



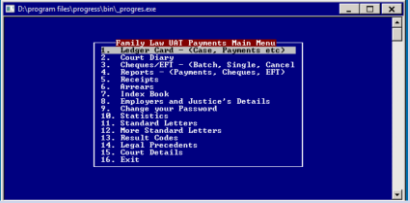



An tSeirbhís Chúirteanna  
Courts Service

# Digital Filing Where are we going?

October 2022

- **Mark Dunne, Head of Digital**
  - Background in Software Development
  - Previous role in Government CIO's Office (>5 years)
  - One of many recent recruits to Courts Service ICT
  - I love a challenge
    - I came to the right place 😊
    - Lots of legacy!
    - Lots of ambition!

# The good the bad and the ugly...

	Ugly	Ugly	Bad	Bad
				
<b>Summary</b>	<p>Challenging legacy Case management systems in existence with little or no 3<sup>rd</sup> party support available (e.g. Progress). Worrying from all perspectives (DR, Support)</p>	<p>Lots of one off user lead solutions in place which are often varied e.g. MS Access, Excel. Not controlled by ICT and not consistent across the Organisation.</p>	<p>A huge number of legacy Case Management Systems in existence (e.g. &gt;120 Lotus Notes). Generally siloed per jurisdiction and location making Business Intelligence, Development, and Support very challenging</p>	<p>Systems have been existence for a long period of time and do still have champions making “buy-in” challenging. Moving from client based applications to web can also be a tough sell for “Power Users”</p>

# The good the bad and the ugly...

	Good	Good	Good	Good
				
Summary	<p>Leadership and buy in from the top that things need to change! An appetite to invest in ICT through an ambitious Modernisation Programme underpinned by a Digital first Corporate Plan, ICT Strategy and Data Strategy</p>	<p>Significant investment made in resourcing ICT to ensure the necessary team is in place to implement an ambitious Modernisation Programme.</p>	<p>Technology &amp; the Cloud in particular have changed the way we think about ICT. Certain segments of ICT have become commodities allowing quicker developer, less investment, and many more options</p>	<p>Adopted an Agile approach with multi-disciplinary teams underpinning the Modernisation Programme projects. Business &amp; ICT working closely together.</p>

## Key Strategies

- Modernisation Project
- ICT Strategy 2021-2024
- Data Strategy 2021-2024
  - Retention Schedule
  - Data Dictionary
  - Records Management Policy
- Corporate Strategic Plan 2021-2023

## 2022 – Key Milestones

- DDMP Rollout
- Digital Style Guide
- Jury Summons Portal (May Launch)
- Assisted Decision Making (MVP Oct)
- End to End Pilots (Debt & Divorce)
- Micro Site Framework

## Modern Tech + Cloud First

- DDMP Project (Office 365 + Desktop Refresh)
- Azure DevOps + VM Environment
- Microsoft Power Apps
  - Pilot Family (Divorce + JS) + Civil (Debt)
  - Active Directory (JLM)
  - Jury System
- Data Lake & Apex

## Future State

- Expand Case Types & Consolidate Legacy
- eFiling
- eServing
- eSignature
- eBundles
- Mobile First

## Previous Landscape

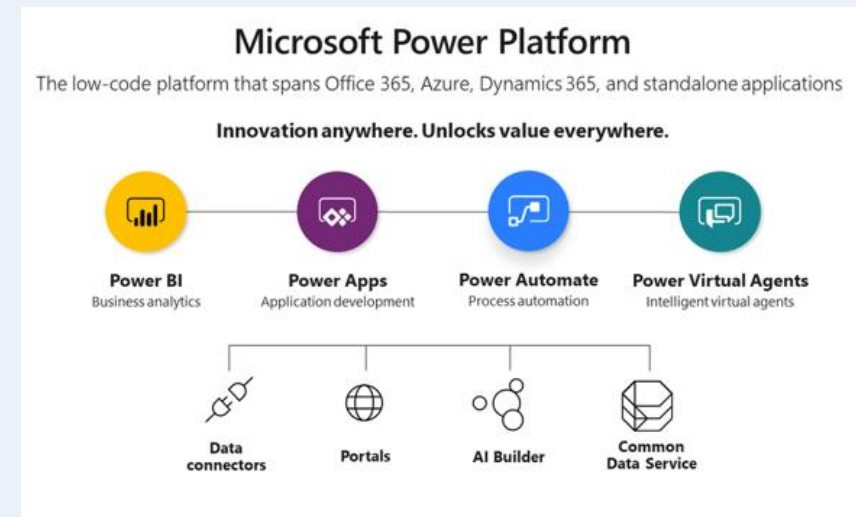
- Not Agile – Water Fall Based
- High Code Based
- Expensive development resources
- Very little business involvement (buy-in, champions)
- Difficult to integrate
- Not modern (Mobile friendly, OCR, AI, Cloud)

## Proposed Landscape

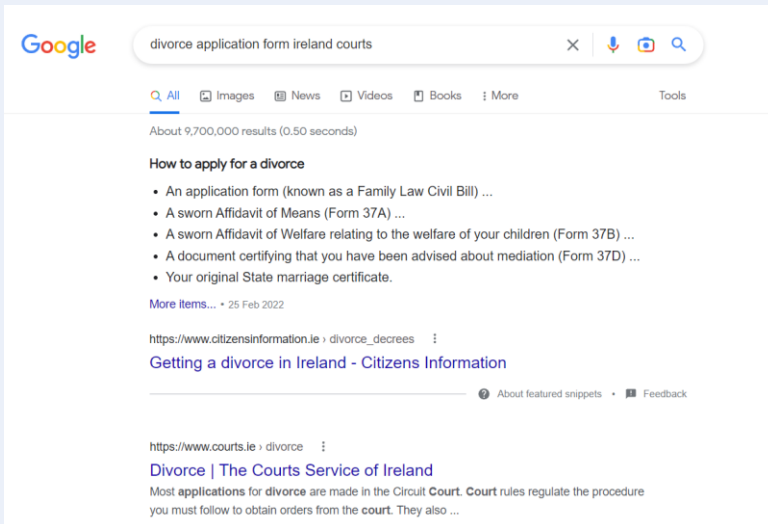
- Agile (Iterative - focus on users + solutions)
- Low Code Based
- Integrated Team (Business + Developers)
- Integrated Solution
- Modern Tools + Faster Development
- Evolving Solution

## Market Evaluation

- Step 1 – High Level Review of Market Leaders in Application Platforms
- Step 2 – Develop Proof of Concept and Technical Drill down of Platforms
- Step 3 – Review Commercial Aspects of Application Platforms
- Step 4 – Functional Comparison of Application Platforms



# The Vision...End to End Digital. The Journey...



## The divorce process

### Step 2: Applicant completes and submits initial application

Family Law / Separation and Divorce / Divorce / The divorce process / Step 2 - Applicant completes and submits initial application

#### Divorce process: step by step

##### 1 Consider legal advice and mediation

[More Info on this step >](#)

##### 2 Applicant completes and submits initial application

To begin divorce proceedings, the applicant will need to complete the necessary paperwork to make the initial application and submit it to the court office.

##### 3 Serve the documents

[More Info on this step >](#)

##### 4 Respondent replies

#### Step 2

### Applicant completes and submits initial application

To begin divorce proceedings, the applicant will need to complete the necessary paperwork to make the initial application and submit it to the court office.

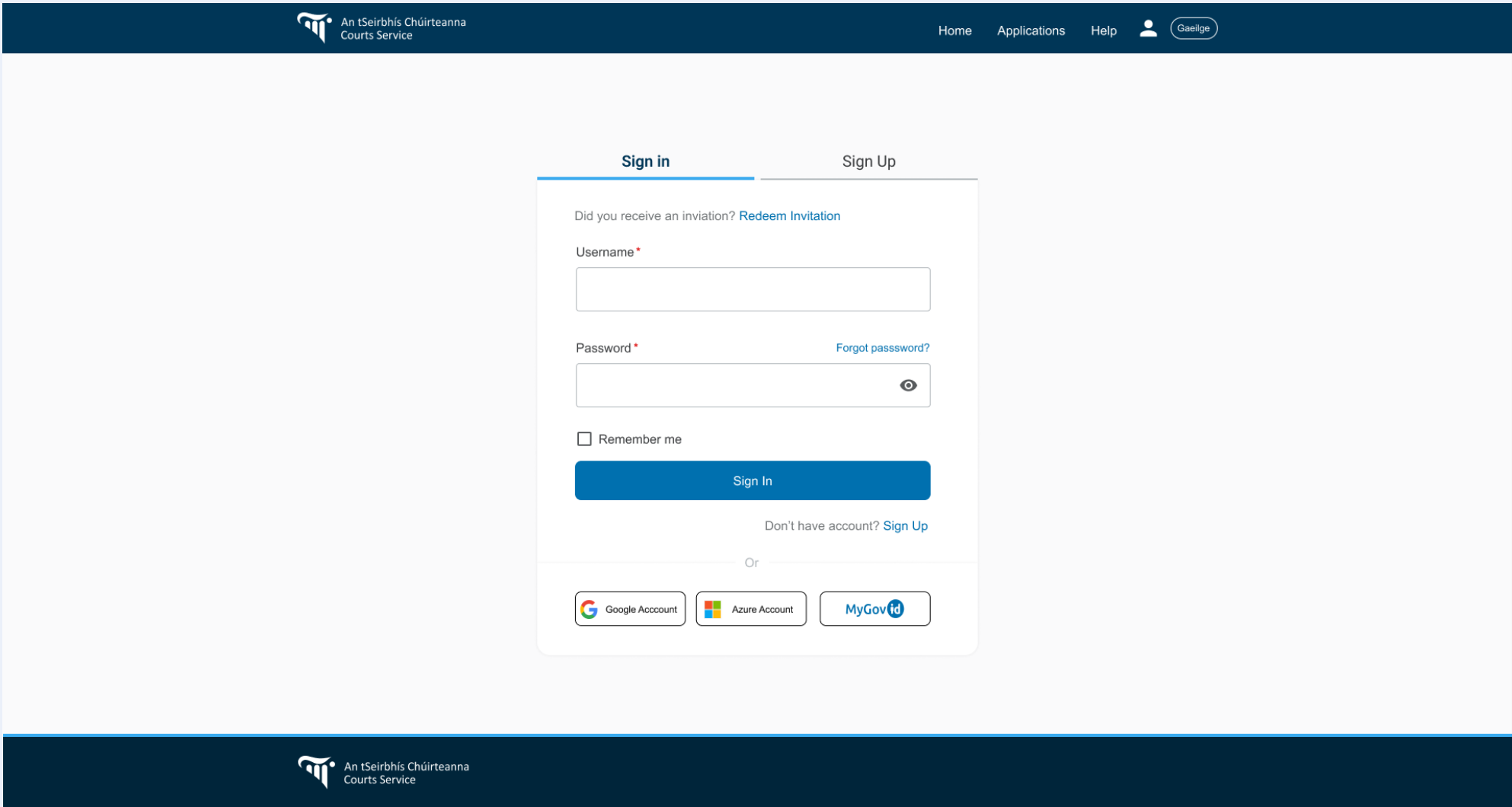
The application has to be made in a Circuit Court office located where either spouse works or lives. For example: if the applicant and respondent both live in Meath but work in Dublin, the application can be made in either the Meath or Dublin Circuit Court.

#### Complete the application

To create the initial application for divorce, the applicant will need to complete:

- A [Civil Bill](#). This is the application document for the court judge ([Form 2N](#))

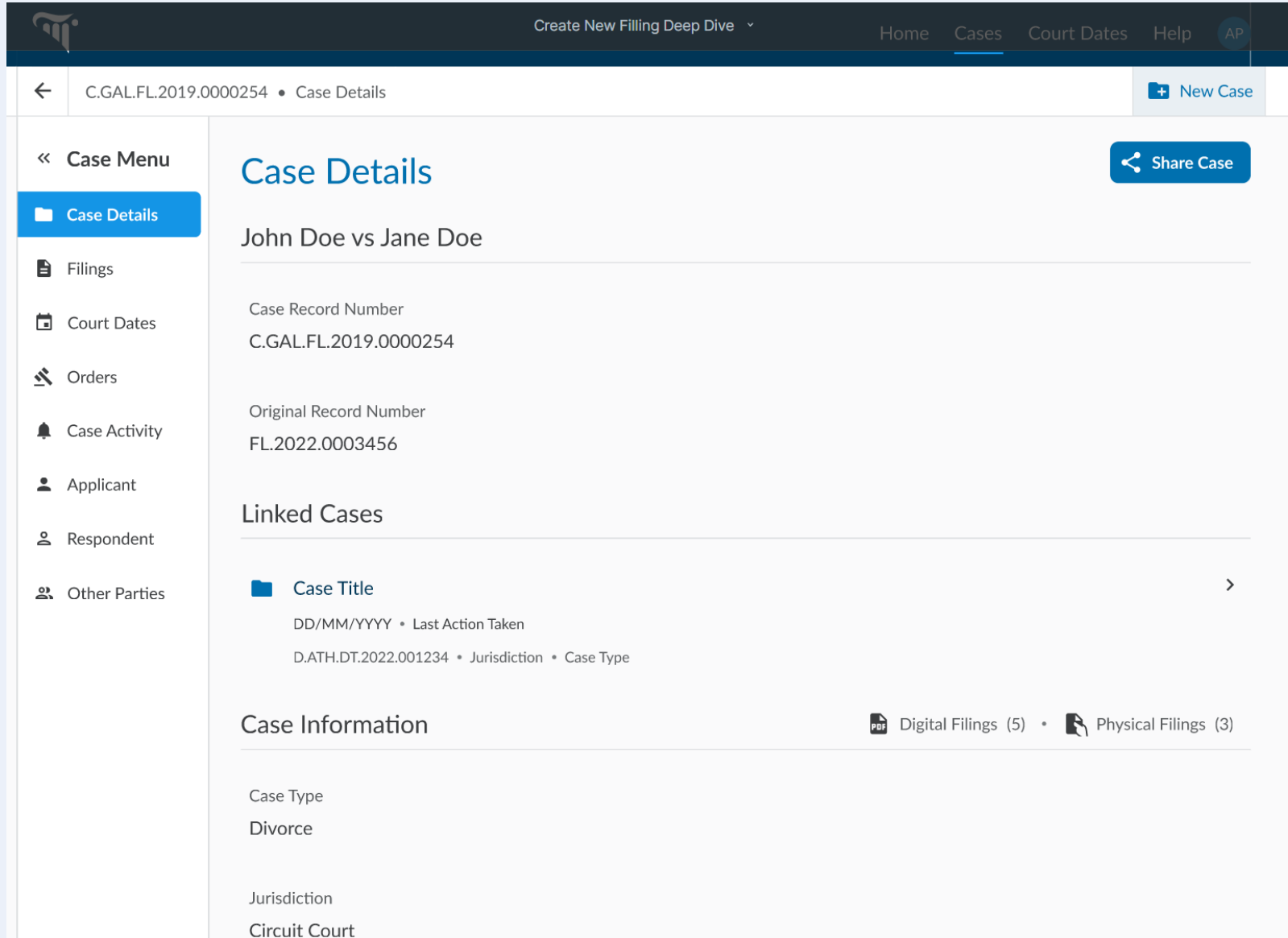
# The vision...Integrated Case Management System Public Faces Portal



The screenshot shows a web portal for the Courts Service. At the top, there is a dark blue header with the logo and name 'An tSeirbhís Chúirteanna Courts Service' on the left, and navigation links 'Home', 'Applications', 'Help', a user icon, and a 'Gaeilge' button on the right. The main content area is white and features a sign-in form. The form has two tabs: 'Sign in' (active) and 'Sign Up'. Below the tabs, there is a link 'Did you receive an invitation? Redeem Invitation'. The form includes a 'Username \*' field, a 'Password \*' field with a 'Forgot password?' link and a visibility toggle, a 'Remember me' checkbox, and a blue 'Sign In' button. Below the button, there is a link 'Don't have account? Sign Up'. At the bottom of the form, there is an 'Or' separator and three social login buttons: 'Google Account', 'Azure Account', and 'MyGov ID'. The footer of the page is a dark blue bar with the logo and name 'An tSeirbhís Chúirteanna Courts Service' on the left.



# The Vision...Integrated Case Management System



The screenshot displays the user interface of the Integrated Case Management System. At the top, a dark navigation bar contains the system logo, a dropdown menu for 'Create New Filing Deep Dive', and navigation links for 'Home', 'Cases', 'Court Dates', 'Help', and 'AP'. Below this, a breadcrumb trail shows 'C.GAL.FL.2019.0000254 • Case Details' and a '+ New Case' button. A left-hand sidebar, titled 'Case Menu', lists various functions: Case Details (highlighted), Filings, Court Dates, Orders, Case Activity, Applicant, Respondent, and Other Parties. The main content area is titled 'Case Details' and features a 'Share Case' button. The case title is 'John Doe vs Jane Doe'. Below the title, two key identifiers are listed: 'Case Record Number C.GAL.FL.2019.0000254' and 'Original Record Number FL.2022.0003456'. A 'Linked Cases' section follows, with a sub-section for 'Case Title' that includes a date format 'DD/MM/YYYY • Last Action Taken' and a specific example 'D.ATH.DT.2022.001234 • Jurisdiction • Case Type'. At the bottom, the 'Case Information' section shows 'Case Type: Divorce', 'Jurisdiction: Circuit Court', and a summary of filings: 'Digital Filings (5)' and 'Physical Filings (3)'.

Create New Filing Deep Dive ▾ Home Cases Court Dates Help AP

← C.GAL.FL.2019.0000254 • Case Details + New Case

« Case Menu

- Case Details
- Filings
- Court Dates
- Orders
- Case Activity
- Applicant
- Respondent
- Other Parties

## Case Details

Share Case

### John Doe vs Jane Doe

Case Record Number  
C.GAL.FL.2019.0000254

Original Record Number  
FL.2022.0003456

### Linked Cases

Case Title >

DD/MM/YYYY • Last Action Taken

D.ATH.DT.2022.001234 • Jurisdiction • Case Type

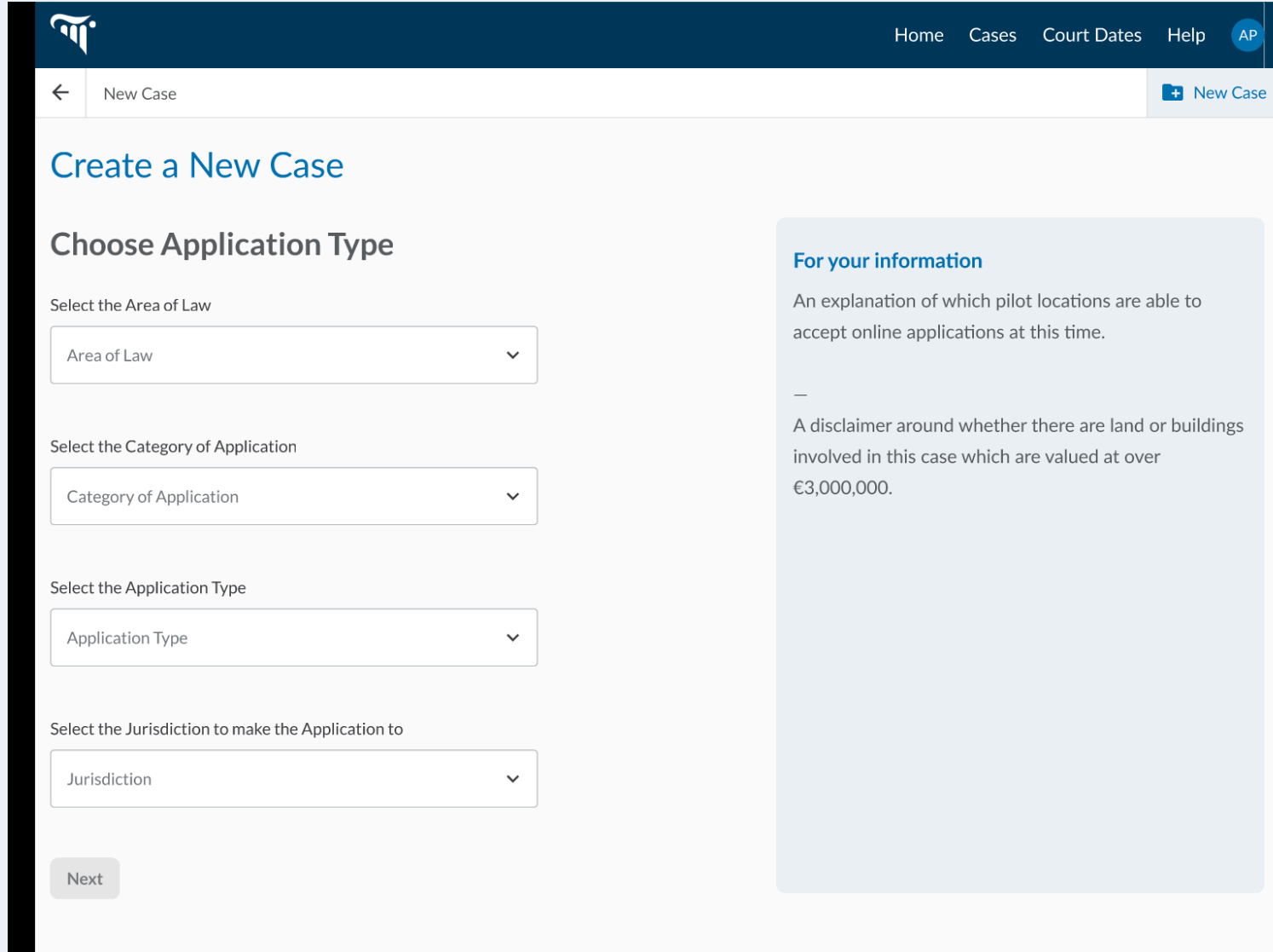
### Case Information

Digital Filings (5) • Physical Filings (3)

Case Type  
Divorce

Jurisdiction  
Circuit Court

# The Vision...New Case or Filing to existing Case...



The screenshot shows a web interface for creating a new case. At the top, there is a dark blue navigation bar with the logo on the left and links for Home, Cases, Court Dates, Help, and a user profile icon labeled 'AP'. Below this is a white header area with a back arrow, the text 'New Case', and a '+ New Case' button. The main content area is titled 'Create a New Case' and 'Choose Application Type'. It contains four dropdown menus: 'Select the Area of Law' (Area of Law), 'Select the Category of Application' (Category of Application), 'Select the Application Type' (Application Type), and 'Select the Jurisdiction to make the Application to' (Jurisdiction). A 'Next' button is located at the bottom left. On the right side, there is a light blue informational box titled 'For your information' containing text about pilot locations and a disclaimer regarding land or buildings valued over €3,000,000.

## Divorce Application

### Download Divorce Application Pack

Click the button below to download the following documents;

- Divorce Civil Bill
- Statement of Means
- Statement of Welfare
- Form 37D

 Download Divorce Application Pack

### Fill out Divorce Application Online

You can fill out each section of the divorce application online and save your progress and come back to it at any time.

 Divorce Application Online

### Submit a Divorce Civil Bill

Once you have a completed Divorce application pack you can submit it to the court service by clicking the button below.

 Submit a Divorce Application

### Divorce Application Pack

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### Divorce Application Online

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### Submit a Divorce Application

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# The Vision...Integrated Case Management System



Case Number	2022 - US6814 - 1
Case Title	MARY BLOGGS -v- JOE BLOGGS
Public Case Title	MB -v- JB
Court Office	Portlaoise Court Office
Court Area	Laois
Jurisdiction	Circuit Court
Case Type	Divorce
Date Entered	14/07/2022 10:11
Date Received	11/12/2019
Date Filed	11/12/2019
In Camera	Yes

### Case Parties and Dependents

Case Parties + New Case Party

Party Name	Case Role	Litigant In Person	Legal Firm
Joe Bloggs	Respondent	Yes	
Mary Bloggs	Applicant	Yes	

1 - 2 of 2 Page 1

### Dependents + New Dependent

Dependent Name	Date of Birth	Gender	Case
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No data available

0 - 0 of 0 Page 1

# The Vision...Integrated Case Management System

Power Apps | Family Law E2E  Save Save & Close + New Deactivate Delete Refresh Check Access Assign Share Email a Link Flow Word Templates Run Report

2022 - US6814 - 1 - Saved Case · Family Law Case main form Warren Cleland (Owner) Case Stage

Case Filings Related

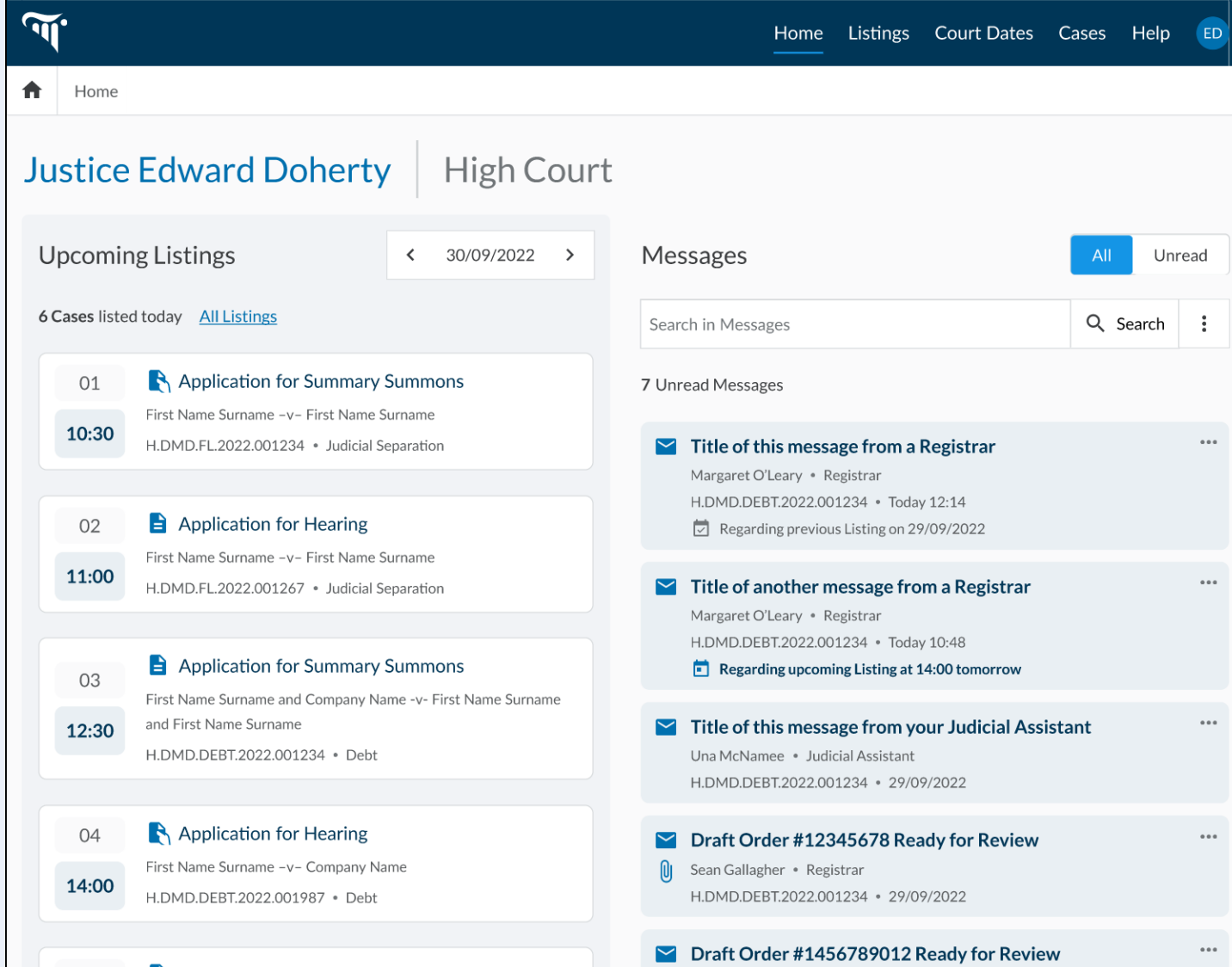
> Statement of Truth Regarding Welfare	Preparing	21/12/2021
> Statement of Truth Regarding Means	Preparing	15/12/2021
> Statement of Truth Regarding Welfare	Preparing	15/12/2021
> Notice of Trial	Preparing	06/10/2020
> Case Progression Questionnaire	Preparing	12/05/2020
> Case Progression Questionnaire	Preparing	10/05/2020
> Defence	Preparing	11/03/2020
> Entry of Appearance	Preparing	03/03/2020
> Statement of Truth Regarding Service	Preparing	26/02/2020
▼ Ex-Parte Application for Substituted Service	Preparing	15/01/2020
Supporting Document Type ↑	Supporting Document Status ↓	Date Received ↓
Ex-Parte Application	---	15/01/2020
Grounding Affidavit	---	15/01/2020

Page 1

> Divorce	Preparing	11/12/2019
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Page 1

# The Vision...Judges view



The screenshot displays the user interface for Justice Edward Doherty in the High Court. At the top, there is a navigation bar with links for Home, Listings, Court Dates, Cases, Help, and a user profile icon labeled 'ED'. Below this, a breadcrumb trail shows 'Home' and 'Justice Edward Doherty | High Court'. The main content is divided into two columns. The left column, titled 'Upcoming Listings', features a date selector for '30/09/2022' and indicates that 6 cases are listed today. It lists four cases: 01 (Application for Summary Summons at 10:30), 02 (Application for Hearing at 11:00), 03 (Application for Summary Summons at 12:30), and 04 (Application for Hearing at 14:00). The right column, titled 'Messages', has tabs for 'All' and 'Unread'. It includes a search bar and shows 7 unread messages, including notifications from a Registrar and a Judicial Assistant regarding draft orders and previous listings.

Home Listings Court Dates Cases Help ED

Home

Justice Edward Doherty | High Court

Upcoming Listings < 30/09/2022 >

6 Cases listed today [All Listings](#)

01 Application for Summary Summons  
First Name Surname -v- First Name Surname  
10:30  
H.DMD.FL.2022.001234 • Judicial Separation

02 Application for Hearing  
First Name Surname -v- First Name Surname  
11:00  
H.DMD.FL.2022.001267 • Judicial Separation

03 Application for Summary Summons  
First Name Surname and Company Name -v- First Name Surname and First Name Surname  
12:30  
H.DMD.DEBT.2022.001234 • Debt

04 Application for Hearing  
First Name Surname -v- Company Name  
14:00  
H.DMD.DEBT.2022.001987 • Debt

Messages All Unread

Search in Messages 🔍 Search ⋮

7 Unread Messages

Title of this message from a Registrar ⋮  
Margaret O'Leary • Registrar  
H.DMD.DEBT.2022.001234 • Today 12:14  
 Regarding previous Listing on 29/09/2022

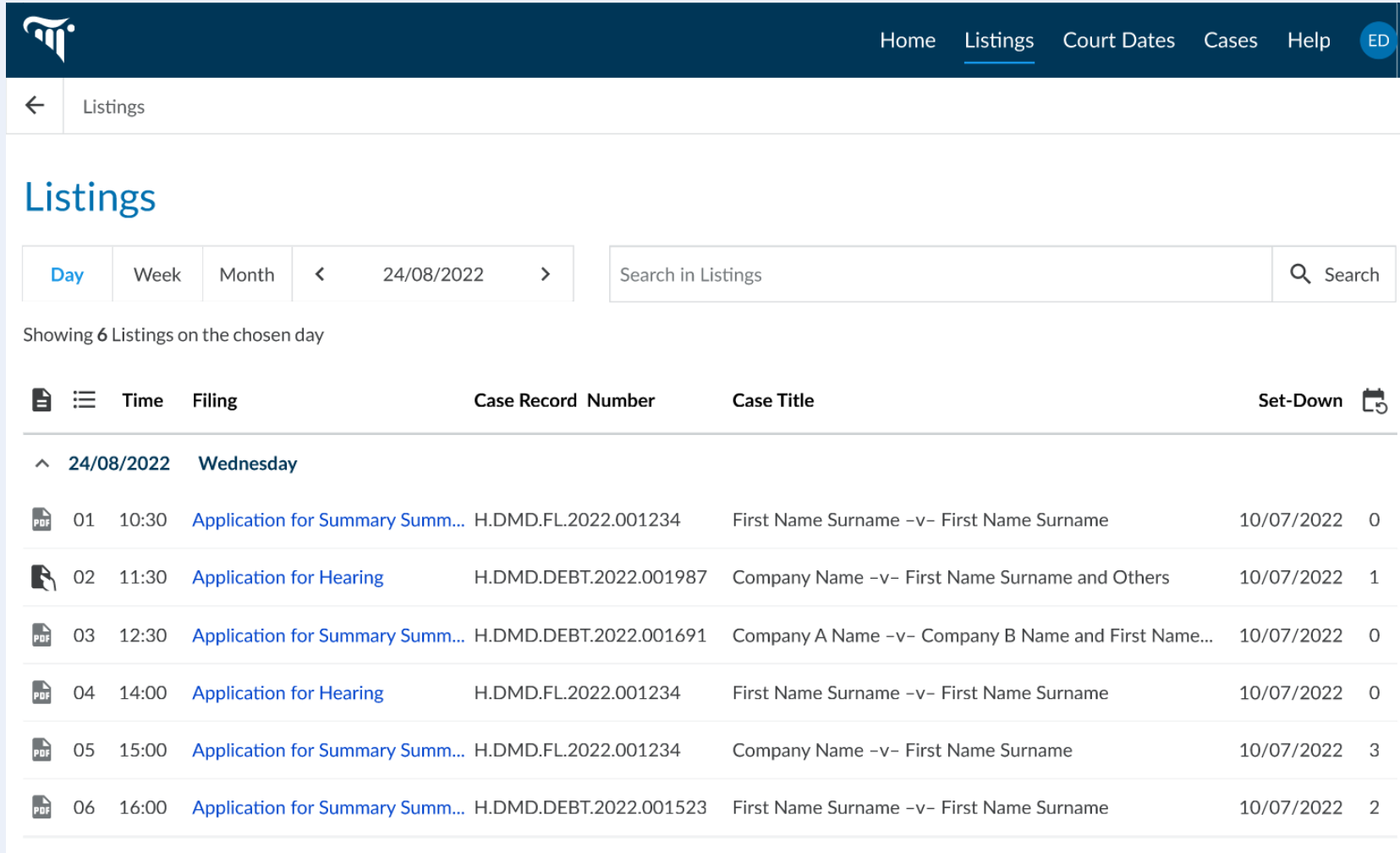
Title of another message from a Registrar ⋮  
Margaret O'Leary • Registrar  
H.DMD.DEBT.2022.001234 • Today 10:48  
 Regarding upcoming Listing at 14:00 tomorrow

Title of this message from your Judicial Assistant ⋮  
Una McNamee • Judicial Assistant  
H.DMD.DEBT.2022.001234 • 29/09/2022

Draft Order #12345678 Ready for Review ⋮  
 Sean Gallagher • Registrar  
H.DMD.DEBT.2022.001234 • 29/09/2022

Draft Order #1456789012 Ready for Review ⋮

# The Vision...Judges view



The screenshot shows the 'Listings' page in the Judges view. At the top, there is a dark blue navigation bar with the Courts Service logo on the left and links for Home, Listings (underlined), Court Dates, Cases, Help, and a user profile icon labeled 'ED'. Below the navigation bar is a breadcrumb trail with a back arrow and the text 'Listings'. The main heading is 'Listings' in blue. Below the heading is a filter bar with tabs for 'Day', 'Week', and 'Month', a date selector showing '24/08/2022', a search box labeled 'Search in Listings', and a search button with a magnifying glass icon. Below the filter bar, it says 'Showing 6 Listings on the chosen day'. The listings are presented in a table with columns for 'Time', 'Filing', 'Case Record Number', 'Case Title', and 'Set-Down'. Each row includes a PDF icon, a case number, a time slot, a filing link, a case record number, a case title, a set-down date, and a count. The date '24/08/2022 Wednesday' is shown above the first row.

		Time	Filing	Case Record Number	Case Title	Set-Down	
^ 24/08/2022 Wednesday							
	01	10:30	<a href="#">Application for Summary Summ...</a>	H.DMD.FL.2022.001234	First Name Surname -v- First Name Surname	10/07/2022	0
	02	11:30	<a href="#">Application for Hearing</a>	H.DMD.DEBT.2022.001987	Company Name -v- First Name Surname and Others	10/07/2022	1
	03	12:30	<a href="#">Application for Summary Summ...</a>	H.DMD.DEBT.2022.001691	Company A Name -v- Company B Name and First Name...	10/07/2022	0
	04	14:00	<a href="#">Application for Hearing</a>	H.DMD.FL.2022.001234	First Name Surname -v- First Name Surname	10/07/2022	0
	05	15:00	<a href="#">Application for Summary Summ...</a>	H.DMD.FL.2022.001234	Company Name -v- First Name Surname	10/07/2022	3
	06	16:00	<a href="#">Application for Summary Summ...</a>	H.DMD.DEBT.2022.001523	First Name Surname -v- First Name Surname	10/07/2022	2

← H.DMD.DT.2022.0006543 • Summary New Note

« Case Menu

- Summary
- Filings
- Court Dates
- Orders
- Judgements
- Activity
- Applicant
- Respondent
- Other Parties

My Notes

## Summary

### Kirkfield Capital AG -v- Ipsum Capital Management LLC

Case Record Number  
H.DMD.DT.2022.0006543

### Linked Cases

Case Title >

DD/MM/YYYY • Last Action Taken

D.ATH.DT.2022.001234 • Jurisdiction • Case Type

### Case Information

Digital Filings (5) • Physical Filings (3)

Case Type  
Debt

Jurisdiction  
Circuit Court



# Questions?

# Thank You!

**Mark Dunne**  
**Head of Digital**