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AOJS/MOJ

Conceptual Design Workshop
Marriott Hotel

Monday, March 30, 1998

Part I

AMIDEAST
1730 M Street NW
Washington D C 20036 4505

Contract No 263-C-00-95-00134-00

USAID/Cairo

Administration of Justice Support Project

in collaboration with the Ministry of Justice

CONCEPTUAL DESIGN WORKSHOP

MARIOTT HOTEL

CAIRO, EGYPT

March 30 and April 2, 1998

AGENDA

Monday March 30

10 00AM		Welcome and Introduction Automation Overview	Judge Ron Taylor Mr Wally Kuencer

THE PILOT COURTS CONCEPTUAL DESIGN

	10 45	Case Initiation	Mr Al Szal Dr Sherif Hosni Mr Wally Kuencer
12 00		BREAK	
	12 30	Case Management	Judge Ron Taylor Counselor Omar Hafeez Mr Wally Kuencer
	1 15	Hearing Support	Mr Al Szal Mr Wally Kuencer
2 00		LUNCH	
	3 30	Typing Pool	Dr Sherif Hosni
	4 00	Adjudication	Judge Ron Taylor Counselor Mohamed Saleh
4 45	AJOURN		

Case Initiation
Problems & Objectives

رفع الدعوى والتعامل مع الجمهور

المشاكل

١ ان هذه الاجراءات تستغرق وقتا اكثر من اللازم

٢ ان الاجراءات مربكة وغير منظمة

٣ لا تقوم المحكمة بجمع بيانات الدعاوى بانتظام

٤ عدم تأمين ملفات ومستندات الدعاوى

٥ ان تواجد الجمهور فى مكاتب موظفى المحكمة يعوق التحكم

PROBLEMS

1 Process takes much more time than necessary

2 Process is confusing and chaotic

3 Necessary case information is not routinely collected and preserved

4 Case files and documents are not secure

5 Public access to court staff and officers confers control

Case Initiation
Problems & Objectives

رفع الدعوى والتعامل مع الجمهور

الاهداف

١ تحسين صورة المحكمة لدى الجمهور

٢ تقليل المجهود المطلوب والتعقيدات المتعلقة بالقيام بالتعاملات العادية الخاصة بالدعاوى

٣ طلب تقديم جميع المعلومات والنماذج المطلوبة من المتقاضين والمحامين

٤ عمل ملف دعوى منظم ومقروء

٥حظر تواجد الجمهور فى اماكن محددة من المحك مة والتعامل مع موظفين معينين

OBJECTIVES

1 Improve public perception of the court

2 Reduce complexity and labor in routine transactions

3 Require standardized information submission from lawyers/litigants

4 Create an organized and readable case file folder

5 Restrict public access to work areas and staff

Case Management
Problems and Objectives

ادارة الدعوى

المشاكل

١ عادة ما لا تكون المتقاضون مستعدين للجلسات

٢ تتعمد بعض المتقاضين والمحامين تعطيل اجراءات الدعوى

٣ لا يتحكم بعض القضاة فى حجم الدعاوى التى تنظرونها ولا ادارتها

٤ لا توجد اجراءات متابعة ومراقبه فعالة لقلم المحضرين وكذلك احاله الدعاوى الى ادارة الخبراء

٥ تقليل عدد القضايا المتراكمة

٦ تستهلك اجراءات صدور الحكم فترة طويله

PROBLEMS

1 Under-prepared lawyers/litigants

2 Deliberate delaying tactics by lawyers/litigants

3 Lack of control of caseloads by judges

4 Little monitoring and follow up on Service and Expert departments

5 Need to reduce large backlogs

6 Judgement and Ruling process too lengthy

Case Management
Problems and Objectives

الأهداف

١ على المحكمة أن تتحد احراءاتها للاشراف الفعال والدائم على اداره الدعوى

٢ توعية المتقاضين والمحامين بمسئوليتهم نحو قضاياهم

٣ توعية المتقاضين بأهمية الالتزام بالمواعيد المحدده وجداول الجلسات

٤ على المحكمة ان تحدد مواعيد الجلسات فى اوقات متقاربةبقدر الامكان

٥ تشجيع فرض الجزاءات عند عدم الالتزام

٦ جمع بيانات اداره سير الدعوى بشكل ملائم لتكون متوفره بشكل يسهل استخدامه

٧ تحديد الدعاوى القضايا المتراكمه كما يجب تناولها فى خطه اداره الدعوى

٨ تقليل المده التى تستغرقها عمليه النطق بالأحكام والأوامر

OBJECTIVES

1 Early and continuous control of caseload by Court

2 Advice to lawyers/litigants as to their responsibilities

3 Lawyers/litigants respect for and adherence to court deadlines

4 Short-setting between hearings

5 Encouragement of sanctions for non-performance

6 Appropriate collection and use of caseflow management information

7 Identification and addressing of case backlog

8 Reduction of time in Judgement/Ruling process

Hearings Support
Problems & Objectives

نظام ادارة الجلسات

المشاكل

١ نقص الخدمات الاستعلامية الخاصة بالنشاطات التى تقام داخل المبنى والمحكمة

٢ حجم جداول الدعاوى داخل المحكمة غير ملائمة فى الحجم والمحتوى

٣ عادة ما تكون قاعات المحاكم مزدحمة ومزعجة

٤ اعداد جميع نماذج قوائم الجداول والتقارير التى تستخدم فى اداره الجلسات يدويا

٥ دخول الجمهور مكاتب سكرتارية الجلسات يمثل السهولة

٦ يضطر الجمهور الى التنقل بين المبنيين حتى يصلوا الى قاعات المحكمة والحصول على الخدمات المدنية الأخرى

٧ نقل ملفات الدعاوى من مبنى الى اخر وبين قاعات المحكمة

PROBLEMS

1 Building and courthouse activity information al services are lacking

2 The size of the court calendars appears to be inconsistent in their size and content

3 Courtrooms are often overcrowded noisy and unkempt

4 All schedules lists and reports used in support of the court hearing process are manually prepared

5 The public has complete access to circuit clerks offices

6 The public must negotiate between two buildings in order to find the courtroom and other civil court services

Hearings Support
Problems & Objectives

PROBLEMS

1 Building and courthouse activity informational services are lacking

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5 The public has complete access to circuit clerks offices

6 The public must negotiate between two buildings in order to find the courtroom and other civil court services

7 Case files must be carried from one building to the other for court hearings

Hearings Support
Problems & Objectives

الأهداف

١ رفع مستوى الخدمات الاستعلامية داخل مبنى المحكمة

٢ يجب أن تكون عدد الدعاوى المنظورة فى الجلسة معقولا كما يجب ان تكون دعاوى تحتاج الى قرار م القاضى

٣ اختيار قاعات المحكمة لتتناسب مع عدد الدعاوى المنظورة

٤ اعادة هندسة ورفع مستوى اجراءات اعداد جداول الدعاو ى والنماذج المستخدمة

٥ الحد من السماح للجمهور بالتواجد فى مكاتب سكرتارية الجلسات وتحسين فرص تأمين ملفات الدعاوى

٦ يجب الفصل، ان أمكن، بين الأماكن التى تتخذ فيها اجراءات الدعاوى المدنية والأحوال الشخصية وقاعات الجلسات الخاصة بها عن الاماكن التى تتخذ فيها اجراءا ت الدعاوى الجنائية والقاعات الخاصة بها

OBJECTIVES

1 Improve public information services within the court building

2 The size of the court calendars should be reasonable and contain only those matters requiring action by the judges in open court

3 Courtroom assignments should be coordinated on the basis of the size of calendars

4 Reengineer and improve preparation of court schedules (agendas) forms and procedures

5 Restrict public access to the circuit clerks offices and improve case file security and integrity

6 In all courts the civil and family case functions and hearing rooms should be separated where possible from criminal case functions and hearing rooms

Typing Pool
Problems & Objectives

قلم النسخ

المشاكل

١ المكان المتوفر لقلم النسخ غير ملائم ومزدحم

٢ أجهزة النسخ والأجهزة المكتبية الاخرى قديمة وفى حالة تستعمل غير جيدة

٣ مستوى العمل الذى يقدمه قلم النسخ اقل بكثير من المستوى الذى يمكن ان يكون عليه

٤ عدم توفر هيكل ادارى واشرافى

٥ عدم توفر اجراءات و تنظيم للعمل

PROBLEMS

1 Typing Pool facilities are inadequate and crowded

2 Typing and office equipment is out of date and in poor operating condition

3 Typing Pool production is well below the level it could be

4 Lack of management and supervisory structure

5 Lack of sufficient work organization and procedures

Typing Pool
Problems & Objectives

الأهداف

١ اعادة تنظيم النظام الادارى والاشرافى الحالى

٢ توفير أماكن افضل للعمل لموظفى قلم النسخ

٣ اعادة تصميم اجراءات تدفق العمل داخل قلم النسخ

٤ امداد موظفى قلم النسخ بأجهزه وبرامج حديثه لمعالجه النصوص بالاضافه الى توفير مهمات مكتبيه ملائمه مثل الكراسى والمكاتب الخاصه بالنسخ

٥ عمل برنامج تدريبى للتدريب على الأجهزة واجراءات تدفق العمل الجديده

٦ وضع معايير لتقييم الاداء وتحديد الحوافز

OBJECTIVES

1 Redesign the existing administrative management and supervisory system

2 Secure better working areas for the Typing Pool staff

3 Redesign the workflow procedures in the Typing Pool

4 Provide Typing Pool staff with current word processing equipment and programs and provide appropriate office equipment such as chairs and typing tables

5 Develop a training program for the new equipment and workflow procedures

6 Develop job performance standards and incentives

Judgement_
Problems & Objectives

اصدار الحكم

المشاكل

١ التأخير فى اخراج صيغة مكتوبة للحكم يمكن استخدامها

٢ ينتج عن هذا التأخير تجاوز المدة المحدده لاستئناف الحكم

٣ استهلاك وقت طويل فى قلم الطبع منذ استلام المستند المطلوب نسخه وحتى تسليمه

٤ عدم توفر البيئه مناسبة لاخراج الاحكام للمحامين والمتقاضين والجمهور

٥ عدم ملاءمة اسلوب التعامل مع الجمهور خلال مراحل اعداد الحكم

PROBLEMS

1 Delay in producing a usable written opinion

2 Resulting encroachment into appeal period

3 Lack of appropriate turnaround in Typing Pool

4 Lack of appropriate mechanism of release to lawyers/litigants & public

5 Inappropriate public access to judgement preparation process

Judgement
Problems & Objectives

الاهداف

١ تقليل الوقت المستغرق فى اخراج الاحكام

٢ توفير امكانيات الكتابه والبحث الملائمه للقضاة

٣ الاصلاح من الاجراءات المتبعة فى اخراج الحكم

٤ توفير امكانية حصول الجمهور على الاحكام فور اصدارها

٥ توفير امكانيه سرعه تسليم الاحكام الى المحامين والمتقاضين

OBJECTIVES

1 Reduce time necessary to produce judgements

2 Provide judges with necessary research and writing capabilities

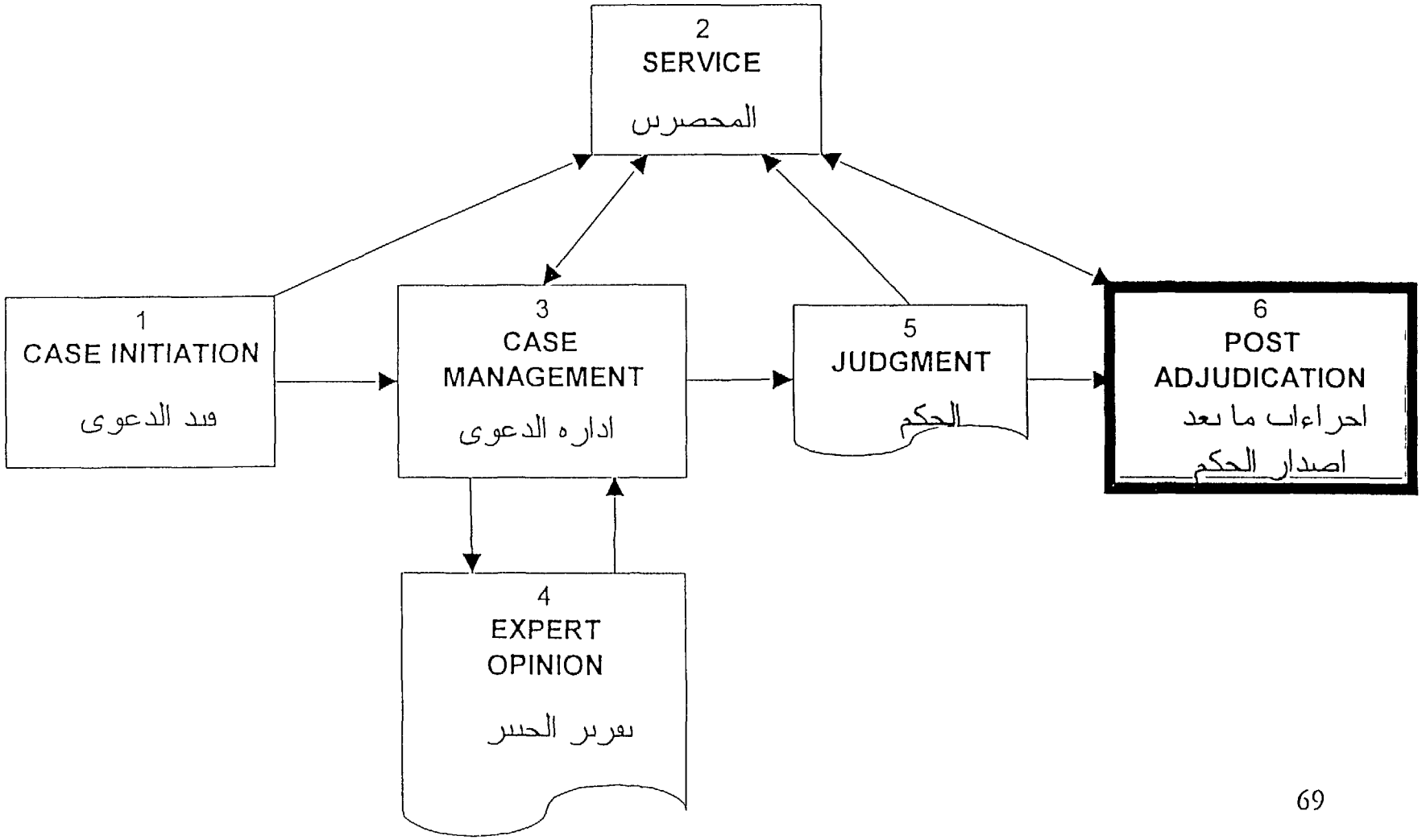
3 Reform judgement opinion release procedure

4 Provide for public access to judgements immediately after signature

5 Provide for expedited delivery of judgements to lawyers/litigants

Case Life Cycle

دورة حياة الدعوى



Claims & Deposits
Problems & Objectives

المطالبات

المشاكل

١ يدفع الطرف المحكوم عليه فى الدعوى الرسوم النهائيه المطالب بها، ومن حق الطرف المحكوم ل
فى الدعوى ان يحصل على نسخه من الحكم النهائى حتى وان لم يدفع المحكوم عليه هذه الرسوم

٢ يصعب تحصيل الرسوم النهائية على الحكم فى معظم المحاكم

٣ اجراءات المطا لبة معقدة جدا، ومرهقة ومضيعه للوقت

٤ لا تنتهى اجراءات الدعوى فى فتره معقوله مما يؤدى الى احساس المتقاضين بالاحباط وعدم الر
عن النظام القضائى

CLAIMS

PROBLEMS

1 The losing party pays claims fees The winning party is entitled to have an executionable copy of the final judgment even though the claims are not paid by the losing party
2 Enforcement of paying the final fees of the judgment is very difficult for most courts
3 The claims process is too complex, cumbersome and time consuming
4 Litigants do not get closure of their cases within a reasonable time, which leads to frustration and dissatisfaction with the justice system

Claims & Deposits
Problems & Objectives

تابع المطالبات

الاهداف

١ اعادة هندسة انظمة تقديم المطالبات، وتقسيمها، واجراءاتها وكذلك تحصيلها

٢ محاولة تحصيل كم اكبر من الرسوم المقدره

٣ وضع نظام لتحصيل الرسوم النهائية على الاحكام فى فترة اقل

٤ تصميم هيكل ادارى واشرافى على درجة اعلى من مستوى الاداء

Claims

OBJECTIVES

1 Streamline the claims filing, assessment, processing and collection systems
2 Collect more of the fees assessed
3 Create a system to enforce collecting final fees of judgments in a more timely manner
4 Create a more professional management and supervisory structure

Claims & Deposits
Problems & Objectives

الأمانات

المشاكل

- تتضمن عملية دفع الامانات بالمحكمة اجراءات طويلة وبيروقراطية
- يتسلم امين خزينة المحكمة المدفوعات الخاصة بمسائل لا تتعلق بالدعاوى
- تقدر رسوم على المبلغ المودع، وتقدر رسوم على المبالغ المودعة علاوه على الرسوم المتعلقة بالدعوى
- يحتفظ بالمستندات المالية لمدة ١٥ سنة، ويظل خمسة سنوات منها فى المحكمة بعد اخر تعامل
- على المستفيد من الامانة ان يتبع جميع الخطوات بنفسه حتى يتسلم الامانة المخصصة له
- يحدد موظف قلم الأمانات امكانية صرف الامانة

DEPOSITS

PROBLEMS

- A payment of deposits from the court is a lengthy bureaucratic process
- Non case related payments are made to the court's cashier
- Case related deposits are assessed a fee Other deposits are assessed fees in addition to case related fees
- Financial documents are to be kept for 15 years, 5 years on site after the last transaction in the matter
- The payee must follow all steps in person to receive the deposit payment
- The deposits clerk determines if the deposit can be issued

Claims & Deposits
Problems & Objectives

- ويقوم رئيس المحكمة بتوقيع جميع مستندات اعتماد الصرف
- عادة ما يتأخر دفع الأمانة في حالة عدم تعدي الفترة المخصصة لتحصيل فائدة على هذه الأموال
- يستغرق عملية استلام الأمانة حوالي شهرين او اكثر
- يتولى قلم المحضرين اعلان الطرف الآخر المستفيد من الأمانة
- بامكان مودع الأمانة خلال ثلاثة ايام بعد قيام قلم المحضرين باعلان المستفيد (هذا في حالة عدم سحب المبلغ)

- The chief justice has to sign all payment approvals
- Payments are often delayed because the interest period for the deposit has not ended
- It takes 2 months or more for payment to be received
- The service department notifies other party (payee) of the deposit
- Payor can withdraw the deposit 3 days after notifying payee through the service department (presumably if the payment is not picked up)

Claims & Deposits
Problems & Objectives

تابع الامانات

الأهداف

١ اعادة النظر فى اجراءات المطالبة الحالية واعاده هندستها

٢ رفع مستوى النظام الادارى والاسرافى على العاملين

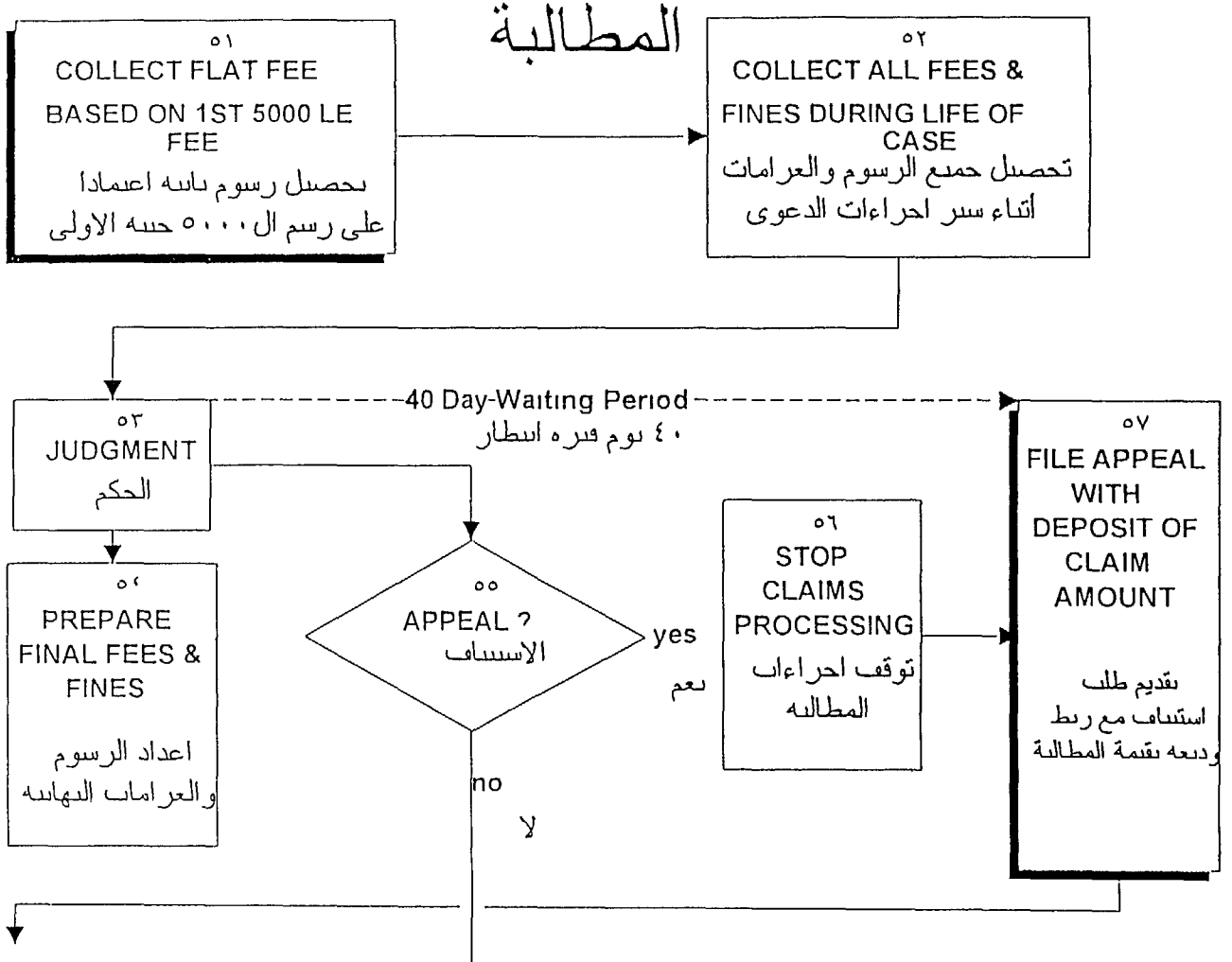
OBJECTIVES

1 Review and streamline the present claims process

2 Improve the personnel management and supervisory system

Claims

المطالبة



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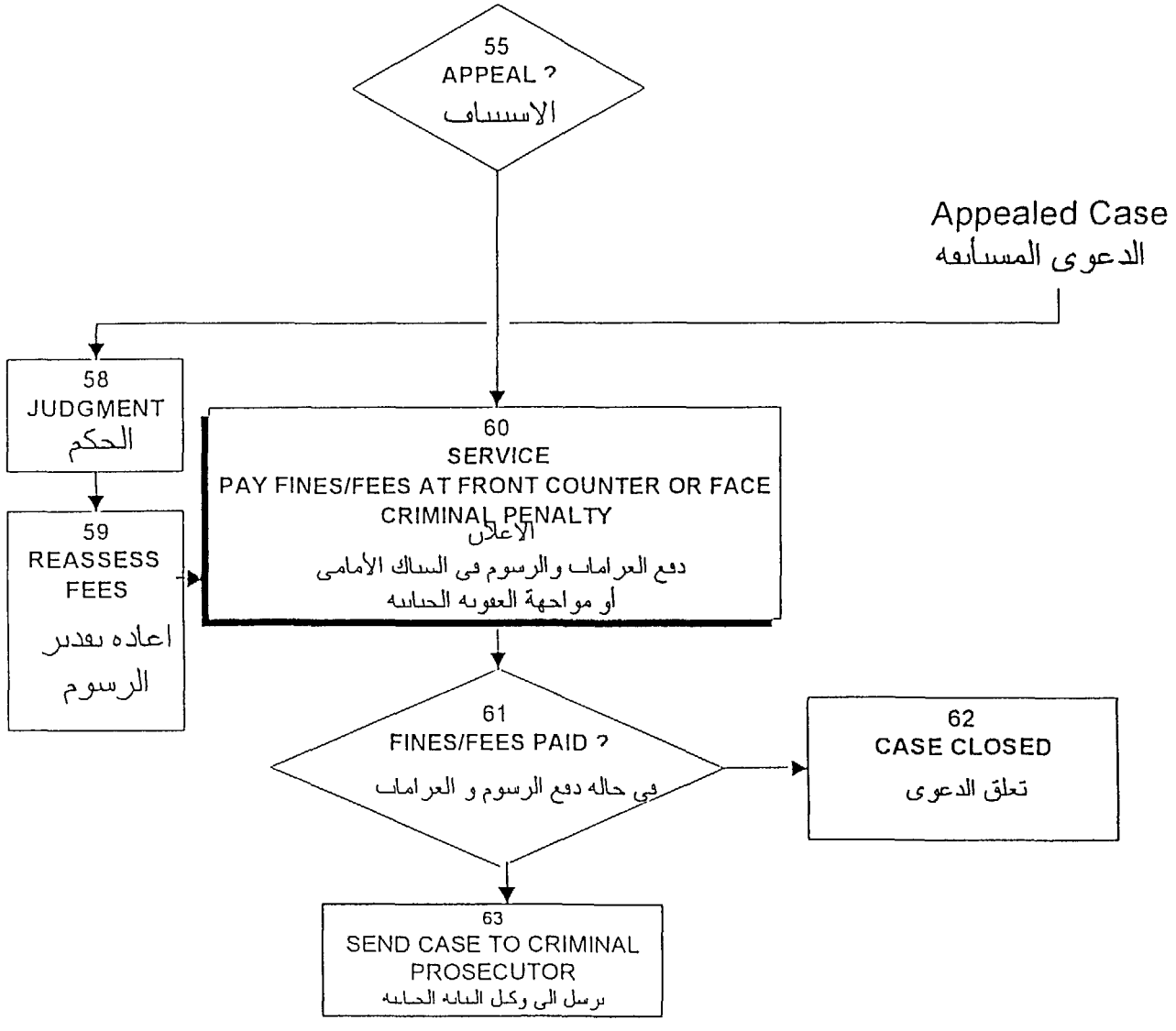
التكمله فى الصفحه التاليه

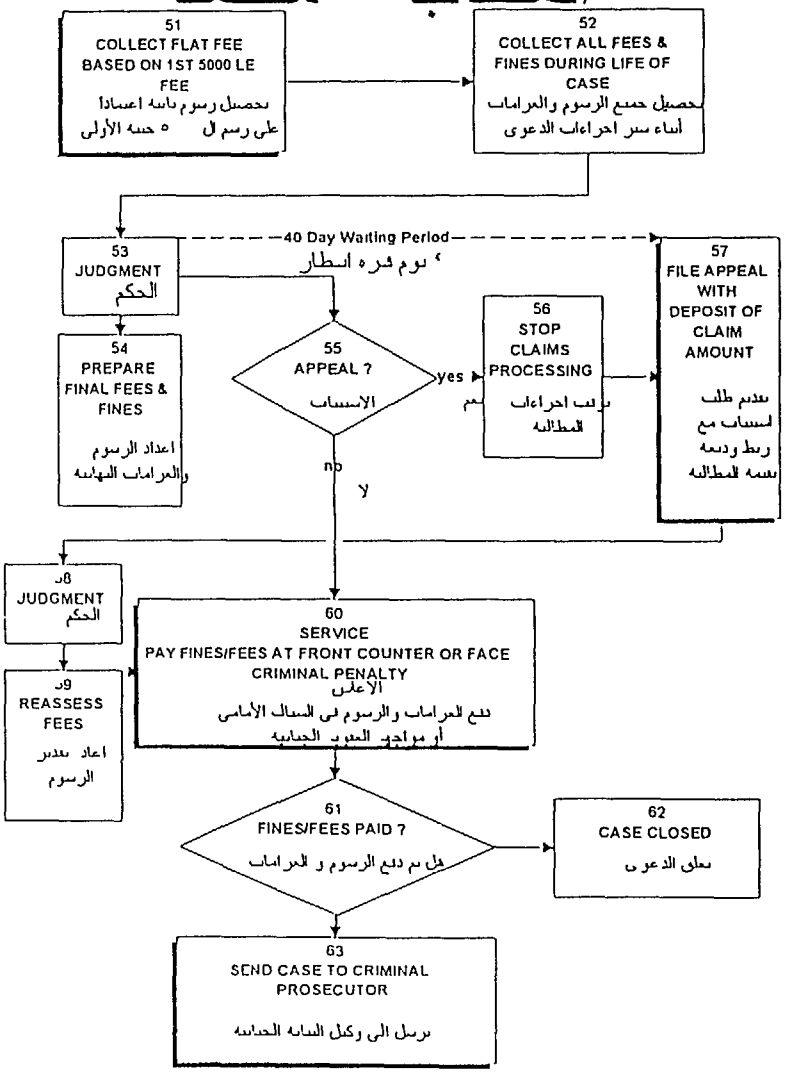
Claims (continued)

المطالبة - تكملة

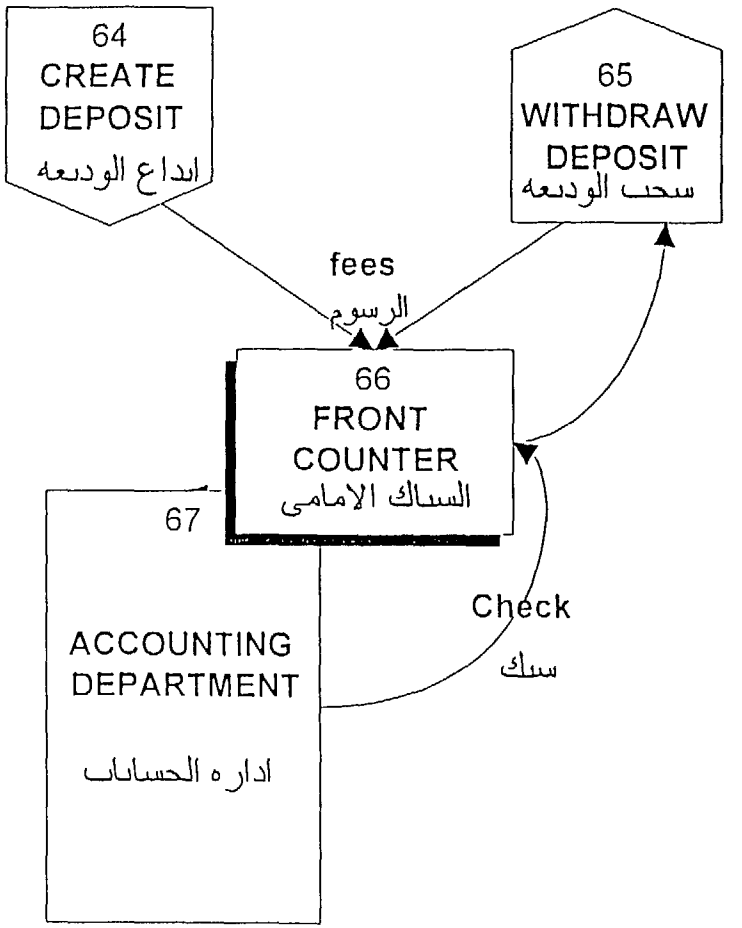


Claims (complete)

المطالبة - مكتملة



Deposits
الودائع



CLAIMS
DETAIL SHEET

WORKFLOW

- If a flat fee, no claims procedures
- If not a flat fee, there are a number of alternative procedures

- Judgment available to claims department from CMA
- Claims fees and any other expenses, including plaintiff's reimbursement of the flat fee determined
- Losing party served for total amount of fees and fines due
- Losing party options
  - Pay at bank or at front counter or at post office
  - Appeal the judgement (40 days) or grievance the claims (8days from date of service)
  - File an appeal and grievance the claims
- Proceedings stop until appeal and grievances of claims processes completed
  - Proof of appeal with a writ of summons
  - Litigant is acknowledged with the claims fees due
  - If no appeal or proof of an appeal litigant is to pay fees
  - If he does not pay the claims fees his case is referred to the criminal prosecutor for refusing to execute a court order
- After appeal all fees including claims fees and any other expenses including p aintiff's reimbursement of the flat fee reassessed
- Losing party served with judgment for total amount of reassessed fees and fines due
- Losing party comes to information services desk or front counter
  - Options
    - Pay at bank or at front counter or at post office
- Losing party has to pay within 60 days regardless if appealing or not
- Can appeal the judgment or file a grievance to the claims fees
- If fees paid the case is closed
- Case file archived
- If fees not paid by losing party the case is sent to the prosecutor or the collections unit

OTHER

- Provide public information packets and charts about the rules and procedures for the assessment of fees, fines, payments, collection rules and methodology
- Develop a computer-based system to follow up and monitor fee collection activity
- Require more accurate addresses from litigants and attorneys

<u>Alternatives</u>

- Calculations for claims and service be made prior to the judgment hearing

    - Serve litigants with actual costs to be assessed (or the estimated costs if the actual costs cannot be calculated)
    - Direct litigants to deposit part of the estimated fees with the court
- Require the deposit of the full outstanding claims due amount when a litigant files an appeal in the case
- Require all fees and fines to be collected immediately after they are assessed or the litigant faces a default judgment
- Alternatives
    - Privatize the collection of fees and fines
    - Provide incentives for service department servers to collect more fees and fines
    - Modify the Egyptian tax collection system to collect overdue fees and fines
    - Create a special collections enforcement unit to enforce present court rules and laws concerning claims procedures
- Develop a stronger supervisory structure with training programs for supervisors and workers
- Eliminate the seizure and auction activities in the service department
- Change the law to permit
    - Not accepting appeals unless claims paid
    - Not accepting filing of new cases unless claims on old cases are paid
    - Not paying fine is a criminal offense
    - Service of documents on a litigant's attorney
- Issue a ministerial decree to combine appeal of grievance of claims with appeal of case before the same appellate circuit

Deposits

- Litigant comes to courthouse (front counter) to make a deposit-he is directed to the claims and deposit window in the front counter area
- Deposit received by the court deposit desk
- Front office clerk checks the case history to see if any claims or fees are due from the gaining litigant
    - If fees are due the clerk subtracts the amount from the deposit payment
    - Clerk determines new amount due to be paid to litigant
    - Clerk sends acknowledgement to the service department for delivery to the litigant
- Litigant comes to front counter with acknowledgement paper from the service department
    - He shows his identification and he gets paid
- All deposit transactions simultaneously posted to the accounting department records case history records and the deposit ledger

OTHER

- Develop a new system for pick up and transport of deposits/fees monies from the courthouse to the banks
- Set up a system for all claims and fee payments to be made directly to banks
- Create an index system that cross-references claims filings and deposits with the underlying case
  - Share information between the front counter, front office and the information services center
  - Set up a separate claims and deposit station at the front counter
  - Post financial information to the case history or put copies of the financial documents in the case file
- Establish a standard set of rules, regulations and decision tables for clerks to follow
- Assess a flat administrative fee for all deposits or have 3 or 4 categories of fees for different kinds of deposits
- Dismiss the case if certain fees are not paid within a reasonable period of time
- Reduce the number of signatures required for deposit and payment
- Designate someone other than the chief justice to sign payment approvals
- Propose a rule change to eliminate the ability of 3rd parties to claim deposits
  - Require certification from the payer and payee that they do not have other cases or claims pending before the court when filing for payment of a deposit
  - Require a certification that parties are not involved in any bankruptcy proceeding
- Strengthen the supervisory/mangement framework

Service Problems & Objectives

قلم المحضرين

لم يتم بعد عمل المسح لقلم المحضرين، وتعتمد المعلومات التى تتضمنها هذا التقرير وكذلك التوصيات على المعلومات التى جمعها الخبير ديفيد سيلمان وكذلك المعلومات التى تم جمعها من القضاه وموظفى المحكمة بعد انتهاء زيارته

The Service Department has not yet been surveyed The information in this report and recommendations are based on data gathered by consultant David Steelman and information gathered from judges and court employees subsequent to Mr Steelman s visit

المشاكل

١ يستغرق الاعلان مدة طويلة جدا

٢ الهيكل التنظيمى والادارى لقلم المحضرين مثقل بالاعمال ولا يتحمل حجم العمل الضخم الذى يقوم به قلم المحضرين

٣ يحتاج قلم المحضرين الى وضع اجراءات وتوفير ادوات افضل لمتابعه وادارة الاعمال الهامه

٤ قله الحوافز للموظفين مما لا يشجعهم على اداء عملهم على اكمل وجه

SERVICE

PROBLEMS

1 Completion of service takes too long
2 The organizational and management structure of the service department appears to be overburdened and not sufficient for the large scope of service operations
3 The activities of the service department need better procedures and tools with which to monitor and manage their important work
4 There is a lack of sufficient incentives for employees to fully perform their jobs

Service Problems & Objectives

٥ عدد المحصرين بالقلم لا يناسب مع حجم العمل

٦ يتعرض المحصرون الى أنواع من التهديد أثناء أداء عملهم

5 The service department does not have sufficient server personnel to adequately perform their jobs

6 Service employees are sometimes threatened while trying to perform their jobs

Service Problems & Objectives

الأهداف

١ تقليل الوقت المستغرق لانجاز مهمه الاعلان

٢ دراسة واعادة هندسة الهيكل الادارى والاشرافى لقلم المحضرين

٣ توفير تطبيقات ادارة الدعوى لمعاونة قلم المحضرين على متابعه واداره حجم العمل لديهم

توفير الأدوات والحوافز المناسبه للمحضرين ليقوموا بوظيفتهم بكفاءه

٥ تحديد العدد المناسب من الموظفين المطلوب توفره وتقديم العون فى تعيين هذا العدد

٦ توفير مستوى ملائم من الامن للمحضرين

OBJECTIVES

1 Reduce the time it takes to accomplish service of process

2 Survey, and reengineer the supervisory and management structure of the service department

3 Provide CMA tools to support the service department in the monitoring and management of their caseload

4 Provide tools and incentives for service employees to perform their jobs more efficiently and effectively

5 Identify the appropriate level of staffing and assist in obtaining that number

6 Provide the appropriate level of security for service employees

SERVICE DETAIL WORKFLOW

The service department interfaces with all of the following case flow processes

- Case Initiation
  - The service assignment supervisor receives all documents to be served
    - Enters them into the tracking system
    - Selects service by the post office private service company or service department servers according to approved guidelines
  - Accurate addresses have been provided by the litigants
  - Address and telephone directories are available from other government agencies and businesses via a computer database
  - A sufficient number of server resources are available in each district according to size, population and socio economic status
  - Servers have sufficient transportation resources

- Case Management
  - These activities are monitored by the court tracking system
    - Reservice requests
    - Acknowledgements of filing of expert reports
    - Acknowledgements of additional fees fines and expenses
    - Other case management related events involving the service department

- Judgment
  - Acknowledgement of preliminary judgments
  - Acknowledgement of final judgments
  - Execution of final judgments
  - Shortly after completion the above events are recorded in the tracking system

- Post Adjudication (Claims)
  - Verification of addresses via the address data base
  - Acknowledgement of claims
  - Execute claims if no grievance is filed
  - Claims activities are recorded in the tracking system

- Deposits
  - Acknowledge parties about deposits
  - Activities recorded in the deposits tracking system

- Other
  - Officially paying debts such as child support rent
  - Serving warnings before filing a case

Experts Problems & Objectives

اداره الخبراء

المشاكل

١ التأخر فى اتخاذ القرار باحالة الدعوى الى اداره الخبراء

٢ الاحالة لأسباب غير ملائمه

٣ التأخر فى عملية نقل ملف الدعوى من مبنى المحكمة الى اداره الخبراء

٤ اختلاط الامر بسبب عدم وضوح الطلبات المطلوب فيها رأى الخبير

٥ التأخير وعدم التنظيم فى الاجراءات الداخلية فى اداره الخبراء

٦ عدم توفر الكفاءة لتقديم رأى الخبير

EXPERT OFFICE

PROBLEMS

1 Delay in decision to refer cases to Expert Office

2 Inappropriate referrals

3 Delay in transfer from court to Expert Office

4 Confusion in clarity of requests for opinions

5 Internal delay and confusion in Expert Office pocess

6 Inefficiency in rendering opinions

Experts Problems & Objectives

الأهداف

١ الحد من الدعاوى المحاله للاداره دون اسباب وجيهه

٢ الاسراع فى عملية اتخاذ القرار بخصوص احاله الدعوى الى اداره الخبراء

٣ رفع مستوى تناول الدعوى داخل اداره الخبراء نفسها

٤ رفع مستوى اداء وكفاءه الخبراء انفسهم

٥ اصلاح اجراءات نقل الدعوى من والى الادارة

٦ تطوير مناخ العمل داخل ادارة الخبراء وتحفيز العاملين

٧رفع مستوى اداء موظفى اداره الخبراء

OBJECTIVES

1 Discouragement of inappropriate referrals

2 Expediting decision to refer

3 Improvement of case handling within Expert Office

4 Improvement of quality of experts themselves

5 Reform of transmittal process

6 Improvement of Expert Office workplace

7 Improvement of Expert Office employee performance

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Conceptual Design Presentation

For

The Ministry of Justice

March 1998

Presented by·

The Administration of Justice Support Project

and

The Conceptual Design Committee

Counselor Omar Hafeez Counselor Mohamed Saleh Judge Ashraf Kamal
Judge Mohamed Latıf Mr Walter Kuencer Mr Albert Szal
Dr Sherıf Hosnı Engr Khaled Fattah
and
Judge Ronald Taylor

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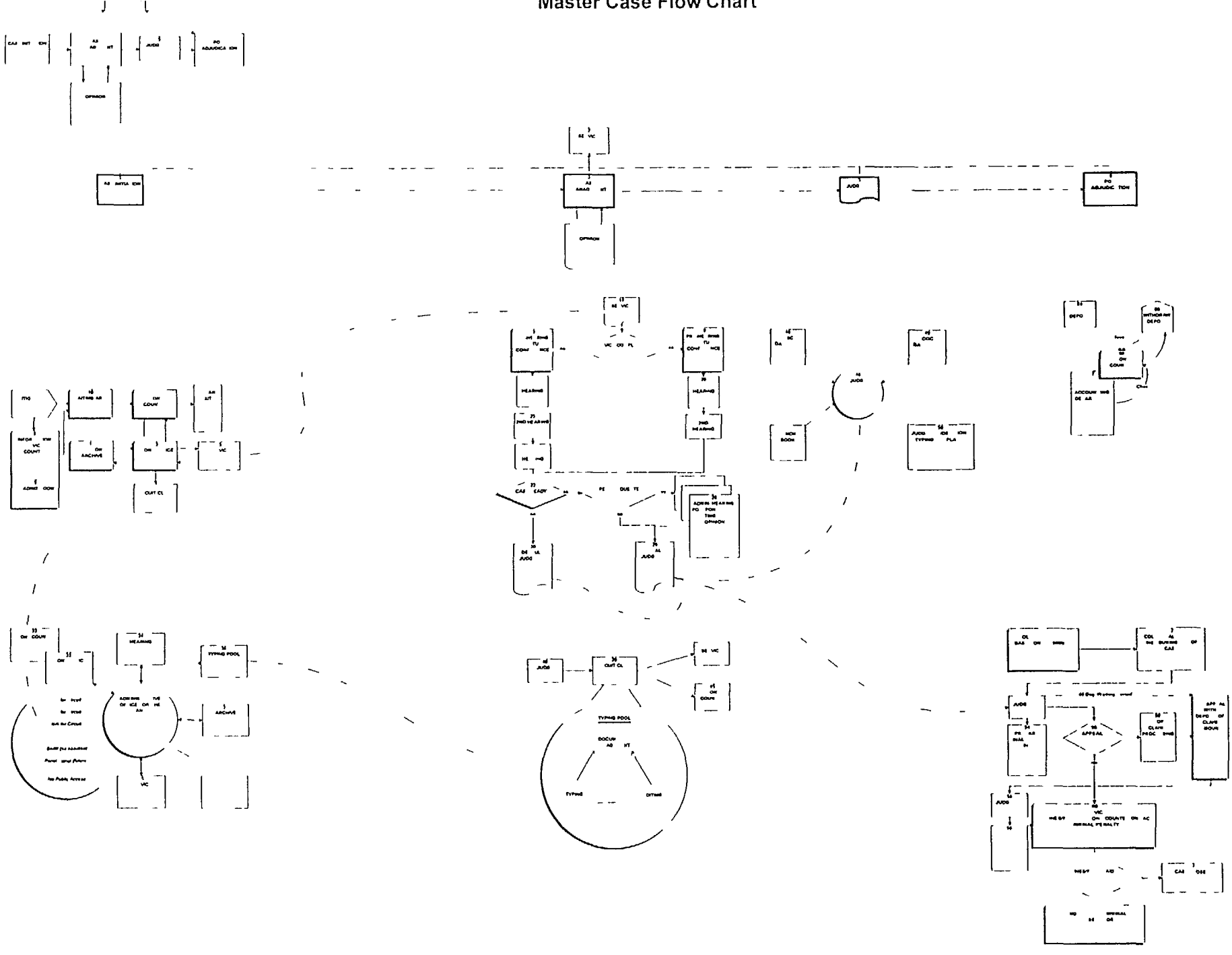
Master Case Flow Chart



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Conceptual Design Presentation

Case Initiation | Case Management | Service | Experts | Hearing Support | Typing Pool | Judgment | Claims/Deposits | JIC

Arabic Text Conceptual Design Report

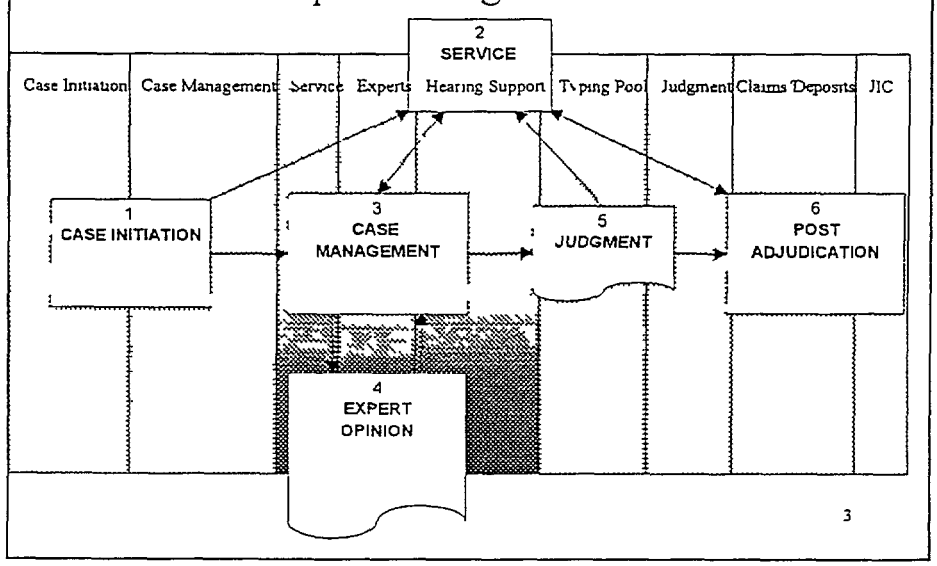
Current Process and Problems

Objectives for Improvement

Specific Recommendations and Alternatives

2

Conceptual Design Presentation



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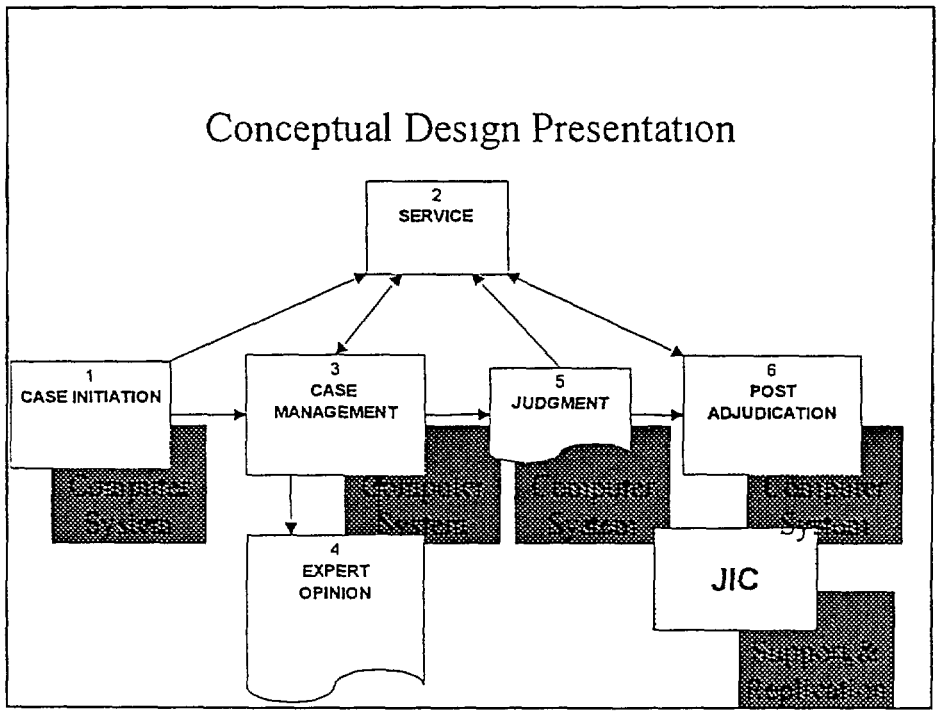

AOJS/MOJ

CONCEPTUAL DESIGN WORKSHOP

MARIOTT HOTEL

CAIRO EGYPT

March 30 and April 2, 1998

10 00 AM

GEND

Monday March 30

10 00AM	Welcome and Introduction Automation Overview	Judge Ron Taylor Mr Wally Kuenne
THE PILOT COURTS CONCEPT AND DESIGN		
10 15	Case Initiation	Mr Al Szal Dr Sherif Hosni Mr Wally Kuenne
12 Noon	BREAK	
1 30	Case Management	Judge Ron Taylor Counselor Omar Hafez Mr. Wally Kuenne
1 15	Hearing Support	Mr Al Szal Mr Wally Kuenne
2 00	LUNCH	
3 30	Typical Pilot	Dr Sherif Hosni
00	Adjudication	Judge Ron Taylor Counselor Mohamed Saleh
5	ADJOURN	

11

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Thursday April 2

10 00 AM		Post Adjudication	Mr Al Szal Chief Judge Ashraf Kamal Mr Wally Kuencer
	11 00 AM	Expert Department	Judge Ron Taylor
11 30	BREAK		
	12 Noon	Service Department	Mr Al Szal
	12 30	Judicial Information Center	Mr Wally Kuencer
	1 00	Recommendations for Action	Judge Ron Taylor
1 45	LUNCH		
	3 00	Question and Answer Period	All Participants
5 00	AJOURN		

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Technology Use in Courts
استخدام التكنولوجيا فى المحاكم

- Computerization means replacing **human** effort by **computer** effort
  المكنه تعنى ان تقوم الكمبيوتر بأداء المجهود الذى تقوم به الانسان
- Technology can be used to help — يمكن استخدام التكنولوجيا للمساعده فى الاتى

•Manage Courts	•ادارة المحاكم
•Manage Cases	•ادارة الدعوى
•Decide Cases	•الفصل فى الدعوى

Technology Used to Manage Courts Can Include
يمكن ان تتضمن التكنولوجيا المستخدمة لادارة المحكمة الآتى

Personnel	شئون العاملين
Personnel Actions	اوراق العاملين
Payroll	المرتبات
Finance	الشئون المالية
General Ledger	اليومية العامة
Accounts Receivable	حسابات مدينة
Accounts Payable	حسابات دائنة
Budget	الميزانية
Statistics	الاحصاء
MOJ Online Court Monitoring	متابعة وزارة العدل المستمرة للمحكمة
MOJ Administration	ادارة وزارة العدل
Electronic Archiving	الأرشيف الالكترونى
National Case Repository	قاعدة بيانات قومية
Electronic Filing	حفظ الملفات الالكترونى

Technology Used to **Manage** Cases Can Include

يمكن أن تتضمن التكنولوجيا المستخدمة لادارة الدعوى الآتى

Teller Services	مساك خدمه الجمهور
•**Indexing**	الجداول
Assignment	توزيع الدعاوى
Scheduling	تحديد موعد الجلسات
Docketing	مستندات الدعاوى
Caseload Management	اداره حجم الدعاوى
Inquiry	الاستعلام
Document Generation	اصدار الوثائق
Reporting	التقارير
Service	المحضرين
Experts	الخبراء

Technology Used to **Manage** Cases Can Include

يمكن أن تتضمن التكنولوجيا المستخدمة لادارة الدعوى الآتى

Teller Services	مساك خدمه الجمهور
Assess fees	تقدير الرسوم
Calculate amount due and change	حساب المبلغ المطلوب والمتبقى من المال
Record source and distribution of revenues	تسجيل المصدر وتوزيع الدخل
Print receipt	طباعه الايصال
Cash reconcilliation reporting	تقارير حسابات النقديه
Indexing	الجداول
Collect Case and Party data	جمع بيانات الدعوى والمتقاضى
Retreive cases by case # or other case identifing data	استرجاع الدعوى باستخدام رقم الدعوى او اية بيانات اخرى للدعوى

Technology Used to Manage Cases Can Include

يمكن أن تتضمن التكنولوجيا المستخدمة لادارة الدعوى الآتى

Assignment

Panel assignment that eliminates judge shopping

Produces balanced workloads

Cannot be manipulated by parties

توزيع الدعاوى

مجلس الدائرة بحيث لا يسمح للقضاة اختيار القضايا

توزيع حجم العمل بالتساوى

لا يسمح بتلاعب المتقاضين

Scheduling

Calendaring - Computer displays/prints existing calendar; user assigns dates

Scheduling - Computer assigns dates according to court rules

تحديد الجلسات

الجداول - تظهر الكمبيوتر الجدول الحالى او تطبعه وتحدد المستخدم التواريخ

مجلس الجلسة - تحدد الكمبيوتر التواريخ تبعا لقواعد المحكمة

Technology Used to Manage Cases Can Include

يمكن ان تتضمن التكنولوجيا المستخدمة لادارة الدعوى الآتى

Docketing

Is the case history

Maintains a case record of

papers filed

court events (hearings service experts)

decisions & judgments

post adjudication events & decisions

مستندات الدعوى

تاريخ وقائع الدعوى

سجل الدعوى ويتضمن الاتى

اوراق الدعوى

وقائع الدعوى (الجلسات المحضرين الخبراء)

القرارات والأحكام

اجراءات وقرارات ما بعد صدور الحكم

Caseload Management

Tools for the Chief Justice & administrators

Caseload data on cases filed pending and terminated by case type judge judgment

Caseflow examines the pace at which cases move through the system

Workload raw count of activity (hearings expert requests service orders etc)

ادارة حجم الدعاوى

توفير الأدوات لرئيس المحكمة والادارين

حجم الدعاوى - تقارير عن الدعاوى المرفوعة والمعلقة والمنتهية حسب نوع الدعوى والقاضى والحكم

مسار الدعوى - تحصر سرعة سير الاجراءات من خلال النظام

حجم العمل حصر مبدئى للأنشطة (الجلسات طلبات تقارير الخبراء المحضرين الأوامر الخ)

Technology Used to **Manage Cases** Can Include

يمكن أن تتضمن التكنولوجيا المستخدمة لادارة الدعوى الآتى

Inquiry

Ability to provide enough case data to answer most basic questions without requiring the file to be retrieved

الاستعلام

القدرة على توفير بيانات كافية عن الدعاوى للرد على التساؤلات الأساسية دون الحاجة للاستعانة بالملف

Document Generation

Receipts and other documents that can be created from case data exclusively

اصدار الوثائق

الايصالات وغيرها من الوثائق التى يمكن اصدارها بيانات الدعوى

Reporting

Reports and statistics that communicate case information and related work of the court to others

Standard reports

Ad hoc reporting capability

التقارير

التقارير والاحصاءات التى تربط معلومات الدعوى وغيرها من نشاطات تعرها

التقارير الدورية

تقديم التقارير المتنوعة

Technology Used to **Manage Cases** Can Include

يمكن ان تتضمن التكنولوجيا المستخدمة لادارة الدعوى الآتى

Service

Monitor service document status

Assignment

Event tracking

Service workload, workflow reports

Keyed to case #

المحضرين

متابعة وضع الأوراق المعلنة

توزيع العمل

متابعة وقائع الدعوى

حجم العمل بالمحضرين او تقارير عن سير العمل

الصف برقم الدعوى

Experts

Monitor expert opinion status

Assignment

Event tracking

Expert workload, workflow reports

Keyed to case #

الخبراء

متابعة وضع تقارير الخبراء

توزيع العمل

متابعة وقائع الدعوى

حجم العمل بادارة الخبراء او تقارير عن سير العمل

الصف برقم الدعوى

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Technology Used to **Adjudicate Cases** Can Include

يمكن أن تتضمن التكنولوجيا المستخدمة للفصل فى الدعوى الآتى

- **Legal Research of IDSC Data Base**
- **Legal Research of COC Data Base**
- **Online Benchbook**
- Computer Aided Transcription
- Video Conferencing

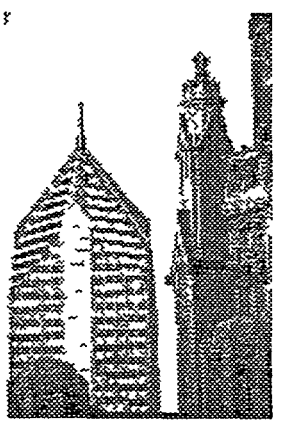
- البحث القانونى فى قاعدة بيانات مجلس الوزراء
- البحث القانونى فى قاعدة بيانات محكمة النقض
- توفير مرجع سريع على الكمبيوتر
- النسخ باستخدام الكمبيوتر
- عقد الاجتماعات المرئية باستخدام الدوائر المغلقة

Integrated Court Computer System

نظام كمبيوتر متكامل بالمحكمة

This is the Goal!

الهدف المنشود



Similar to a modern office building
Supported by a strong foundation
Shares a common electrical & plumbing system
Intercom telephone with external lines
All levels completed with fully furnished offices
Everything works together

مشابه للمبنى الحديث لمباني المكاتب الادارية
مدعم بأساس قوى
يتكون من نظام كهرباء وأعمال صحية واحد
مسرال داخلى (الاتصال الداخلى مع توفير خطوط خارجية
مجهز جميع أدوات المبنى ومكتب جميع المكاتب
يعمل كل شيء فى تناغم

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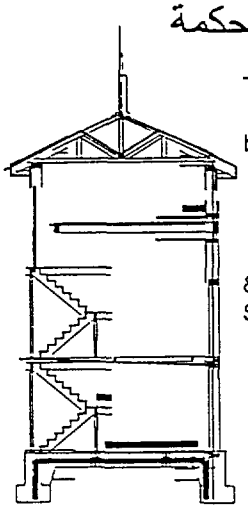
Integrated Court Computer System
نظام كمبيوتر متكامل بالمحكمة



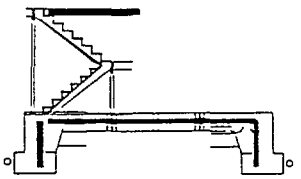
The AOJS Project will build the CORE system
A foundation of computer equipment that can be built and expanded upon
A Local Area Network and Internet communications
Application software programs for case management to reduce delay and streamline procedures
The parts of the system will WORK TOGETHER & will allow other parts to be added to FULLY SHARE the existing data and equipment

مشروع مشروع دعم ا اره العداله بناء النظام الأساسى
اساس لأجهزه الكمبيوتر والتى يمكن تطويرها والبناء عليها
عمل شبكه محليه وشبكه اتصالات بالانترنت
برامج تطبيقات لادار الدعوى تهدف الحد من التاخير فى الدعوى وتبسيط الاجراءات
سيعمل اجراء النظام فى تتابع ، كما سيسمح باضافه أجراء جديد ليعمل بكفاء مع الأخر والتقنيات الحاليه

Integrated Court Computer System
نظام كمبيوتر متكامل بالمحكمة

1st Phase
Develop and install the Server and PC equipment foundation
Develop and install a software application (Typing Pool) that can be used now and will always be part of the system
Install a LAN to support the Typing Pool

المرحله الأولى
اعداد الخادم وتركيبه بالاضافه الى تركيب اجهزه الكمبيوتر الشخصى
تصميم وتركيب احد التطبيقات (قلم السجل) والتى من الممكن تشغيله حاليا وتكون جزءا من النظام فى المستقبل
تركيب شبكه محليه لمساندة قلم السجل



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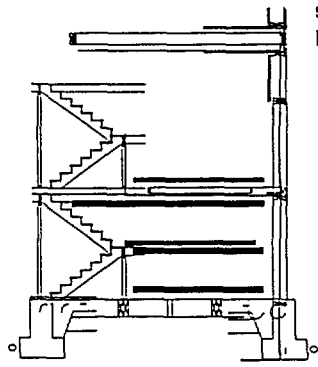
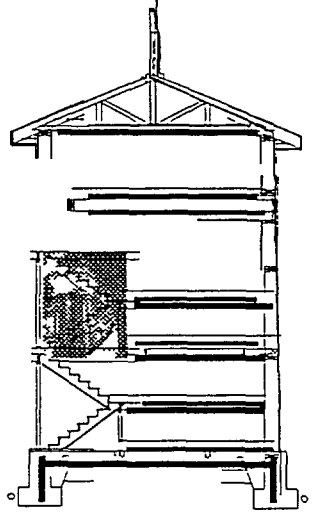
Integrated Court Computer System
نظام كمبيوتر متكامل بالمحكمة



Project Years 3 & 4
Continue installing more computer equipment
Continue developing and installing application software (Case Management Case Information Legal Research)
Continue expanding the infrastructure and network

سنوات المشروع الثالثة والرابعة
الاستمرار في تركيب المزيد من الأجهزة
الاستمرار في تصميم وتشغيل باقي التطبيقات (إدارة الدعوى، وبيانات الدعوى والبحث القانوني)
الاستمرار في توسيع البنية التحتية والشبكة

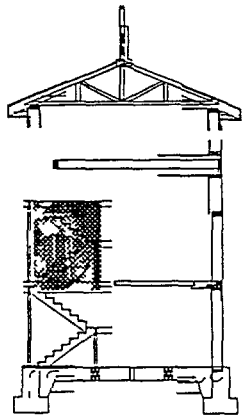
Integrated Court Computer System
نظام كمبيوتر متكامل بالمحكمة



By the end of the Project
AOJS will have installed computer equipment communications networks and application software for Case Processing Case Management Legal Research and Typing
The System will allow for new software expansion and modifications
MOJ can add software and equipment simultaneously or later

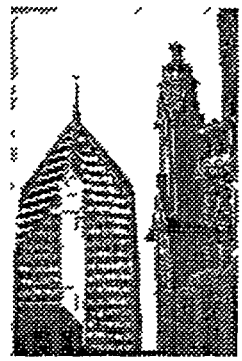
مع نهاية المشروع
سيكون قد قام مشروع عم إدارة العدالة بتركيب أجهزة الكمبيوتر وشبكات الاتصال وتطبيقات إدارة إجراءات الدعوى وإدارة الدعوى والبحث القانوني والطبع
سيسمح النظام بإضافة برامج وتعديلات جديدة
يمكن وزارة العدل إضافة برامج وأجهزة جديدة إما مع إجراءات تركيب النظام أو فيما بعد

Integrated Court Computer System
نظام كمبيوتر متكامل بالمحكمة



How to build the System?

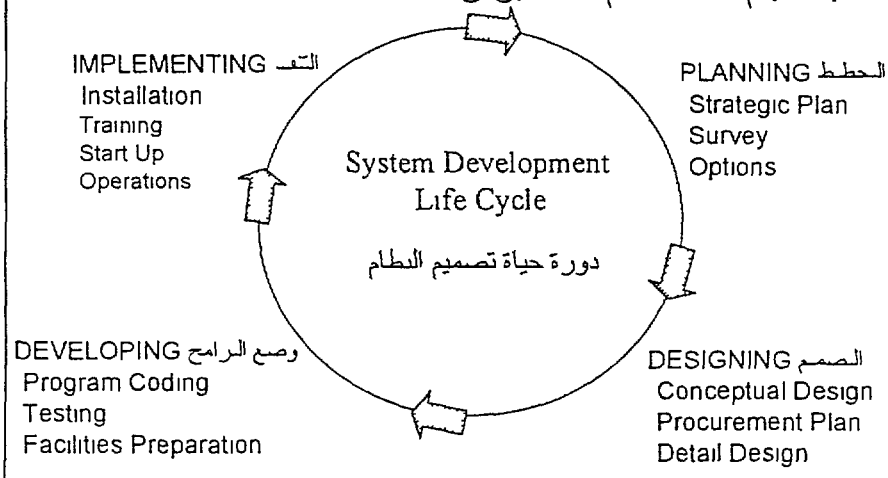
كيف يتم بناء النظام؟



What will the complete System include?

ما سيتضمن النظام بعد اكماله؟

How to Build the Computer System?
كيف يتم بناء نظام الكمبيوتر؟



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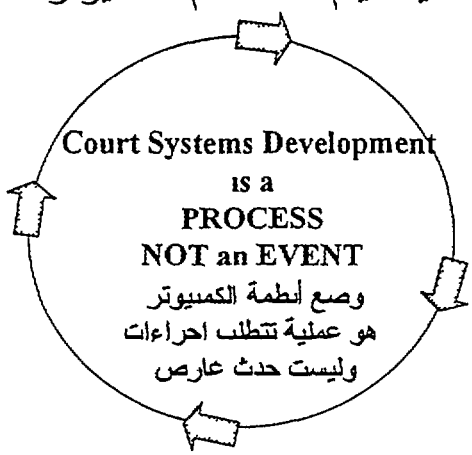
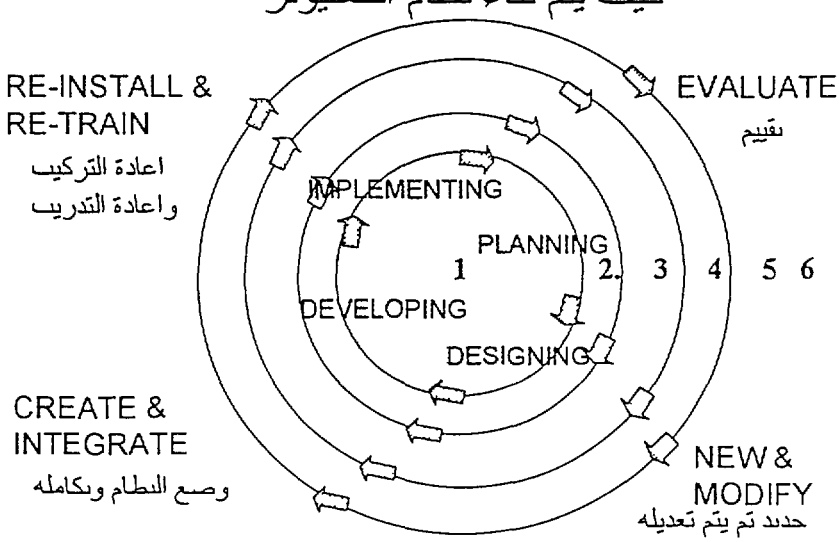
How to Build the Computer System?

كيف يتم بناء نظام الكمبيوتر؟



How to Build the Computer System?

كيف يتم بناء نظام الكمبيوتر؟

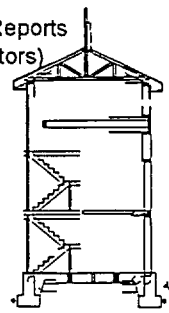


46

What will the complete System Include?

ماذا سيتضمن النظام المتكامل؟

AOJS Applications	تطبيقات مشروع دعم ادارة العدالة
Case Processing (clerks)	اجراءات الدعوى (الكتبة)
Case Management Information Reports & statistics (Judges & Administrators)	تقارير واحصاءات معلومات ادارة الدعوى (القضاة والاداريين)
Typing Pool	قلم الطبع
Legal Research	البحث القانوني
Foundation Components (Data Base Indexes Security Common programs that can be used in other applications Web Site Operations and Support Infrastructure)	مكونات التأسيس (قاعدة بيانات، الجداول، الأمن برامج مشتركة يمكن استخدامها مع تطبيقات اخرى، موقع على الشبكة، اجراءات التشغيل وتوفير المعونة الفنية للشبكة)



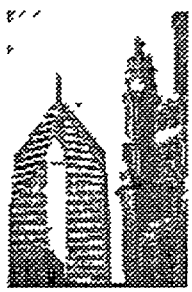
What will the complete System Include?

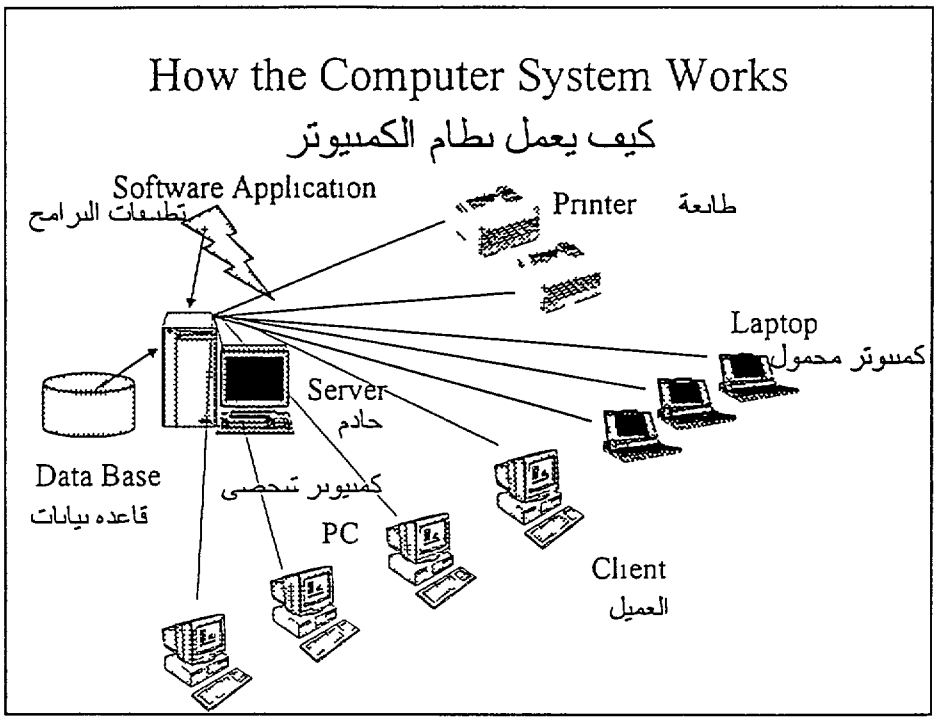
ماذا سيتضمن النظام المتكامل؟

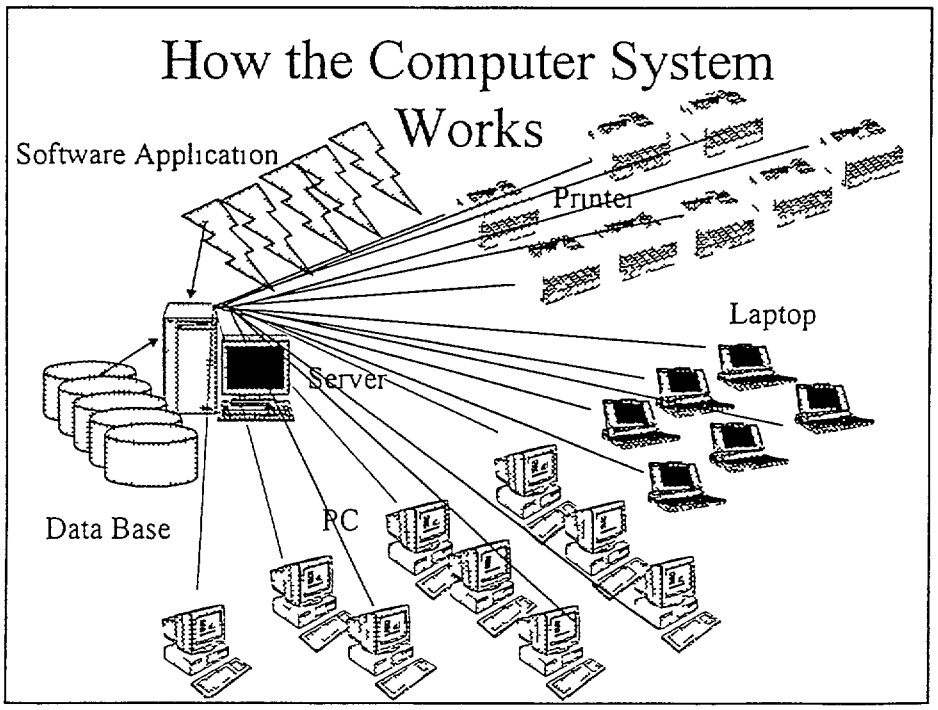
MOJ or USAID Project Extension or Other Contractors

مد وزارة العدل او هيئة التنمية الدولية الامريكية للمشروع او عن طريق اى متعاقدين اخرين

الخدمات	Service
الخبراء	Experts
الأرشيف الالكتروني	Electronic Archiving
شئون العاملين	Personnel
الشئون المالية	Finance
الميزانية	Budget
قاعدة بيانات قومية	National Case Repository
متابعة وزارة العدل المستمرة للمحكمة	MOJ Online Court Monitoring
ادارة وزارة العدل	MOJ Administration

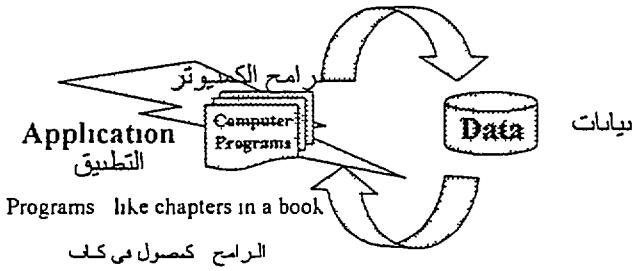



How the Computer System Works
كيف يعمل نظام الكمبيوتر
Software Application
تطبيقات البرامج
Printer
طابعة
Laptop
كمبيوتر محمول
Server
خادم
Data Base
قاعده بيانات
كمبيوتر شخصى
PC
Client
العميل


How the Computer System Works
Software Application
Printer
Laptop
Server
Data Base
PC

How Applications are Integrated

كيف تتكامل التطبيقات



Different Judges, Administrators & Clerks will use different Programs

يستخدم القضاة والاداريون والكتبة المختلفون برامج مختلفة

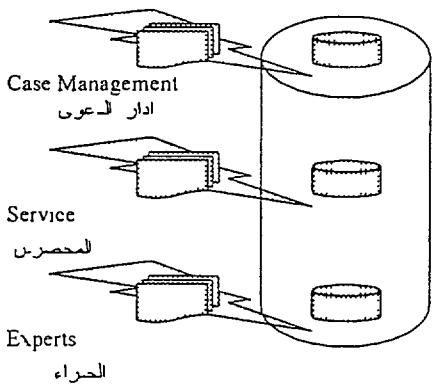
ALL the Programs will SHARE the SAME data

تستخدم جميع البرامج نفس البيانات

SHARING DATA and INFORMATION is INTEGRATION

الاشتراك فى البيانات والمعلومات هو التكامل

How Applications are Integrated



Relational Data Bases

Different Data Bases can be related to the whole system like relatives are related in a family

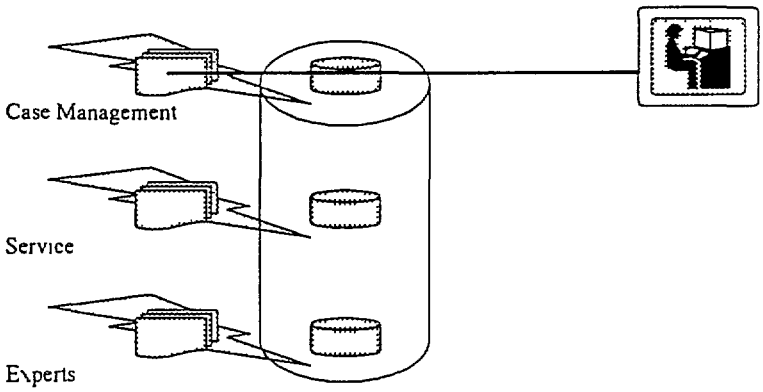
قواعد بيانات مترابطة

يمكن ربط قواعد البيانات المختلفه بالنظام
بالكامله كعلاقه الأقارب فى العائله

Data Bases can be synchronized using key common data

يمكن تزامن قواعد البيانات باستخدام البيانات المشتركة الاساسية

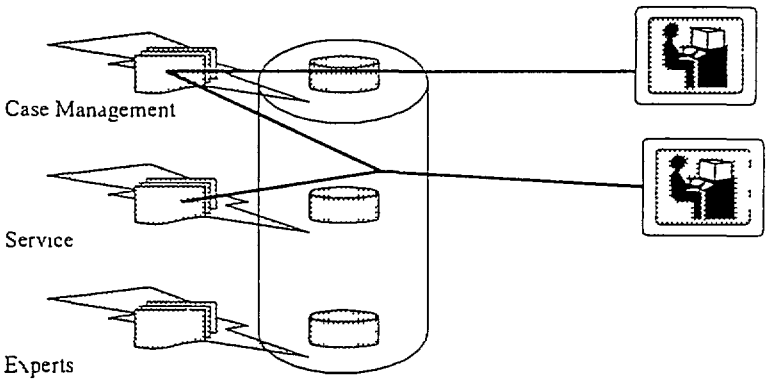
How Applications are Integrated



Data Bases appear to Users as a Single Data Base

تظهر قواعد البيانات للمستخدم كقاعدة بيانات واحدة

How Applications are Integrated



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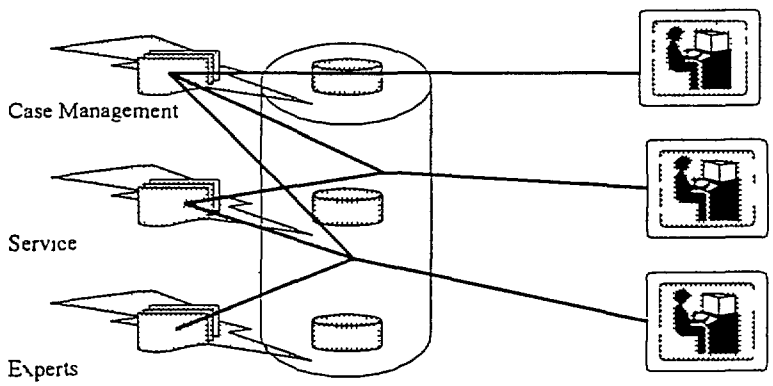
تظهر قواعد البيانات للمستخدم كقاعده بيانات واحدة

How Applications are Integrated

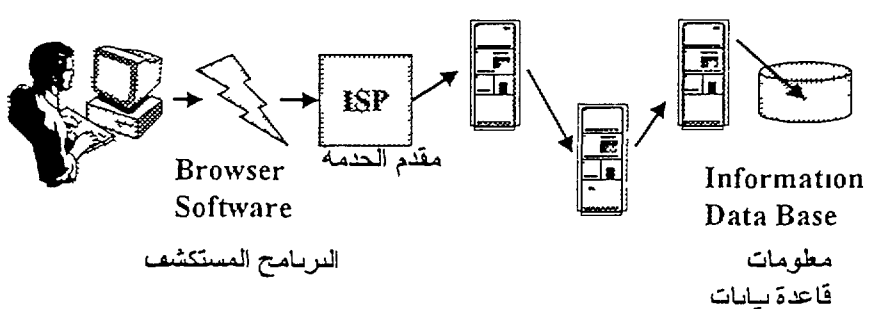


Data Bases appear to Users as a Single Data Base
تظهر قواعد البيانات للمستخدم كقاعدة بيانات واحدة

Integrated Information system Example

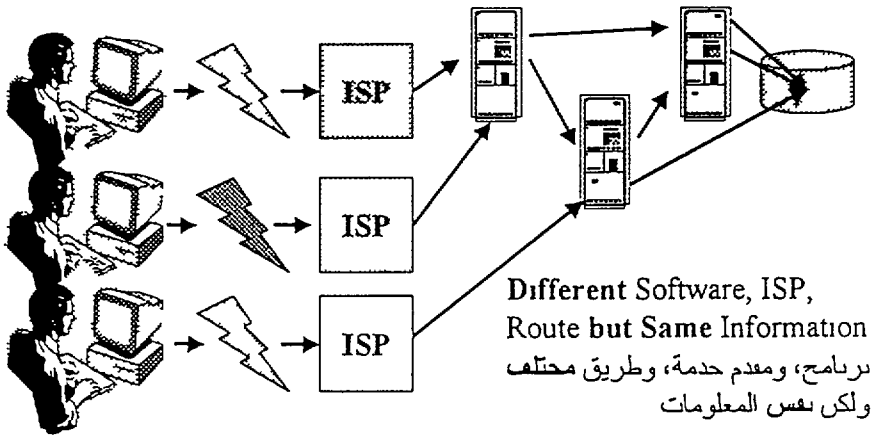
نموذج لنظام المعلومات المتكامل

World Wide Web
شبكة الاتصال العالمية



Integrated Information System Example

World Wide Web



Different Software, ISP,
Route **but Same** Information
برنامج، ومقدم خدمة، وطريق **مختلف**
ولكن **نفس** المعلومات

The AOJS Court Computer System Will

سيقوم نظام الكمبيوتر بالمحاكم الذى سيضعه المشروع بالآتى

Use State-of-the-Art-Equipment

استخدام أحدث الاجهزة

•Will be developed using State-of-the-Art Software Application Development Tools and Data Bases

•يوضع النظام باستخدام احدث ادوات وقواعد البيانات الخاصه بوضع تطبيقات البرامج

Allow for future additions of equipment and Applications

•يسمح باضافات مستقبلية للاجهزه والتطبيقات

•Create standards to be used in other MOJ Applications

•وضع معايير لاستخدامها فى تطبيقات وزاره العدل

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The AOJS Court Computer System Will

سيقوم نظام الكمبيوتر بالمحاكم الذى سنصنعه المشروع بالآتى

- Be reliable

  سوف يعتمد عليه

- Replace some of the manual tasks related to

  استبدال بعض المهام التى تجرى يدويا والمتعلقة بالآتى

  - Managing the Court

    ادارة المحكمة

  - Managing Cases

    ادارة الدعوى

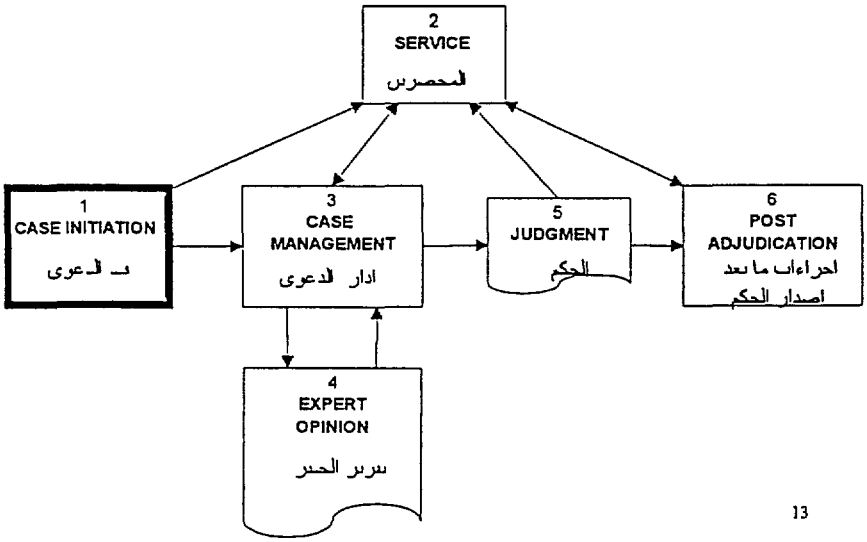
  - Deciding Cases

    الفصل فى الدعوى

Details of the Court Computer System will be presented after the work flow for each section

ستتم عرض نظام كمبيوتر الخاص بالمحكمة بالتفصيل
بعد عرض سير العمل فى كل ادارة

Case Life Cycle
دورة حياة الدعوى



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Case Initiation
Problems & Objectives

رفع الدعوى والتعامل مع الجمهور

المشاكل

١ إن هذه الاجراءات تستغرق وقتا اكثر من اللازم

٢ إن الاجراءات مرتبكة وغير منظمة

٣ لا تقوم المحكمة بجمع بيانات الدعاوى بانتظام

عدم تأمين ملفات ومستندات الدعاوى

ان تواجد الجمهور في مكاتب موظفي المحكمة تعوق التحكم

PROBLEMS

1 Process takes much more time than necessary

Process is confusing and chaotic

3 Necessary case information is not routinely collected and preserved

4 Case files and documents are not secure

Public access to court staff and officers confers control

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Case Initiation
Problems & Objectives

رفع الدعوى والتعامل مع الجمهور

الاهداف

١ تحسين صور المحكمه لدى الجمهور

٢ تقليل المجهود المطلوب والتعقيدات المتعلقه بالقيام بالتعاملات العاديه الخاصه بالدعاوى

٣ طلب تقديم جميع المعلومات والتصاريح المطلوبه من المتقاضين والمحامين

عمل ملف دعوى منظم ومعروف

٥ حصر تواجد الجمهور فى اماكن محدده من المحكمه والتعامل مع موظفين معينين

OBJECTIVES

1 Improve public perception of the court

2 Reduce complexity and labor in routine transactions

3 Require standardized information submission from lawyers/litigants

4 Create an organized and readable case file folder

5 Restrict public access to work areas and staff

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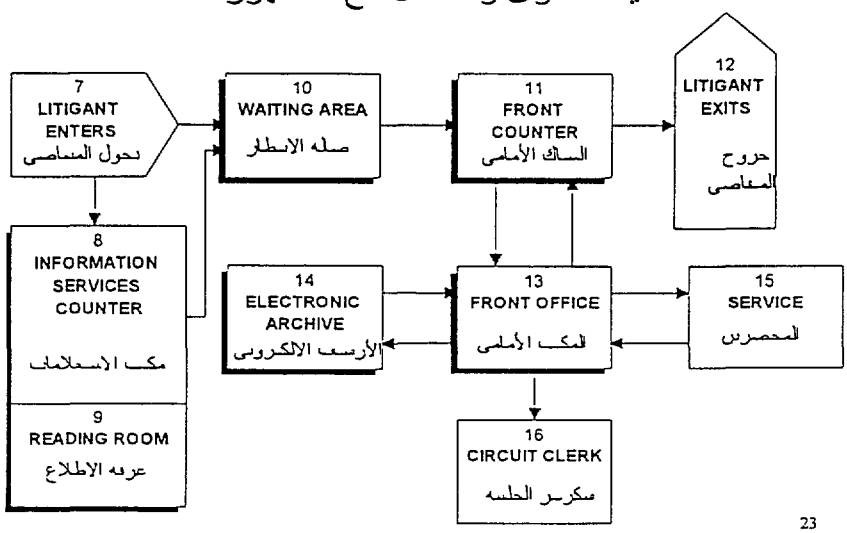
Case Initiation and Public Access
قيد الدعوى والتعامل مع الجمهور



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PUBLIC ACCESS
DETAIL SHEET

WORKFLOW

Litigants enter the Front Counter waiting area or the Information Services Counter to

- File case or document
- Review file
- Pay fees/fines
- Schedule inquiries
- Get copy of document
- Request information

Examples of information available at the Information Services Counter

- Building directions
- Hearing calendar information
- Information and handouts on how to use the area
- Case related information
- Issue copies and certificates
  - Requested on standard forms with attached stamps for payment
  - A photocopier available to provide copies of documents
  - Requests to view the file, copies of documents

A Reading Room to allow the public to examine court documents in a secure environment

- Litigants to read case files under the supervision of the circuit clerk
- Copy services available
- Litigants will not be permitted to remove documents or files from the Reading Room

The Front Counter waiting area will have a customer queuing system and display panel

- Litigants will wait in a clean, no smoking area separated from the front counter
- Guards will direct litigants to take a number and wait their turn

All case documents will be filed at the Front Counter for processing

- The litigant will perform all case related transactions at the Front Counter
- Special clerks will be available at another counter for exception processing

- A single clerk at each counter station will perform multiple case initiation (and document filing) tasks such as
  - case and fee assessment
  - money collection and receipting
  - scheduling and data entry
- Documents will be machine stamped with a court identification mark, date, and time
- A separate claims and deposits counter area in the front counter area
- The Front Counter will
  - Have a clerk for cash and stamp reconciliation and to prepare deposits and cash reports
  - Have a safe to secure cash deposits
  - Be responsible for distribution for all work and documents to other court departments

The Front Office will support the Front Counter

- Front Office staff will collect the new file folders from the "out basket" and deliver them to the Front Office for processing
- Documents will be electronically scanned and noted in the case history of the CMA
- Remaining data from the Writ of Service Cover Sheet will be entered
- Staff will assemble the case file folder and deliver to the circuit clerk
- Processed case documents sent to circuit clerk for inclusion in case file
- Delivery of service documents to and from service office is by court employees

OTHER

Restrict public access and improve case file security and integrity

- All business that needs to be conducted by the public will be confined to designated public areas only

Litigants wishing to view a case file will do so during specified viewing periods in the "reading room"

The public and attorneys should be informed of the new public access requirements

Public Perception

- Facilities should be clean and orderly at all times
- Smoking and eating by employees while on the job should be prohibited
- Court staff should be trained on courteous response to the needs of the public

- Rules of procedure information should be available at the information desk
- Staff interacting with the public should dress to present a professional image

Standard forms and instruments

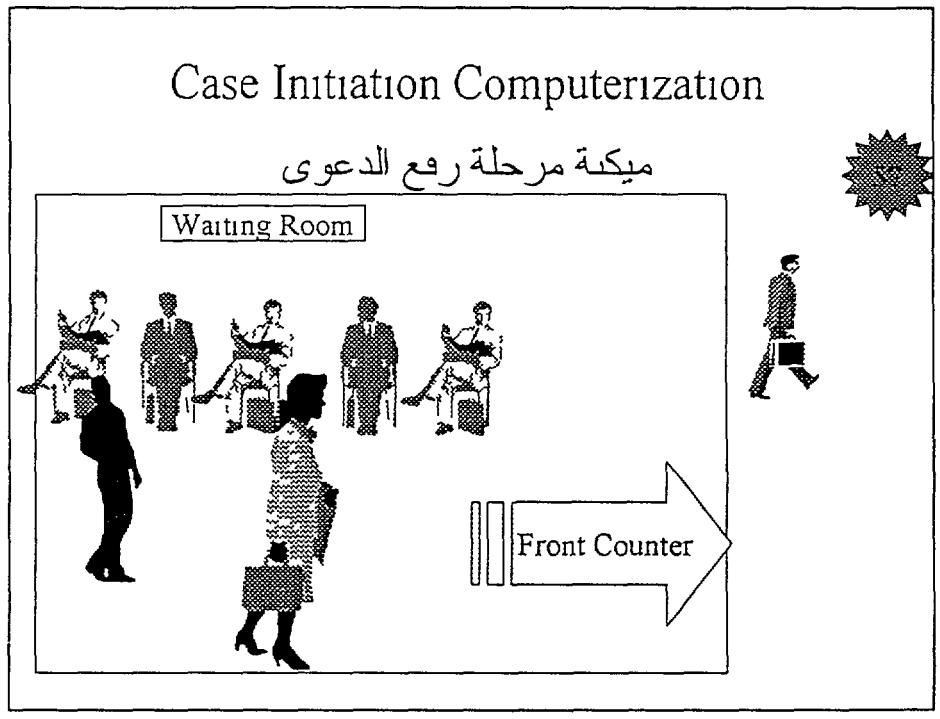
- AOJS will create standardized forms, templates and document submission requirements
- Establish programs to train court staff, attorneys and staff to use standard instruments
- Standard instruments and assistance should be made available to litigants at the court information desk

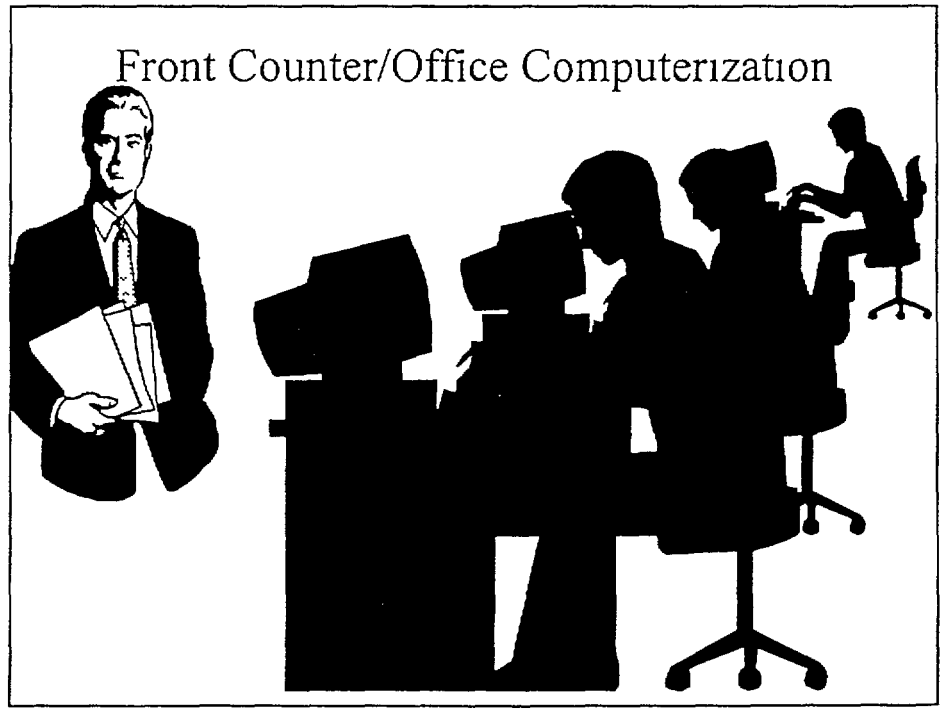
Improve information services within the court building

- Full time information counters in the main lobbies of the courthouses
  - a computer terminal for hearing agenda information
  - staff trained to provide directions to all activities in the courthouse
  - smaller information counters in other areas of the buildings

Reduction of redundant procedures

- Reduce repetitive case initiation and subsequent filing procedures
- Combine multiple employee tasks to minimize unnecessary staff contact with the public
- Staff trained to follow checklists without deviation except with specific authority
- Electronic archiving completed before documents are put in the case folder
- The electronic archive document will be a legally admissible substitute for the original
- The electronic archive document image may be used for producing copies or reading
- A uniform case folder should be designed and adopted by the court
- Standard rules should apply to the format and use of uniform case folders


Case Initiation Computerization
ميكنة مرحلة رفع الدعوى
Waiting Room
Front Counter


Front Counter/Office Computerization

Case Initiation- Front Counter

رفع الدعوى - المكتب الامامى

Writ of Service

•Clerk enter WOSCS information into case create screen

Plaintiff name
Cause of action
Case type
Case value
List of documents filed
Case caption

Case Initiation- Front Counter

Computer Case Creation اتحاد احراءات رفع الدعوى عن طريق الكمبيوتر

Automatic computer index search for existing name/case match

•Computer generated fee assessment

•Computer generated sequential case number assignment

•Computer generated open case status

•Computer generated random/balanced caseload panel assignment

Security controlled override option

Case Initiation- Front Counter

Calendaring تحديد موعد الجلسة

•Computer displays panel calendar on date range
•Clerks assigns dates
•Service return due date
•Date expected for the served person's response
Pre-hearing status conference
1st hearing

Case Initiation- Front Counter

Payment and receipt دفع الرسوم واستلام الايصال

•Clerk collects and data enters payment to computer
•Computer calculates change due and accounts distribution of revenues
•Computer generates receipt containing all data collected and assigned

Case Initiation- Front Counter

Database Update تحديث قاعدة البيانات

- Computer posts all data input and assigned and calculated to database
- Keyed to case number
- Case history records created for
  - Case data
  - Person data
  - Docket entries
  - Calendar assignments
  - Case financial record
  - Cause of action/judgment record

Case Initiation- Front Counter

Case Records Updated in Database
تحديث سجل الدعوى فى قاعدة البيانات

- Computer generates
  - Index entries for case number and names
  - Updates panel calendar
  - Creates docket entry into register of actions for
    - Case filing
    - Other documents filed
    - Open service event
    - Open served party response
    - Open pre-hearing status conference event
    - Open 1st hearing event

Case Initiation- Front Counter

Case Initiation Completed

الانتهاء من اجراءات رفع الدعوى

- A copy of the receipt is given to the case initiator
- A copy is attached with the documents filed and passed to the front office

Existing Case Filing- Front Counter

نظام حفظ ملفات الدعوى الحالى - المكتب الامامى

Add Event and Payment to Case Records

اضافة وقائع جديدة ودفع الرسوم الى سجل الدعوى

- Search index by name or case number
- Retrieve case record
- Data enter transaction filing type (document, request, etc)
- Computer fee assessment by transaction type code
- Collect and receipt
- Computer post data to case records database

Information Request- Front Counter
الاستعلام - المكتب الامامى

Query Database for Case Information
قاعدة بيانات للاستعلام عن بيانات الدعوى

Search index by name or case number
Retrieve case history

Case Initiation - Front Office

Docket clerk Completes Case Creation
يكمل الكاتب المسول عن اعداد ملف الدعوى اجراءات اعداد الملف

- Locate case record by case number
- Completes entry of filing information
  - Other person data (defendant, attorneys, witnesses, etc)
  - Addresses
  - Descriptive text for docket entries
- Print case file cover sheet

Assemble case file with documents

Front Office

المكاتب الأمامية

Update Case Records for Electronically Archived Document
تحديث سجلات الدعوى من اجل ارشفة المستندات الكترونياً

- Locate case record by case number
  Create docket entry for archive of case documents event

Front Office

المكاتب الأمامية

Electronic Archive System نظام الارشيف الالكتروني

- Equipment and Application
  Developed and procured by MOJ and JIC
  Should index documents by same case number key as CMA
- Should be installed as a sub-net on the CMA network
- Display images on
  - front counter
    front office
  - information services counter
  - clerk and judge PCs
- Print on CMA shared printers

Front Office

Cashier Audit مراجعة اعمال امين الخزينة

- Run cash reconciliation reports by cashier
- Run fund distribution report

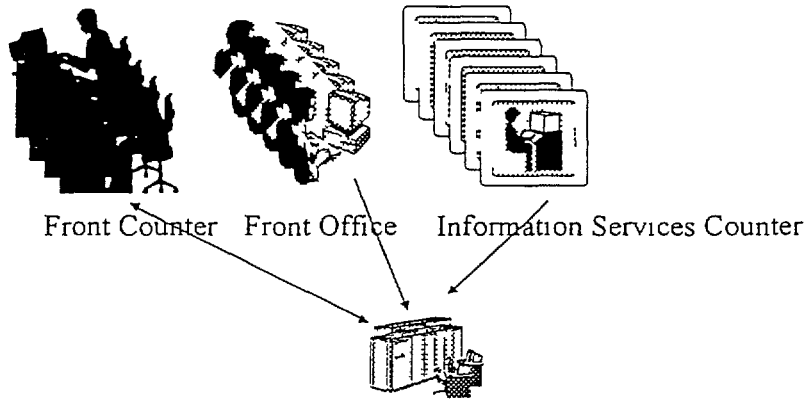
Information Services Counter
مكتب الاستعلامات

Query Database for Case Information
قاعدة بيانات للاستعلام عن بيانات الدعوى

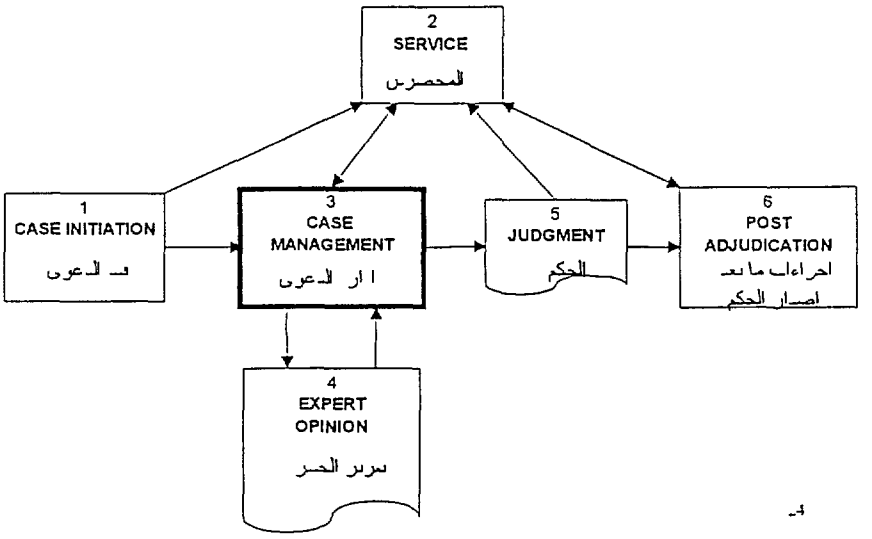
Search index by name or case number
Retrieve case history

- Retrieve panel hearing calendar
- View electronic archived documents
- Print inquiry results
- Create and update reading room calendar by circuit clerk

Conceptual Design Court Computer System



Case Life Cycle
دورة حياه الدعوى



Case Management
Problems and Objectives

اداره الدعوى

المشاكل

١ عادة ما لا يكون المتقاضون مستعدين للحساب

٢ يعمد بعض المتقاضين والمحامين بعض اجراءات الدعوى

٣ لا يتحكم بعض القضاة في حجم الدعوى التي يتطورونها ولا اداريه

٤ لا توجد اجراءات متابعه ومراقبه لعمل المحضرين وكذلك احاله الدعوى الى اداره الخبراء

تشكل عدد القضايا المتراكمه

٦ تستهلك اجراءات صدور الحكم فترة طويله

PROBLEMS

1 Under prepared lawyers/litigants

2 Deliberate delaying tactics by lawyers/litigants

3 Lack of control of caseloads by judges

4 Litt monitoring and follow up on Service and Expert departments

5 Need to reduce large backlogs

6 Judgement and Ruling process too lengthy

Case Management
Problems and Objectives

الاهداف

١ على المحكمة ان تتخذ اجراءاتها للاشراف الفعال والدائم على ادارة الدعوى

٢ توعية المتقاضين والمحامين بمسئولياتهم نحو قضاياهم

٣ توعية المتقاضين بأهمية الالتزام بمواعيد المحددة وجداول الجلسات

٤ على المحكمة ان تحدد مواعيد الجلسات في اوقات متقاربة بقدر الامكان

تشجيع فرض الجزاءات عند عدم الالتزام

٦ خدمة تهيئة ادارة سير الدعوى بشكل ملائم لتكون متوفرة بشكل يسهل استخدامه

تحديد الدعاوى المتراكمة بما يجنب تدولها في محطة ادارة الدعوى

٨ تقليل المدة التي تستغرقها عملية الفصل بالأحكام والأوامر

OBJECTIVES

1 Early and continuous control of caseload by Court

2 Advice to lawyers/litigants as to their responsibilities

3 Lawyers/litigants respect for and adherence to court deadlines

4 Short setting between hearings

5 Encouragement of sanctions for non-performance

6 Appropriate collection and use of caseflow management information

7 Identification and addressing of case backlog

8 Reduction of time in Judgement/Ruling process

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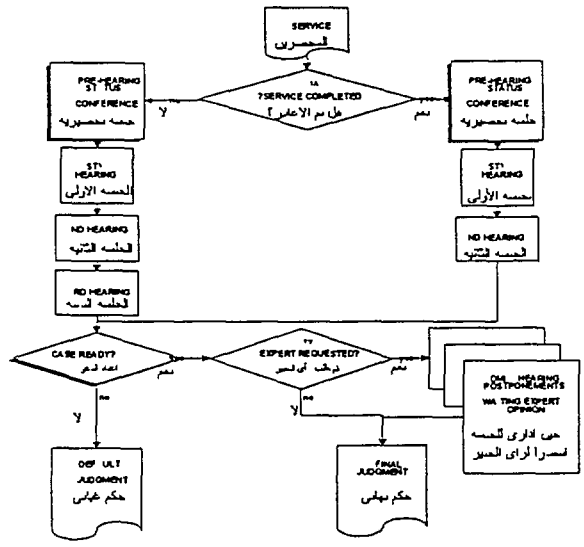
Case Management
ادارة الدعوى



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CASE MANAGEMENT

DETAIL SHEET

WORKFLOW

- Front Office reviews Writ of Summons, forwards Original and copies to Service
- Front Office forward second original to Circuit Clerk – Clerk receives
- Circuit Clerk records case assignment
- Circuit Clerk reviews for Service – receives notice of service
- Circuit Clerk assigns to appropriate Case Manager (Civil Prosecutor)
- CM reviews file and sets initial case conference with lawyers/litigants
- Case conference conducted

  Case schedule set by CM and approved by lawyers/litigants

  Need for preliminary work before first hearing agreed to

  Need for referral to Experts determined – requests to be referred to judges

  First hearing date set
- First hearing conducted

  Additional needs for information set out by judges

  Determination of need for referral to Experts – decision within one week of hearing

  Additional hearing date(s) agreed to as appropriate

(CM responsibilities during life of case)

Reviews case file for additional needs after each hearing

Refers case to Expert Department on order of judges

Monitors case progress continuously, including Expert office activity

Follows up on file needs with lawyers/litigants between hearings

Refers to judges for dismissal, default judgement or sanctions for non-performance

Continues to encourage settlement and ADR possibilities during life of case

- Subsequent hearings held as necessary with short-setting and controlled agenda
- Final hearing scheduled after completion of all information and Expert opinions received
- Final hearing held
- Case assigned to judge for writing of judgement
- Judge writes judgement and refers to Circuit Clerk for transmission to Typing Pool

OTHER CASE MANAGEMENT CONCERNS

- Responsibilities of litigants

The court will take responsibility to educate lawyers and litigants on their obligations

How to prepare cases for appropriate case flow and successful hearings

Their obligations to the court for assisting in caseflow objectives

They will be given checklists and guidelines for their necessary actions

They will be advised of the need for adhering to deadlines and schedules

They will be put on notice of sanctions for non-compliance

- Sanctions for non-performance

Judges are encouraged to set and use sanctions for lawyer/litigant non-performance

Dismissal of cases for claimant misconduct is approved and encouraged

Summary judgement is used against defendant misconduct

A schedule of fines, additional costs and other sanctions will be developed

Judges will be encouraged to use creative sanctions where necessary

- Early and continuous control of cases

  Judges/court have a responsibility to manage cases – cannot be left to lawyers/litigants

  The Model Court will have a case management function designed within the court

    Civil Prosecutor or Case Manager

      He is responsible for monitoring movement and preparation of cases

      He will conduct case management meetings with lawyers or litigants

      He will take decisions on management issues effecting caseflow

      He will assure that cases are ready for hearings

      He will conduct the Pre-Hearing Status Conference

        At this conference, the Case Manager will

          Inquire into settlement status of the case

          Inquire into readiness of the case for hearing

            Are all documents in the file?

            Has all expert opinion been received?

            Has all witness testimony been taken?

            Are there any preliminary matters that the court must take up?

            Are there any other reasons why the case cannot proceed to hearing?

          Gather all documents for court hearing

          Assure that all legal materials are available and ready for judges

          Assure that file is in order for judges easy reference

- Reducing number of hearings and short setting

  The number of hearings necessary to complete a case will be reduced

    Hearings will be set only when necessary to move cases toward disposition

    Hearings will be set only when judicial action is necessary

    Hearings will be grouped together by type and types should be separated

    Court sessions will be conducted on a split schedule – twice per day

  The time between hearings will be only enough to allow for reasonable preparation

    Hearings are never adjourned without good, acceptable reason

    Adjournments will be monitored and sanctions applied for indiscriminate use

    When adjournments are necessary they are for the shortest time possible

    Performance by lawyers/litigants between hearings are monitored

    Dates set by the court will be strictly adhered to by the court

- Judgements and Rulings

  The issuance of rulings should be made more efficient and predictable

    The entry of the judgement or ruling will be entered as official upon delivery

    The decision will be available immediately on-line through Information Services

    The decision will be available for pickup by litigants at IS within seven days

    There will be no public access to the decision preparation process (typing pool)

- Management information

  Caseflow management information will be collected and readily available

    A statistical plan will be adopted to provide relevant data

    Chief judges will routinely monitor caseflow statistics

    Judges will be required to routinely monitor their own statistics

    Judges will be made aware of performance monitoring by Chief Judges

    Poor performance by individual judges or circuits will be sanctioned

Case Management Computerization

ميكنة ادارة الدعوى

Case Management Computerization

Circuit Clerk and Case Administrator

سكرتير الجلسة ومدير الدعوى

Print case history and hearing data entry form prior to each hearing

- Search index by name or case number
- Retrieve case record
- Update panel calendar with subsequent hearing date assignments

Update docket entries form register of actions for

- Open service event
- Open served party response

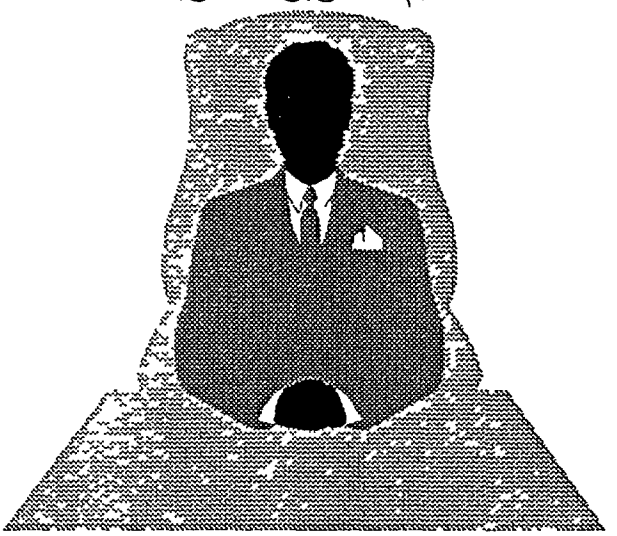
Open pre-hearing status conference event

- Open 1st hearing event

- Add docket events for
  - Open subsequent hearing date assignments
  - Other documents filed

Management Information Reporting

تقديم التقارير الادارية



Management Information Reporting

Management reports (for example)
التقارير الادارية

- List of newly created court cases
- Daily calendars
- List of open events by
  - case number
    panel
    next hearing date
- List of open events by event type (i e
  - service
  - response
  - experts
  - fee payment
  - judgment, etc)
  - Docket transaction journal by date
- Age of pending cases
- Cases by filing date
- Cases disposed by panel
- Closed cases list by age
  Purge report
- Cash disbursements
- Cash reconciliation
- Case history
- Other custom reports

Management Information Reporting

How Management Reports are Created

كيفية عمل التقارير الادارية

Reports extract data from case records

- Data will use uniform codes

Computer stores data on "records" in "tables" in a "database"

- "Keys" inter-connect the tables and records

Management Information Reporting

Data Collected about a Case

البيانات التى يتم جمعها حول الدعوى

Tables

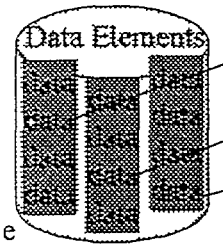
Case header
Cause of actions/judgments
People
Calendars
Revenues/distributions
Register of actions
- Service
- Experts
- Filed documents
- Other events

Data Elements

Register of actions
- Event date
- Event status
- Event code
- Code translation
- Completion code
- Completion date
- Descriptive text

Management Information Reporting

Database



Table

Case History

Case Information

Person Information

•

Register of Actions

•

•

Cause of Action

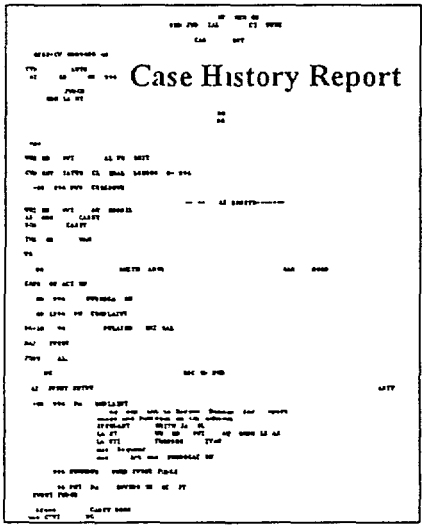
Judgment &Disposition

•

Financial Information

Different Combinations of
the Same Data
Creates Different Reports

Case History
وقائع الدعوى



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CASE HISTORY

==========

D 0202-CV-0009600148 UNITED SERVICES ET AL VS SMIT

TYPE TORT AUTO CURRENT STATUS CL FINAL CLOSE06-10-1996
DATE FILED 01-08-1996

--- JUDGES ---
OPN COMPLAINT 01-08-1996 BURT COSGROVE

		--------ATTORNEYS--------
P 001	UNITED SERVICES AU TOMOBILE AS	ROBERT W CASEY
P 002	THORSOS III IVAN E	ROBERT W CASEY
	VS	
D 003	SMITH JARRELL	DEAN E BORDER

CAUSE OF ACTION

01-08-1996 1 1 SUBROGATION JURY TRIAL N

MAJOR EVENTS

01-08-1996 OPN COMPLAINT

06-10-1996 CLS STIPULATED DISMISSAL

FILING PROCEEDINGS
DATE EVENT ENTRY PARTY

01-08-1996 OPN COMPLAINT
Filing Complaint to Recover Damages for Property
Damage and Subrogation <Attachments>
DEFENDANT D-3 SMITH JARRELL
PLAINTIFF P-1 UNITED SERVICES AU TOMOBILE AS
PLAINTIFF P-2 THORSOS III IVAN E
Cause Sequence 1
Cause of Actions SUBROGATION

01-08 1996 SUMMONS ISSUED
EVENT JUDGE

01-08-1996 PMT DATA CONVERSION RECEIPT
EVENT JUDGE
162646 $ 87 CASEY ROBERT
Memo CIVIL FILING FEE

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CASE HISTORY

==========

02-07-1996 RETURN OF SERVICE
EVENT JUDGE
Filing Summons returned served DF 02-02-96 <No fee posted> (PLS)

02-23-1996 ENTRY OF APPEARANCE
EVENT JUDGE
Filing Entry of Appearance by Dean E Border for DF

02-23-1996 ANSWER
EVENT JUDGE
Filing Answer to Complaint to Recover Damages for Property Damage and Subrogation (DF)

03 13-1996 DISCOVERY
EVENT JUDGE
Filing Certificate of Service of Discovery (PLS)

04-22-1996 DISCOVERY
EVENT JUDGE
Filing Certificate of Service of Answers to Interrogatoreis (DF)

06-10-1996 CLS STIPULATED DISMISSAL
Filing Stipulation and Order of Dismissal of complaint and causes of action with prejudice

---

CAUSE OF ACTION RELIEF AND JUDGMENTS

COMPLAINT DATE 01-08-1996 SEQUENCE 1
COMPLAINT EVENT OPN COMPLAINT
DISPOSITION DISMISSED DATE 06-10-1996
DISPOSITION EVENT CLS STIPULATED DISMISSAL

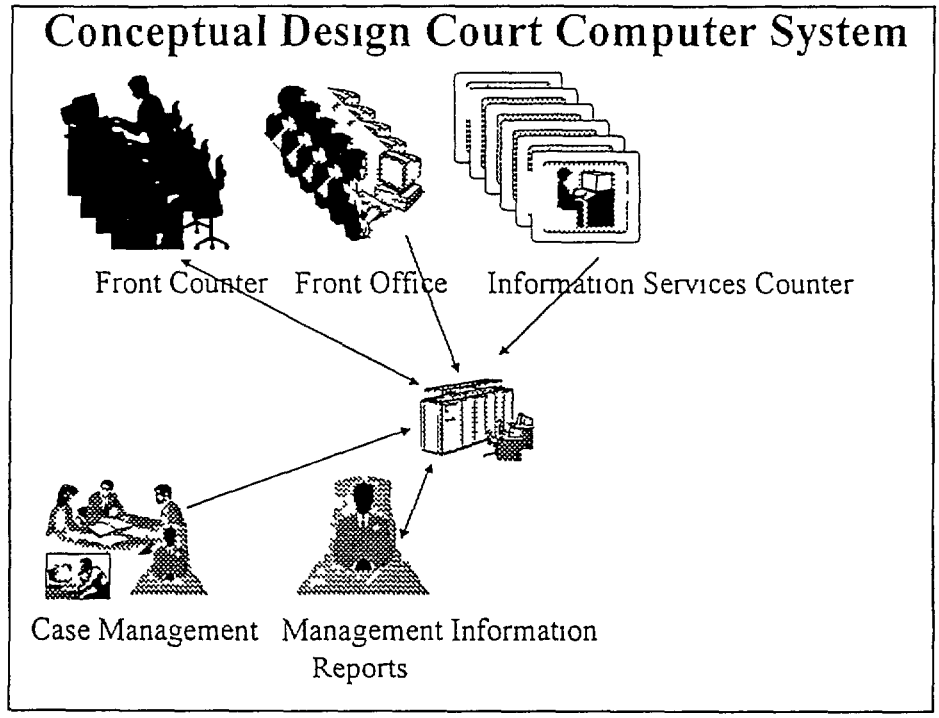
PLAINTIFF(S)	DEFENDANT(S)
P -001 UNITED SERVICES AU TOMOBILE AS	D -003 SMITH JARRELL
P -002 THORSOS III IVAN E	

Cause Of Actions(s)

SEQ 1 ACTION SUBROGATION

PLAINTIFF(S)	DEFENDANT(S)
P -001 UNITED SERVICES AU TOMOBILE AS	

19


Conceptual Design Court Computer System
Front Counter
Front Office
Information Services Counter
Case Management
Management Information Reports

Hearings Support
Problems & Objectives

نظام اداره الجلسات

المشاكل

١ نقص الخدمات الاستعلامية المساندة لنشاط المبنى المحكمة

٢ حجم جداول الدعوى اقل المحكمة غير متناسبة في الحجم والمحتوى

٣ غ ما تكون قاعات المحاكم مزدحمة ومزعجة

٤ اعداد جميع قوائم الجداول والتقارير التي تستخدم في ادار الجلسات يدوية

حول الجمهور مكتب سكرتيرية الجلسات بمبنى الشهرة

٦ يضطر الجمهور الى التنقل بين المبنيين حتى يصلوا الى قاعات المحكمة والحصول على الخدمات المدنية الأخرى

٧ تنقل ملفات الدعوى من مبنى الى اخر وبين قاعات المحكمة

PROBLEMS

1 Bu lding and courthouse activity informational servi es ar l cking.

2. Th iz of the court calendars ppears t be in on istent in their siz and content.

3 Courtrooms ar often overcrowded, oisy and unkempt.

4 All schedules l sts and eports u ed in support of the court hearing proces are manually prepared.

5 The publ c ha omplet es t circu t clerks off es.

6. Th publ must egot at between two bu lding in order t find th courtroom and other civil court services.

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Hearings Support
Problems & Objectives

PROBLEMS

1 Building and courthouse activity informational services are lacking

2 The size of the court calendars appears to be inconsistent in their size and content

3 Courtrooms are often overcrowded, noisy and unkempt.

4 All schedules lists and reports used in support of the court hearing process are manually prepared.

5 The public has complete access to circuit clerks offices.

6 The public must negotiate between two buildings in order to find the courtroom and other civil court services

7 Case files must be carried from one building to the other for court hearings.

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Hearings Support
Problems & Objectives

الاهداف

١ رفع مستوى الخدمات الاستعلامية داخل مبنى المحكمة

٢ يجب ان يكون عدد الدعوى المنظور في الجلسة معقولا كما يجب ان تكون دعوى تصلح الى قرار القاضي

٣ اختيار قاعات المحكمة لتتناسب مع عدد الدعوى المنظورة

٤ اعادة هندسة وتوفير مستوى اجراءات اعداد جداول الدعوى واجراءات المستخدمة

الحد من السماح للجمهور بالتواجد في مكاتب سجل ربة الجلسات وتحقيق فرص تأمين ملفات الدعوى

٦ يجب الفصل بين الأماكن التي تتخذ فيها اجراءات الدعوى المدنية والأحوال الشخصية وقاعات الجلسات الخاصة بها عن الأماكن التي تتخذ فيها اجراءات الدعوى الجنائية والقاعات الخاصة بها

OBJECTIVES

1 Improve public information services within the court building
2 The size of the court calendars should be reasonable and contain only those matters requiring action by the judges in open court.
3 Courtroom assignments should be coordinated on the basis of the size of calendars
4 Reengineer and improve preparation of court schedules (agendas) forms and procedures.
5 Restrict public access to the circuit clerks offices and improve case file security and integrity
6 In all courts the civil and family case functions and hearing rooms should be separated, where possible from criminal case functions and hearing rooms.

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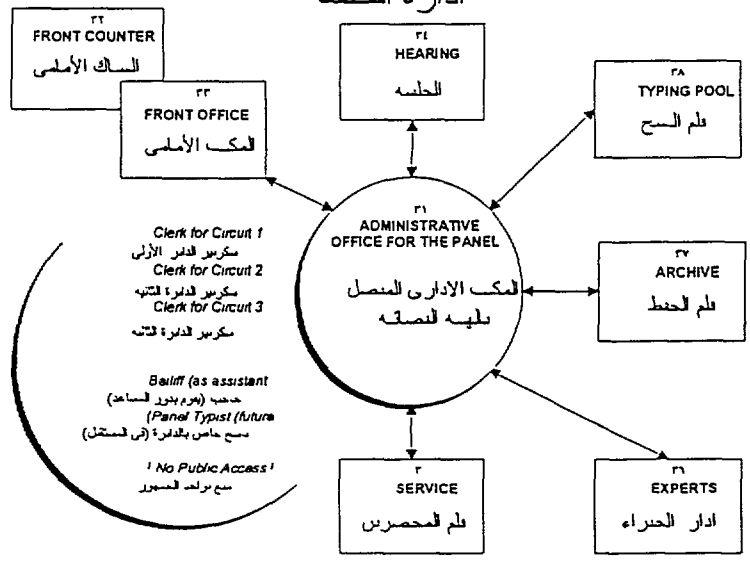
Hearing Support
ادارة الجلسة



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ADMINISTRATIVE OFFICE FOR THE PANEL
DETAIL SHEET
(Hearing Support)

WORKFLOW

Court hearing support functions

Alternative

- Create a Circuit Work Unit for each panel consisting of 3 judges, the circuit clerks, one bailiff who assists the circuit and 1-3 typists
- The typists will also function as assistant data entry clerks
- Case processing center for the assigned circuits

- Litigants schedule times to view files and documents from the circuit
- Case scheduling information obtained via the front counter or ISC
- New cases are sent to administrative office for the panel(circuit clerks)
- Documents filed are processed, then sent to administrative office for the panel

- Service document returns sent to circuit clerk
- Orders for reservice sent to service department

- Referrals to experts sent by circuit clerk
- Completed expert reports sent to circuit clerk

- Closed cases sent to Archive department
- Requests for archived cases or documents sent by circuit clerk to Archive Department

- Draft judgements and orders, handwritten or on disc, sent to typing pool by circuit clerk
- Final judgements and orders returned to circuit clerk

OTHER

Relocate circuit clerks offices as close as possible to their hearing rooms

Pre court Hearing

- Court calendars include only those cases requiring action by the judges
  - Incomplete cases should not be placed on the calendar
  - Parties notified to contact the case manager for further directions about their case

- A differentiated case calendar, specifically grouping like cases or hearing activities together at specific times
- Schedule hearings to minimize courtroom crowds and noise, improve janitorial services
  - Courtrooms assigned on the basis of the number of cases to be heard
  - Court security personnel sent to any area of the court requiring their services
  - Janitorial contracts enforced or renegotiated to provide higher quality service
  - All case activity including court hearing results will be posted to the case history
  - Case header information printed for daily agendas, roll/case history sheets, hearing record sheets and case hearing notes

Court Hearing

- Each courtroom has a trained bailiff or similar employee to assist the public
- Lists, schedules and directories should be clear and uniform
  - produced from the case management application
  - posted in all key public areas of the buildings
  - court schedules listed by circuit, in case number order
- Schedule two court sessions per courtroom per day, morning and afternoon
- Activities posted will be by codes wherever possible

Alternative Additional information formats should be considered for litigants who do not have the case number

Post-Court Hearing

- All case activity including court hearing results will be posted to the case history
  - Typist will assist circuit clerk if necessary

Alternative All civil case activities and hearing rooms be located in the new court building

Hearing Support Computerization

ميكنة ادارة الجلسات

Hearing Support Computerization

Pre hearing

احراءات ما قبل الجلسة

- Create case list by hearing date
- Print hearing data entry form for each case
  - Check form of most frequent hearing actions
  - Case histories
  - List of open events by case number, by panel, by next hearing date
  - Print hearing log

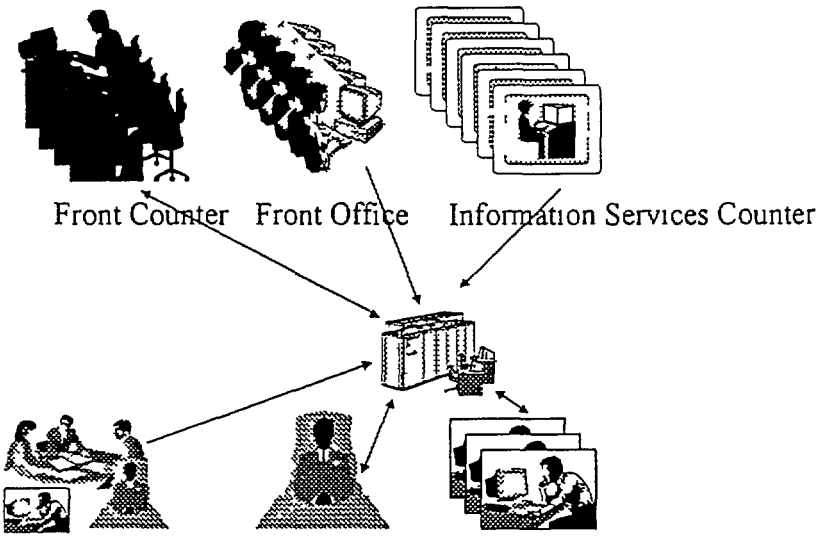
Hearing Support Computerization

Post hearing

احراءات ما بعد الحلسة

- Search index by name or case number
  Retrieve case records
- Update panel calendar with subsequent hearing date assignments
- Add/update register of actions using hearing data entry form for
  - Create new events
    Close existing open events
  - Add/update panel calendar

Conceptual Design Court Computer System



Typing Pool
Problems & Objectives

قلم النسخ

المشاكل

١ المبنى غير ملائم ومزدحم

٢ أجهزة النسخ والأجهزة المكتبية الأخرى قديمة وفي حالة تشغيل غير جيد

٣ مستوى العمل الذي يقدمه قلم النسخ أقل بكثير من المستوى الذي يمكن أن يكون عليه

٤ عدم توفر هيكل إداري وإشرافي

عدم توفر إجراءات و تنظيم للعمل

PROBLEMS

1 Typing Pool facilities are inadequate and crowded.

2 Typing and office equipment is out of date and in poor operating condition.

3 Typing Pool production is well below the level it could be

4 Lack of management and supervisory structure

5 Lack of sufficient work organization and procedures

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Typing Pool
Problems & Objectives

الاهداف

١ إعادة تصميم النظام الإداري والإشرافي الحالي

٢ توفير أماكن أفضل للعمل لموظفي قلم النسخ

٣ إعادة تصميم إجراءات تدفق العمل داخل قلم النسخ

٤ إمداد موظفي قلم النسخ بأجهزة وبرامج حديثة لمعالجة النصوص بالإضافة إلى توفير مهمات مكتبية

ملائمة مثل الكراسي والمكاتب الخاصة بالنسخ

عمل برامج تدريبي للتدريب على الأجهزة وإجراءات تدفق العمل الجديد

٦ وضع معايير لتقييم الأداء وتحديد الحوافز

OBJECTIVES

1 Redesign the existing administrati management and supervisory system

2 Secure better working areas for the Typing Pool staff

3 Redesign the workflow procedures in the Typing Pool.

4 Provide Typing Pool staff with current word processing equipment and programs and provide appropriate office equipment such as chairs and typing tables

5 Develop a training program for the new equipment and workflow procedures

6 Develop job performance standards and incentives

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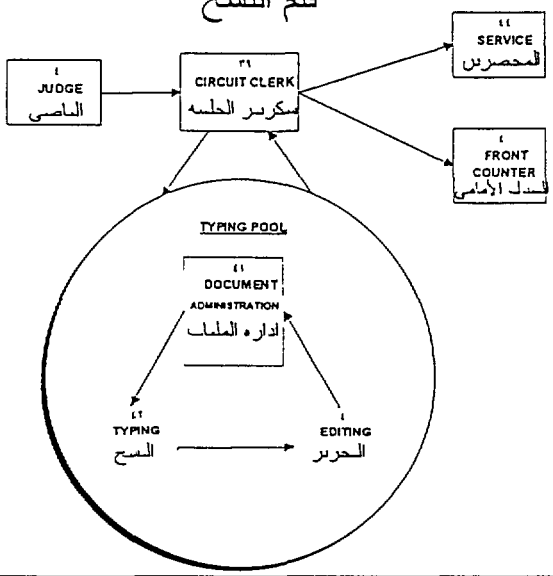
Typing Pool
قلم النسخ



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TYPING POOL

DETAIL SHEET

WORK FLOW

- Judge will give notes regarding his decision to the Circuit Clerk
- Circuit Clerk will record request and forward to the Typing Pool Document Manager
- Document Manager will record receipt and assign to appropriate typist
- Typist will type document on word processing equipment
- Typist will transfer to editing unit for proof reading and correction if necessary
- Upon satisfactory completion Editing will return to Document Manager for final proofing
- Upon satisfactory final proof Document Manager will return to Circuit Clerk
- Circuit Clerk will record return and forward to judge for signature
- Upon signature judge will return to Circuit Clerk
- Circuit Clerk will forward to Service and Front Counter
- Service will serve on parties
- Front Counter will record and index judgement for public access

OTHER TYPING POOL CONCERNS

- Work environment

  Sufficient and appropriate work space will be designed

  Typing pool will be located in non-public area

  Heating/cooling will be appropriate to a computer environment and personnel needs

  Lighting, cleanliness and order will be appropriately maintained

- Equipment

  Current typewriters will be replaced by modern word processing computer equipment

  Adequate number of high quality laser printers will serve the typing pool

  Appropriate software will be provided

  Appropriate furniture, including computer desks, chairs and typing equipment will be provided

  Maintenance and support system will be in place for computer equipment

- Production

  Typists will be trained to current standards of typing speed and accuracy

  Performance standards will be approved, published and enforced

  An incentive program will be established for high performance

- Management/Supervision

  New job descriptions will be developed for Typing Pool employees

  Management of the department will be re-designed

  Managers will receive training in appropriate management techniques

  Managers will be given appropriate authority to control employees

- Procedures

  Assignment, monitoring and correction of work will be redesigned

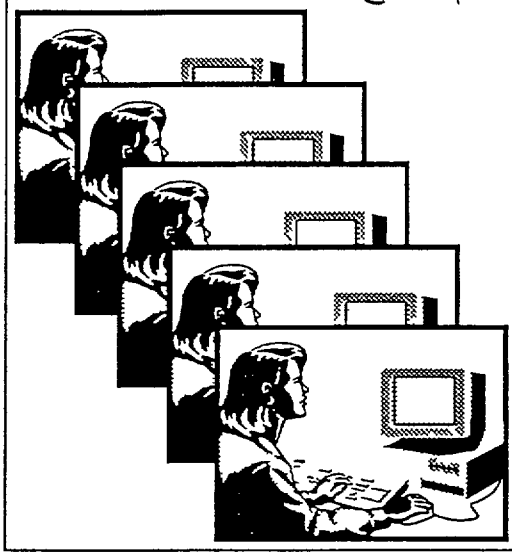
  Templates will be developed for routine document typing

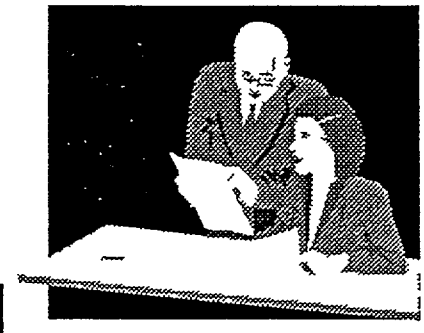
  Uniform standards will be developed and published and staff training will take place

  Desk manuals for typists will be developed and published

Typing Pool Computerization

ميكنة قلم السح





Typing Pool Computerization

Circuit clerk Records/Monitors Typing Event

يتابع سكرتير الجلسة ويسجل عملية السح

- Add/update register of actions
- Create new event for document typing
- Close existing open typing event

Typing Pool Computerization

Document administrator المسول عن المستند

Record Receiving and distributing documents

Assignment of documents to typist

•Create due date for completion monitoring

•Print document status report for performance monitoring

•Collect documents received via email and forward to typist

•Forward documents back to judges via email

Typist الناسخ

•Type using word processing

Editor المحرر

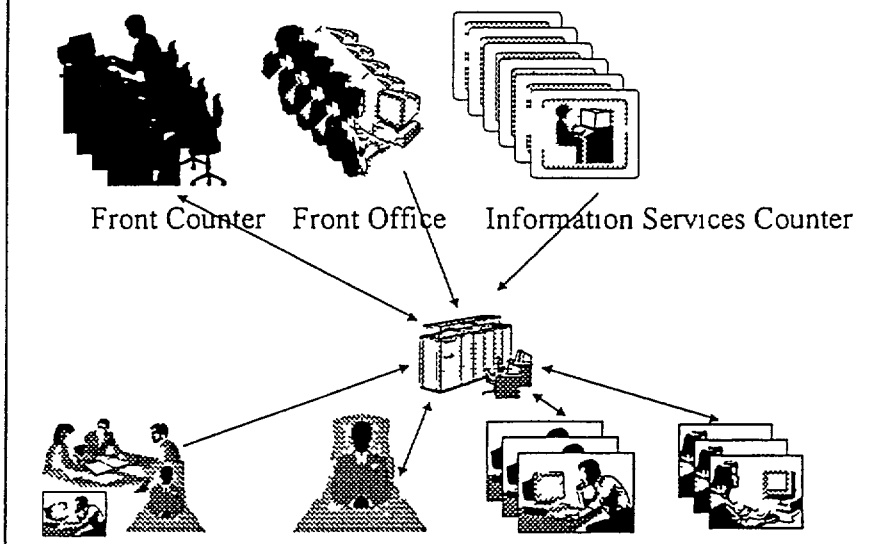
Use electronic word processing tools for

Spelling

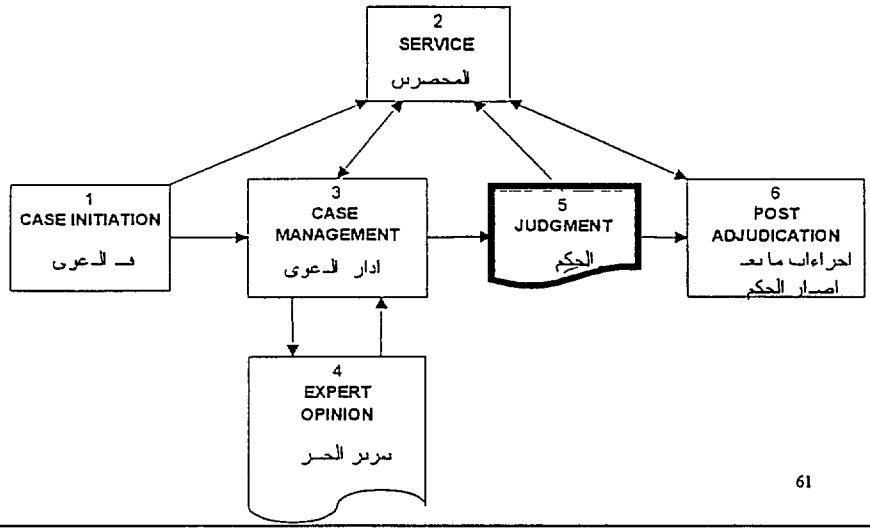
Grammar

Standard formatting

Conceptual Design Court Computer System



Case Life Cycle
دوره حياة الدعوى



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Judgement
Problems & Objectives

اصدار الحكم

المشاكل

١ التأخير فى اجراء صيغه مسوده للحكم يمكن استخدامها

٢ ينتج عن هذا التأخير تجاوز لمدة المحددة لاستئناف الحكم

٣ استهلاك وقت طويل فى قلم الكتاب عند استلام المستند المطلوب نسخه وحتى تسليمه

٤ عدم توفر اليه مناسبه لاجراء الأحكام للمحامين والمتقاضين والجمهور

غير ملائمه أسلوب التعامل مع الجمهور خلال مراحل اعداد الحكم

PROBLEMS

1 Delay in producing a usable written opinion

2 Resulting encroachment into appeal period

3 Lack of appropriate turnaround in Typing Pool

4 Lack of appropriate mechanism of release to lawyers/litigants & public

5 Inappropriate public access t judgement preparation process

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Judgement
Problems & Objectives

الاهداف

١ تقليل الوقت المستغرق في اخراج الاحكام

٢ توفير امكانيات الكتابة واتاحة امكانية تنقيحها

٣ الاقلال من الاجراءات المتبعة في اخراج الحكم

٤ توفير امكانية حصول الجمهور على الأحكام فور اصدارها

توفير امكانية سرعة تسليم الأحكام الى المحامين والمتقاضين

OBJECTIVES

1 Reduce time necessary to produce judgments

2 Provide judges with necessary research and writing capabilities

3 Reform judgment opinion release procedure

4 Provide for public access to judgements immediately after signature

5 Provide for expedited delivery of judgements to lawyers/litigants

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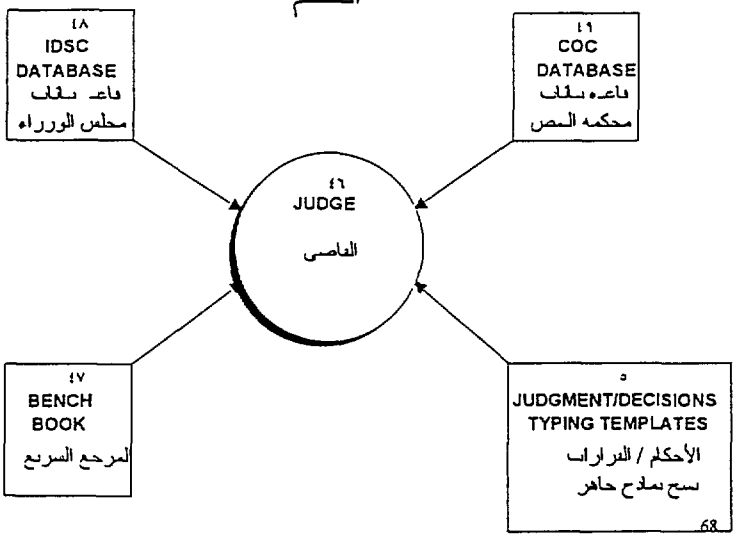
Judgment
الحكم



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