

INTERNATIONAL FRAMEWORK FOR COURT EXCELLENCE

THE AUSTRALASIAN INSTITUTE
OF JUDICIAL ADMINISTRATION
WWW.AIJA.ORG.AU

THE FEDERAL
JUDICIAL CENTER
WWW.FJC.GOV

THE NATIONAL CENTER
FOR STATE COURTS
WWW.NCSCONLINE.ORG

THE STATE COURTS
OF SINGAPORE
WWW.STATECOURTS.GOV.SG

Framework Users –

Your feedback is requested

The Executive Committee is committed to ensuring the Framework and the associated tools, including the ICCE website, are as beneficial as possible for Consortium members and users. Consortium members or those who are interested in using the Framework can send any feedback they may have about the Framework and how we can improve the website by email to Liz Richardson at the ICCE Secretariat.

Want to know more about the Framework?

Interested in holding an IFCE Regional Forum in your region? These workshops give an:

- explanation of the Framework;
- overview of the self-assessment questionnaire;
- overview of how to interpret and analyse the results of an assessment; and
- an explanation of how to develop an action plan for improvement.

Please contact the ICCE Secretariat for further information.

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What is the Framework?

The International Framework for Court Excellence (IFCE) is a resource for assessing the performance of a court against seven detailed areas of excellence and provides guidance to courts intending to improve their performance. The IFCE was first developed in 2008 and a Second Edition was published in 2013 by the International Consortium for Court Excellence (ICCE), consisting of organisations from Europe, Asia, Australia, and the United States. The IFCE uses the term 'court' for all bodies that are part of a country's formal judicial system including courts and tribunals of general, limited or specialised jurisdiction, as well as secular or religious courts.

In this issue:

Consortium news

Read about the latest Consortium news including:

- A brief report from outgoing ICCE Executive Chairperson, Professor Greg Reinhardt - page 2.
- ICCE Membership update - page 2.

International updates

Read about IFCE developments in:

- Indonesia- page 3.
- State Court of Singapore – page 4.
- Dubai International Financial Centre Courts – pages 5-6.
- Dubai Courts – pages 6-7.

Feature article

- Judges Philip Cooper and Barney Cooper, District Court of New Zealand: Refining the Assessment – pages 7-8.

Regional forums

- Training by the Singapore Judicial College on the IFCE – page 9-10.

Other news, conferences and contacts - page 10-11.

Dubai International Financial Centre Courts

A New Case Management System: Flexible, Extensible, and Scalable

Reem Al Shihhe, Chief Operating Officer and Head of Business Excellence, DIFC Courts

In an era of significant disruption, companies are investing massively in emerging technologies to stay ahead of the curve. Instant access to information has perhaps had the biggest influence on the way businesses run their operations, particularly within the legal sector where hordes of data need to be easily available.

Since inception in 2008, the DIFC Courts has been no stranger to adopting the latest innovations to develop new best practice to drive court excellence. This year, we have gone one step further and developed a cutting-edge Case Management System (CMS) in-house, providing users with a faster and superior way to find case information.

In line with UAE Vision 2021 and the Dubai Smart Government initiative to develop a knowledge-based economy, the DIFC Courts' new CMS utilises the latest technology to connect various departments and functions within our organisation, and allows the public to access even more information as soon as it becomes available.

But aside from strengthening the accessibility of case documents, the upgraded software provides a unified platform for court user registration, case filing, payment processing, managing case events and reporting. It has been carefully developed based on industry best practices for courts and arbitration centres, and designed specifically for the DIFC Courts — it is extensible to all claim types including Small Claims Tribunal, Court of First Instance, Court of Appeal, Arbitration and Enforcement cases.

Nevertheless, being user friendly is more than simply offering a streamlined process with more doors to new data. It also means providing additional convenience and accessibility. Building on existing e-registry capabilities, the new CMS is now compatible with mobile phones, tablets and other electronic devices in real time, anywhere in the world. Furthermore, it is fully integrated with the UAE's

Emirates Identity Authority, helping us verify the identification of court users through their Emirates ID.

In addition, there is an exclusive portal designed specifically for judges and legal representatives so they can access relevant information about any ongoing cases they are handling. This makes work faster, simpler and more efficient, ultimately increasing productivity. Similarly, the speed in which parties can search for data has improved, as documents can now be easily filtered with a search function by using keywords, just like a Word document.

But with new innovations, there are of course, concerns. The rate of cybercrime appears to be consistent with the growth of technology, as hackers become more skilled at finding holes and cracks in security systems to gain access to protected files. In the legal sector, we understand this better than anyone, so when it comes to confidential information, safety and privacy can never be compromised. To guard data, the DIFC Courts' CMS includes user authentication, firewalls, public access and system monitoring to defend against malicious attacks and other risks that hackers pose.

But overall, how does this system compare to those already in the market? Unlike the other big scale justice products such as Thomson Reuters C track or Microsoft Digital Justice, our CMS has been developed specifically in accordance to the 21st century commercial court operation requirements. It can be used by both internal and external parties to manage the life-cycle of cases more effectively.

It is also integrated with other systems we have in the Dispute Resolution Authority such as our financial system and Wills and Probate software, allowing us to produce invoices automatically and send probate cases to the courts with a click of a button. By automating these processes, we are able to significantly cut costs and speed up judicial procedures.

The DIFC Courts, like an increasing number of our peers around the world, understand that fast, efficient and professional service can make a real difference to outcomes and achieving court excellence. While this new CMS is a comprehensive, flexible, extensible, and scalable piece of software, it is just one of the tools we have introduced to support the cost-effective,

efficient and final resolution of commercial disputes. By allowing the public to interact with the courts and instantly obtain information using real-time data and analytics, our ultimate aim is to become more business friendly to remain a leader in court administration.

But as exciting as the many new technologies at our disposal may be, it is important to remember that they are just vehicles to help us on our journey. We must not forget that judicial excellence and serving the court user is the ultimate destination, whether it's through innovation or face-to-face engagement.

Dubai Courts

New initiatives: "At Your Service" and customer communication platforms

"At Your Service"

In April of 2016, the Dubai Courts launched the "At Your Service" initiative, an on-demand mobile service to meet the legal needs of the elderly and people with special needs. The service provides a complete portfolio of mobile services that ensure a unique experience that meets the expectations of these groups of clients. Court officials are dispatched to client locations to provide the desired services. The move is part of the courts' strategic objective to enhance the quality and efficiency of services provided to clients, as well as alleviating the suffering of the elderly and people with special needs by devising effective solutions to facilitate legal services.



The initiative includes mobile Notary Public services, petition applications, case registration and Personal Status authentication services. The "At Your Service" initiative is also part of Dubai Courts efforts to enhance court user confidence in the justice system. Elderly and people with special needs are an important segment of society and an integral part of the UAE community.

"At Your Service" aims to bring about positive change within the local community in line with the commitment of the courts to provide the best ways to enable integration of all community members. Comprehensive development led by the United Arab Emirates, in line with the vision of the leadership, has paid particular attention to ensuring a decent life for this segment of society.

"At Your Service" initiative is a (dispatch) service, in which Dubai Courts dispatch officers to the clients' residences inside Dubai Emirate, in order to facilitate procedures and offer them special services.

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| Objectives | <ul style="list-style-type: none"> Enhancing the community's confidence in the Judiciary Highlighting the courts role in the provision of community services Making the clients delighted by facilitating the services offered to them |
| Targeted Clients | <ul style="list-style-type: none"> Senior citizens holding "Shakhi" and "Sanaad" Cards, issued by the Community Development Authority People with disabilities holding "Disabled" Card, issued by the Ministry of Social Affairs |
| Services | <ul style="list-style-type: none"> Dispatch of a Notary Public Case Registration Law suits Related Requests Dispatch of a Personal Status Documents Attestation Officer |

How to apply

- I. Dispatch of a Notary Public**
Submit a dispatch request in person to At-Towar branch or Al-Barsha branch
Electronically via e-mail:
At-Towar branch / Towar.mobnot@dc.gov.ae – Al-Barsha branch/ Barshamobnot@dc.gov.ae
- II. Case Registration**
Submit a dispatch request by sending e-mail to the following address:
CentralServicesH@dc.gov.ae
- III. Law suits Related Requests**
Submit a dispatch request by sending e-mail to the following address:
Smartexeunit@dc.gov.ae
- IV. Dispatch of a Personal Status Documents Attestation Officer**
Submit a dispatch request via e-mail to the following address:
pa@dc.gov.ae

For communication and information, you may call: 04 3347777

More information about the "At Your Service" is available in Arabic at:

https://www.youtube.com/watch?v=fQ8NNZW5_og

Customer communication platforms

Dubai Courts seeks to use different channels of direct communication with its clients to receive their feedback and inquiries. These efforts are aimed at providing unique services to meet customer needs, government aspirations and government directives. The Court places a high degree of importance on easing the customers' journey. In the past few years Dubai Courts used a combination of initiatives to achieve this goal.