



‘e’ meets justice conference

Insights on the collaboration between
academia, IT specialists and practitioners from
several Member States

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Judge

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Portuguese experience

- Early 2000s: paper form; software use limited and unregulated; court clerks developing self-made software tools to use in court
- 2007: platform use optional
- 2008: platform use mandatory

Portuguese experience



- From 2008:
 - ❑ almost every procedural act is digitalized (in civil procedure);
 - ❑ procedure exists mainly in digital form (paper is just a copy of the digital original)
 - ❑ lawyers and (later) enforcement agents also have their own interfaces;
 - ❑ platform also comprises digital court notices to lawyers and enforcement agents.
- All this takes place in every (civil) proceeding of every first instance courts.

Portuguese experience



- 2017: platform usage extends to criminal proceedings, and misdemeanour proceedings
- 2013: system crash
- 2018/2019: new interface



POSITIVE FACTORS

- **Strong, long lasting political commitment (that proved to be resistant to political “change of seats”) in platform/software development and effective general use in courts**
- **Involvement of Judicial High Council and other major stakeholders**
- **Continuous and serious effort of institutional cooperation**
- **Usability concerns and legal design thinking**
- **Generally, good acceptance of changes and easy adaptation by professionals**
- **Platform offers tools and solutions that are based on (and similar to) actions undertaken before (on paper)**



NEGATIVE FACTORS

- Involvement of stakeholders was sometimes irregular and inconsistent or erratic
- Here and there the technical angle outweighed or even cancelled out other relevant perspectives, which turned the development unbalanced
- Users haven't played an important role shaping the platform (at least until the use of usability experts)
- Lack of a clear distribution of competences and simple, straightforward communication channels between institutions and also between users and institutions



Thank you

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