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**CHANGES FOR
JUSTICE (C4J)**

INFORMATION TECHNOLOGY (IT) ASSESSMENT IN NINE DISTRICT COURTS

**AN ASSESSMENT UNDERTAKEN BY THE USAID CHANGES FOR
JUSTICE PROJECT, JUNE – AUGUST 2010**

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GLOSSARY

AGO	Attorney General's Office (Kantor Kejaksaan Agung/Kejagung)
AusAid	Australian Government Overseas Aid Program (Program Bantuan Luar Negeri Pemerintah Australia)
Bappenas	National Development Planning Agency (Badan Perencanaan Pembangunan Nasional)
BUA	Administrative Affairs Body, Indonesian Supreme Court (Badan Urusan Administrasi Mahkamah Agung RI)
C4J	Changes for Justice Project
Cakim	Candidate Judge (Calon Hakim)
CJE	Continuing Judicial Education (Pendidikan Peradilan Lanjutan)
CJDC	Central Jakarta District Court (Pengadilan Negeri Jakarta Pusat)
CMS	Case Management System (Sistem Manajemen Perkara)
COP	Chief-of-Party (Pimpinan Proyek)
CPE	Continuing Prosecutors Education (Pendidikan Jaksa Lanjutan)
Diklat	Training and Education (Pendidikan dan Pelatihan)
DoJ/OPDAT	U.S. Department of Justice/Overseas Prosecutorial Development and Training (Pelatihan dan Pengembangan Kejaksaan Luar Negeri/Kementerian Hukum AS)
EC	European Commission (Komisi Eropa)
ENGAGE IQC	Encouraging Global Anticorruption and Good Governance Efforts Indefinite Quantity Contract (Mendorong Kontrak Kuantitas Tidak Tertentu Upaya-Upaya Tata Pemerintahan yang Baik dan Antikorupsi Global)
In-ACCE	USAID Indonesia Anticorruption and Commercial Court Enhancement Project (Proyek Peningkatan Pengadilan Tipikor dan Pengadilan Niaga Indonesia)
IMF	International Monetary Fund (Dana Moneter Internasional)
IT	Information Technology (Teknologi Informasi)
Humas	<i>Hukum dan Humas</i> Legal and Public Affairs Bureau of the Supreme Court
JRSP	USAID Judicial Reform Support Project (Proyek Dukungan Pembaharuan Peradilan)
JRTO	Judicial Reform Team Office (Supreme Court Legal Reform Team)
KPK	Corruption Eradication Commission (Komisi Pemberantas Korupsi)
KRA	Key Result Area (Bidang Pencapaian)
M&E	Monitoring and Evaluation (Pemantauan dan Evaluasi)
MCC	Millennium Challenge Corporation
NRLP	National Legal Reform Project in Indonesia (IMF)
ICCP	USAID Indonesia Control of Corruption Project
NGO	Non-Governmental Organization (Organisasi Non-Pemerintah)
PMP	Performance Monitoring Plan (Rencana Pemantauan Kinerja)
<i>Pusdiklat</i>	Pusat Pendidikan dan Pelatihan (berlaku baik untuk Mahkamah Agung dan Kejagung)
RFP	Request for Proposal (Permohonan untuk Proposal)
<i>RKAKL</i>	Rencana Kerja Anggaran Kementerian & Lembaga (Budget Working Planning for Ministries and Institutions)
SC	Supreme Court (Mahkamah Agung)
SLC	Strategic Leadership Council (Majelis Pimpinan Strategis)

SOP	Standard Operating Procedures (Tata Laksana)
SOW	Scope of Work (Ruang Lingkup Pekerjaan)
STTA	Short-term Technical Assistance (Bantuan Teknis Jangka Pendek)
TCP	Threshold Country Plan (Rencana Permulaan Negara)
UNODC	United Nations Office on Drugs and Crime (Kantor PBB untuk Tindak Pidana Narkotika dan Kejahatan)
UI	University of Indonesia

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EXECUTIVE SUMMARY

The four-year USAID Changes for Justice project (C4J) contract DFD-I-00-08-00070-00, a Task Order under the ENGAGE IQC, was awarded to Chemonics International on May 21, 2010. The C4J project focuses on sustaining and deepening reforms in the justice sector to produce a less corrupt, a more accountable and higher-performing justice system. This goal is achieved through more efficient, credible, and transparent functioning of the Supreme Court (work organized under Component 1) and the Attorney General's Office (work organized under Component 2), and increased competence and integrity of judges, prosecutors and staff.

Integral to meeting these goals, C4J's Component 3 is designed to meet special initiatives of the United States Government (USG) to further strengthen the reform process in the Indonesian judicial sector. Component 3 includes a special scope of work (SOW) for the Millennium Challenge Corporation (MCC) Threshold Country Program Indonesia Judiciary Assistance 2010 (a continuation of the MCC Indonesia Control of Corruption Project (ICCP), as a Special Activity. The "MCC Task" activities are linked to the larger C4J project goal and objectives.

The C4J contract includes an inception period to assess the needs of the Supreme Court and the Attorney General's Office (AGO). During this period, C4J conducted three inter-related needs assessments for the Supreme Court, which manages over 800 courts and work units across the country. These include a training needs assessment (TNA) for judges and court staff, public information and public affairs assessment, and an information technology (IT) assessment. Each assessment was conducted in district general courts (*Pengadilan Negeri* or PN) selected in consultation with the Supreme Court leadership, under the general concept of learning from and expanding the development of "model" or "pilot" courts.

Five of the courts – Central Jakarta, Medan, Makassar, Surabaya, and Semarang – were recently established as the first set of model courts under the USAID Anticorruption and Commercial Court Enhancement (In-ACCE) project, which was completed in early 2010. Four additional courts in Bandung, Samarinda, Palembang, and Serang were selected for the public information and IT assessments. Bandung, Samarinda, and Palembang are the locations for intensive assistance through the MCC scope of work. Many of these courts are also in the process of becoming anticorruption courts. For the TNA assessment, four additional courts – in Gresik, Sleman, Klaten, and Depok – were selected because the judges in those courts have 6-15 years of experience, and are thus aligned with C4J's anticipated Continuing Judicial Education training cohort.

These three needs assessments, along with the results of surveys conducted in 17 general district courts – including eight of the nine courts where the needs assessments have been conducted, and nine separate comparison courts – comprise C4J's baseline analysis for developing C4J activities for both Component 1 and the MCC Task under Component 3. Following the results and recommendations of these assessments and the baseline survey, C4J will align its assistance to the Supreme Court's needs through the process of finalizing the C4J Year 1 work plan.

INTRODUCTION

With over 800 work units (including courts of all jurisdictions and various administrative offices) and nearly 40,000 staff spread across Indonesia, utilization and management of data and information technology is an increasingly important area for the Supreme Court at both the central and local levels.

The scope of the USAID Changes for Justice (C4J) Project envisions that the project will implement some kind of IT solution and equipment in up to 30 courts throughout Indonesia by the end of the project. The objective of the IT Needs Assessment was to indicate the appropriate direction for C4J's court automation activities in Year One, including the MCC scope of work and to consider how IT solutions may be implemented in the future in cooperation with the Supreme Court of the Republic of Indonesia. This report describes IT-related technical information, the current condition and status of implementation of an automated Case Management System (CMS) in five district courts, and findings concerning the current infrastructure and IT development in three district courts to be automated with MCC funding under Component 3 of the C4J contract. Lessons can be learned for these experiences and will be utilized in planning for the future.

The first generation of an automated Case Management System/*Sistem Manajemen Perkara Pengadilan* (CMS/SMPP) was implemented in five district courts (Central Jakarta, Makassar, Medan, Semarang, and Surabaya) with funding from USAID under the Indonesia Anticorruption and Commercial Court Enhancement (In-ACCE) Project, which ended in January 2010. This effort included providing computers and related hardware to the courts. In-ACCE also provided caseload management software and related training as well as programs for judges and court staff on improved court administration and record keeping to improve public access to court information. In addition to supporting effective caseload management, the system provides the tools to increase transparency in compliance with Supreme Court decree (*SK MA No. 144/KMA/SK/VIII/2007*) on Court Information Transparency.

Acceptance and habituation to the CMS has varied among the courts, but a few persistent problems were found to commonly occur, both technical and user-related.

In broad terms, the greatest ongoing technical challenges for successful implementation in the In-ACCE courts were: necessary fixes in the software that, though not fatal, led to frustration and difficulties using the system when not resolved; court infrastructure; and unreliable electricity and internet service.

Technical support has not been readily available for support and maintenance of the CMS software application and database. The five district courts also have been challenged by gaps in the knowledge and skills of available IT staff. Finally, district court budgets have not yet been fully realigned to cover the maintenance costs of the IT hardware and related components, and to cover increased monthly electrical costs. Critically for court operations, users were found not to consistently and timely enter case data into the CMS.

Other nontechnical challenges included: a structured program of software fixes, modifications and enhancements; improving the monitoring, mentoring and support of judges and court staff to encourage effective new habits, better case management, and improved utilization of IT in their daily duties; monitoring of court performance and management

decisions through regular review of court performance reports by the court leadership; a realistic IT strategy for future court automation that is affordable and sustainable; and public access to court information in compliance with Supreme Court Decree No. 144 of 2007, and Public Law No. 14 of 2008 on Public Access to Information; among other reform needs. Respondents in every court highlighted the need for CMS training for new users, most commonly judges and staff entering or transferred to the court.

The IT Assessment effort in the Bandung, Palembang and Samarinda District Courts, which were identified by the Supreme Court for implementation of automation under the MCC scope of work, all displayed interest and willingness to collaborate with the C4J project. The levels of existing IT infrastructure and IT staff skill levels vary but, based on this assessment, all three new courts are strong candidates for CMS implementation.

Findings in Five Model Courts

The IT Needs Assessment examined the infrastructure and current operation of the CMS in all five model courts, specifically:

- Computer network and infrastructure
- Electrical infrastructure
- CMS technical issues
- CMS non technical issues
- Digital audio recording implementation issues
- Public information components

SYSTEM SPECIFICATIONS

Following are the system specifications for the CMS developed by the In-ACCE project and current use in the five “model” district courts discussed in this assessment.

Server	
Oracle 10g Database	<i>Dell PowerEdge 1950 5405 Intel Xeon Quad Core 5405 2,0GHz Processor 4 GB RAM Memory Module 1 TB SAS Hard Drive on RAID 1 2 Gigabit Ethernet 10/100/1000 Support Windows Operating System and Linux Operating System 670W power supply consumption and hot-plug redundant power (1+1)</i>
Oracle 10g Form	<i>Dell PowerEdge 1950 5410 Intel Xeon Quad Core 5410 2,33GHz Processor 8 GB RAM Memory Module 250 GB SAS Hard Drive 2 Gigabit Ethernet 10/100/1000 Support Windows Operating System and Linux Operating System 670W power supply consumption and hot-plug redundant power (1+1)</i>
Primary Domain Controller	<i>Dell PowerEdge R200 Intel Pentium Dual Core E2180 2.0GHz Processor 1GB RAM Memory 146GB SAS Hard Drive 2 Gigabit Ethernet 10/100/1000 Support Windows Operating System and Linux Operating System</i>
Backup Domain Controller & proxy	<i>Dell PowerEdge 1950 5410 Intel Xeon Quad Core 5410 2.33GHz Processor 8GB RAM Memory 250GB SAS Hard Drive</i>

	<p>2 Gigabit Ethernet 10/100/1000 Support Windows Operating System and Linux Operating System 670W power supply consumption and hot-plug redundant power (1+1)</p>
File Storage & antivirus	<p>Dell PowerEdge 1950 5405 Intel Xeon Quad Core 5405 2.0GHz Processor 4 GB RAM Memory Module 1 TB SAS Hard Drive 2 Gigabit Ethernet 10/100/1000 Support Windows Operating System and Linux Operating System 670W power supply consumption and hot-plug redundant power (1+1)</p>
Client	
Dell Latitude D630 laptop	<p>Intel Core™ 2 Duo 2 GHz Processor 1 GB RAM Memory Module 80 GB Hard Drive DVD-RW Drive Integrated 15.4 inch widescreen LCD Integrated 10/100 Network Module Integrated wireless 54g network adapter Integrated Intel Graphics Media Accelerator 965 Microsoft Windows XP SP2 Operating System Microsoft Office Word 2003</p>
Dell Vostro 1400 Laptop	<p>Intel Core™ 2 Duo T5270 1.4 GHz Processor 2 GB RAM Memory Module 160 GB Hard Drive DVD-RW Drive Integrated 14 inch widescreen LCD Integrated 10/100 Network Module Integrated wireless 54g network adapter Integrated Intel Graphics Media Accelerator 965 Microsoft Windows XP SP2 Operating System Microsoft Office Word 2003</p>
Dell Vostro 1510 Laptop	<p>Intel Core™ 2 Duo T5670 1.8 GHz Processor 2 GB RAM Memory Module 160 GB Hard Drive DVD/CD-RW Drive Integrated 15.4 inch widescreen LCD Integrated 10/100 Network Module Integrated wireless 54g network adapter Integrated Intel Graphics Media Accelerator 965 Microsoft Windows XP SP2 Operating System Microsoft Office Word 2003</p>
Dell Latitude 745 Ultra Small Form Factor Desktop	<p>Intel® Core™ 2 Duo Processor E4600 2.40GHz 1 GB RAM Memory Module 80 GB Hard Drive Dell 15 inch Analog Flat Panel Monitor DVD-ROM Drive Integrated 10/100 Network Module USB Wireless 54g Network Adapter Integrated Intel® Graphics Media Accelerator 3000 with integrated DVI-I with dual-monitor support Microsoft Windows XP SP2 Operating System Microsoft Office Word 2003</p>
Dell Vostro 200 Desktop	<p>Intel Core™ 2 Duo E6550 2.33GHz Processor 1 GB RAM Memory Module 80 GB Hard Drive Dell 17 inch Widescreen E178WFP Analog Flat Panel Monitor DVD-ROM Drive Integrated 10/100 Network Module USB Wireless 54g Network Adapter Integrated Intel Graphics Media Accelerator 3100 Microsoft Windows XP SP2 Operating System Microsoft Office Word 2003</p>
Public Information Component	

Web KIOSK	Intel Pentium 4 Processor 3,0 GHz 512 MB RAM Memory Module 80 GB Hard Drive Dell 15 inch Analog Flat Panel Monitor DVD-ROM Drive Integrated 10/100 Network Module Integrated Intel Extreme Graphics 2 Microsoft Windows XP SP2 Operating System
Info Desk	Intel Pentium 4 Processor 3,0 GHz 512 MB RAM Memory Module 80 GB Hard Drive Dell 15 inch Analog Flat Panel Monitor DVD-ROM Drive Integrated 10/100 Network Module Integrated Intel Extreme Graphics 2 Microsoft Windows XP SP2 Operating System
LCD TV	-
Computer Network Component	
Core Switch CISCO Catalyst 3650	24 Gigabit Ethernet ports 2 Gigabit Fiber Optic uplink ports Manageable Switch Capabilities Supports IPv6 standard TCP/IP Supports VLAN Redundancy Layer 3 support
ADSL Linksys AG241	ADSL2 Gateway 4 Ethernet port 1 Standard Telephone (ADSL) port Enhanced security management functions: Port Filtering, MAC and IP Address Filtering, DMZ Hosting, and NAT Technology
CISCO Aeronet 1130AG	Dual 802.11a and 802.11g Radios Supports 15 Non-overlapping Channels Integrated Antennas Hardware-Assisted AES Encryption WPA2-Certified and WPA-Certified Multipurpose and Lockable Mounting Bracket Power Over Ethernet (POE) support
CISCO Firewall ASA5505	Firewall Throughput 150 Mbps VPN Throughput 100 Mbps Concurrent Sessions 25 VPN users 8-port Fast Ethernet switch interface with dynamic port grouping (including 2 PoE ports)
UPS	
APC SURTD3000XLi	-

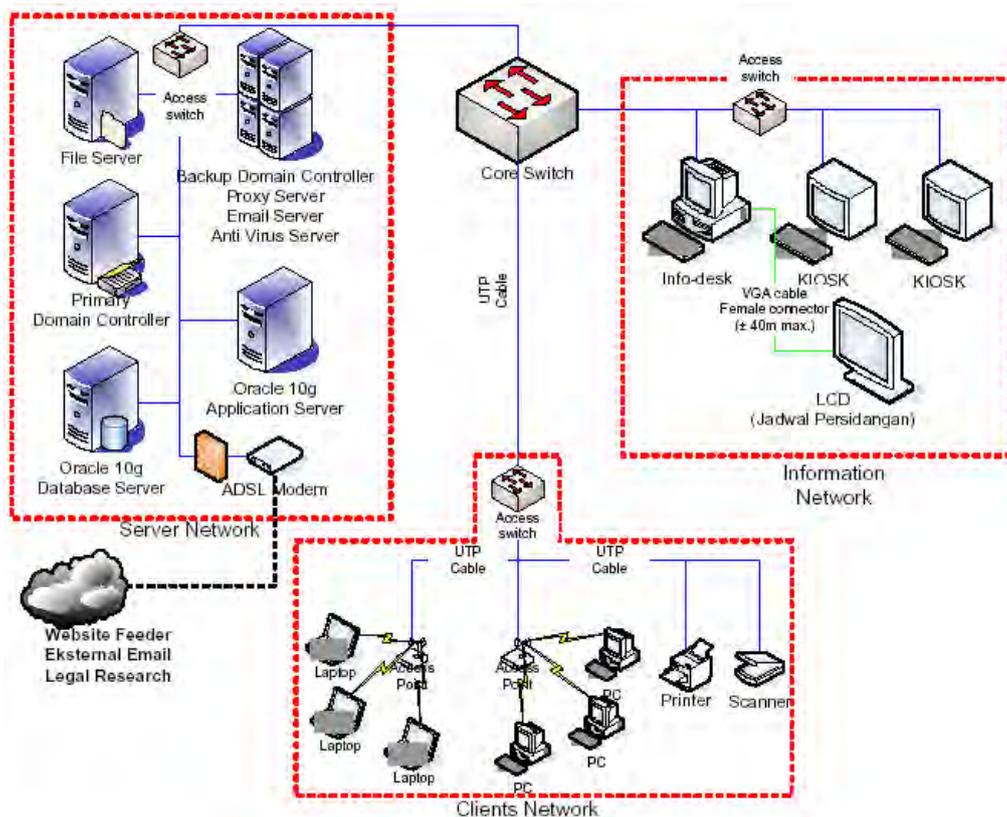
Computer Network Infrastructure

In all five courts, the computer network infrastructure is functioning well using wired and wireless infrastructure. All of the users' computers (laptop and desktop) are using wireless infrastructure. Server components and public information components are using wired infrastructure. The "test ping" performed from clients to servers through wireless access point is around 2 – 3 ms.

In Central Jakarta, Makassar, and Semarang, users are having trouble connecting to the wireless network and cannot obtain the IP-Address from *DHCP* server.

Some computers (laptop and desktop) and other supporting devices are not working and are yet to be repaired in all five courts. At this time the courts do not have procedures for reporting equipment breaks and obtaining repairs.

NETWORK DIAGRAM



Electrical Infrastructure

Electrical capacity, after remediation, in the courts varies from 60 – 82 KvA. In Makassar and Semarang, the electrical infrastructure is divided into the old network (before remediation) and the new network (after remediation). There are several rooms in the court that are using the old electrical infrastructure and some of the computer network components also are using the same infrastructure. Disparity in power levels between the old and new electrical infrastructure can cause instability in the computer networks.

Case Management System

In all of the model courts the CMS is functioning as the courts' intranet and is operating as a case management system. It can be accessed by the court staff through the available computer infrastructure. The courts are using the Windows XP SP2 operating system; some of the users are employing Windows 7 to access the CMS application. Since a single software package was introduced into these five jurisdictions, the same technical and nontechnical issues in operation were commonly encountered from one court to another.

Technical issues

The technical issues are not numerous but often involve critical functionalities of the system; the key problems follow.

- Case number jumping. Some of the registered cases do not receive a sequential number based on the last number registered in the database.
- The CMS has no error handling function.
- Often users cannot log into the CMS because it takes too long to load the software (*more than 10 seconds*).
- The system cannot generate reports to meet the courts' information needs.
- The CMS has no edit function to correct data entry errors.
- The search function in CMS is complicated and confusing.
- Often the CMS cannot reappoint new panel members. This function is important especially when a judge is transferred to different court and the chief judge has to appoint another judge to handle the case.
- The column provided in CMS for enter the *petitum* has insufficient space.
- The „Upload pending cases' function is flawed and often enters duplicate information within the CMS's database (*e.g: registrar name's, judge's name, case number*
- The CMS interface is not user-friendly.

Non-technical issues

Needed improvements in the software are only part of the overall implementation picture. Nontechnical issues also play a critical role in CMS use, and point to the ongoing need for training, monitoring and socialization in the five courts:

- Every court is experiencing slow downs because some staff do not enter information into the CMS and others do not enter it timely. If the CMS case file is not updated, then the next steps cannot be taken towards disposition. Thus, staff unwillingness to enter case information prevents progress in individual cases and delay in the court's caseload. Other problems occur because no common data definitions are in use, for example the filing date in a civil claims case.
- Judges and court staff are frequently transferred into the five courts and, as new comers to automation, are not able to use the CMS.
- Many court staff are unaware of the user guide (which is admittedly inadequate).
- With the exception of Semarang, the courts do not have staff with sufficient experience and knowledge to maintain the IT structure and the CMS.

Digital Audio Recording

All five courts reported that the digital audio recording equipment (DAR) is considered a key tool for helping the acting registrars record events and to create a record of the hearing process. It was reported that the Acting Registrars' ability to use the DAR is dependent on the court IT staff, which is hindered in its support role by inadequacies in the DAR User Guide.

Public Information Component

We found that all of the public information components were functioning well at the Central Jakarta and Semarang District Courts, but implementation has encountered obstacles in several of the model jurisdictions. In Makassar and Medan, the computer for the kiosk was not working. The website had been hacked in Surabaya. In all courts, the information that appears on the LCD screen must be entered manually by court staff since case data is not being entered regularly.

Findings in Bandung, Palembang, Samarinda, and Serang District Courts

The four district courts that were candidates for automation were found to already have networks, both wired and wireless. However, C4J should develop the capacity of IT staff to support the courts' full IT workload following automation. Users complained about how few computers are available; some court staff are using their personal laptops to fulfill their court responsibilities. Most of the staff have used computers for some purpose for more than two years.

None of the four courts has a digital audio recording system available.

Electrical network challenges to automation vary from court to court. The Palembang and Serang courts do not experience regular outages. In Samarinda, the court commonly experiences electrical blackout due to low power supplies or rotating blackouts. Bandung has electrical outage on only one panel.

Respondents in these new courts were enthused about implementation of an automated system as long as it helps them to be more effective and efficient in doing their job, and as long as they are provided training on the new system.

RECOMMENDATIONS

Court automation is not an end in itself, but a tool to enable the courts to better fulfill the Indonesian judiciary's mission and values. Based on Supreme Court guidance and the detailed findings of the IT assessment, C4J provides the following recommendations for project activities.

Leadership

Supreme Court leadership, guidance, and supervision lies at the heart of the court automation process. The Supreme Court is in the process of formalizing its leadership of court automation by articulating policies and procedures through a decree (or letter) that requires utilization and optimization of case management or case tracking software as a management tool. Once released, this document is likely to create clear command line for implementation of software beginning with policies and oversight mechanisms at the Supreme Court level.

The Supreme Court is interested in monitoring, evaluating and benchmarking district court performance through the case management or case tracking software.

Budgeting

The Supreme Court is aware that an additional budget allocation will be needed for CMS operational and maintenance costs, and the need to disburse these funds on a regular basis to the courts.

Organizational Restructuring

Respondents called for the IT division to be recognized as part of the courts' organizational structure at all levels. C4J should include IT professionals in its support for the bureaucratic reform now underway in the Indonesian judiciary. There needs to be a clearly defined career

path for district court IT personnel. This includes ensuring that selected district court staff are developed as local IT and software trainers.

Trainings

Given the staff rotation and transfer system, software trainings, and refresher trainings, are needed for all new judges and court staff on a regular basis. This could include individual technical assistance.

Trainings and technical assistance could be provided to build the lower courts' internal capacity for administration, system maintenance, and maintenance of computers, network, and electrical infrastructure.

Software

The following tasks could be undertaken to improve the software and to support the Supreme Court's longer-term plan for court automation:

- Simplify the software and immigrate data to a web-based application using PHP and MySQL database platform to meet these criteria:
 - Automated case management of criminal, civil, industrial relations, commercial and corruption case types
 - Ease of use and affordable costs (to Supreme Court, high courts, and district courts) for technical support and maintainance
 - Reliable performance operating in real time, which is accurate, flexible, transparent and secure
 - Effective and efficient casflow management reporting system and improved reports for public information
 - Simple, user friendly, and customized web-based CMS.
- Ensure that the software can, as an integrated system, provide data and information for public information including:
 - Court websites
 - Case information registration (output: court website)
 - Court hearing schedule (output: court website and LCD TV)
 - Publication of decision (output: court website).
- Create a detailed manual for end users and technical users of software.

Computer Network Infrastructure

- Regular maintenance for computer hardware and IT equipment, e.g. every 3 or 6 months.
- Regular maintenance for computer network infrastructure (e.g., re-start network device at a regular time, and check WiFi connection).
- The district court IT department could use a standard operating procedure for computer hardware and IT equipment maintenance.

Electrical Infrastructure

- Electrical updating is required within the district courts if they add new hardware and/or electrical equipment such as computer desktops, air conditioners, etc. to avoid insufficient electrical power or overloading circuits.
- PLN upgrades may be required by some courts to accommodate automation.

Court Facilities

- Newly-automated courts should provide IT administrative and court administrative personnel to operate and maintain the software, computer hardware, computer network infrastructure and related components.
- The courts should provide an internal training room within the court building for regular staff regular training on software implementation.
- The Supreme Court and the newly-automated district courts should allocate budget for CMS operational and maintenance cost to support optimization of the software's benefits as a case management tool.

Automation in New Courts

The C4J Project, in its MCC component, with the concomitant commitment of the Supreme Court and district court leadership, is committed to introducing basic automation software to the newly-selected courts by the end of December 2010. This could include additional follow-on assistance after December.

The findings of the IT Assessment in these courts lead to the following recommendations to support court automation and access to public information in the Bandung, Palembang, and Samarinda District Courts:

- Provide computers, printers, and servers to each of the courts.
- Upgrade existing network infrastructures to optimize court coverages with adequate Local Area networks (LAN).
- Complete appropriate electrical remediation, if needed, to provide sufficient electrical power consumption by adapting existing electrical installations and consumption for covering existing and new IT equipment power consumption needs and related usage.
- C4J could also provide a digital audio recording unit to each court and train acting registrars and IT staff on its use.

CONCLUSION

The recommendations of this assessment will be discussed thoroughly with the Supreme Court and its IT Department, as well as with USAID/Indonesia. Every effort will be made to ensure that any C4J efforts to assist district level courts are known to the Supreme Court and the C4J staff will coordinate closely with the Supreme Court legal reform team, and with USAID and other donor-funded projects also addressing the IT and public information needs of the courts. We greatly appreciate the cooperation of the Supreme Court and the reform team in advising and facilitating this needs assessment, and to the judges and court staff who willingly gave their time to meet with C4J Project staff

ANNEX A. COURTS COMPARISON CHART

Five Model Courts

		Central Jakarta	Makassar	Medan	Semarang	Surabaya
Computer network		<ul style="list-style-type: none"> - Ping from client – server; 2 – 3 ms. - Often clients cannot gain <i>IP-Address</i>. - <i>Blank-spot</i> in some areas - Some of the desktops/laptops are broken. 	<ul style="list-style-type: none"> - Ping from client – server; 2 – 3 ms. - Often clients cannot gain <i>IP-Address</i>. - Some of the desktops/laptops are broken. 	<ul style="list-style-type: none"> - Ping from client – server; 2 – 3 ms. - Some of the desktops/laptops are broken. 	<ul style="list-style-type: none"> - Ping from client – server; 2 – 3 ms. - Often clients cannot gain <i>IP-Address</i>. - <i>Blank-spot</i> in some areas. - Some of the desktops/laptops are broken. 	<ul style="list-style-type: none"> - Ping from client – server; 2 – 3 ms. - Some of the desktops/laptops are broken.
Electrical		<ul style="list-style-type: none"> - Power capacity 80 Kva. 	<ul style="list-style-type: none"> - Power capacity 60 Kva. - Some nodes cannot gain enough power. 	<ul style="list-style-type: none"> - Power capacity 82 Kva. 	<ul style="list-style-type: none"> - Power capacity 82 Kva. 	<ul style="list-style-type: none"> - Power capacity 66 Kva.
CCMS	Technical	<ul style="list-style-type: none"> - Case number jumped - Often clients cannot login in to CCMS - Loading process takes to long (> 10 sec) - Generated reports do not match BINDALMIN standardization. - Does not have '<i>edit</i>' function. - Cannot reappoint panel. - Limited character space for <i>petitum</i>. - Duplicate data in CCMS's database caused by '<i>upload pending cases</i>' 	<ul style="list-style-type: none"> - Case number jumped - Often clients cannot login in to CCMS - Loading process takes to long (> 10 sec) - Error reports function. - Does not have '<i>edit</i>' function. - Cannot reappoint panel. - Limited character space for <i>petitum</i>. - Duplicate data in CCMS's database caused by '<i>upload pending cases</i>' 	<ul style="list-style-type: none"> - Case number jumped - Often clients cannot login in to CCMS - Loading process takes to long (> 10 sec) - Error reports function. - Does not have '<i>edit</i>' function. - Cannot reappoint panel. - Limited character space for <i>petitum</i>. - Duplicate data in CCMS's database caused by '<i>upload pending cases</i>' 	<ul style="list-style-type: none"> - Case number jumped - Often clients cannot login in to CCMS - Loading process takes to long (> 10 sec) - Generated reports do not match BINDALMIN standardization. - Does not have '<i>edit</i>' function. - Cannot reappoint panel. - Limited character space for <i>petitum</i>. - Duplicate data in CCMS's database caused by '<i>upload pending cases</i>' 	<ul style="list-style-type: none"> - Case number jumped - Often clients cannot login in to CCMS - Loading process takes to long (> 10 sec) - Error reports function. - Does not have '<i>edit</i>' function. - Cannot reappoint panel. - Limited character space for <i>petitum</i>. - Duplicate data in CCMS's database caused by '<i>upload pending cases</i>'
	Non-technical	<ul style="list-style-type: none"> - Business process cannot run well if using computerized system. - Lack of knowledge on CCMS, especially for recently transferred judges. - CCMS's documentation is to complex. Not all of the court's staff knew the existence of the document - Possesed two staff that responsible to CCMS and court's infrastructure. Both staff does not have any IT background. 	<ul style="list-style-type: none"> - Business process cannot run well if using computerized system. - Lack of knowledge on CCMS, especially for recently transferred judges. - CCMS's documentation is to complex. Not all of the court's staff knew the existence of the document - Possesed two staff that responsible to CCMS and court's infrastructure. Both staff does not have any IT background. 	<ul style="list-style-type: none"> - Business process cannot run well if using computerized system. - Lack of knowledge on CCMS, especially for recently transferred judges. - CCMS's documentation is to complex. Not all of the court's staff knew the existence of the document - Possesed three staff that responsible to CCMS and court's infrastructure. These staff has IT background. Also there are two judges as a CCMS and IT infrastructure coordinator. 	<ul style="list-style-type: none"> - Business process cannot run well if using computerized system. - Lack of knowledge on CCMS, especially for recently transferred judges. - CCMS's documentation is to complex. Not all of the court's staff knew the existence of the document. - Possesed five staff with IT academic background. 	<ul style="list-style-type: none"> - Business process cannot run well if using computerized system. - Lack of knowledge on CCMS, especially for recently transferred judges. - CCMS's documentation is to complex. Not all of the court's staff knew the existence of the document - Possesed one IT staff with IT academic background.
DAR		<ul style="list-style-type: none"> - Considered as an important component to record any events within hearing process. - DAR's documentation is to complex. 	<ul style="list-style-type: none"> - Considered as an important component to record any events within hearing process. - High dependance of court's IT staff regarding utilization of DAR. - DAR's documentation is to complex. 	<ul style="list-style-type: none"> - Considered as an important component to record any events within hearing process. - DAR's documentation is to complex. 	<ul style="list-style-type: none"> - Considered as an important component to record any events within hearing process. - DAR's documentation is to complex. 	<ul style="list-style-type: none"> - Considered as an important component to record any events within hearing process. - DAR's documentation is to complex.
Public Information		<ul style="list-style-type: none"> - Public information still manually updated. 	<ul style="list-style-type: none"> - PC for KIOSK broken. - Public information still manually updated. 	<ul style="list-style-type: none"> - Public information still manually updated. 	<ul style="list-style-type: none"> - Public information still manually updated. 	<ul style="list-style-type: none"> - Website hacked. - Public information still manually updated.

Four Additional Courts

	Bandung	Palembang	Samarinda	Serang
Infrastructure	Already have a well maintained network (most are wireless)	Already have a network but not covers all building	Already have a well maintained network (wired and wireless)	Already have a wireless network but not covers all building
	Most of the user are computer literate	Most of the user are computer literate	Most of the user are computer literate	Most of the user are computer literate
	There is 1 IT that responsible for website, application, and network	There are 4 IT, they responsible for updating the court website and desk info	There are 4 IT, 2 from IT graduate and 2 partition	There are 1 IT that responsible for the network and website
	Already have servers	Already have a small server	Already have a small server for their application	Already have a small server for their application
	Computer unit is not adequate compare to the user	Computer unit is not adequate compare to the user	Computer unit is not adequate compare to the user	Computer unit is very limited compare to the user
	Electricity for 4 panels are adequate for the existing usage, but there is 1 panel that insufficient and need a big adjustment	Electricity already sufficient for the existing usage	Electricity already sufficient for the existing usage	Electricity not sufficient for the existing usage
	Electrical outage only happens on the panel that only handle 4400 VA	Electrical outage never happens	Electrical outage still happens sometimes because of the rotating blackout	Electrical outage never happens
Application	Already have a web-based application that record the case flow and status	Already have a simple application to record the case and appear on the desk info	Already have a simple application to record the case from high court	The hearing schedule submit on to the website and publish it to twitter and facebook
DAR	Doesn't have any	Doesn't have any	Doesn't have any	Doesn't have any
User Comments	Agreed on the implementation of the automated system to helps the effectivity and efficiency of their work, as long followed by training to improve user knowledge for the application	Agreed on the implementation of the automated system to helps the effectivity and efficiency of their work support with sufficient computer and infrastructure	Agreed on the implementation of the automated system to helps the effectivity and efficiency of their work	Agreed on the implementation of the automated system to helps the effectivity and efficiency of their work

ANNEX B. C4J IT Assessment Calendar

No	locations	start	finish
1	Makassar	6-Jul-10	7-Jul-10
2	Jakarta	12-Jul-10	12-Jul-10
3	Surabaya	13-Jul-10	14-Jul-10
4	Samarinda	19-Jul-10	21-Jul-10
5	Semarang	22-Jul-10	23-Jul-10
6	Medan	26-Jul-10	27-Jul-10
7	Bandung	29-Jul-10	30-Jul-10
8	Serang	5-Aug-10	5-Aug-10
9	Palembang	19-Aug-10	19-Aug-10

ANNEX C. Questionnaire for Five Model District Courts

Tanggal :
Nama : _____
Lengkap : _____
Jabatan : _____
NIP : _____
No : _____
Handphone : _____
Email : _____

1. Apakah anda masih menggunakan infrastruktur (*WiFi/kabel*) jaringan komputer di pengadilan?

Ya Tidak

Apabila tidak, sebutkan alasannya.

2. Apakah anda masih menggunakan *Microsoft Windows XP* untuk mengakses sistem CMS/SMPP?

Ya Tidak

Apabila tidak, sebutkan versi *Windows* dan alasan kenapa anda menggunakannya.

3. Apakah anda masih menggunakan CMS/SMPP sebagai aplikasi manajemen perkara?

Ya Tidak

Apabila tidak, sebutkan alasannya.

4. Apakah informasi yang ditampilkan melalui sistem aplikasi CMS/SMPP telah memenuhi kriteria transparansi pengadilan?

Ya Tidak

Sebutkan alasannya.

5. Sebutkan kekurangan dan kelebihan dari *CMS/SMPP* menurut pengalaman anda.

Kelebihan:

Kekurangan:

6. Permasalahan apa saja yang sering ditemui dalam sistem informasi dan aplikasi pada pengadilan negeri, mencakup infrastruktur, *CMS/SMPP* dan *website*?

7. Perubahan apakah yang anda inginkan untuk meningkatkan kualitas sistem informasi dan aplikasi manajemen perkara di dalam pengadilan negeri?

8. Seberapa penting adanya Digital Audio Recording (DAR) /Alat perekam audio di tempat persidangan? (jelaskan)

9. Apakah DAR sering digunakan? (ya / tidak / kadang-kadang)

10. Apakah setiap persidangan menggunakan DAR? (jika tidak / kadang-kadang, jelaskan)

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11. Berapa orang petugas IT yang bertanggung jawab untuk operasional dan pemeliharaan SMPP, server dan jaringan komputer ?
12. Status petugas IT, pegawai tetap / kontrak / vendor ?
13. Berapa orang petugas yang bertanggung jawab untuk operasional dan pemeliharaan info desk dan website ?
14. Status petugas IT, pegawai tetap / kontrak / vendor ?

ANNEX D. Questionnaire for Four Additional District Courts

Tanggal :
Nama : _____
Lengkap : _____
Jabatan : _____
NIP : _____
No : _____
Handphone : _____
Email : _____

1. Apakah anda menggunakan komputer?

Ya Tidak

Apabila ya, berapa lama anda menggunakan komputer?

0 – 1 tahun 1 – 2 tahun > 2 tahun

2. Apakah anda pernah atau bisa melakukan instalasi aplikasi di komputer anda?

(*Yahoo messenger, firefox dll*)

Ya Tidak

3. Apabila komputer/*printer/scanner* yang anda pakai rusak atau tidak berfungsi dengan baik, apakah anda bisa memperbaikinya sendiri?

Ya Tidak

4. Apakah anda memanfaatkan *internet*?

(*email, chatting, browsing/facebook*)

Ya Tidak

5. Apakah di pengadilan tempat anda bekerja menggunakan alat perekaman suara/audio untuk membantu proses pengadilan?

Ya Tidak

6. Bagaimana pendapat anda tentang sistem manajemen perkara pengadilan yang dilakukan secara otomatisasi/komputerisasi?