

Digital Justice Platform and Courts Management

G-Cloud 14: Service Definition Document

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1. Service objectives

Microsoft's Digital Justice Platform is truly transformational in delivering an end-to-end digital judicial experience. Our platform seamlessly connects the concerned parties across criminal, civil, commercial or family matters. The solution provides Litigants and their Representatives with a modern and innovative portal allowing them to securely file and manage their cases, file documents and lodge appeals online. Microsoft's platform also provides the functionality for Litigants and their Representatives to conveniently pay their dues using a secure payment gateway or through an electronic fund transfer with the invoice and receipt emailed to them electronically. Microsoft's Digital Justice Platform also provides a digital case court file for cases as well as an electronic case bundle for evidence management and presentation. Our platform transformed the entire justice process from the initiation of case to granting parties and their representatives access to filing documents and attending hearing and the issuance of orders and judgments fully digital.

We've built our platform by keeping the citizen or the court's customers at the heart of the system. We allow the parties to conveniently upload, manage, even save as draft their electronic documents using the portal. Integrations with the payment gateway is also designed for the courts customer to be able to pay for the courts services. The digital court file on cases allows parties to easily view documents that are issued by the court and the platform's notification engine sends the parties an email and SMS to notify them of any updates.

Microsoft's Digital Justice Platform also allows for virtual hearings and trials using Microsoft Skype for Business. This empowers both citizens and their representatives to participate in the justice process with more freedom and removes the barrier of physically being present in the courtroom. This virtual hearings and trials capabilities of our platform also helps the courts securely conduct their business when it's not feasible to transport defendants to courtrooms.

Microsoft's Digital Justice Platform also extends to Alternative Dispute Resolution (ADR). The platform can support both Arbitration Centres as well as Online Dispute Resolution (ODR). The Arbitration Centre facility can cater to Mediation, Arbitration as well as Facilities reservation for dispute resolutions. The ODR component of the system allows parties to file their disputes using our platform and attempt to negotiate, mediate or arbitrate using the system without ever setting foot into a courtroom.

Microsoft's Digital Justice Platform is built using responsive design concepts for the modern citizen, accessible from anywhere at any time and from any laptop, tablet and even your phone. Parties and citizens can securely access information about their cases on the portal via the phone or tablet or. If required, they can also file documents from their mobile devices. This capability is a key factor in removing barriers and providing better access to justice.

Measuring the performance of the courts is important and the Microsoft's Platform provides for real-time analytics, as well as dashboards and reports, that can shed light on the performance of the court, cases and its staff.

Microsoft's Digital Justice Platform leverages a range of technologies from the Microsoft stack including, Microsoft Dynamics 365 CE, Office 365 (Email and Skype For Business), SQL server Database and SharePoint.

The core components of this Platform include:

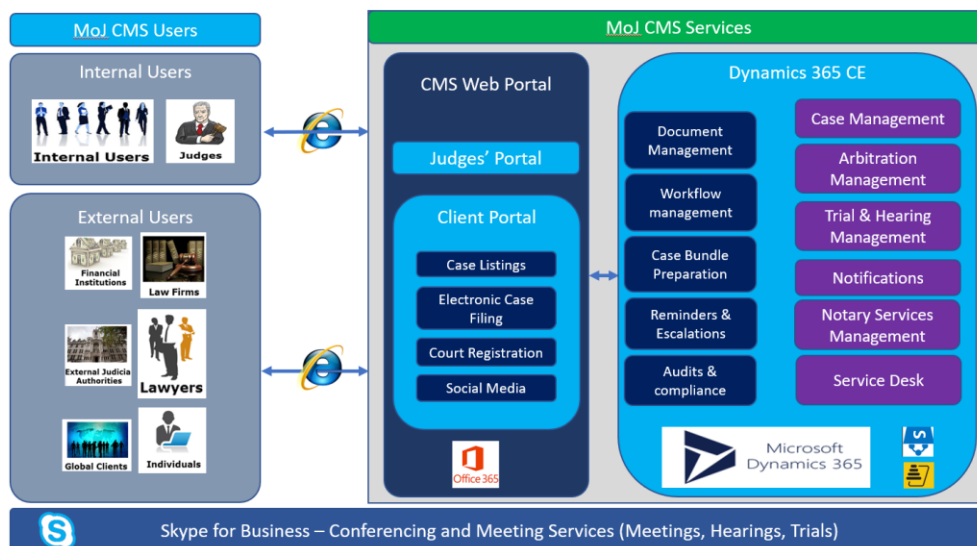
- Customer Portal
- Case Management Portal

- Document Management & Court File
- Electronic Bundles
- Document Generation
- Scheduling
- Notifications
- Court Fees
- Virtual Hearings & Trials
- Judges Portal
- Publication of Court's Judgments
- Alternative Dispute Resolution
- Reporting & Analytics
- Service Desk

2. Overview of work performed

Leveraging the Sure Step 365 Implementation methodology, Microsoft will help the contracting authority to implement existing business processes and new business processes using the Microsoft technologies, including Dynamics 365 for Customer Engagement. This could be a single and/or iterative release of Dynamics 365 for Customer Engagement, depending on the scope of the business processes included in the implementation.

Microsoft's platform allows for the digital transformation of any business process. We have several processes built into the platform for different courts. For example, the case management processes from the case intake stage all the way to order and judgment and case closure will be tracked and managed. The core process will be shared among the different case types and sub-types. A sample high-level process is shown below:



Portals: The journey of the case in Microsoft's Digital Justice Platform can start from the Customer Portal for Civil cases, Prosecutors Portal or directly from the Case Management System. Cases can be started in the Case Management System by registry staff or through integration with other criminal justice systems. Within the portal, they can:

- Grant access to cases
- Filing documents
- Register law firms
- In-house counsel
- Organisations manager their users and access to cases
- Manage Court Fees.

Case Management: The case management component of the platform allows registry to manage the cases and caseloads using an intuitive and easy to use tool based on Microsoft Dynamics 365. It allows for processes for courts to be configured and customized for different courts. Dynamics allows

- registry staff to review, approve, assign and manage cases across courts
- schedule case conferences, hearings and trials.
- manage the court file and hearing
- trial specific evidence bundles.

Document Management & Court File: allow parties to securely file and manage their documents using the portal. They can upload and store their documents as drafts and preview the attached files before submission. Once the documents are approved or issued by the courts, they are automatically placed on the digital court file.

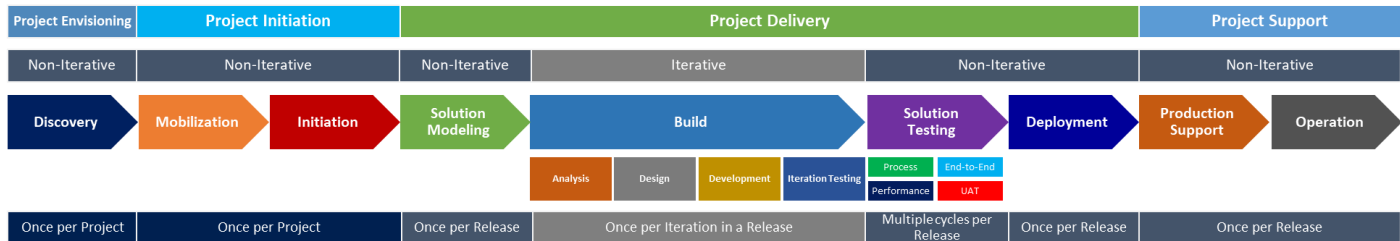
Scheduling and Listings: Scheduling is critical to the efficient functioning of every court. Microsoft has incorporated a very flexible and robust scheduling engine into the Platform allowing courts to optimize their operations. The scheduling engine allows for:

- Scheduling factors like case types, courtroom availability, judges, courtroom staff and equipment.
- Optimise overbookings for courts
- Publish schedule on portal, with notifications (SMS, email etc.)
- Case specific calendar in portals.
- Court staff and judges can access court's calendar and their caseload schedule.
- Multiple event types customized for each court type.

Virtual Hearings & Trials; Skype for Business Online conferencing can be used for all the e-Courts' meetings, hearings, pre-trial activities and even trials themselves. As the parties involved in the trial will most likely not be in the same location, the solution will use online conferencing technologies to connect them. Once a meeting, hearing or trial is scheduled in the system, secure private invitations will be sent to all parties involved in the trial with details on how they can connect to the meeting and an entry that will appear on their calendar on the portals (Client and Judges) as well as in the Case details

Other capabilities include; Notification, Court fees, Judges' Portal, Publication of Court's Judgements, Publication of Court's Judgements

Sure Step 365 Implementation phase can start with a Discovery phase, which will be a 4-8-week engagement to align on as-is and to-be business processes and map their solution fit/gap to the Dynamics 365 product, provide a solution Blueprint and project/programme roadmap. The full scope of implementation would be determined, shaped and agreed with the contracting authority.



3. Service outcomes

The size and shape on the outcomes will be determined by the contracting authorities business requirements, as-is processes and to-be target application model. The key outcomes can be one of the following:

- Pilot candidate release of Digital Justice Platform, Courts Management or Scheduling & Listing Platform.
- Full implementation of one or more solution components (as defined above), including the implementation of Dynamics 365
- Discovery and Envisioning for Dynamics 365 for Customer Service, with associated Solution Blueprint, Programme Roadmap and Fit/Gap.

4. Inputs and prerequisites

The following inputs and prerequisites are typically expected:

- Identify technical resources, partner resources, and additional resources as needed and prepare them to participate in the engagement
- Business Process SMEs are made available as planned with the contracting authority.
- Prepare and make required review inputs available; this includes:
 - The latest source code, such as plug-ins, web applications, workflows, and reports.
 - Exported unmanaged solutions (if appropriate)
 - Documents from an existing implementation
 - Provide information about external system integration
- Confirm that relevant subject matter experts (SMEs) are available to work with the Microsoft team.
- Participate in information-gathering and assessments, and review activities such as workshops, questionnaires, evaluations, informal meetings, documentation review, and others as required.
- Provide formal acceptance of the upgrade assessment report.

5. Additional information on Service Features

- Services utilises the Microsoft Industry Solutions Sure Step 365 methodology.
- Highlighting areas of functional improvement, enhancements, and simplify processes
- Provides the necessary readiness guidance to maximise success.
- Incorporates informal skills transfer.
- Leverage the capability across the Dynamics and wider Microsoft Cloud Platform.
- Focusses on configuration over customisation.

6. Additional information on Service Benefits

- Replace paper-based courts management, scheduling and justice processes.
- Replace legacy court solutions, including legacy or third-party portal.
- Provide single view of the cases
- Engage across more cases in a consistent way
- Empower Judicial Services
- Increase productivity and bring down case resolution time.

7. Why Microsoft Industry Solutions

Advanced technology is only useful if it helps you succeed, which is why we're focussed on helping you to create unique business value and deliver business outcomes for your organisation, customers and employees. We challenge convention, reimagine the art of the possible and deliver uniquely differentiated services for our customers. With results that demonstrate our ability to lead and deliver the promised value of cloud for customers, Microsoft Industry Solutions are accountable, invested in your success over the long term and focused on helping you address critical, complex business challenges using disruptive technology in innovative new ways for faster realisation of your digital ambitions.

World Class Expertise: We are proud to be a world leader with decades of experience – not just in our technologies but also the Services that support them. Our knowledge, expertise and proven practices underpin the delivery of our consultancy and support services.

Connection with Microsoft Product Groups: At any stage of the design or implementation process, Microsoft Industry Solutions can connect with specific Product Groups and technical communities at the heart of Microsoft. This means we have unique access to the latest developments surrounding our own Microsoft technologies to resolve issues quickly and assist in planning and strategy.

Distinctive Intellectual Property (IP): Microsoft Industry Solutions can draw upon unique IP including frameworks and accelerators developed through hands-on use of our own technology and many worldwide deployments, to accelerate and de-risk the delivery of your solution.

Strong Customer Relationships: We are committed to long-term customer success and have close, intimate relationships with our customers that enable us to support their projects and wider business goals. All our

projects are monitored and measured in terms of customer satisfaction, which is a key metric for our delivery teams.

[A Relentless Focus on Driving Customer Impact](#): Through architecture, deployment, adoption and support, ensuring our customers do and achieve more with their investments in Microsoft to help them please their own customers.

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