	10	Received
Rešene	9.593	788	133	744	591	2.419	4.473	7	278	143	6	11	Solved
Nerešene	16.595	1.833	93	677	302	4.141	8.189	11	510	832	6	1	Pending
Delež Prejetih	24%	2%	0%	2%	1%	5%	10%	0%	1%	1%	0%	0%	Ratio of received
Delež Rešenih	24%	2%	0%	2%	1%	6%	11%	0%	1%	0%	0%	0%	Ratio of solved
Delež Nerešenih	85%	9%	0%	3%	2%	21%	42%	0%	3%	4%	0%	0%	Ratio of pending
Delež Prejetih / VrS	36%	34%	39%	27%	19%	37%	44%	34%	45%	30%	8%	59%	
Delež Rešenih / VrS	36%	33%	38%	29%	19%	38%	43%	24%	46%	21%	38%	73%	
Delež Nerešenih / VrS	42%	35%	52%	25%	35%	41%	51%	41%	38%	29%	15%	14%	
Število sodnikov	86,26	86,26	86,26	86,26	86,26	86,26	86,26	86,26	86,26	86,26	86,26	86,26	Number of judges
Število zaposlenih	395,64	395,64	395,64	395,64	395,64	395,64	395,64	395,64	395,64	395,64	395,64	395,64	Number of staff
Delež sodnikov	36,43%	36,43%	36,43%	36,43%	36,43%	36,43%	36,43%	36,43%	36,43%	36,43%	36,43%	36,43%	Ratio of judges
Prejete / Sodnik	107,84	10,05	1,73	8,20	6,58	25,20	47,87	0,13	3,76	4,20	0,01	0,12	Received per judge
Prejete / Zaposleni	23,51	2,19	0,38	1,79	1,44	5,49	10,44	0,03	0,82	0,91	0,00	0,03	Received per staff member
Rešene / Sodnik	111,21	9,14	1,54	8,63	6,85	28,04	51,85	0,08	3,22	1,66	0,07	0,13	Solved per judge
Rešene / Zaposleni	24,25	1,99	0,34	1,88	1,49	6,11	11,31	0,02	0,70	0,36	0,02	0,03	Solved per staff member
Prejete	25.796	2.548	383	2.588	2.984	5.846	9.472	32	727	1.189	12	17	
Rešene	26.712	2.414	352	2.552	3.089	6.447	10.518	29	610	670	16	15	
Nerešene	39.407	5.292	179	2.751	867	10.049	16.023	27	1.332	2.840	40	7	
Delež Prejetih	26%	3%	0%	3%	3%	6%	9%	0%	1%	1%	0%	0%	
Delež Rešenih	26%	2%	0%	3%	3%	6%	10%	0%	1%	1%	0%	0%	
Delež Nerešenih	86%	12%	0%	6%	2%	22%	35%	0%	3%	6%	0%	0%	
Sodniki	236,81	236,81	236,81	236,81	236,81	236,81	236,81	236,81	236,81	236,81	236,81	236,81	
Zaposleni	1.215,61	1.215,61	1.215,61	1.215,61	1.215,61	1.215,61	1.215,61	1.215,61	1.215,61	1.215,61	1.215,61	1.215,61	
Delež sodnikov	26,36%	26,36%	26,36%	26,36%	26,36%	26,36%	26,36%	26,36%	26,36%	26,36%	26,36%	26,36%	
Prejete / Sodnik	108,93	10,76	1,62	10,92	12,60	24,69	40,00	0,14	3,07	5,02	0,05	0,07	
Prejete / Zaposleni	21,22	2,10	0,32	2,13	2,45	4,81	7,79	0,03	0,60	0,98	0,01	0,01	
Rešene / Sodnik	112,80	10,19	1,49	10,78	13,04	27,22	44,42	0,12	2,58	2,83	0,07	0,06	
Rešene / Zaposleni	21,97	1,99	0,29	2,10	2,54	5,30	8,65	0,02	0,50	0,55	0,01	0,01	
Trend Prejema	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	
Trend Rešenih	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	
Trend Nerešenih	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	

Efficiency

# ***COURT MANAGEMENT TODAY***

Meeting end-users needs  
on different levels of use:

Data access (easy, daily)

Reporting, including generation of scheduled reports

Research and analysis (ad hoc queries)

Prediction (next step)

## **Data quality improvement in CMS**

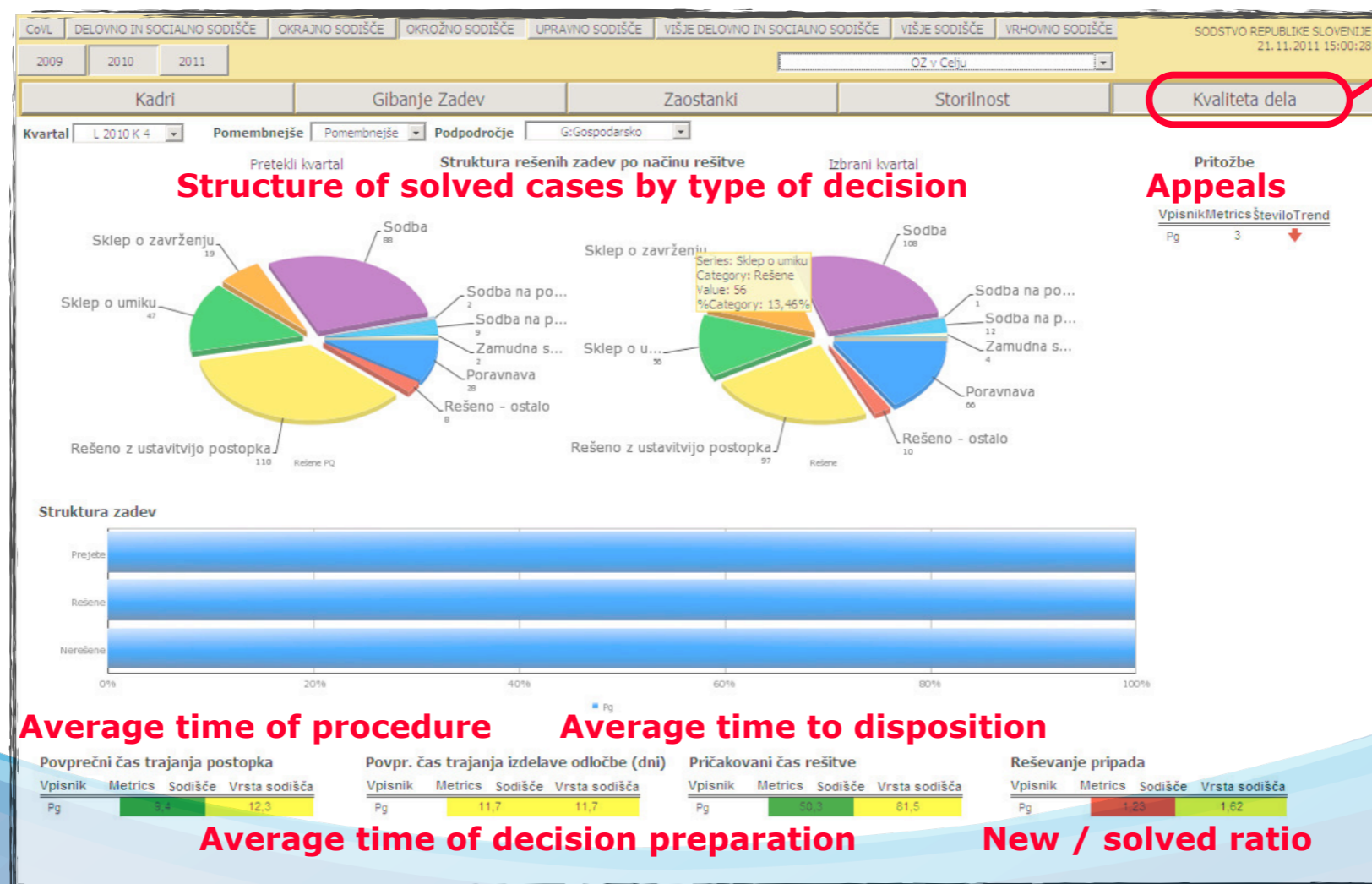
information quality is based on data quality  
and poor quality can cause wrong decisions

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# COURT MANAGEMENT TODAY

Business decisions are based on good quality information

provided by reliable and good quality data, transparency, and benchmarking





# ***RESULTS***

... speak for themselves.

From 2008 to 2011:

**Pending** cases were reduced by **20%**

**Oldest pending** cases (over 10 years) were reduced by **40%**

Overall **average time** to deposition **fell by 2 months**  
(from 7.8 to 5.8)

The increase in transparency allows provision of more accurate information to the general public and helps improving the public confidence in the judicial system.

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# ***RESULTS***

Data Warehouse and President's Dashboards have  
**relieved** judges and managers from **complex administrative tasks**  
and  
**enabled** them to **focus on decision making.**

**Benchmarking**

**Priorities and  
measures**

President's Dashboards offer  
a comparative advantage.

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# ***JUDICIAL DATA WAREHOUSE and PERFORMANCE DASHBOARDS***

“The results of this project are also a solid and a welcome basis for functional independence of the judiciary.

*Alenka Jelenc Puklavec  
former Head of the Registry Department of the Supreme Court*



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# ***JUDICIAL DATA WAREHOUSE and PERFORMANCE DASHBOARDS***



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