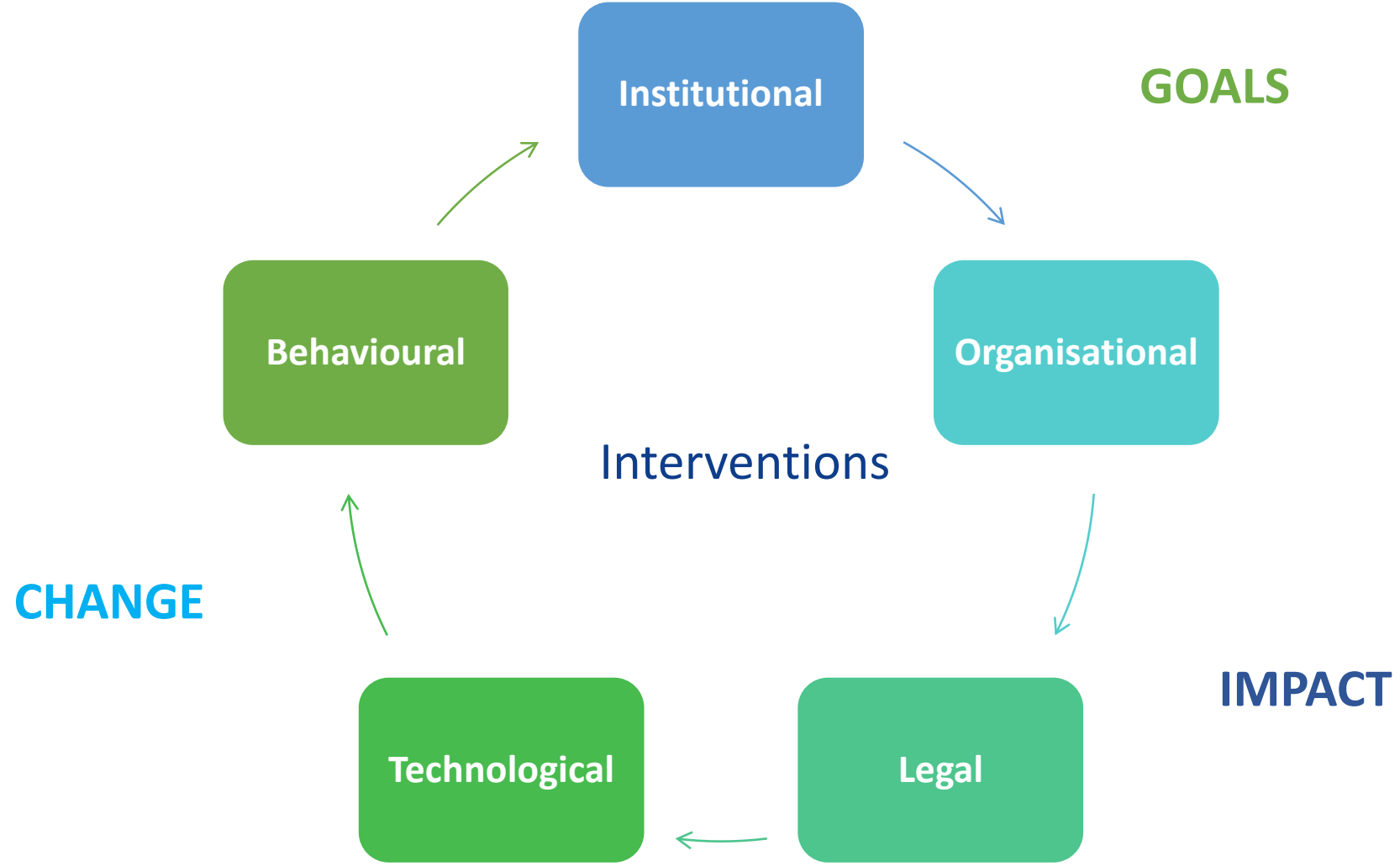European Cyberjustice Network (ECN)
Seminar 3/2022
Management of Cyberjustice Projects – Lessons learned and practical guidance

Handbook for the Implementation of Cyberjustice Projects

Towards Ecosystem Approach & Collaborative Stakeholder Involvement

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A cyberjustice project is...

Based on good practices in change management

- Experts' experience

- CEPEJ standards and good practices

- Lessons learnt from cyberjustice projects, including
  - Civil Reform Workstream, Court Service, Ireland
  - e-Justice Programme implementation in the States of Schleswig-Holstein, Rhineland-Palatinate and Baden-Wurttemberg, Germany
  - Justitia 4.0 Project, Switzerland
  - AIPA Project, Finland
  - Portalis Project, France
  - Regional practices from Murcia, Spain

Content

- Importance of change management
- Governance and strategic matters, dedicated legislative framework
- Ecosystem approach
- Results-based project management
- Complexity constraints
- Collaborative stakeholder involvement
- User centricity and effective communication
- Multi-level support and training
- Sustainability and long-term monitoring

Ecosystem Approach

True digital transformation can be achieved only through changes not only on the level of need, but also on the fundamental ways the judiciary considers use of technology

- Judiciary should be open to change
- Judiciary should become more adaptive to change
- Judiciary should enhance ongoing operations with multidisciplinary or cross-functional teams
- Judiciary should be human-centred
- Judiciary should remain sensitive to technology development

Collaborative Stakeholder Involvement

Extrapolating the vision set by policy makers into practical tools and services to be used by both professional and non-professional users

Enabling and supporting participation from non-judicial ecosystems' actors in creating and/or adopting more efficient features, or integration processes
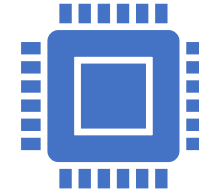
Designing the IT systems and processes for the ease and access of multiple ecosystem actors simultaneously, be they internal or external users

Designing judicial services that enable different parts of the justice delivery system to collaborate and provide seamless delivery of justice to citizens by reducing touchpoints

Thank you!

Check the Handbook for more lessons learnt and practices on change management in cyberjustice!