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PN-ACT-117

CASE MANAGEMENT APPLICATION: IMPLEMENTATION COMMITTEE TRAINING PROGRAM

FINAL REPORT

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Administration of Justice Support
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AMIDEAST

INTERCOM ENTERPRISES

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1. Background

The Case Management Application (CMA) Implementation Committee (IC) Training Program was designed to familiarize the Committee with the new CMA software package, and to serve as a forum for soliciting the committee's views regarding the system's technical performance and necessary fine-tuning, as well as future training needed.

More specifically, the main purpose of the CMAIC training was to introduce the new CMA software to the Implementation Committee, and to familiarize the Committee members with the main technical features and operations of the CMA. The training was also intended to lead to an increased awareness on the part of the CMAIC of the CMA's function as a case management and decision-making support tool.

Technical familiarity and increased awareness would put the CMAIC in a better position to allocate the various CMA-related technical and administrative tasks to specific court staff. This would lead to determining data access rules and limitations. It would also enable the Committee to identify types of trainees for future CMA training. The CMAIC training would also provide an opportunity to test the CMA, and to obtain preliminary feedback from the target users as to its operations, functionality and workability.

2. Participants

The trainee group for this training was composed of 27 participants (13 in Group 1 and 14 in Group 2), 23 of whom were affiliated with the NCC. These included judges, chief and circuit clerks, department supervisors and deputy supervisors, court administrators and typists/junior clerks. The other four participants were technical staff from AOJS. For details of participant names and positions, please refer to Appendix A.

The above participants form the Implementation Committee that has been charged with planning, managing and overseeing the implementation of the CMA in the NCC.

3. Expected results

The following table lists the main results sought from the CMAIC training, and the indicators for measuring the achievement of these results:

EXPECTED RESULTS	INDICATORS OF ACHIEVEMENT
3.1 Increased familiarity with the technical features and functions of the CMA.	• Ability to manipulate different documents/forms, fields and functions of the CMA, as seen in hands-on application tasks throughout the training program. • CMA-generated documents and forms prepared by the participants. • Participant input/feedback regarding the functions of the CMA for case management, streamlining and decision-making.

EXPECTED RESULTS	INDICATORS OF ACHIEVEMENT
3.2 Recommendations made for CMA-related data access and technical task distribution for particular types of court staff.	• Lists of types and categories of court staff; suggested technical data entry, maintenance and updating responsibilities; and data access limitations per type/category, prepared by the participants.
3.3 Recommendations made for types/categories of court staff to attend future CMA training.	• Lists of types/categories of court staff per training area/program, prepared by the participants.
3.4 Recommendations made regarding content and implementation of future CMA training programs.	• Participant input/feedback and questionnaire responses regarding training content, methodology and suggestions for future training.
3.5 Feedback provided regarding the technical features of the software and its functionality vis-à-vis its intended purpose.	• Participant input/feedback and questionnaire responses regarding the technical features of the software, as well as any suggestions for possible improvements/fine-tuning.

Table (i): Training Results and Indicators

4. Behavioral and enabling objectives underlying the CMAIC training

The following table lists the main behavioral and enabling objectives underlying the training. These objectives form the basis for evaluating the participants' performance throughout the training (See Appendix B), and pave the way for assessing the achievement of the above results.

TERMINAL BEHAVIORAL OBJECTIVES	ENABLING OBJECTIVES
At the end of the CMAIC training, the participants will be able to:	
4.1 work with Lotus Notes views, documents and form elements, given a Lotus-based database, with a high degree of ease and confidence;	• start Lotus Notes • recognize the Lotus Notes workspace: menus, smart icons, database icons and status bar • identify the Lotus Notes database building blocks • open documents and categories in different views • identify basic operations for creating, editing, saving and closing documents • recognize different field types in database forms: text fields, drop menus and dialogue lists, number fields, calendar fields and rich-text fields • identify and utilize action buttons, hotspots and sections
4.2 use basic features of Lotus Notes Mail to communicate case events to CMA users, given a pending event or a schedule of events, with a high degree of ease, confidence and accuracy;	• identify recipients of mail from Address Book • send mail • receive mail • recognize old versus new (unread) mail • read mail • forward or delete mail

EXPECTED RESULTS	INDICATORS OF ACHIEVEMENT
4.3 create case documents using the CMA Case Database, given case-related data, with a high degree of accuracy;	• initiate a case document • enter case details • enter party data • enter case titles • select or enter the case number • save and close the case document
4.4 view case documents, given different sorting criteria and categories, with a high degree of ease, confidence and competence;	• view cases categorized by case number • view cases categorized by subject • view cases categorized by circuit • view cases categorized by party name • view cases categorized by party ID • view current cases categorized by year filed • view current cases categorized by hearing roll
4.5 edit and update case status in existing case documents, given case number, details and new status, with a high degree of accuracy;	• open and edit an existing case document • open and edit party documents from an existing case • update case status • delete obsolete case documents
4.6 print case documents, given completed case details and forms, with a high degree of competence;	• print case labels • switch between the non-editable print version and the editable full version of a case document • print case forms and documents
4.7 create and confirm events, given case details and events schedules/written notifications, with a high degree of accuracy;	• create an event from a case document • create an event from a view • access the full case document from an event document • confirm an event • notify users of an event • save and close an event document
4.8 view past and pending events, given different sorting criteria and categories, with a high degree of ease, confidence and competence;	• view external request events categorized by year commenced, by case type and then by circuit • view hearing events with pending status, categorized by due date, circuit, and then by hearing time • view past events categorized by year commenced, case type, event type, event subtype, and then by event results • view past judgement events categorized by year commenced, case type and then by circuit • view past judgement events categorized by year commenced, event subtype type and then by judge • view past postponed hearing events categorized by year commenced, case type and then by circuit

EXPECTED RESULTS	INDICATORS OF ACHIEVEMENT
	• view pending events categorized by type and then by event subtype • view pending events categorized by circuit, event type, and then by event subtype • view pending events categorized by case number, event type, and then by event subtype
4.9 edit existing event documents, given new event details and status, with a high degree of accuracy;	• open and edit events from the full case document • open and edit events from views • delete obsolete event forms
4.10 create and view party/litigant documents, given party data, with a high degree of accuracy;	• create new party forms for a case • access the full case form from a party document • view party documents categorized by party name or by party ID
4.11 edit existing party documents, given new party data and status, with a high degree of accuracy;	• edit a party document from a full case document • open and edit a party document from views • print party documents • delete obsolete party documents
4.12 utilize the CMA Representative Database, given attorney/ representative data, with a high degree of ease, accuracy and competence;	• create representative documents • save and close representative documents • view representative documents categorized by name, city/ region, governorate or postcode • edit existing representative documents
4.13 address questions and problems that arise while using the CMA databases, given the CMA User's Manual as a reference tool, with a high degree of confidence and accuracy;	• utilize the User's Manual to address questions and problems with Lotus Notes operations for the CMA • utilize the User's Manual to address questions and problems with case documents • utilize the User's Manual to address questions and problems with event documents • utilize the User's Manual to address questions and problems with party documents • utilize the User's Manual to address questions and problems with attorney/ representative documents
4.14 identify rules of access for various types of data and CMA operations, distributed over the various types of users, with a high degree of competence;	• use the access control list to identify data access restrictions for various types of users • identify rules that enhance the access control list by denying given users particular views or operations even though they have access to other views and operations under the same user category

EXPECTED RESULTS	INDICATORS OF ACHIEVEMENT
4.15 describe the types/categories of court staff that should attend future CMA training, given different data access limitations and control over operations for different types of users, with a high degree of objectivity; and	• correlate CMA users in the access control list with categories of court staff • list types/categories of court staff that should have various degrees of access to data, views and technical operations • identify trainee groups for different types of CMA training
4.16 identify the functions of the CMA for case management and administration with a high degree of competence and conviction.	• demonstrate CMA reporting capabilities • present CMA applications in case monitoring • demonstrate the use of the CMA for sharing information about case details and events • explain the function of the CMA as a decision-making support tool

Table (ii): Terminal Behavioral Objectives and Enabling Objectives for the CMAIC Training Program

5. Program outline

Both CMAIC training events followed the training outline in Table (iii).

COMPONENT	DAY	SESSION	FOCUS AREA(S)
Introduction	1	1	• Introduction to the CMAIC training • Workshop: Problems with paper-based case management
		2	• Introduction to the CMA: purpose and main functions of the new software • Introduction to the User's Manual: Discovery tasks
Component I: Introduction to Lotus Notes for CMA Operations	2	1	• What is Lotus Notes? • The Lotus Notes workspace • The Lotus Notes database building blocks
		2	• Working with views • Working with documents
	3	1	• Working with form elements
		2	• Working with basic features of Lotus Notes Mail • How the User's Manual helps in addressing questions and problems with Lotus Notes operations
Component II: Overview of the CMA Databases: The Case, Representative and Administration/ Log Databases	4	1	• Preview of the CMA case database
		2	• Preview of the CMA representative and administration/log databases

COMPONENT	DAY	SESSION	FOCUS AREA(S)
Component III: Focus on the Case Database: Working with Case, Event and Party Documents	5	1	• Creating case documents
		2	• Application tasks
	6	1	• Viewing, editing and printing cases • Reporting function of case documentation • How the User's Manual helps in addressing questions and problems with case documents
		2	• Application tasks
	7	1	• Creating and confirming events • Links to case documents • Notifying users of pending/ upcoming events
		2	• Application tasks
	8	1	• Viewing past and pending events • Editing and printing events • Monitoring and case management function of event documentation • How the User's Manual helps in addressing questions and problems with event documents
		2	• Application tasks
	9	1	• Creating party documents • Links to case documents
		2	• Application tasks
	10	1	• Viewing, editing and deleting party documents • How the User's Manual helps in addressing questions and problems with party documents
		2	• Application tasks
Component IV: Focus on the Representative Database: Working with Representative Documents	11	1	• Creating representative documents • Management function of representative documentation
		2	• Application tasks
	12	1	• Viewing, editing and deleting representative documents • How the User's Manual helps in addressing questions and problems with using the CMA Representative Database
		2	• Application tasks
Component V: Data Access Control	13	1	• Data access control lists in CMA
		2	• Rules governing access control per user • Problem solving tasks
	14	1	• Workshop: assigning court staff to particular CMA technical operations and data access rules

COMPONENT	DAY	SESSION	FOCUS AREA(S)
Component VI: Using the CMA for Case Management	14	2	• The importance of the CMA software package in case management and administration: review of reporting, case monitoring and data security issues
	15	1	• CMA as a decision-making support tool
		2	• Workshop: functionality of the CMA vis-à-vis its intended purpose

Table (iii): CMAIC Training Program Outline

6. Training schedule

The table below lists the start and end dates for the two CMAIC training events. It is worth noting that the second event was originally scheduled to start on March 28, 2000, but actually started on March 29 to allow for one day between training events for technical fine-tuning and preparation of progress reports. In addition, the second training event was originally scheduled to end on April 17, 2000, but actually ended on April 18 since one training day (namely April 4) was cancelled due to technical problems with the servers at the NCC and with the CMA system's performance.

Regarding daily scheduling, session 1 started at 11:30 a.m. and ended at 1:30 p.m. Session 2 started at 2:00 p.m. and ended at 4:00 p.m. The participants thus received four hours of training per day, with one half-hour break between sessions. It is worth mentioning that participants sometimes requested to stay after hours to practice various technical operations, or to discuss/review certain points with the trainer. This was especially true of Group 1. This may be viewed as an indicator of eagerness on the part of the participants, who were keen to learn and practice as much as possible during the program. It is also worth pointing out that training did not start on time for three out of fifteen training days, one with Group 1 and two with Group 2. Training time was made up after 4:00 p.m. to ensure that the participants received their full day of training.

EVENT	START DATE	END DATE
Group 1	March 4, 2000	March 27, 2000 (March 13 to 19 was an official holiday)
Group 2	March 29, 2000	April 18, 2000 (April 5-7 was an official holiday)

Table (iv): Start and End Dates of the CMAIC Training Events

7. Training venue

All training took place in a courtroom at the NCC. The courtroom was equipped with computers for the participants, the trainer and a technical support specialist. In addition, the courtroom was equipped with a data show for demonstrations throughout the training, an overhead projector (OHP) and a printer. A flipchart and a whiteboard were available throughout. In general, the courtroom was very well equipped for the training.

Initially, lighting proved to be a problem, since it was considerably dim. NCC officials. were immediately responsive and added more lights, which allowed for a more comfortable and less eye-straining atmosphere.

It is worth mentioning that the seating arrangement was changed mid-way through the first training event. The new seating arrangement allowed the trainer to move more freely among the participants' stations to provide one-on-one guidance when necessary. It also allowed the participants to see the projection area from the data show and the OHP more clearly.

An entrance hall adjoining the courtroom was used for the coffee breaks between sessions. This allowed for a change of scene, and enabled the participants to concentrate on their work while the break was being prepared by the caterers.

8. Attendance

Participants generally demonstrated an eagerness to attend the full training program, to start on time (unless they were called to their work units for emergencies), and to work after the training sessions to review points, practice some technical operations or make up for time during the training day. Details regarding participant attendance are presented in Appendix A.

However, it is worth mentioning that the judges, especially in Group 2, had to attend hearings and carry out other court duties during training. Some of the judges also felt that they were able to master CMA technical operations at a much faster pace than other participants, and therefore did not feel motivated to attend every session.

9. Adherence to the content outline

For the first training event, training content and development adhered completely to the program outline in Table (iii) above.

In general, participants in Group 2 covered training points considerably faster than in Group 1. This may be attributed to the fact that there were more discussions of technical issues in Group 1. When the same discussion points came up in Group 2, they were resolved much faster. This allowed for additional time during which the participants received extra practice of the key CMA operations incorporated in the training. They created more new cases per participant (at least 3 per participant), more party documents, more event documents and more representative forms. They also practiced some Level 3 operations hands on, such as changing case numbers and circuits, and adding/editing keywords.

During the last day of training, a simulation activity was added to the training. Group 2 participants were divided into three groups, each receiving Levels 1, 2 and 3 in data access, respectively. Each group was asked to perform certain tasks according to its level of access, and request assistance (via electronic mail) from the other groups to perform certain operations they had no access to. We believe that this activity was

especially beneficial since it addressed some of the participants' concerns regarding work coordination across levels of access. It also enabled them to experience, hands on, how the CMA would operate in reality at their work units. We recommend that such activities be incorporated in the training for case managers, to enable them to experience work coordination patterns and interrelated/interdependent tasks and duties that CMA users would have to perform.

10. Participants' performance

Over 92% of the participants (25 of 27) were able to perform the CMA operations and tasks assigned to them with ease and confidence by the end of the training. Only two participants, one in each group, were unable to master some of the basic skills and concepts presented in the training. It is worth noting that one of the initially weakest participants in Group 1 led the participant demonstrations of various CMA tasks on the last day of training. Appendix B presents the detailed ratings of participants' performance in relation to the behavioral objectives underlying the training, the standards of performance specified per objective, and the enabling objectives constituting the building blocks of each behavioral objective.

One Group 2 participant in particular, namely Mr. Mohamed Mounir, demonstrated a much higher level of performance than the other participants in either group. This may be attributed to the fact that Mr. Mounir had received extensive computer training prior to the CMAIC program. He had also worked with Access databases, which made him familiar with some key concepts and technical issues. In addition, exceptional performance may be attributed to Mr. Mounir's natural interest in computers and software, and his willingness to experiment with different operations. As such, the trainer assigned slightly higher level tasks to Mr. Mounir to keep him motivated, and teamed him with the technical support specialist to discuss technical issues. We recommend that Mr. Mounir be seriously considered for future training, especially in the area of database administration and management. The trainer believes that Mr. Mounir could become a reliable resource for technical support at the NCC, provided that his supervisors accept to move him to this position.

11. System performance during the training

During the first training event, system failure occurred twice during the training. In both instances, system failure occurred at points where the participants had entered a considerable amount of data into the system. System failure was accompanied by erratic performance in the CMA, whereby the system did not assign case numbers to new cases, or assigned numbers but did not assign circuit numbers. Technical staff from the AOJS Project attributed this system failure to discrepancies in data access control. Initially, the participants were given the level of "author" in Notes, while they were given Level 2 in the CMA. Some of the Level 2 operations seem to conflict with some of the restrictions governing "author" level. Later on in the training, participants were given "editor" level in Notes, which corresponds to Level 2 in the CMA. System failure was resolved in this way. The same problem occurred during the second training event, and was resolved in the same way.

Another observation regarding system performance is that some of the operations that were open to participants during the first training event were later inaccessible for Group 2. For example, participants in Group 1 were able to delete case, party, event and representative documents from the CMA databases. In Group 2, participants were able to delete all but case documents. Similarly, Group 2 participants were not able to move case documents from one location/case-number to another when they were given Level 3 access, while Group 1 participants practiced this operation.

In addition, it is worth noting that work on the servers during the training sometimes necessitated discontinuing the training until server problems were resolved. This led to concern on the part of some of the participants that the system was not stable, and to training time being re-scheduled to compensate for time during which server problems were addressed.

12. Participants' feedback

12.1 Feedback regarding training

Participants generally responded very favorably to the CMAIC training. They demonstrated eagerness to learn, and were keen to obtain as much practice as possible. They were very forthcoming with NCC-specific documents, statistical reports and actual case files for use during the training. They were also very keen on obtaining copies of transparencies and additional training-related materials for their files. Detailed participant ratings regarding various aspects of the training are presented in Appendix C.

Participant comments in the on-going and final assessments focused on the following points:

- the need for on-going training;
- the need for training on basic computer skills prior to any CMAIC training (Windows, keyboarding, basic typing and word processing skills);
- the need for scheduling training every other day for participants to be able to attend to their work;
- the need for longer training programs to ensure adequacy of practice for all participants;
- the need for on-going technical support throughout the training to ensure that technical problems do not hinder participant application (this comment was made by Group 2);
- the possibility of presenting data access control concepts and operations early on in the training in order for participants to feel confident that they will not face any problems in using the CMA; and
- the need for creating an in-house training capacity at the NCC in order to ensure the sustainability of training.

In Intercom's point of view, an additional factor that needs to be considered in future training is the entry level of the participants. It is recommended that participants be grouped on the basis of homogeneous entry skills to avoid discrepancies in participant level that might demotivate some of the participants.

12.2 Feedback regarding technical aspects of the CMA

Participants generally reacted favorably to the CMA, and responded very positively to the ease and speed of data entry and retrieval. Participants' detailed ratings and comments regarding various technical aspects of the CMA, from both their on-going and their final assessments, are presented in Appendix D.

It is worth noting that participants made several recommendations for fine-tuning various technical features of the CMA. On-going recommendations made by Group 1 participants were presented to the AOJS Project in the Progress Reports presented on March 15 and 29, 2000. Recommendations made by Group 2 participants are presented in Appendix E.

It is worth mentioning that one Group 2 participant, namely Mr. Mohamed Mounir, presented a separate report proposing the re-design of some features of the CMA to allow for ease of data editing while addressing participants' concerns. Mr. Mounir's suggestions especially address issues raised by the participants during training with regard to the loss of old data post-editing, and the difficulty/responsibility of editing law-related data. Mr. Mouir's translated recommendations are presented in Appendix F.

13. Achievement of results underlying the training

Achievement of result # 3.1 [see Table (i) for details]

100% of the participants left the training with increased familiarity regarding the technical features and functions of the CMA, with over 92% of the participants being able to perform various technical CMA operations with ease and confidence (see Section 10 above, as well as Appendix B, for details).

Indicators of achievement of result # 3.1

- By the end of the training, participants were able to manipulate different CMA forms, fields and functions.
- Participants generated and printed various case, party, event and representative documents. Some participants proudly took printed CMA documents home to show their families!
- Throughout the training, participants provided very positive input regarding the potential of the CMA for facilitating, expediting and streamlining case management, and for decision-making. They especially highlighted the importance of the CMA in facilitating data retrieval, and put the onus on the users to enter and maintain accurate data in the system to ensure that the data/statistical information retrieved was both valid and reliable.

Achievement of result # 3.2 [see Table (i) for details]

Participants in both Groups 1 and 2 made recommendations regarding the distribution of technical tasks and responsibilities over court staff, and the corresponding levels of data access that different categories of court staff should be given in order to perform the technical tasks assigned to them.

Indicators of achievement of result # 3.2

- Please refer to appendix G, which is a translated version of the participants' recommendations.

Achievement of result # 3.3 [see Table (i) for details]

Participants in both Groups 1 and 2 presented recommendations regarding the types of court staff that should attend future CMA training.

Indicators of achievement of result # 3.3

- Please refer to Appendix H, which is a translated version of the participants' recommendations regarding attendees of future CMA training.

Achievement of result # 3.4 [see Table (i) for details]

Participants in both groups made several recommendations regarding the content/ development and implementation of future CMA training.

- Indicators of achievement of result # 3.4

Please refer to Section 13.1 above and Appendix C for details.

Achievement of result # 3.5 [see Table (i) for details]

Both Group 1 and 2 participants made several recommendations regarding the technical features of the software and its functionality vis-à-vis its intended purpose.

- Indicators of achievement of result # 3.5

Please refer to Section 13.2 above and Appendices D, E and F for details.

14. Intercom's recommendations

- Participants should be able to apply their training immediately after each program to maintain participant motivation and ensure direct transfer to the workplace.
- Once participants start utilizing the CMA at their work units, their performance needs to be carefully monitored, especially during the first year. This monitoring would serve a dual purpose: to address any application problems as they happen, and to gather data regarding further fine-tuning of the CMA package for a possible second edition.

- Regular on-the-job training should be provided for smaller groups/individuals to get the specific coaching they will need in order to utilize the software effectively and efficiently.
- A training capacity needs to be created within the NCC to foster on-going training and ensure sustainability. Similarly, an effective technical support capacity needs to be fostered to ensure optimal system performance.
- Future training should include such aspects as archiving through the CMA (if this function is/will be made available as part of the features of this software). This would address participants' concerns regarding system overload and difficulty of searching for current data.

Appendix A: List of Participants and Attendance Percentages

Group 1:

PARTICIPANT NAME	POSITION	ATTENDANCE PERCENTAGE
1. Amr Yehia Ismail	Follow-up Judge	93%
2. Mohamed Mohamed Goueily	Follow-up Judge	83%
3. Abu Wards Abdel Gayed Saad	Chief Clerk	97%
4. Gameel Mohamed Soliman	Deputy Civil Department Supervisor	100%
5. Mahmoud Abdel Aziz El Hossary	Commercial Department Supervisor	100%
6. Ahmed Rifaat Kamal El Din	Deputy Taxes Department Supervisor	100%
7. Tahany Abdel Moneim Younes	Statistics Department Supervisor	100%
8. Khaled Saad Saleh	Technical Support Supervisor	77%
9. Mohamed Mohamed Lasheen	Circuit Clerk	93%
10. Hassan El Sayed El Sawaf	Circuit Clerk	100%
11. Ibrahim Abul Ela Mohamed	Circuit Clerk	100%
12. Bahgat Abdel Aziz Ishaq	Technical Consultant, AOJS	90%
13. Shamsnoor Mohamed Abdel Aziz	Legal Expert, AOJS	93%

Group 2:

PARTICIPANT NAME	POSITION	ATTENDANCE PERCENTAGE
1. Khaled Saad Ahmed Awad	Follow-up Judge	67%
2. Khaled Mahmoud Ghanem	Chief Judge	73%
3. Fikry Noseir Besheer	Civil Department Supervisor	93%
4. Abdel Khalek Mahmoud Khalifa	Taxes Department Supervisor	90%
5. Nadia El Sayed Youssef	Indexing Department Supervisor	97%
6. Taheya Mohamed Ali	Deputy Statistics Department Supervisor	100%
7. Fatma Abdel Hamid Ahmed	Investigations Department Deputy Supervisor	100%
8. Magda Ahmed Hassan	Computer Supervisor	97%
9. Mohamed Mounir Elwan	Circuit Clerk	100%
10. Sobhy Mohamed El Ashmawy	Court Information	100%
11. Magdy Shaker	Office Manager for the Chief Justice	97%
12. Mohamed Abdallah Abdel Halim	Technical Support Employee	77%
13. Mona Gabr	Computer Expert, AOJS	80%
14. Radwa Sayed El Shafie	Translator, AOJS	100%

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APPENDIX B

CMAIC TRAINING
ON-GOING ASSESSMENT CHECKLIST

Group 1

OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE/ STANDARD REQUIRED			COMMENTS
	0-4	5-8	9-13	
4.1 Work with Lotus Notes views, documents and form elements, given a Lotus-based database, with a high degree of ease and confidence.			√	Initially, some participants had difficulty entering their password, switching from English to Arabic, and performing basic keyboarding operations.
• Start Lotus Notes.			√	
• Recognize the Lotus Notes workspace.			√	
• Identify the Lotus Notes database building blocks.			√	
• Open documents and categories in different views.			√	
• Identify basic operations for creating, editing, saving and closing documents.			√	
• Recognize different field types in database forms.			√	
• Identify and utilize action buttons, hotspots and sections.			√	
4.2 Use basic features of Lotus Notes Mail to communicate case events to CMA users, given a pending event or a schedule of events, with a high degree of ease, confidence and accuracy.			√	Participants were very keen on this component of the training program.
• Identify recipients of mail from the Address Book.			√	
• Send and receive mail.			√	
• Recognize old versus new (unread) mail.			√	
• Read mail.			√	
• Forward or delete mail.			√	

OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE/ STANDARD REQUIRED			COMMENTS
	0-4	5-8	9-13	
4.3 Create case documents using the CMA Case Database, given case-related data, with a high degree of accuracy.			√	Participants who entered case numbers manually did not use a standard form for case numbers, a fact which resulted in problems with search operations later on in the training since the system could not recognize non-standard case numbers.
• Initiate a case document.			√	
• Enter case details.			√	
• Enter party data.			√	
• Enter case titles.			√	
• Calculate or enter a case number.			√	
• Save and close the case document.			√	
4.4 View case documents, given different sorting criteria and categories, with a high degree of ease, confidence and competence.			√	
• View cases categorized by case number.			√	
• View cases categorized by subject.			√	
• View cases categorized by circuit.			√	
4.5 Edit and update case status in existing case documents, given case number, details and new status, with a high degree of accuracy.			√	Participants were initially reluctant to make changes in or to delete what they considered to be "legal" documents.
• Open and edit an existing case document.			√	
• Open and edit party documents from an existing case.			√	
• Update case status.			√	
• Delete obsolete case documents.			√	

OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE/ STANDARD REQUIRED			COMMENTS
	0-4	5-8	9-13	
4.6 Print case documents, given completed case details and forms, with a high degree of competence.			√	
• Print case labels.			√	
• Switch between the non-editable print version and the editable full version of a case document.			√	
• Print case forms and documents.			√	
4.7 Create and confirm events, given case details and events schedules/written notifications, with a high degree of accuracy.			√	Even though most participants were able to perform the technical operation for confirming events, they could not conceptualize the difference between pending and confirmed events. They could not see the purpose of scheduled events that were yet to happen, and therefore entered completion dates before an event was confirmed. This may be attributed to the general lack of forward planning of case events in the participants' current work.
• Create an event from a case document.			√	
• Create an event from a view.			√	
• Access the full case document from an event document.			√	
• Confirm an event.		√		
• Notify users of an event using Notes mail.			√	
• Save and close an event document.			√	

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OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE/ STANDARD REQUIRED			COMMENTS
	0-4	5-8	9-13	
4.8 View past and pending events, given different sorting criteria and categories, with a high degree of ease, confidence and competence.			√	
• View past events under different sorting and categorization criteria.			√	
View pending events under different sorting and categorization criteria.			√	
4.9 Edit existing event documents, given new event details and status, with a high degree of accuracy.			√	
• Open and edit events from the full case document.			√	
• Open and edit events from views.			√	
• Delete obsolete event forms.			√	
4.10 Create and view party/litigant documents, given party data, with a high degree of accuracy.			√	Participants had problems with viewing party documents by name, due to the multiple sub-categorization in the view.
• Create new party forms for a case.			√	
• Access the full case form from a party document.			√	
• View party documents categorized by party name or by party ID.		√		
4.11 Edit existing party documents, given new party data and status, with a high degree of accuracy.			√	
• Edit a party document from a full case document.			√	
• Open and edit a party document from views.			√	
• Print party documents.			√	
• Delete obsolete party documents.			√	

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OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE/ STANDARD REQUIRED			COMMENTS
	0-4	5-8	9-13	
4.12 Utilize the CMA Representative Database, given attorney/ representative data, with a high degree of ease, accuracy and competence.			√	
• Create representative documents.			√	
• Save and close representative documents.			√	
• View representative documents categorized by name, city/ region/governorate or postcode.			√	
• Edit existing representative documents.			√	
4.13 Address questions and problems that arise while using the CMA databases, given the CMA User's Manual as a reference tool, with a high degree of confidence and accuracy.			√	
• Utilize the User's Manual to address questions and problems with Lotus Notes operations for the CMA.			√	
• Utilize the User's Manual to address questions and problems with case documents.			√	
• Utilize the User's Manual to address questions and problems with event documents.			√	
• Utilize the User's Manual to address questions and problems with party documents			√	
• Utilize the User's Manual to address questions and problems with attorney/representative documents.			√	

OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE/ STANDARD REQUIRED			COMMENTS
	0-4	5-8	9-13	
4.14 Identify rules of access for various types of data and CMA operations, distributed over the various types of users, with a high degree of competence.			√	Some participants could not conceptualize the rules for fine-tuning access control levels.
• Use the access control list to identify data access restrictions for various types of users.			√	
• Identify rules that enhance the access control list by denying given users particular views or operations even though they have access to other views and operations under the same user category.		√		
4.15 Describe the types/categories of court staff that should attend future CMA training, given different data access limitations and control over operations for different types of users, with a high degree of objectivity.			√	
• Correlate CMA users in the access control list with categories of court staff.			√	
• List types/categories of court staff that should have various degrees of access to data, views and technical operations.			√	
• Identify trainee groups for different types of CMA training.			√	
4.16 Identify the functions of the CMA for case management and administration with a high degree of competence and conviction.			√	Some participants commented that the CMA should generate statistical reports that reflect the current reports required from the Statistics Department. Sample reports were made available to the trainer for review.
• Demonstrate CMA reporting capabilities.			√	
• Present CMA applications in case monitoring.			√	
• Demonstrate the use of the CMA for sharing information about case details and events.			√	

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APPENDIX B

CMAIC TRAINING
ON-GOING ASSESSMENT CHECKLIST

Group 2

OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE/ STANDARD REQUIRED			COMMENTS
	0-4	5-8	9-13	
4.1 Work with Lotus Notes views, documents and form elements, given a Lotus-based database, with a high degree of ease and confidence.			√	Initially, some participants had difficulty entering their password, switching from English to Arabic, and performing basic keyboarding operations.
• Start Lotus Notes.			√	
• Recognize the Lotus Notes workspace.			√	
• Identify the Lotus Notes database building blocks.			√	
• Open documents and categories in different views.			√	
• Identify basic operations for creating, editing, saving and closing documents.			√	
• Recognize different field types in database forms.			√	
• Identify and utilize action buttons, hotspots and sections.			√	
4.2 Use basic features of Lotus Notes Mail to communicate case events to CMA users, given a pending event or a schedule of events, with a high degree of ease, confidence and accuracy.			√	As in Group 1, participants were very keen on this component of the training program.
• Identify recipients of mail from the Address Book.			√	
• Send and receive mail.			√	
• Recognize old versus new (unread) mail.			√	

OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE/ STANDARD REQUIRED			COMMENTS
	0-4	5-8	9-13	
• Read mail.			√	
• Forward or delete mail.			√	
4.3 Create case documents using the CMA Case Database, given case-related data, with a high degree of accuracy.			√	See comment for Group 1. Same problems occurred with Group 2.
• Initiate a case document.			√	
• Enter case details.			√	
• Enter party data.			√	
• Enter case titles.			√	
• Calculate or enter a case number.			√	
• Save and close the case document.			√	
4.4 View case documents, given different sorting criteria and categories, with a high degree of ease, confidence and competence.			√	
• View cases categorized by case number.			√	
• View cases categorized by subject.			√	
• View cases categorized by circuit.			√	

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OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE/ STANDARD REQUIRED			COMMENTS
	0-4	5-8	9-13	
4.5 Edit and update case status in existing case documents, given case number, details and new status, with a high degree of accuracy.			√	Participants were reluctant to make changes in or to delete what they considered to be "legal" documents. Participants could not practice deleting case documents due to a change in the system set-up for Group 2.
• Open and edit an existing case document.			√	
• Open and edit party documents from an existing case.			√	
• Update case status.			√	
• Delete obsolete case documents.	√			
4.6 Print case documents, given completed case details and forms, with a high degree of competence.			√	Participants were especially keen on this component of the training.
• Print case labels.			√	
• Switch between the non-editable print version and the editable full version of a case document.			√	
• Print case forms and documents.			√	

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OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE/ STANDARD REQUIRED			COMMENTS
	0-4	5-8	9-13	
4.7 Create and confirm events, given case details and events schedules/written notifications, with a high degree of accuracy.			√	See comment for Group 1. Same problems occurred with Group 2.
• Create an event from a case document.			√	
• Create an event from a view.			√	
• Access the full case document from an event document.			√	
• Confirm an event.		√		
• Notify users of an event using Notes mail.			√	
• Save and close an event document.			√	
4.8 View past and pending events, given different sorting criteria and categories, with a high degree of ease, confidence and competence.			√	
• View past events under different sorting and categorization criteria.			√	
View pending events under different sorting and categorization criteria.			√	
4.9 Edit existing event documents, given new event details and status, with a high degree of accuracy.			√	
• Open and edit events from the full case document.			√	
• Open and edit events from views.			√	
• Delete obsolete event forms.			√	

OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE/ STANDARD REQUIRED			COMMENTS
	0-4	5-8	9-13	
4.10 Create and view party/litigant documents, given party data, with a high degree of accuracy.			√	
• Create new party forms for a case.			√	
• Access the full case form from a party document.			√	
• View party documents categorized by party name or by party ID.			√	
4.11 Edit existing party documents, given new party data and status, with a high degree of accuracy.			√	
• Edit a party document from a full case document.			√	
• Open and edit a party document from views.			√	
• Print party documents.			√	
• Delete obsolete party documents.			√	
4.12 Utilize the CMA Representative Database, given attorney/ representative data, with a high degree of ease, accuracy and competence.			√	
• Create representative documents.			√	
• Save and close representative documents.			√	
• View representative documents categorized by name, city/ region/governorate or postcode.			√	
• Edit existing representative documents.			√	

OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE/ STANDARD REQUIRED			COMMENTS
	0-4	5-8	9-13	
4.13 Address questions and problems that arise while using the CMA databases, given the CMA User's Manual as a reference tool, with a high degree of confidence and accuracy.			√	Some participants felt that the User's Manual was too technical in its presentation of simple steps.
• Utilize the User's Manual to address questions and problems with Lotus Notes operations for the CMA.			√	
• Utilize the User's Manual to address questions and problems with case documents.			√	
• Utilize the User's Manual to address questions and problems with event documents.			√	
• Utilize the User's Manual to address questions and problems with party documents			√	
• Utilize the User's Manual to address questions and problems with attorney/representative documents.			√	
4.14 Identify rules of access for various types of data and CMA operations, distributed over the various types of users, with a high degree of competence.			√	Some participants could not conceptualize the rules for fine-tuning access control levels.
• Use the access control list to identify data access restrictions for various types of users.			√	
• Identify rules that enhance the access control list by denying given users particular views or operations even though they have access to other views and operations under the same user category.		√		

OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE/ STANDARD REQUIRED			COMMENTS
	0-4	5-8	9-13	
4.15 Describe the types/categories of court staff that should attend future CMA training, given different data access limitations and control over operations for different types of users, with a high degree of objectivity.			√	
• Correlate CMA users in the access control list with categories of court staff.			√	
• List types/categories of court staff that should have various degrees of access to data, views and technical operations.			√	
• Identify trainee groups for different types of CMA training.			√	
4.16 Identify the functions of the CMA for case management and administration with a high degree of competence and conviction.			√	
• Demonstrate CMA reporting capabilities.			√	
• Present CMA applications in case monitoring.			√	
• Demonstrate the use of the CMA for sharing information about case details and events.			√	

APPENDIX C: PARTICIPANT RATINGS OF THE TRAINING

ON-GOING TRAINING ASSESSMENT SHEET 1

Please assess the CMAIC training so far. Your assessment will greatly contribute to the quality of the training.

Use the following rating scale to assess each of the items below.

4 Fully agree
3 Usually agree
2 Sometimes disagree
1 Disagree completely

Use a check mark (√) to indicate your rating for each item.

Group 1

	4	3	2	1	NR*
a) The training is well-suited to the participants' needs.	11	2	0	0	0
b) Each training session has a clear aim and focus.	12	1	0	0	0
c) The content in each training session is suitable with regard to the time available.	7	4	2	0	0
d) The training makes the technical aspects of the CMA clear.	10	3	0	0	0
e) The training makes the value of using the CMA clear.	10	3	0	0	0
f) There is an adequate balance of presentation on the part of the trainer and practice on the part of the participants.	12	0	1	0	0
g) There is sufficient use of visual and other training aids to make the concepts underlying the training accessible.	13	0	0	0	0
h) The training starts and ends on time.	9	3	1	0	0
i) The training venue is well equipped.	9	4	0	0	0
j) There is adequate technical support throughout the training sessions to address any technical problems with the computers or the software.	8	5	0	0	0
k) The trainer uses effective training methods to suit the participants' needs.	13	0	0	0	0
l) The trainer gives sufficient examples.	11	2	0	0	0
m) The trainer has good rapport with the participants.	13	0	0	0	0
n) The trainer provides ample opportunities for participants to ask questions.	13	0	0	0	0
o) The trainer draws on participants' opinions and experience.	13	0	0	0	0
Totals	164	27	4	0	0

* NR = No response

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ON-GOING TRAINING ASSESSMENT SHEET 1

Please assess the CMAIC training so far. Your assessment will greatly contribute to the quality of the training.

Use the following rating scale to assess each of the items below.

4 Fully agree
3 Usually agree
2 Sometimes disagree
1 Disagree completely

Use a check mark (√) to indicate your rating for each item.

Group 2 (Only 13 of 14 participants completed this assessment.)

	4	3	2	1	NR*
a) The training is well-suited to the participants' needs.	8	5	0	0	0
b) Each training session has a clear aim and focus.	8	5	0	0	0
c) The content in each training session is suitable with regard to the time available.	7	5	1	0	0
d) The training makes the technical aspects of the CMA clear.	6	4	3	0	0
e) The training makes the value of using the CMA clear.	6	6	0	1	0
f) There is an adequate balance of presentation on the part of the trainer and practice on the part of the participants.	8	4	1	0	0
g) There is sufficient use of visual and other training aids to make the concepts underlying the training accessible.	6	5	2	0	0
h) The training starts and ends on time.	6	7	0	0	0
i) The training venue is well equipped.	5	6	2	0	0
j) There is adequate technical support throughout the training sessions to address any technical problems with the computers or the software.	4	8	1	0	0
k) The trainer uses effective training methods to suit the participants' needs.	8	4	1	0	0
l) The trainer gives sufficient examples.	10	2	1	0	0
m) The trainer has good rapport with the participants.	10	3	0	0	0
n) The trainer provides ample opportunities for participants to ask questions.	12	0	1	0	0
o) The trainer draws on participants' opinions and experience.	12	0	0	1	0
Totals	116	64	13	2	0

* NR = No response

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ON-GOING TRAINING ASSESSMENT SHEET 2

How would you rate the following aspects of the CMAIC training so far? Use a check mark (√) to indicate your rating per item. Please comment on your ratings, and make suggestions to improve training aspects.

Group 1

ASPECT OF THE TRAINING	Excellent	Good	Fair	Poor	NR*
1. Achieving objectives (please refer to worksheet 1)	8	3	0	0	2
2. Suitability of content to participants' needs	7	5	0	0	1
3. Clarity of explanations	13	0	0	0	0
4. Relevance of examples to participants' work context	9	3	0	0	1
5. Effectiveness of demonstrations	10	2	0	0	1
6. Balance of presentation to practice	12	1	0	0	0
7. Use of visual and training aids	12	1	0	0	0
8. Usefulness of participants' worksheets	10	1	1	0	1
9. Logical development from one session to the next	9	4	0	0	0
10. Ability of trainer to establish a positive training environment	13	0	0	0	0
11. Ability of trainer to provide guidance to participants	13	0	0	0	0
12. Opportunities for participants to express opinions	11	2	0	0	0
13. Value of training in clarifying technical aspects of the CMA	10	3	0	0	0
14. Value of training in emphasizing the potential of the CMA in facilitating case management	10	3	0	0	0
15. Timeliness of training	4	6	1	0	2
16. Suitability of training venue	8	4	0	0	1
17. Equipment available	12	1	0	0	0
Totals	171	39	2	0	9

* NR = No response

ON-GOING TRAINING ASSESSMENT SHEET 2

How would you rate the following aspects of the CMAIC training so far? Use a check mark (√) to indicate your rating per item. Please comment on your ratings, and make suggestions to improve training aspects.

Group 2

ASPECT OF THE TRAINING	Excellent	Good	Fair	Poor	NR*
1. Achieving objectives (please refer to worksheet 1)	9	5	0	0	0
2. Suitability of content to participants' needs	7	6	0	0	1
3. Clarity of explanations	13	1	0	0	0
4. Relevance of examples to participants' work context	11	1	2	0	0
5. Effectiveness of demonstrations	11	3	0	0	0
6. Balance of presentation to practice	9	3	1	0	1
7. Use of visual and training aids	9	3	1	0	1
8. Usefulness of participants' worksheets	8	5	1	0	0
9. Logical development from one session to the next	10	2	1	0	1
10. Ability of trainer to establish a positive training environment	13	1	0	0	0
11. Ability of trainer to provide guidance to participants	14	0	0	0	0
12. Opportunities for participants to express opinions	11	3	0	0	0
13. Value of training in clarifying technical aspects of the CMA	9	5	0	0	0
14. Value of training in emphasizing the potential of the CMA in facilitating case management	9	4	1	0	0
15. Timeliness of training	10	3	1	0	0
16. Suitability of training venue	11	2	1	0	0
17. Equipment available	11	3	0	0	0
Totals	175	50	9	0	4

* NR = No response

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FINAL TRAINING ASSESSMENT SHEET

The purpose of this sheet is for participants of the CMAIC training to assess the effectiveness of the training they received vis-à-vis their training needs. Please complete the following assessment tasks. The input you provide will be instrumental in fine-tuning future CMA training programs.

A. Has the training achieved its objectives? Assess the percentage of achievement per objective and sub-objective by using a check mark (√) below the appropriate percentage range in the following table.

Group 1

TRAINING OBJECTIVES	PERCENTAGE OF ACHIEVEMENT				
	0-25%	26-50%	51-75%	76-100%	NR*
a) Work with Lotus Notes to operate the CMA.	0	0	4	9	0
b) Use Lotus Notes Mail to communicate case events to CMA users.	0	0	4	9	0
c) Create, edit, refresh, print and save case documents using the CMA Case Database.	0	0	0	13	0
d) View case documents under different views and sorting criteria.	0	0	2	11	0
e) Create, confirm and edit event documents for different case types.	0	0	0	13	0
f) Use different views and sorting criteria to access information about case events.	0	0	4	9	0
g) Create, view and edit party documents.	0	0	0	12	1
h) Utilize the CMA Representative Database to store and retrieve attorney data.	0	0	4	9	0
i) Utilize the CMA User's Manual to address problems with operating the CMA.	0	0	5	8	0
j) Identify data access control parameters in the CMA.	0	1	3	8	1
k) Identify the functions of the CMA for case management, and monitoring.	0	0	3	10	0
l) Identify the potential of the CMA as a decision-making support tool.	0	1	2	10	0
Totals	0	2	31	121	2

* NR = No response

B. Was the content of the training covered effectively? Effectiveness refers to clarity of explanations and demonstrations, and adequacy of practice and application. Assess how effectively each of the following content areas was covered in the training by putting a check mark (√) under the appropriate percentage range in the table.

CONTENT AREAS COVERED	PERCENTAGE OF EFFECTIVENESS				
	0-25%	26-50%	51-75%	76-100%	NR*
a) Introduction to the purpose, objectives and results of the CMA training.	0	0	4	9	0
b) Introduction to the CMA User's Manual.	0	0	4	9	0
c) Introduction to Lotus Notes for CMA operations.	0	0	4	9	0
d) Working with Lotus Notes views, documents and fields.	0	0	4	9	0
e) Introduction to the basic features of Lotus Mail for CMA purposes.	0	0	4	9	0
f) Preview of the CMA Case Database.	0	0	0	13	0
g) Preview of the CMA Representatives Database.	0	0	1	11	1
h) Preview of the CMA Administration/Log Database.	0	1	3	5	4
i) Demonstration and applications on case documents.	0	0	1	12	0
j) Demonstration and applications on party documents.	0	0	0	13	0
k) Demonstration and applications on event documents.	0	0	2	11	0
l) Demonstration and applications on representative documents.	0	1	1	11	0
m) Data access control lists in the CMA.	0	0	2	11	0
n) The importance of the CMA for case management and monitoring.	0	0	1	11	1
o) The CMA as a decision-making support tool.	0	0	3	10	0
Totals	0	2	34	153	6

* NR = No response

C. How far do you think the training has enabled you as participants to achieve the expected results from this course? Assess the percentage of achievement of each result by using a check mark (√) below the appropriate percentage range in the following table.

EXPECTED RESULTS FROM THE TRAINING	PERCENTAGE OF ACHIEVEMENT				
	0-25%	26-50%	51-75%	76-100%	NR*
a) Increased familiarity with the technical features and functions of the CMA.	0	0	3	10	0
b) Recommendations made for CMA-related data access and technical tasks for particular types of court staff.	0	0	5	8	0
c) Recommendations made for types of court staff to attend future CMA training.	0	0	4	9	0
d) Recommendations made regarding future CMA training programs.	0	0	4	8	1
e) Feedback provided regarding the technical features of the CMA software and the degree to which it meets its intended purpose.	0	0	4	9	0
Totals	0	0	20	44	1
Grand Totals (Parts A, B and C)	0	4	85	318	9

* NR = No response

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FINAL TRAINING ASSESSMENT SHEET

The purpose of this sheet is for participants of the CMAIC training to assess the effectiveness of the training they received vis-à-vis their training needs. Please complete the following assessment tasks. The input you provide will be instrumental in fine-tuning future CMA training programs.

A. Has the training achieved its objectives? Assess the percentage of achievement per objective and sub-objective by using a check mark (√) below the appropriate percentage range in the following table.

Group 2 (Only 13 of 14 participants completed this assessment.)

TRAINING OBJECTIVES	PERCENTAGE OF ACHIEVEMENT				
	0-25%	26-50%	51-75%	76-100%	NR*
a) Work with Lotus Notes to operate the CMA.	0	0	1	12	0
b) Use Lotus Notes Mail to communicate case events to CMA users.	0	1	0	12	0
c) Create, edit, refresh, print and save case documents using the CMA Case Database.	0	0	0	13	0
d) View case documents under different views and sorting criteria.	0	0	1	12	0
e) Create, confirm and edit event documents for different case types.	0	0	0	13	0
f) Use different views and sorting criteria to access information about case events.	0	0	2	11	0
g) Create, view and edit party documents.	0	0	0	13	0
h) Utilize the CMA Representative Database to store and retrieve attorney data.	0	0	3	10	0
i) Utilize the CMA User's Manual to address problems with operating the CMA.	0	1	8	4	0
j) Identify data access control parameters in the CMA.	0	0	2	11	0
k) Identify the functions of the CMA for case management, and monitoring.	1	0	1	11	0
l) Identify the potential of the CMA as a decision-making support tool.	1	0	3	9	0
Totals	2	2	21	131	0

* NR = No response

B. Was the content of the training covered effectively? Effectiveness refers to clarity of explanations and demonstrations, and adequacy of practice and application. Assess how effectively each of the following content areas was covered in the training by putting a check mark (√) under the appropriate percentage range in the table.

CONTENT AREAS COVERED	PERCENTAGE OF EFFECTIVENESS				
	0-25%	26-50%	51-75%	76-100%	NR*
a) Introduction to the purpose, objectives and results of the CMA training.	0	0	1	11	1
b) Introduction to the CMA User's Manual.	0	0	2	10	1
c) Introduction to Lotus Notes for CMA operations.	0	0	1	12	0
d) Working with Lotus Notes views, documents and fields.	0	0	1	11	1
e) Introduction to the basic features of Lotus Mail for CMA purposes.	0	0	1	12	0
f) Preview of the CMA Case Database.	0	0	0	13	0
g) Preview of the CMA Representatives Database.	0	0	1	12	0
h) Preview of the CMA Administration/Log Database.	3	1	1	6	2
i) Demonstration and applications on case documents.	0	0	0	13	0
j) Demonstration and applications on party documents.	0	0	0	13	0
k) Demonstration and applications on event documents.	0	0	0	13	0
l) Demonstration and applications on representative documents.	0	0	1	12	0
m) Data access control lists in the CMA.	0	0	1	12	0
n) The importance of the CMA for case management and monitoring.	1	0	1	11	0
o) The CMA as a decision-making support tool.	1	0	3	9	0
Totals	5	1	14	170	5

* NR = No response

C. How far do you think the training has enabled you as participants to achieve the expected results from this course? Assess the percentage of achievement of each result by using a check mark (√) below the appropriate percentage range in the following table.

EXPECTED RESULTS FROM THE TRAINING	PERCENTAGE OF ACHIEVEMENT				
	0-25%	26-50%	51-75%	76-100%	NR*
a) Increased familiarity with the technical features and functions of the CMA.	1	0	4	7	1
b) Recommendations made for CMA-related data access and technical tasks for particular types of court staff.	1	0	2	8	2
c) Recommendations made for types of court staff to attend future CMA training.	0	1	6	6	0
d) Recommendations made regarding future CMA training programs.	0	2	7	4	0
e) Feedback provided regarding the technical features of the CMA software and the degree to which it meets its intended purpose.	0	1	7	5	0
Totals	2	4	26	30	3
Grand Totals (Parts A, B and C)	9	7	61	331	8

* NR = No response

APPENDIX D: PARTICIPANT RATINGS OF CMA TECHNICAL FEATURES

ON-GOING TECHNICAL ASSESSMENT SHEET 1

Please assess the technical features of the CMA software package that you have been exposed to in the training so far. Your assessment will greatly contribute to fine-tuning the technical features of the CMA software package.

Use the following rating scale to assess each of the items below.

4 Fully agree
3 Usually agree
2 Sometimes disagree
1 Disagree completely

Use a check mark (√) to indicate your rating for each item.

Group 1

	4	3	2	1	NR*
a) The CMA reflects the steps and procedures of case processing and management in Egyptian courts.	5	6	2	0	0
b) The CMA has a comprehensive list of case types.	2	5	6	0	0
c) The CMA facilitates the process of creating case documents.	8	5	0	0	0
d) The CMA facilitates the process of allocating case numbers.	6	5	2	0	0
e) The different types of fields used in CMA case and other documents are easy to complete.	9	2	2	0	0
f) The embedded views in case documents are useful.	9	3	0	0	1
g) The CMA enables users to keep case data together with related party and event data in an integrated set of documents.	11	2	0	0	0
h) The CMA facilitates access to case documents under different sorting criteria.	9	3	0	0	1
i) Views and sorting criteria in the CMA Case Database provide users with useful information and statistics.	5	5	1	0	2
j) The CMA makes editing case documents an organized and neat process.	9	4	0	0	0
k) The CMA allows users to print case documents that can then be kept in the hard copy of the case file.	10	2	0	0	1
l) The CMA allows for faster access to case data and documents.	8	4	0	0	1
m) The CMA simplifies data entry procedures.	8	5	0	0	0
Totals	99	51	13	0	6

* NR = No response

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ON-GOING TECHNICAL ASSESSMENT SHEET 1

Please assess the technical features of the CMA software package that you have been exposed to in the training so far. Your assessment will greatly contribute to fine-tuning the technical features of the CMA software package.

Use the following rating scale to assess each of the items below.

4 Fully agree
3 Usually agree
2 Sometimes disagree
1 Disagree completely

Use a check mark (√) to indicate your rating for each item.

Group 2 (Only 13 of 14 participants completed this assessment.)

	4	3	2	1	NR*
a) The CMA reflects the steps and procedures of case processing and management in Egyptian courts.	6	6	0	1	0
b) The CMA has a comprehensive list of case types.	5	4	3	0	1
c) The CMA facilitates the process of creating case documents.	9	4	0	0	0
d) The CMA facilitates the process of allocating case numbers.	9	2	0	0	2
e) The different types of fields used in CMA case and other documents are easy to complete.	8	4	1	0	0
f) The embedded views in case documents are useful.	6	5	2	0	0
g) The CMA enables users to keep case data together with related party and event data in an integrated set of documents.	10	2	1	0	0
h) The CMA facilitates access to case documents under different sorting criteria.	9	3	0	0	1
i) Views and sorting criteria in the CMA Case Database provide users with useful information and statistics.	10	3	0	0	0
j) The CMA makes editing case documents an organized and neat process.	8	4	0	0	1
k) The CMA allows users to print case documents that can then be kept in the hard copy of the case file.	10	3	0	0	0
l) The CMA allows for faster access to case data and documents.	9	4	0	0	0
m) The CMA simplifies data entry procedures.	9	4	0	0	0
Totals	108	48	7	1	5

* NR = No response

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ON-GOING TECHNICAL ASSESSMENT SHEET 2

How would you rate the following technical features of the CMA training? Use a check mark (√) to indicate your rating per item. Please comment on your ratings, and indicate any modifications that could improve the software.

Group 1

TECHNICAL FEATURES OF THE CMA	Excellent	Good	Fair	Poor	NR*
1. Ease of access to case documents and data	11	2	0	0	0
2. Ease of creating party documents	11	2	0	0	0
3. Ease of access to party documents	12	1	0	0	0
4. Effectiveness of the various views under which party documents are classified	7	4	1	1	0
5. Ease of editing party documents	11	2	0	0	0
6. Ease of linking edits in party documents to related case documents	11	2	0	0	0
7. Comprehensiveness of lists of events per case type	9	1	2	1	0
8. Ease of creating event documents	11	1	1	0	0
9. Effectiveness of editing event documents and updating their status	9	4	0	0	0
10. Usefulness of the different views and categories under which events are sorted	8	5	0	0	0
11. Effectiveness of event views in monitoring progress with events and with cases	7	5	0	0	1
12. Restrictions to deleting documents	11	2	0	0	0
13. Ease of creating representative documents	12	1	0	0	0
14. Ease of editing representative documents	12	1	0	0	0
15. Ease of access to representative data	11	1	0	0	1
16. Ease of completing representative data in case and party documents through links with the Representative Database	10	3	0	0	0
17. Links between case documents and related party and event documents	9	4	0	0	0
Totals	172	41	4	2	2

* NR = No response

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CMAIC TRAINING
ON-GOING TECHNICAL ASSESSMENT SHEET 2

How would you rate the following technical features of the CMA training? Use a check mark (√) to indicate your rating per item. Please comment on your ratings, and indicate any modifications that could improve the software.

Group 2

TECHNICAL FEATURES OF THE CMA	Excellent	Good	Fair	Poor	NR*
1. Ease of access to case documents and data	11	3	0	0	0
2. Ease of creating party documents	12	2	0	0	0
3. Ease of access to party documents	12	2	0	0	0
4. Effectiveness of the various views under which party documents are classified	8	5	1	0	0
5. Ease of editing party documents	12	2	0	0	0
6. Ease of linking edits in party documents to related case documents	9	5	0	0	0
7. Comprehensiveness of lists of events per case type	10	2	2	0	0
8. Ease of creating event documents	12	1	1	0	0
9. Effectiveness of editing event documents and updating their status	11	2	1	0	0
10. Usefulness of the different views and categories under which events are sorted	10	4	0	0	0
11. Effectiveness of event views in monitoring progress with events and with cases	9	5	0	0	0
12. Restrictions to deleting documents	9	5	0	0	0
13. Ease of creating representative documents	10	3	0	0	1
14. Ease of editing representative documents	10	3	0	0	1
15. Ease of access to representative data	11	3	0	0	0
16. Ease of completing representative data in case and party documents through links with the Representative Database	10	4	0	0	0
17. Links between case documents and related party and event documents	10	3	1	0	0
Totals	176	54	6	0	2

* NR = No response

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FINAL TECHNICAL ASSESSMENT SHEET
Groups 1 and 2: Pooled Comments

The purpose of this sheet is for the CMAIC to assess the overall positive and negative features of the CMA software package. Please complete the following assessment task. The input you provide will be instrumental in fine-tuning the software to ensure maximum benefit for its users.

TECHNICAL AREA	POSITIVE FEATURES	NEGATIVE FEATURES	COMMENTS AND RECOMMENDATIONS
1. Data entry operations	*Ease of data entry procedures.*	*Small font size* *Lack of validation (e.g. of dates, same lawyer for opponents).* *Frequency of system failure, freezes and illegal operations.*	*Need for Arabic language and Indian numbers throughout.*
2. Working with case documents	*Ease of handling case documents.*	*Use of the word "document" and the Arabic word for "amount" which does not indicate fees in the event form for fees.* *If two users save two different case documents at the same time, one of the cases is saved under "unspecified" without taking a case number.*	*Change "document" to "form" and change "amount" to "fee"* *Add a field for date of first hearing.*
3. Working with party documents	*Ease of handling party documents.*	*Inconsistent fields in the "virtual party" document.*	*Add fields to indicate institution in "virtual party" forms* *Add fields for multiple telephone numbers and contact information* *Add a field for date of birth in all party documents.*

TECHNICAL AREA	POSITIVE FEATURES	NEGATIVE FEATURES	COMMENTS AND RECOMMENDATIONS
4. Working with event documents	*Ease of handling event documents.*	*The system accepts event start dates that precede the case start date.*	--
5. Working with representative documents	*Ease of data access* *Ease of transferring attorney data into party documents.*	*Inadequacy of fields* *Forms classified under law firm, while in Egypt courts work with individual lawyers.*	*Add fields for type and number of registration with Lawyer's Syndicate.*
6. Links between CMA documents and databases	*Ease of linking and transferring data from one database to another.*	--	--
7. Working with views and document classifications	*Ease of use.*	*Case duration is sometimes in English and sometimes in Arabic.* *Problems with calculation of statistics in different views.* *Difficulty of viewing party documents by name due to multiple sub-categorization of name entries.*	*Address points raised under "negative features" for views.*
8. Data access control	*Ease of controlling data access.*	--	*Need for fine-tuning access to various operations within a level of access (e.g. level 2 should not have access to deleting documents.*

TECHNICAL AREA	POSITIVE FEATURES	NEGATIVE FEATURES	COMMENTS AND RECOMMENDATIONS
9. Case monitoring functions	*Facilitating monitoring through access to accurate data.*	*The system does not categorize old cases where no events have occurred.*	*Need for establishing time/duration standards for different events in order for the CMA to be able to warn users when a given event takes more than the average/standard time specified for it.*
10. Case management and reporting	*Access to accurate data* *Ease of access to documents* *Ability to print different documents.*	*The system does not generate reports that are required in current court procedures (e.g. statistical reports/breakdowns).*	*Add function to generate statistical reports* *Show case and event duration by day, month, quarter, six months and year.*
11. Suitability of the CMA for case processing and management operations in Egyptian courts	*Around 70% compatibility with the Egyptian legal system.*	*The system does not include a database for legal experts.*	*Add case types, events etc. to make CMA more compatible with the Egyptian legal system.*

APPENDIX E: TECHNICAL RECOMMENDATIONS MADE BY GROUP 2

- Change "document" to "form".
- Show changes made by different users, and indicate what data was changed, and the nature of the change. Also, keep list of changes sequentially, so that data is not lost with every new change.
- When creating a new case document, the date field is not wide enough to show four digits for the year.
- Need for making case types more comprehensive and more compatible with actual case types in the courts.
- When the option "other" is provided in dialogue lists/drop menus, there is a need for an additional field for users to enter what "other" stands for in each case.
- When a case is transferred from one court to another, there is a need for the following data to be entered:
    - Date case was transferred
    - Original case number (in the first court)
    - Date case was originally filed in the first court
- When users mistakenly attempt to manipulate a computed field, the system performs an illegal operation and shuts down. Users should be warned that this is a computed field instead of having the whole system shut down.
- If case numbers are going to be entered manually, then provide three dialogue lists for the three components of the case number: abbreviation of case type, number and year. This will enable users to enter standard case numbers so that search operations can be conducted later on. Currently, each user enters case numbers in a different way from the other, so that the system cannot later search for/recognize these non-standard case numbers.
- The system should be able to detect replicated data. Currently, users can enter the same data/documents twice and the system accepts to save both versions (e.g. same attorney form entered more than once).
- If a lawyer is changed in a certain case/party document, the system should show original lawyer and new lawyer for tracking purposes.
- In the case document, the drop menu for "location of case file" allows for multiple choices. One case file can only be in one location at any one time. The same applies to the drop menu for "officer responsible for case".
- When a case document is refreshed, the case document shows the user who refreshed the document as the user who made the last change in the case. In this way, refreshing a case document leads to losing data on last change made. Refreshing a case document is not a change that should be recorded under "last change made by ...".

- Need for standardizing terms within party documents (e.g. "party document" at the top, then "opponent data" within the document).
- For cases with multiple parties, there is no need for the case document to show a full list of the parties under "main parties" at the top. Only show two main parties, and show (and others) between brackets. This is important since some case have hundreds of parties.
- Would it be possible for the system to generate a daily report for the new cases entered by each user, for tracking/monitoring purposes?
- In the view for pending cases by year filed, there is a need to show this data by circuit, not in the court as a whole.
- In the case view by circuit, the system classifies new parties entered after the case was confirmed as "unspecified", although they show under the correct case number in all the other views.
- Date components need to be arranged according to Arabic order (from right to left).
- Change term "add" document to "attach" document in all event forms.
- Change "amount" to "fee" in events of type "fee".
- Fields for fees are number fields, so that they do not accept words. Words are needed to show money denomination (pounds, piasters ...etc.).
- In event documents, the field "branch/secondary type" is confusing. Better to change it to "subject of event".
- Need for an easy way to attach documents from within the CMA. This is now done through document links, which means that an icon appears in the field where the document was linked, but not the name of the file.
- Case documents cannot be closed if the "details" section within the document is closed. The system gives a meaningless warning about rich text fields.
- In the event for hearings, change field entitled "time" to "time hearing starts". The word time alone in Arabic does not signify scheduled time for starting the hearing.
- Symbols signifying case, party and event documents should be used in all views. Currently, they don't appear in the case view by subject (this is only one example).
- Statistical data and averages in event views are not always accurate.
- In some cases, the system showed date last change was made in given case document before the date when these same documents were created.
- The system sometimes allows users to change event start dates and sometimes does not allow them to do so. Need for consistency in operations.
- Need for adding type and number of registration in Lawyer's Syndicate for lawyers, then adding a view by number of registration.
- In the event form for judgements, a field is needed to enter the wording of the judgement itself.

- When a case status is changed through a given event (e.g. transferred to another circuit), the case status should change automatically in the main case document to reflect this event. The system allows users to delete party names, leave these fields blank in the party documents, and save the documents with no names in them. Party names should not be left blank.
- When a party name is changed, the system should show a symbol next to the new name to indicate that this is a changed name, for ease of tracking.
- CMA documents need to have page breaks, for users to be able to print given pages and not others.
- Change "city" to "district or area" in all party and representative documents.
- If data is changed from views without opening the case document, the change and the user who made it are not shown within the case document in question (e.g. when Level 3 users change a case number, type or circuit from the court management view, the changes are not recorded by user within the case documents).
- If technical support staff or Level 3 users change the type of a case, then the abbreviation of the case type in the case number should change automatically. If not, cases with different types will be categorized together in case views.
- The Investigations Department needs to have access to the CMA.
- When a user enters data related to a courtroom for a hearing before having entered the court in question, the system gives a meaningless warning about the server not being available. Could the system warn the user that he has to enter data for the court first before entering data for the courtroom within the court?
- Suggestions for resolving the duplication between the CMA and the CIRN:
    - Using the CMA in the Front Office/Indexing Department to create new cases and enter initial data, so that circuit clerks add to this data afterwards. In this case, a field needs to be added to initial case data to indicate the date and place of the first hearing (to be selected randomly; this is currently a function of the CIRN that the CMA does not perform).
    - Open up the fields for case number, circuit and hearing for CMA users to enter data manually that they receive from the Front Office (generated by the CIRN). In this case, considerations for standardizing the case numbers should be given a high priority (see relevant comments above).
    - Interface/connect the CMA with the CIRN.
    - Add a function for collecting fees for new cases to the CMA, and discontinuing the CIRN.
    - Redesigning the CIRN on Lotus Notes to facilitate interface/data transfer to the CMA.

APPENDIX F: PARTICIPANT'S PROPOSAL TO STREAMLINE EDITING IN THE CMA

Proposal made by Mr. Mohamed Mounir, Group 2 participant.

- Once data is entered into a document, this document would only be opened as "read only".
- For changing data, users would press an action button entitled "edit data". This would open a dialogue box for these users to enter the type of change into the specific field, and the reason for this change. The system would then save this as a "change form" showing original and changed data, the reason for the change, the user who made the change, and the date/time. Changes would then be reflected in the original case or related documents, computed by the system, and the documents would show the last change made by date. If users then wanted to obtain details about original/changed data and why each change was made, they could refer to the change forms.
- Change forms could be listed in the case document in the embedded view, together with party and event documents.
- Change forms could also be listed in the external case views.
- This would address users' concerns regarding editing data in legal documents, since they would not actually access the document itself to make the change.
- This would also address the issue of maintaining original and changed data for tracking/case history purposes.

APPENDIX G
COURT OFFICIALS: CMA DATA ACCESS CONTROL AND OPERATIONS
POOLED INPUT FROM GROUPS 1 AND 2

TYPE/CATEGORY OF COURT OFFICIALS - COURT DEPARTMENT	REQUIRED CMA OPERATIONS	CMA Level 1	CMA Level 2	CMA Level 3	Comments
Information Desk	Read only.	√			
Front Office: Indexing Department Employees	Create new case documents and enter initial case/party data.		√		These users should not have access to deleting any documents.
Indexing Department Supervisor	Read/view and print.	√			
Circuit Clerks	Enter case and related data. Edit own but not others' documents.		√		Restrict editing function. No delete function (at the document level)
Panel Judges and Chief Judges	View/read and print only.	√			
Follow-up Judges	View/read and print. Transferring cases to other circuits. Correcting mistakes in data entry for case number and type.			√	
Office of the Chief Justice	Change critical case data such as type and circuit (transfer cases to other circuits). Allocating data access levels.			√	
Deputy General	View/read and print only.	√			

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TYPE/CATEGORY OF COURT OFFICIALS - COURT DEPARTMENT	REQUIRED CMA OPERATIONS	CMA Level 1	CMA Level 2	CMA Level 3	Comments
Department Supervisors	View/read and print only.	√			
Statistics Department	View/read and print only.	√			
Legal Orders Department	Same operations as circuit clerks.		√		Same as circuit clerks.
Computer/Data Entry and Library Employees	Creating case documents and entering data. Viewing and printing.		√		No access edit or delete operations. Access only to won documents.
Technical Support	All CMA Operations. Allocating data access levels. Log Database.			√	

APPENDIX H
COURT OFFICIALS FOR FUTURE CMA TRAINING
POOLED INPUT FROM GROUPS 1 AND 2

CMA DATA ENTRY OPERATIONS	CMA CASE MONITORING AND MANAGEMENT FUNCTIONS	CMA SYSTEM ADMINISTRATION	OTHER *(Please specify type of training required, and the participants for this training.)*
• Front office • Computer unit/data entry staff • Library staff • Legal orders department • Circuit clerks	• Circuit clerks • Panel and chief judges • Department supervisors • Statistics department • Information desk	• Office of the Chief Justice • Follow-up judges and cadres being prepared for this position • Technical support staff	• Windows • Word processing as a pre-requisite to CMA training • Training of trainers for CMA training purposes (especially court staff who have received previous TOT courses) • Awareness training for Lawyers' Syndicate • For technical support staff: – Database administration – Lotus Notes Dominoes – Windows NT

NOTES:

- Court staff in the first two columns above would constitute one pool/group of participants receiving CMA training at Level 2 data access.
- Court staff in the third column would form a separate group who would receive training at Level 3.

CASE MANAGEMENT APPLICATION: ADMINSTRATION TRAINING PROGRAM

FINAL REPORT

May 20, 2000

INTERCOM ENTERPRISES

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1. Background

The Case Management Application (CMA) Implementation Committee (IC) CMA Administration Training Program aims at familiarizing NCC and AOJS designated CMA administrators with the administration of the CMA Application. It follows the CMAIC training and aims to provide the foundation for CMA Administrators to enable them to administer the CMA Application.

Specifically the training aims at providing the CMA administrators with:

- An understanding the role of the overall system architecture of the CMA installation in the courts with the primary and secondary servers, and clustering between them.
- An understanding the role of administrator in the CMA application.
- How to perform all necessary administration functions in the CMA database.
- How to manage the CMA database Access Control List.

2. Participants and Attendance

The trainee group for this training was composed of 13 participants, namely:

PARTICIPANT NAME	ATTENDANCE PERCENTAGE
1. Ahmed Taher Abou Tayal	100%
2. Mervat Morice Saweres	100%
3. Dalia Abdel Badi Mohamed	100%
4. Hebatallah Mohamed Haikal	100%
5. Fatima Mohamed Hassan El Naggar	100%
6. Khaled Saad	100%
7. Mohamed Mounir	100%
8. Mohamed Abdullah	100%
9. Bashir Fekry	100%
10. Bahgat Ishaq	100%
11. Mona Gabr	100%
12. Magdi Metwally El Sayed	100%
13. Manar Mohammed Mahmoud	100%

Table (i): CMA Administration Training Program Participants

3. Program outline

The CMA Administration training event followed the training outline in Table (ii).

First Day: 10-May-2000
Understanding the role of the primary and secondary servers and replication between them. Understanding the CMA database Access Control List access levels and roles. Keywords View: • Working with the Keywords View, viewing and describing the different categories.

- Opening and understanding the different keyword documents.
- Creating new keyword documents from different categories
- Editing and saving the Keyword documents.

Event Schedule:

- Viewing Event Schedule Keyword documents categorized by case type.
- Opening and Describing Event Schedule Keyword document.
- Appending and Inserting new Event Schedule Keyword document.
- Deleting an Event Schedule Keyword document.
- Entering sub schedule for Event Schedule Keyword documents.
- Changing case type for Event Schedule Keyword documents.
- Duplicating an existing event schedule

Second Day: 11-May-2000

Panel & Circuit Keywords:

- Viewing Panel Definition Keyword documents and Circuit Definition Keyword documents categorized by panels.
- Describing the Panel Definition Keyword and the Circuit Definition Keyword documents.
- Creating new Panel Definition Keyword document.
- Creating new Circuit Definition Keyword document.
- Describing how is the system working with circuit reassignment.
- Using the Randomize All Circuit Allocation action button.

Cases:

- Changing the initial details for the cases using the Case Administration dialog box.
- Attaching existing parties and events to cases.
- Refreshing cases.
- Transferring cases between databases
- Viewing Closed cases documents sorted by case number.

- Documents:
- Viewing all documents in the database categorized by form type.
- Viewing documents with replication / save conflict.
- Viewing transferred cases documents categorized by form type.
- Viewing the checked-out documents in the CMA database.
- Checking-in the checked-out documents by the administrator.

Working with the CMA Log database:

- Opening the CMA Log database.
- Viewing the log entries categorized by date, activity and then by time.
- Opening, viewing, and closing a log entry.
- Clearing the logs from the log database.

Table (ii): CMAIC Training Program Outline

3. Training schedule and Venue

As I mentioned in my previous e-mail, the course location, date, and time will be:

The table below lists the start and end dates for the two CMAIC training events. Regarding daily scheduling, session 1 started at 11:30 a.m. and ended at 1:30 p.m. Session 2 started at 2:00 p.m. and ended at 4:00 p.m. The participants thus received four hours of training per day, with one half-hour break between sessions.

Location	Date	Time
North Cairo Court CMA Training Room	From Wednesday, 10-May To Thursday, 11-May	From 11:30 AM To 4:00 PM on each day

All training took place in a courtroom at the NCC. The courtroom was equipped with computers for the participants and the trainer. In addition, the courtroom was equipped with a data show for demonstrations throughout the training, an overhead projector (OHP) and a printer.

4. Participants' feedback

4.1 Feedback regarding training

Participants responded very favourably to the CMA Administration training with 92% stating that the training was generally useful to them and that the amount of training time was reasonable. The following table summarizes the responses of the training group to the training feedback forms.

4 Fully agree
3 Usually agree
2 Sometimes disagree
1 Disagree completely

	4	3	2	1	NR*
• The number of training hours was reasonable.	12	1	0	0	0
• The time and venue for the training was appropriate	11	2	0	0	0
• The training was generally useful to you.	12	1	0	0	0
Totals	35	4	0	0	0

4.2 Feedback regarding technical aspects of the CMA Administration

Participants reacted favourably to the training on the CAM Administration Capabilities with 100% stating that they have a detailed understanding of the role of the CMA Application Administrator and the various functions the system allows him to perform and that they have the ability to perform all administrative operations available to the CMA

Application Administrator. With regards to the understanding of how to manage the CMA database Access Control List, 84% of the trainees stated that they have a detailed understanding this function while the remaining 15% stated that they have a good understanding of the function.

With regards to the understanding of the Overall system architecture of the CMA implementation in the court with regards to Fault Tolerance and Clustering the response of the trainees was less positive with 53% stating that they have a thorough understanding of the high availability implementation set-up on the court while the remaining 47% stated that they have a good understanding. It is the opinion of Intercom that the trainees who have just gone through the first levels of Lotus Domino Administration Training lacked the practical experience with a real life Domino Implementation and lacked the initial understanding of system fault tolerance concepts required for a thorough understanding of the high availability concepts applied in the clustering implementation in the court. We have overcome this by providing a relatively High level explanation of the architecture, however, such a high level explanation left some technical implementation aspects uncovered, which are typically covered in Domino Enterprise Server Implementation Training courses.

The following table summarizes the responses of the training group to the training feedback forms.

4 Fully agree
3 Usually agree
2 Sometimes disagree
1 Disagree completely

	4	3	2	1	NR*
• The training achieved its objectives with regards to:.					
1. Detailed understanding the role of the overall system architecture of the CMA installation in the courts with the primary and secondary servers, and clustering between them.	7	6	0	0	0
2. Detailed understanding of how to manage the CMA database Access Control List	11	2	0	0	0
3. Detailed understanding of the role of the CMA Application Administrator and the various functions the system allows him to perform	13	0	0	0	0
4. The ability to perform all administrative operations available to the CMA Application Administrator	13	0	0	0	0
Totals	44	8	0	0	0

5. Intercom's recommendations

It is the recommendation of Intercom that in the future administration training be conducted ahead of the end user training in order to provide the trainees with the opportunity for working with the administration of the system through out the training period closely with the trainer and the technical support staff, providing them with a good opportunity for on the job training and for skills transfer from the trainer and the support technical support staff on the administration of the system.

We would also recommend future training to the administrators with regards to Domino Application Deployment which covers the deployment and implementation of applications within an existing Domino infrastructure. We would also recommend that they attend Domino Help Desk Training that would train them to answer to and resolve end user problems faced with Domino and Domino applications.

ملحوظات:

- موظفو المحكمة المستهدف لهم التدريب فى العمودين الأول والثانى يمكن جمعهم معا فى مجموعة واحدة لتلقى التدريب على المستوى الثانى من سرية البيانات فى نظام أتمتة ادارة الدعوى.
- موظفو المحكمة المستهدف لهم التدريب فى العمود الثالث يمكن اعتبارهم مجموعة واحدة لتلقى التدريب على المستوى الثالث من سرية البيانات فى نظام أتمتة ادارة الدعاوى.

ملحق

مقترحات المتدربين أعضاء اللجنة بالدورات التدريبية والمستهدفون من التدريب

المقترح من وحدات وموظفى محكمة شمال القاهرة الابتدائية

التدريب فى مجال "عمليات ادخال بيانات نظام أتمتة ادارة الدعاوى"	التدريب فى مجال "متابعة وادارة وظائف نظام أتمتة ادارة الدعاوى"	التدريب فى مجال "الاشراف الادارى على نظام أتمتة ادارة الدعاوى"	دورات تدريبية أخرى
المستهدفون: • موظفو المكتب الأمامى • وحدة الكمبيوتر/ موظفو ادخال البيانات • موظفو المكتبة • موظفو قلم الأوامر القانونية • أمناء السر	• أمناء السر • رؤساء وأعضاء الدوائر من القضاة • رؤساء الأقلام • رئيس وموظفو ادارة الاحصاء • موظفو الاستعلامات	• موظفو مكتب المستشار رئيس المحكمة • قضاة المتابعة ومن سيخلفهم فى هذا التكليف • موظفو الدعم الفنى لشبكات الكمبيوتر	• ويندوز • معالجة النصوص كشرط للالتحاق بدورات تطبيقات نظام ادارة الدعاوى المؤتمت • اعداد مدربى نظام ادارة الدعاوى المؤتمت خاصة من يجتاز منهم دورة اعداد المدربين الأساسية • التدريب التعريفى بالنظام لأعضاء نقابة المحامين • برامج تخصصية لموظفى الدعم الفنى فى مجالات: - ادارة قواعد البيانات - نوتس نوتس/ دومينو - ويندوز NT

١٢-٢ عن الجوانب الفنية للنظام:

كان من الواضح تماما أن كافة المتدربين معضدين لفكرة النظام وآلياته فضلا عن حماسهم لسلاسة وسرعة ادخال البيانات واسترجاعها.

ومن الجدير بالذكر أن المتدربين أوصوا بالعديد من التوصيات والمقترحات لزيادة ضبط وأحكام وتدقيق آليات النظام وبعض مكوناته الفنية، هذا وقد تم تقديم تلك التوصيات والمقترحات إلى خبراء المشروع بالتقريرين المؤرخين ١٥ و٢٩ مارس ٢٠٠٠ المقدمة من المجموعة الأولى فضلا عن تقديم توصيات المجموعة الثانية ملحقة بالتقرير النهائي للبرنامج التدريبي.

هذا ويلزم التنويه إلى ما قام به السيد/ محمد منير من متدربي المجموعة الثانية بتقديم تقرير منفصل بمقترحاته بإجراء بعض التعديلات في تصميم بعض مكونات النظام تسمح عند تنفيذها بسهولة تحرير البيانات التي عانى منها بعض المتدربين والتي منها التعرض فقد بيانات قديمة سبق تحريرها وصعوبات ومسئوليات تحرير البيانات المتصلة بالقوانين.

١٣. النتائج التي تم تحقيقها في نهاية البرنامج:

(تم دمجها وإيضاحها بالجدول المبين في البند ٣ من هذا الملخص التنفيذي)

١٤. توصيات شركة إنتركوم المنفذة للبرنامج التدريبي:

- فور الانتهاء من البرنامج التدريبي نرى ضرورة قيام المتدربين فورا بتشغيل النظام واستمرار الممارسة الفعلية لتطبيقاته لضمان استمرار توظيف المهارات المكتسبة من التدريب وتحفيز العاملين على الاستمرار لتأكيد نقل التدريب إلى مواقع العمل.

- ضرورة أن يتم متابعة وتوجيه معدلات أداء العاملين مستخدمي هذا النظام بصفة دورية منتظمة وخاصة خلال السنة الأولى من التطبيق. وتكمن الفائدة المرجوة من وراء هذا المقترح في جانبين، الأول هو معالجة أية مشاكل يتعرض لها مستخدمي النظام خلال التطبيق والثاني هو جمع البيانات اللازمة لضبط وتدقيق مكونات النظام ولتطويره إلى الأفضل للوصول إلى نسخة ثانية أكثر تحديثا.

- توفير التدريب المنتظم في مواقع العمل لموظفي الوحدات الصغيرة وللأفراد المستخدمين للنظام خلال العمل الانتاجي بهدف الاستخدام الأمثل والكفء والفاعل لبرمجيات النظام.

- إنشاء كادر مدربين يتم اعداده من كوادر المحكمة البشرية يختص بتوفير التدريب وصقل مهارات الممارسين للنظام لضمان الاستمرارية وعدم ظهور قصور في تشغيل النظام، على أن يواكب ذلك أيضا تدعيم جهاز الدعم الفني الحالي بالمحكمة لضمان أعلى معدل أداء لشبكة النظام دون تعرض لأي قصور.

- أن يتضمن التدريب في المستقبل على هذا النظام أية خصائص أو مكونات تشغيل قد يقترح أن يرى أن يحتويها النظام مثل قاعدة بيانات للأرشيف مثلا وهو ما يمثل الاهتمامات المستقبلية لمستخدمي النظام من حيث توسيع نطاق تغطية النظام لأنشطة أخرى بالمحكمة بهدف حل مشكلة التعامل أو البحث عن واسترجاع بيانات عن تلك الأنشطة يصعب الاستدلال عليها في ظل النظام اليدوي الحالي.

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فى تطبيقات قاعدة بيانات برنامج "آكسس"؛ فضلا عن وضوح رغبته الأكيدة فى التعلم وتلقى المزيد من التدريب على برمجيات الكمبيوتر ومثابرته فى اختبار الجديد من التطبيقات مما حدا بالمدربة إلى إلحاقه بمجموعة خبراء الدعم الفنى عند التقسيم إلى مجموعات العمل الصغيرة. هذا ويوصى خبراء التدريب بالشركة بتوفير المزيد من التدريب التخصصى للسيد/ محمد منير مع التركيز بصفة خاصة على مجالات "إدارة قواعد البيانات والإشراف عليها"؛ هذا وتقترح السيدة/ مدربة البرنامج الاعتداد بمستقبل السيد/ محمد منير ليكون أحد أعضاء فريق الدعم الفنى بمحكمة شمال القاهرة لما يتوافر لديه من إمكانات مبشرة بمستقبل فيه صالح العمل له وللمحكمة.

١١. مستوى أداء الشبكات أثناء فترات التدريب:

تعرض التدريب للتوقف مرتين أثناء عقد البرنامج للمجموعة الأولى لأسباب تم (دون الشرح الفنى التفصيلى المعقد) تضافر جهود خبراء الكمبيوتر بالمشروع مع موظفى الدعم الفنى بالمحكمة والشركة المنفذة وبتنسيق من جانب خبراء التدريب بالمشروع على حل هذه المشكلة وضمان عدم تكرارها مستقبلا.

وعلى كل حال فإنه يجدر الاشارة إلى أن توقف التدريب نتيجة لتعرض شبكة الخادم لمثل تلك المشكلات قد أدى إلى قيام المتدربين بطلب تعويض زمن التوقف الأمر الذى تمت الاستجابة له مباشرة لضمان تكامل تغطية كافة الموضوعات التدريبية وتحقيق الأهداف السلوكية والأدائية المخططة دون أى خلل أو تقصير.

١٢. الافادة المرتدة من المتدربين:

١٢-١ عن التدريب:

دلت نتائج الاستقصاءات عن الشعور السائد والايجابى من كافة المتدربين لصالح البرنامج التدريبى وتناولت مقترحاتهم وتعليقاتهم ما يلى:

- كانت الحاجة ضرورية لهذا البرنامج التدريبى
- ضرورة عقد دورات تدريبية فى المهارات الأساسية لاستخدامات الكمبيوتر قبل الالتحاق بهذا البرنامج (الويندوز، ومهارات الكتابة، ومعالجة النصوص واستخدامات لوحة المفاتيح)
- التوصية بتنظيم التدريب ليكون بالتبادل مع الأعمال اليومية لوظائفهم
- مد فترة التدريب لزيادة المهارات التطبيقية المكتسبة
- توافر أخصائى الدعم الفنى وتفرغهم خلال أيام التدريب بهذا البرنامج لضمان عدم توقف التدريب بسبب أية أعطال فى الشبكة
- اعادة النظر فى المحتوى التدريبى ليتضمن أجزاؤه الأولى التدرب العملى والمعرفى على مستويات سرية البيانات والرقابة عليها حتى لا يتعرض المتدربون لمشاكل من جراء عدم إلمامهم بحدود ومستويات السرية مسبقا.
- الحاجة إلى ضرورة إعداد كوادر بشرية من المدربين من موظفى المحكمة لضمان استدامة تطبيقات النظام من خلال التدريب المستمر.

هذا وتقترح الشركة المنفذة أن يراعى تجانس المرشحين لحضور الدورات التدريبية المماثلة من حيث الاختصاصات فى ادخال البيانات حتى يتم درء الآثار المثبطة لجهود المتدربين عند تباين مهاراتهم.

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٨. المواظبة على الحضور:

يلزم الاقرار بأن نسبة الحضور والالتزام بمواعدي التدريب اليومية كانت عالية جدا نظـــرا لمـــا أبـــداه الغالبيـــة العظمى من المتدربين من الاهتمام الشديد والشغف بمتابعة تطبيقات النظام محل التدريب إلى فى بعض الحـــالات النادرة التى كن القليل منهم وعلى فترات متباعدة يستعدون لأداء بعض الأعمال المتصلة بوظائفهم الأصلية.

ومما هو جدير بالذكر أن السادة القضاة أعضاء اللجنة وبصفة خاصة بعض أعضاء المجموعة الثانية منهم كـــان عليهم الجمع بين حضور جلساتهم بالدوائر المعنيين بها واستمرارهم فى التدريب خلال أيام الجلسات، الأمر الـــذى يحسب لهم. كما يلزم الاشارة أيضا إلى أن البعض من السادة القضاة كانوا على درجة عالية مـــن القـــدرة علـــى الاستيعاب السريع والتطبيق السهل للتمارين التدريبية على النظام الأمر الذى كان يغفـــر لـــهم التوجـــه لحضـــور الجلسات.

٩. الإلتزام بالمحتوى التدريبى:

كان الإلتزام بالمحتوى التدريبى كليا خلال تدريب المجموعة الأولى ولكن يعزى السرعة فى استيعاب المجموعـــة الثانية للتطبيقات التدريبية للبرنامج عنها فى المجموعة الأولى إلى أن المجموعة الأولى كـــانت هـــى المجموعـــة التجريبية للمحتوى التدريبى حيث سادت بها العديد من نقاط النقاش الفنية على النحو الـــذى اســـتفاد مـــن نتائجـــه أعضاء المجموعة الثانية على النحو الذى وفر زمنا مناسبا للمجموعة الثانية لم يتح للمجموعة الأولى فى ممارســـة أكثر من مرة على التطبيقات الأساسية للنظام الجارى التدريب عليه. وقد ساعد ذلك أيضا علـــى قيـــام أعضـــاء المجموعة الثانية بتكرار تمرينات متعددة (٣ ملف قضية لكل متدرب) والتدرب على المزيد من مستندات أطـــراف النزاع وعلى الاجراءات الدالة وعلى العديد من نماذج ممثلى الأطراف وهو ما تعارف عليـــه التدريـــب بعمليـــة الاتقان.

وجدير بالذكر أن اليوم الأخير من البرنامج التدريبى للمجموعة الثانية قد شاهد إضافة تدريبية جديـــدة حيـــث تـــم تقسيم المجموعة إلى ثلاثة مجموعات عمل صغيرة تدرب كل منها على مستوى واحد فقط مـــن ســـرية البيانـــات (المستوى ١، ٢، ٣ كل على حده) وتم تكليف كل مجموعة بممارسة تطبيقات مستوى السرية المحدد لـــها طبقـــا لمستوى وظائفهم وارتباطها بمستوى السرية، ثم جرى تدريبهم علـــى مـــهارات الاتصـــالات الإلكترونيـــة بيـــن المستويات المختلفة الأمر الذى أوضح للجميع قواعد تداول البيانات والصلات المرتبطة وحدودها ومحدداتها طبقـــا للمستهدف من استخدام النظام.

١٠. معدل أداء المتدربين:

فى نهاية البرنامج التدريبى وطبقا لنتائج الاستقصاءات فإن ٢٥ متدربا من المجموع الكلى وهو ٢٧ متدربا يمثلـــون ٩٢% من متدربى هذا البرنامج كانوا قادرين على ممارسة وتشغيل تطبيقات نظام ادارة الدعاوى المؤتمت بدرجـــة عالية من السلامـــة والثقة.

ولم يكن هناك سوى اثنين من المتدربين، واحد بكل مجموعة لم يستطع كل منهما إتقان ممارسة بعض المـــهارات والمفاهيم الأساسية التى تضمنها البرنامج فى بداية التدريب ولكن بنهاية التدريب ومما يجدر الاشادة بـــه أن أحـــد هؤلاء الضعاف فى المجموعة الأولى استطاع أن يتقدم صفوف باقى المتدربين عنـــد عـــرض المـــهام المختلفـــة لوظائف النظام فى اليوم الأخير من البرنامج.

هذا ومن الجدير بالذكر أن أحد المتدربين بالمجموعة الثانية وهو السيد/ محمد منير من موظفى سكرتارية رئيســـى المحكمة قد أورى معدلا عاليا من الأداء فاق كل معدلات أداء باقى المتدربين جميع بالمجموعتين. وقد إتضـــح أن أسباب ذلك ترجع إلى سابقة تلقيه دورات تدريبية مكثفة على برامج الكمبيوتر الأساسية فضلا عن ســـابقة خبرتـــه

٥- المحتوى التدريبى للبرنامج:

تضمن البرنامج التدريبى المنفذ مقدمة تمهيدية للبرنامج وستة أجزاء رئيسية وذلك على النحو المختصر التالى:

١) المقدمة التمهيدية للبرنامج: المدة (يوم واحد) تم استعراض ما يلى:

- تمهيد لتدريب أعضاء اللجنة
- ورشة عمل عن مشكلات تداول أوراق ومستندات القضايا حاليا
- مقدمة عن نظام أتمتة ادارة الدعاوى: الغرض – الوظائف لبرمجياته
- مقدمة عن دليل مستخدم النظام (المهام الاستكشافية)

٢) الجزء الأول: مقدمة برنامج لوتس نوتس لعمليات نظام ادارة الدعاوى: المدة (٢ يوم)

٣) الجزء الثانى: استعراض قواعد بيانات نظام ادارة الدعاوى المؤتمت والتى تشمل القضية،٤) وممثلى الأطراف والاجراءات الادارية والسجلات: المدة (يوم واحد)

٤) الجزء الثالث: التركيز على قاعدة بيانات ملف القضية وتشمل التعاملات مع القضية من اقامتها والاجراءات الدالة، وأطراف النزاع والمستندات: المدة (٦ أيام)

٥) الجزء الرابع: التركز على قاعدة بيانات ممثلى أطراف النزاع وتشمل التعامل مع كافة المستندات المقدمة من ممثلى الأطراف: المدة (٢ يوم)

٦) الجزء الخامس: التعامل مع سرية البيانات والرقابة عليها: المدة (٢ يوم)

٧) الجزء السادس: استخدام نظام أتمتة ادارة الدعاوى لادارة الدعوى: المدة (٢ يوم)

٦- الجدول الزمنى لتنفيذ البرنامج التدريبى:

صار تنفيذ البرنامج التدريبى لكل مجموعة من مجموعتى اللجنة فى التواريخ التالية:

المجموعة الأولى: من السبت ٤ مارس حتى الاثنين ٢٧ مارس عام ٢٠٠٠

المجموعة الثانية: من الأربعاء ٢٩ مارس حتى الثلاثاء ١٨ ابريل عام ٢٠٠٠

٧. مكان تنفيذ البرنامج التدريبى:

قام المشروع بالتعاون مع محكمة شمال القاهرة الابتدائية باعداد احدى قاعات المحكمة وتجهيزها بأجهزة الكمبيوتر وملحقاتها وتوفير الدعم الفنى اللازم والمساعدات التدريبية والمعينات البصرية والسبورات الورقية على النحو الذى ساعد على النجاح المطلق لفعاليات البرنامج التدريبى على مدى فترتيه المشار إليهما بعاليه.

الهدف	عدد المتدربين الذين حققوا الهدف			ملاحظات
	صفر – ٨	٩ – ١٦	١٧ – ٢٦	
من الموضوعية				
٤-١٦ تحديد وظائف نظام ادارة الدعاوى المختلفة لادارة الدعوى وتنفيذ اجراءاتها الادارية على درجة عالية من الكفاءة التنافسية والاقتناع			✓	أبدى بعض المتدربين بالمجموعة الأولى تعليقا عن ضرورة احتواء مكونات النظام على تطبيق يمكن بموجبه استخراج تقارير احصائية على النحو الذى تطلبه الوزارة من قلم الاحصاء وقد تم تزويد المدربة بنموذج للاطلاع عليه

الهدف	عدد المتدربين الذين حققوا الهدف			ملاحظات
	صفر – ٨	٩ – ١٦	١٧ – ٢٦	
عالية من الدقة				المركبة
٤-١١ تحرير المستندات الحالية لأطرف النزاع عند توافر بيانات أو تطورات جديدة وذلك بدرجة عالية من الدقة			✓	
٤-١٢ استخدام قاعدة بيانات ممثلى الأطراف بنظام ادارة الدعاوى عند توافر بيانات المحامين/ ممثلى الأطراف وذلك بدرجة عالية من السلاسة والدقة والكفاءة التنافسية			✓	
٤-١٣ توجيه أسئلة أو استفسارات أو طرح مشاكل ناجمة عن استخدامات قاعدة بيانات النظام مع توافر دليل مستخدم النظام كمرجع عند التطبيق وذلك بدرجة عالية من الثقة والدقة			✓	عبر بعض من متدربى المجموعة الثانية عن احتواء دليل مستخدم النظام على العديد من التطبيقات الفنية التى تحتاج إلى تبسطي فى عرضها لتيسير الأمر على المستخدم بصورة أكثر مما عليه الآن
٤-١٤ تحديد قواعد معالجة الأنواع المختلفة من البيانات وتوزيع مهام وتطبيقات نظام ادارة الدعاوى على فئات المستخدمين المختلفة وذلك بدرجة عالية من الكفاءة التنافسية			✓	لم يستطع بعض من المتدربين (أقل من النصف) تفهم القواعد التى تحكم ضبط حدود السرية والرقابة على البيانات التى يتضمنها النظام
٤-١٥ وضع توصيف لفئات وتقسيمات العاملين بالمحكمة التى يجب تدريبها مستقبلا على تطبيقات النظام المؤتمت لادارة الدعاوى عند توافر الحدود المختلفة للاطلاع على البيانات والرقابة عليها طبقا لمستوى كل فئة من المستخدمين وذلك بدرجة عالية			✓	

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الهدف	عدد المتدربين الذين حققوا الهدف			ملاحظات
	صفر – ٨	٩ – ١٦	١٧ – ٢٦	
				مكونات النظام عند تدريب المجموعة الثانية
٤-٦ طباعة مستندات القضايا عند توافر التفاصيل الكاملة والنماذج المختلفة وذلك بدرجة عالية من الكفاءة والتنافسية			✓	أورى المتدربون بالمجموعة الثانية اهتماما ملحوظا بتطبيقات هذا الهدف أثناء التدريب
٤-٧ إنشاء وتأكيد الاجراءات الدالة عند توافر تفاصيل القضايا وجداول الاجراءات والاخطارات الكتابية بدرجة عالية من الدقة			✓	رغم أن الغالبية السائدة من المتدربين قد استطاعوا ممارسة وتطبيق العملية الفنية الخاصة بتأكيد تنفيذ الاجراءات إلا أن نصفهم تقريبا لم يستطع أن يتفهم بوضوح الفرق بين تأكيد نفاذ الاجراء وكونه تحت التنفيذ، إذا إنهم لم يدركوا الغرض من جدولة الاجراءات الدالية التى تحت التنفيذ مما أدى بهم إلى إدخال تواريخ استكمال نفاذ الاجراء قبل تأكيد حدوثه، وقد يرجع هذا التصرف من جانب هذا النصف إلى غياب مفهوم التخطيط المسبق للاجراءات الدالة للقضايا فى عملهم الحالى
٤-٨ مراجعة الاجراءات السابقة والتى تحت التنفيذ عند توافر معايير التصنيف والتقسيم بدرجة عالية من السلاسة والثقة والكفاءة والتنافسية			✓	
٤-٩ تحرير مستندات الاجراءات سارية عند توافر تفاصيل الاجراءات والموقف الحالى للقضية وذلك بدرجة عالية من الدقة			✓	
٤-١٠ إنشاء ومراجعة مستندات أطرف النزاع/ المتقاضين عند توافر بيانات الأطراف وذلك بدرجة			✓	واجه بعض متدربى المجموعة الأولى مشاكل التعرف على مستندات الأطراف باستخدام الأسماء نتيجة تعدد الأسماء

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وفي نهاية البرنامج التدريبي أصبح المتدربون قادرين على تنفيذ الأهداف السلوكية والأدائية التالية:-

مجمع تحليل النتائج للمجموعتين معا (٢٦ متدربا من أصل ٢٧ متدرب)

الهدف	عدد المتدربين الذين حققوا الهدف			ملاحظات
	صفر - ٨	٩ - ١٦	١٧ - ٢٦	
٤-١ استخدام عناصر ومكونات برنامج لوتس نوتس وملفاته ونماذجه وقاعدة بيانات البرنامج بدرجة من السلاسة والثقة			✓	فى البداية لاقى بعض من المتدربين صعوبة فى ادخال كلمة السر الخاصة بهم والتنقل من الانجليزية إلى العربية مع عدم توافر خبرة كافية فى استخدام لوحة مفاتيح الكتابة
٤-٢ استخدام الخصائص الأساسية للمراسلات ببرنامج لوتس نوتس فى توصيل والتعامل مع الاجراءات الدالة للقضايا اللازمة لتطبيقات نظام ادارة الدعاوى بدرجة من السلاسة والثقة			✓	أوضح كافة المتدربين بالمجموعتين اهتماما شديدا بالتطبيقات الواردة ببرنامج التدريب الخاصة بهذا الهدف
٤-٣ انشاء مستندات لقضية كاملة باستخدام قاعدة بيانات نظام ادارة الدعاوى بدرجة عالية من الدقة			✓	أجمع المتدربون فى كلا المجموعتين على صعوبة استخدام نموذج موحد لترقيم القضايا عند ادخالهم أرقام القضايا يدويا مما نجم عنه مواجهة مشاكل فى عمليات الحث عن أرقام القضايا حيث لم يستطع النظام التعرف على الأرقام المدخلة يدويا أثناء التدريب
٤-٤ مراجعة مستندات القضايا مع اختلاف معايير التصنيف والتقسيم بدرجة من السلاسة والثقة والكفاءة والتنافسية			✓	
٤-٥ تحرير وتحديث تطورات القضايا المنظورة بارقام بعينها وتفاصيل معطاة ومجريات تطورها بدرجة عالية من الدقة			✓	تراجع جميع المتدربين عن ممارسة خطوة إلغاء أو تعديل مستندات القضايا المنتهية وبصفة خاصة ما اعتبروه مستندات "قانونية" مما أدى إلى تعديل هذه الخطوة فى

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النتيجة المنشودة	مؤشرات قياس الإنجازات	ما تم للمجموعتين تحقيقه فعلا
وتوزيع المهام الفنية على وظائف نوعيه ومختصة بالجهاز الإداري	تختص بخطوات معينة بالنظام وتوصيات إدخال البيانات والحفظ والتحديث ومسئولياتها وحدود الاطلاع ومدى السرية حسب كل وظيفة واختصاص	توصيات واضحة بتوزيع المهام الفنية وتحديد الاختصاصات الواضحة لكل وظيفة من وظائف المحكمة المتصلة بالنظام وكذا حدود السرية اللازمة لكل مستوى وظيفي بالمحكمة على النحو الذي يضمن تشغيل النظام الجديد بتنسيق بين كافة الوحدات المعنية دون إخلال
٣-٣ توصيات خاصة بالتدريب المستقبلي للكوادر البشرية في وظائف مختصة بالنظام	• قوائم يعدها المتدربون بنوعيات الوظائف ومجالات وبرامج التدريب المقترحة لحلها	• قام المتدربون في المجموعتين بإعداد القوائم المطلوبة.
٣-٤ توصيات بالمحتوى التدريبي وتنفيذ التدريب المستقبلي المرتبط بالنظام	• المقترحات والإفادة المرتدة من المتدربين من واقع نماذج تقييم البرنامج التدريبي عن المحتوى التدريبي وطرق التدريب ومقترحات التطوير	• قام المتدربون في المجموعتين بإعداد القوائم المطلوبة
٣-٥ الإفادة المرتدة من المتدربين فيما يختص بالخصائص الفنية لبرمجيات النظام ومدى فعاليته وتحقيقه للأغراض المعد من أجلها	• المقترحات والإفادة المرتدة من المتدربين من واقع نماذج تقييم البرنامج التدريبي عن الخصائص الفنية لبرمجيات النظام فضلا عن أية مقترحات تتناول تحسين وتطوير النظام وإمكانات تدقيقه	• قام المتدربون في المجموعتين بتقديم عدة توصيات تطبيقية تناولت تطوير بعض الخصائص الفنية للنظام وتحسين وظائفه لتيسير تحقيق الأهداف المنشودة من تطبيقه بالمحكمة

٤- الأهداف السلوكية والأدائية للبرنامج التدريبي:

تشكل الأهداف السلوكية والأهداف الادائية الواردة بالجدول التالي الأساسي الذي قام عليه تقييم أداء المتدربين خلال تنفيذ البرنامج التدريبي، فضلا عن إسهامها في تقييم ما تم إنجازه من النتائج المنشودة من التدريب الموضحة بالبند ٣ السابق.

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٣- النتائج المنشودة من البرنامج التدريبي:

يوضح الجدول التالي النتائج المنشودة من تنفيذ هذا البرنامج التدريبي ومؤشرات قياس الإنجاز والمحقق فعليا في نهاية التدريب:

النتيجة المنشودة	مؤشرات قياس الإنجازات	ما تم للمجموعتين تحقيقه فعلا
٣-١ زيادة الإلمام والتوافق مع الخصائص الفنية ووظائف مكونات النظام المؤتمت	• القدرة على استيفاء مختلف المستندات والنماذج وغيرها من مكونات النظام المتداولة خلال التدريب	• أشارت نتائج الاستقصاء في نهاية البرنامج عن أن نسبة ١٠٠% من المتدربين قد أنهوا البرنامج وهم على إلمام تام بالجوانب الفنية للنظام وأن نسبة ٩٢% منهم قاموا بتطبيق وممارسة كافة عمليات تشغيل النظام بنجاح تام وبسهولة واضحة وبدرجة عالية من الدقة
	• القيام بإعداد مستندات أو نماذج جديدة بمعرفة المتدربين	• قام المتدربون بإنتاج وطباعة العديد من النماذج المختلفة لقضايا وأطراف النزاع وممثليهم وقد ألهب ذلك حماسهم وكان مدعاة لفخرهم الذاتي
	• المقترحات والإفادة التدريبية المرتدة التي يقدمها المتدربون	• قدم المتدربون جميعهم العديد من المقترحات والآراء عن إمكانات النظام وأبدوا آراء إيجابية وفاعلة لتطويره وإسراعه لخدمة إدارة الدعاوى وسرعة اتخاذ القرار وأبرزوا أهميته في استرجاع البيانات والدقة مع تحديد المسئولية في إدخال البيانات والإحصاءات واسترجاعها الصحيح
٣-٢ التوصيات المرتبطة بمجال الاطلاع على البيانات	• قوائم يعدها المتدربون بنوعية الوظائف التي	• قام المتدربون في المجموعتين بوضع

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١- مقدمة وخلفية:

حينما جرى تصميم برنامج تدريب أعضاء لجنة تطبيق أتمتة إدارة الدعاوى بمحكمة شمال القاهرة الابتدائية، تم الوضع في الاعتبار أن يخدم ذلك التصميم حسن اطلاع وإلمام أعضاء اللجنة الشامل بكافة مكونات البرنامج المؤتمت لتطبيقات إدارة الدعاوى، وتلقى وجهات نظرهم وتصوياتهم للجوانب الفنية لذلك النظام، ثم وأخيرا جمع توصياتهم بالمقترحات التدريبية التي يرون الاحتياج لتنفيذها.

وفضلا عن ذلك فان أحد أهم الأغراض التي صمم هذا البرنامج من أجلها هو زيادة الوعي المتنامي لدى أعضاء اللجنة عن أهمية وظيفة هذا النظام في إدارة الدعاوى من جانب وإمكانات استخدامه كوسيلة لدعم اتخاذ القرارات من جانب آخر.

ومما لاشك فيه أن الجمع بين الإلمام الشامل بكافة الجوانب الفنية للنظام، والأغراض المنشورة منه يجعل من اليسير على أعضاء اللجنة القيام بتحديد المهام والاختصاصات الفنية والإدارية المرتبطة بتشغيل وإدارة النظام بفعالية وكذا تحديد الكوادر البشرية الكفئة التي تكلف بالقيام بذلك العمل الهام.

وفي الخلاصة، فان تدريب أعضاء لجنة تطبيق نظام أتمتة إدارة الدعاوى سوف يتيح الفرص الناجحة لكل من اختبار النظام نفسه، وتلقى الإفادة المرتدة من هؤلاء الذين ستولون الاضطلاع بمهام تشغيل وإدارة النظام عن كل من إجراءاته ووظائفه وصلاحيات تشغيله.

٢- المتدربون:

تكونت اللجنة من ٢٧ عضوا تم تقسيمهم على مجموعتين تدريبيتين، اشتملت المجموعة الأولى على ١٣ متدربا والثانية على ١٤ عضوا.

وقد انتظم الجميع في المجموعتين التدريبيتين حيث كان منهم ٢٣ متدربا من محكمة شمال القاهرة الابتدائية من القضاة، ورؤساء ووكلاء الأقلام وأمناء السر والأمين العام وأخرين من باقي جهاز المحكمة الإداري. بينما كان الأربعة الباقين من المتدربين من خبراء مشروع دعم إدارة العدالة.

ويشكل أعضاء اللجنة على النحو المشار إليه عاليه فريق العمل المنوط به تخطيط وإدارة والإشراف على تطبيق نظام إدارة الدعاوى المؤتمت بمحكمة شمال القاهرة الابتدائية.

بسم الله الرحمن الرحيم

الملخص التنفيذي للتقرير النهائي

عن

برنامج تدريب أعضاء لجنة

تطبيق نظام أتمتة إدارة الدعاوى

بمحكمة شمال القاهرة الابتدائية

مايو ٢٠٠٠

الشركة المنفذة للنظام والتدريب: "انتركوم انتربرايز"

التلخيص والترجمة: سمير محمد سلطان خبير التدريب بالمشروع