

**Saving time and money through e-governance:**

**EVIP -  
Central IT system as a hub for  
inbound and outbound court delivery**

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# Center for Information Technology (CIF)

- **Organised as a department of The Supreme Court**
  - Ensures stability of the environment
  - Enables long-term strategic planning
  - Ensures accountability and responsibility to the users (working within court environment for the courts)
- **Scope and objectives**
  - Providing IT support for all slovenian courts (hardware, software solutions, planning, consulting)
  - Providing centralised procurement
  - Providing centralised logistic services (mail dispatch and delivery, centralised document generation, „postal highway“, digitalisation)

# Court application development – a brief overview

- **Applications with full Electronic Case Management**
  - Legal enforcement case management system (incl. Small Claims)
  - Business register
  - Insolvency & bankruptcy register
  - Criminal procedure case management system
  - Land register
  - Court administration case management system
- **Other IT systems**
  - Data Warehouse/Business Intelligence
  - eCourt portal for electronic filing
  - Central dispatch & delivery system
- **Currently in development/redesign**
  - Civil procedure case management system
  - Misdemeanour procedure case management system

# Current status on IT in Slovenian courts

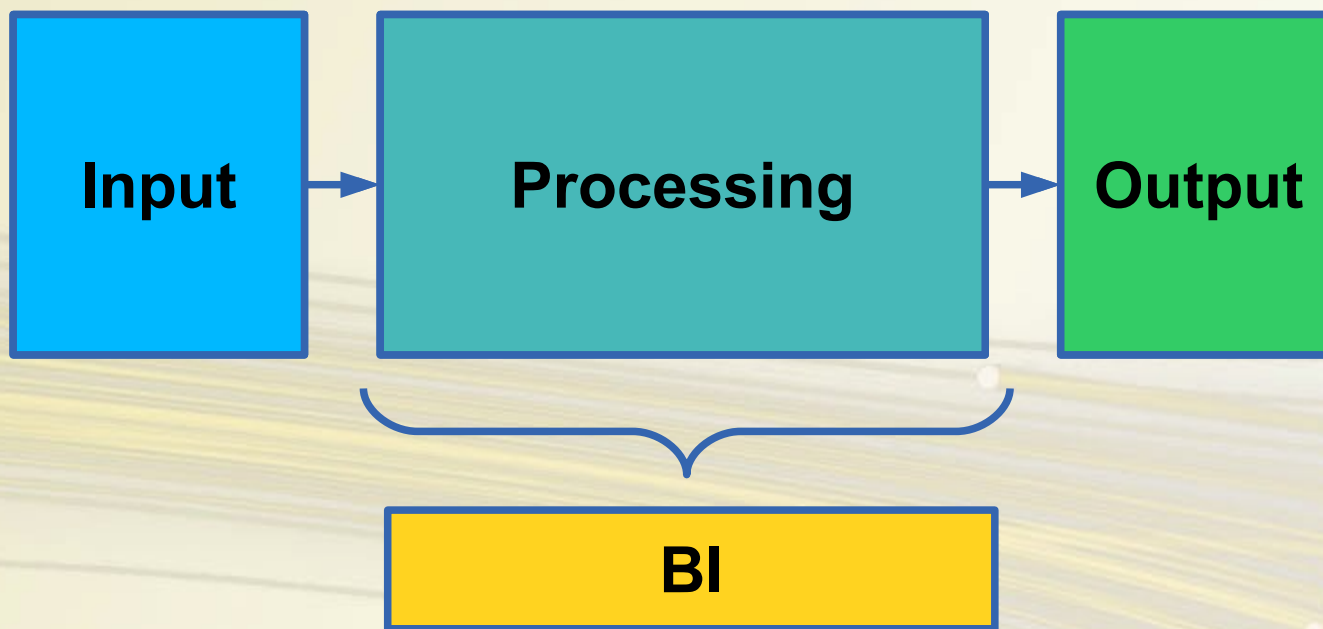
- More than **95% of court cases covered by IT** systems
  - Considering the number of cases filed
  - Enables measuring benefits of using the IT systems
- **Modern IT architecture** – a firm foundation of IT systems
  - Three-tier architecture, Service-oriented architecture (SOA)
- **Seeking innovation** and incorporating in IT solutions
  - Electronic case management, „Postal Highway“, eCase, eFiling, eDelivery
  - Adoption of good practices
- Use of **high-quality ICT equipment**
  - High technical standards
  - Ensures minimum downtime



# Slovenian Courts – the logistics

- **More than 2 millions court filings per year**
- **More than 1 million cases being processed**
- **More than 6 millions court deliveries per year**
- **More than 12M € annual delivery cost**
- **Optimizing court logistics**
  - leveraging new, IT supported technologies (electronic filing, electronic delivery, „postal highway“)
  - Business Intelligence enables monitoring of the logistic parameters and costs
  - constant optimization and improvement

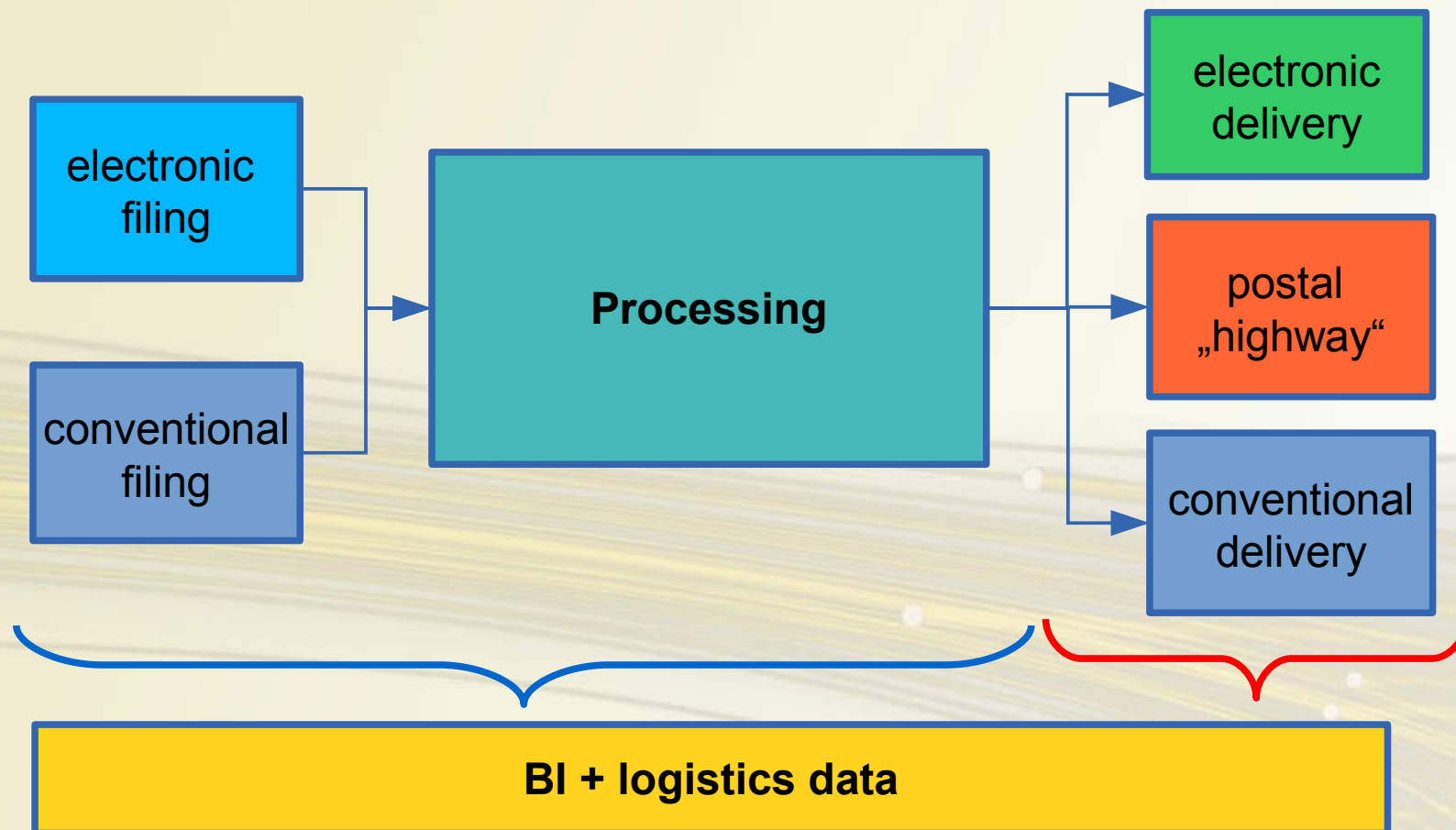
# Court functioning – a simplified view



# Benefits of Electronic Case Management

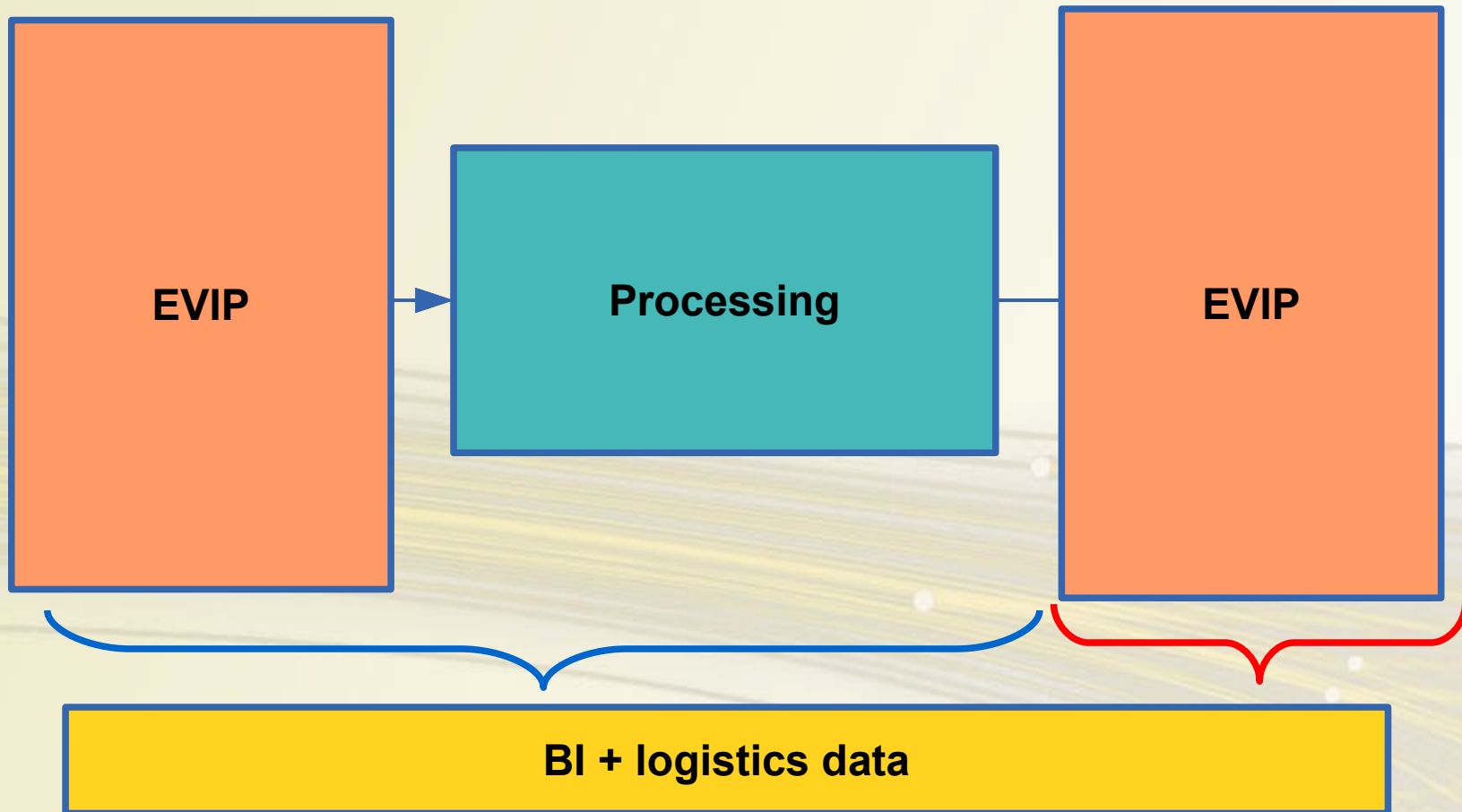
- **Electronic filing**
  - Filing exclusively using the eCourt Portal or digitalisation at court (controlled environment)
  - Resulting in metadata and digital document (XML + PDF/A)
  - Imposing strict technical rules for filed digital documents (dpi, colors, compliance)
- **Electronic Case File Management**
  - No need for case registration or manual entering of data
  - Easy and quick access to data and documents
  - Easy transfer of cases between courts/authorities
- **Electronic delivery**
  - Automatic generation of court documents
  - Sending through different output channels (printing facility, e-delivery,...)

# Court functioning in the „electronic“ era

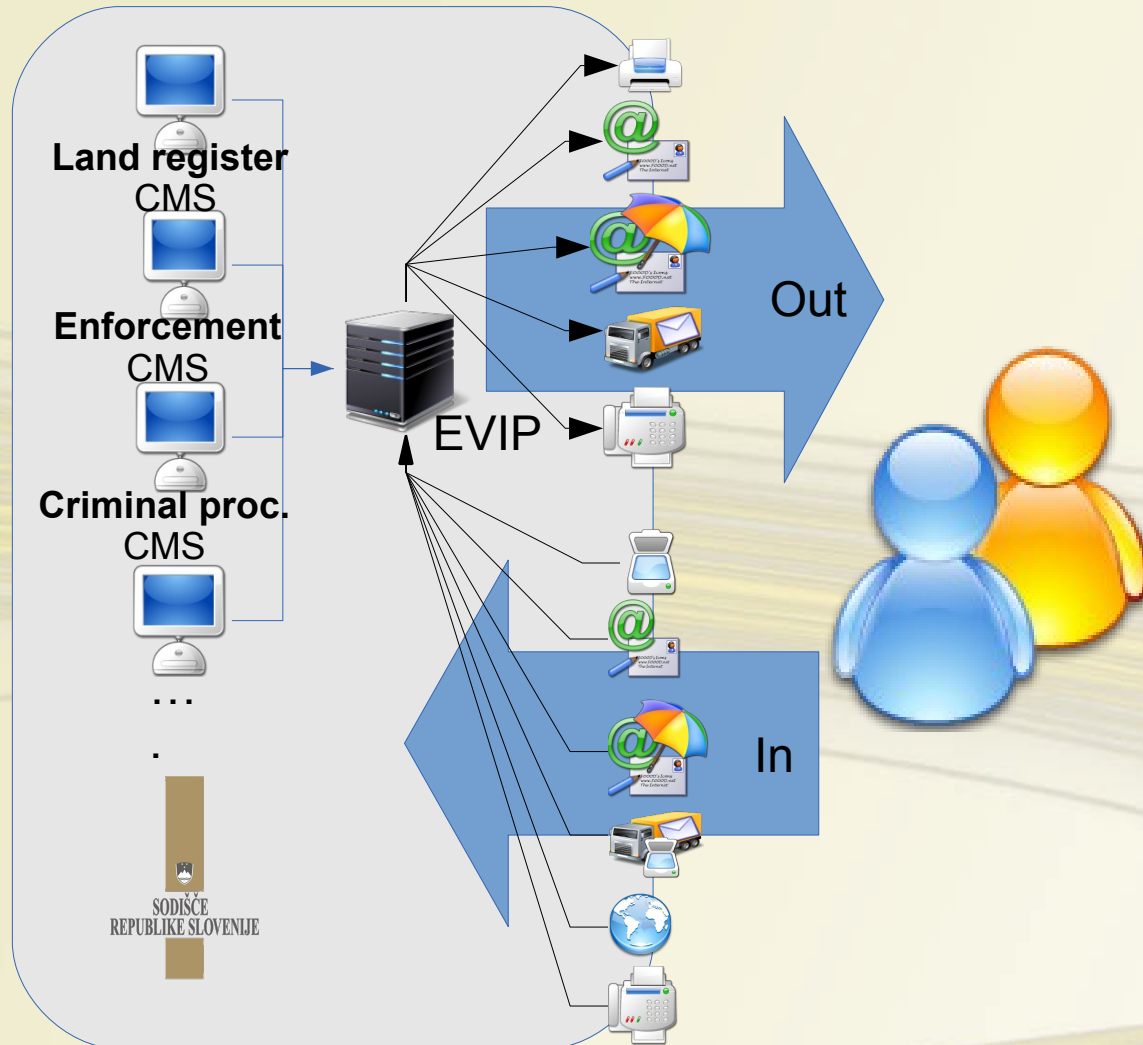




# Court functioning in the „electronic“ era



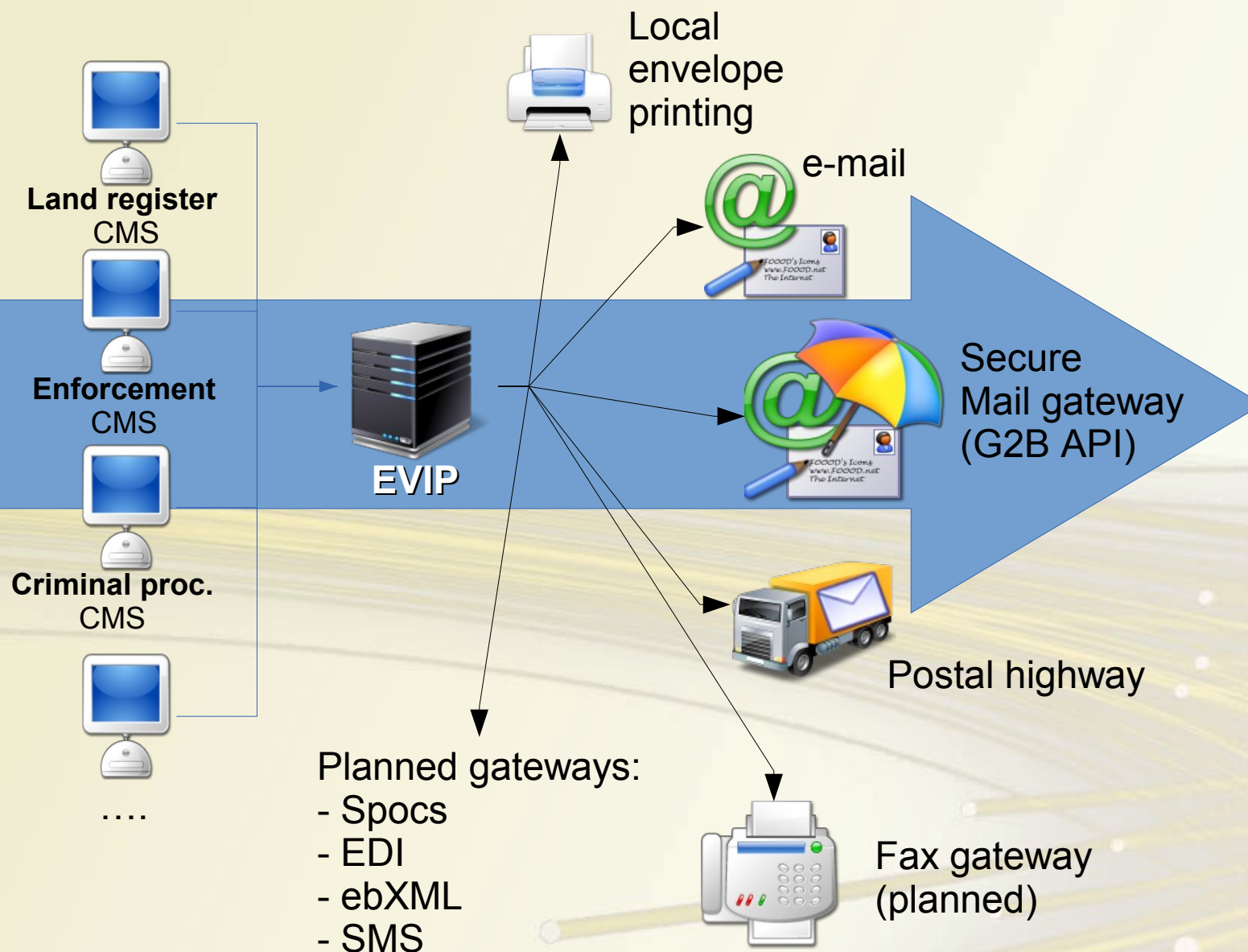
# EVIP project objectives



- Central register of incoming and outgoing deliveries (mail, messages,...)
- Communication hub (B2G, G2B, G2G, G2P...)
- Integration layer to court back-office applications

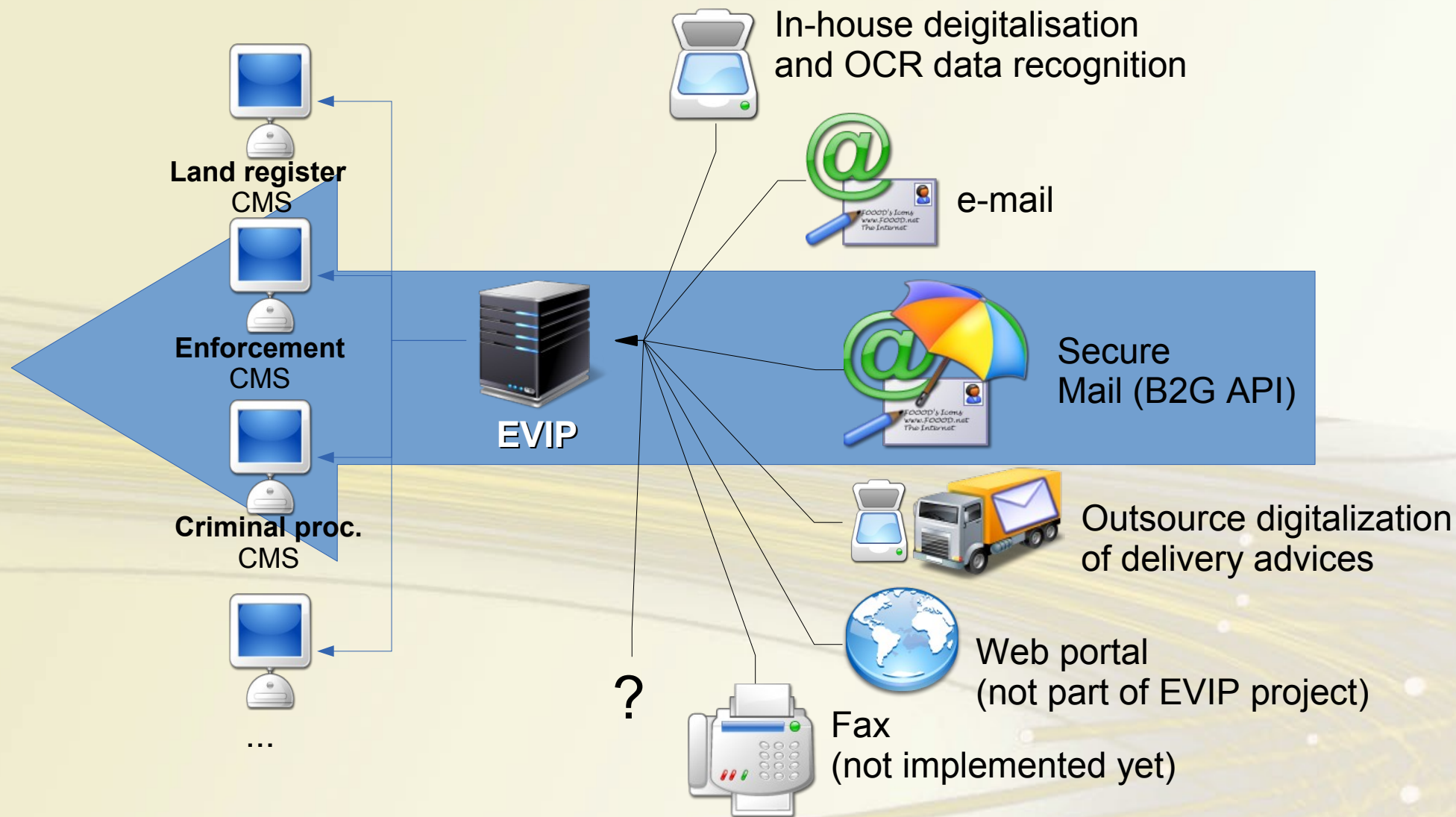
# EVIP Objectives and business needs

## Outgoing delivery



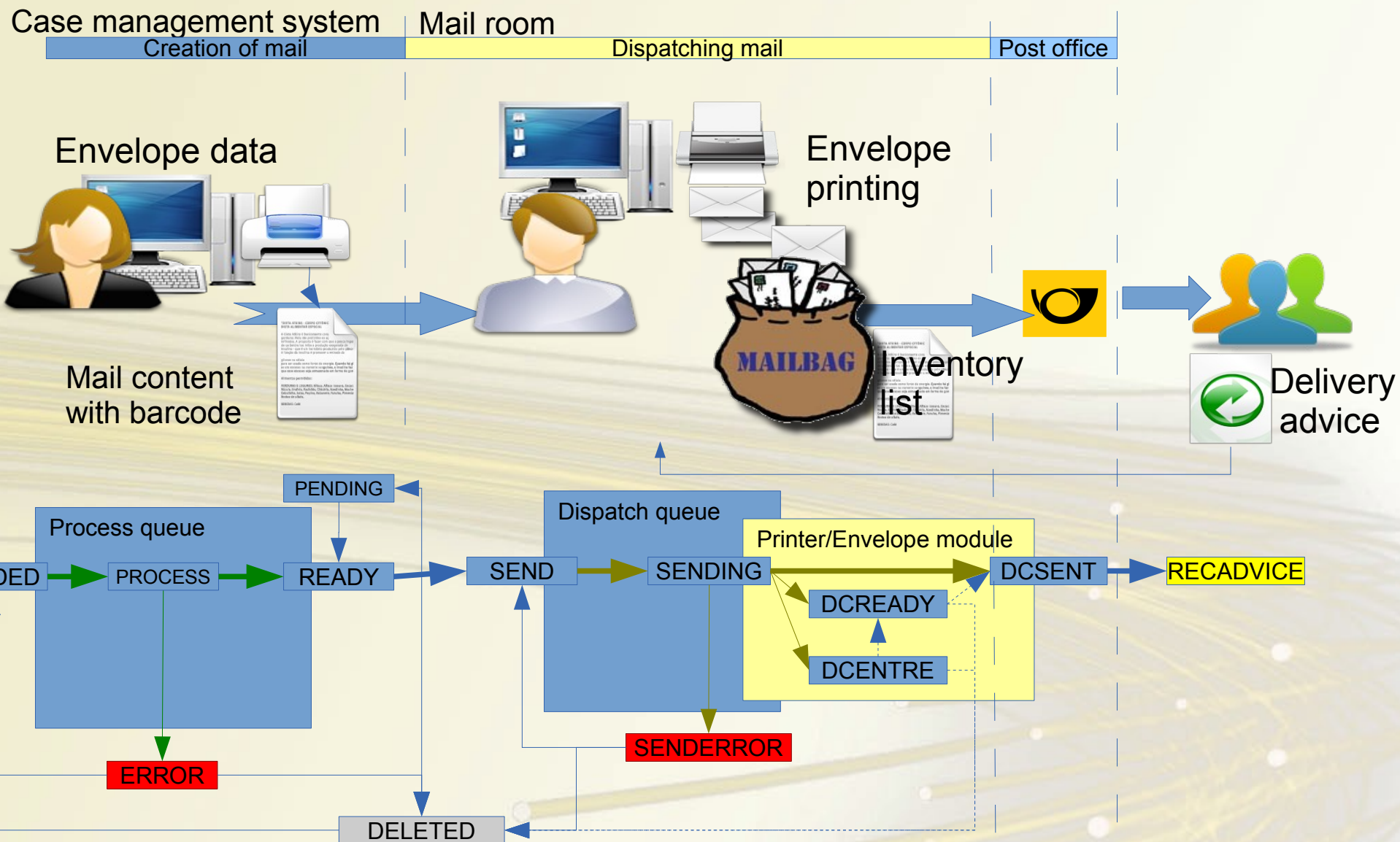
# EVIP Objectives and business needs

## Incoming delivery



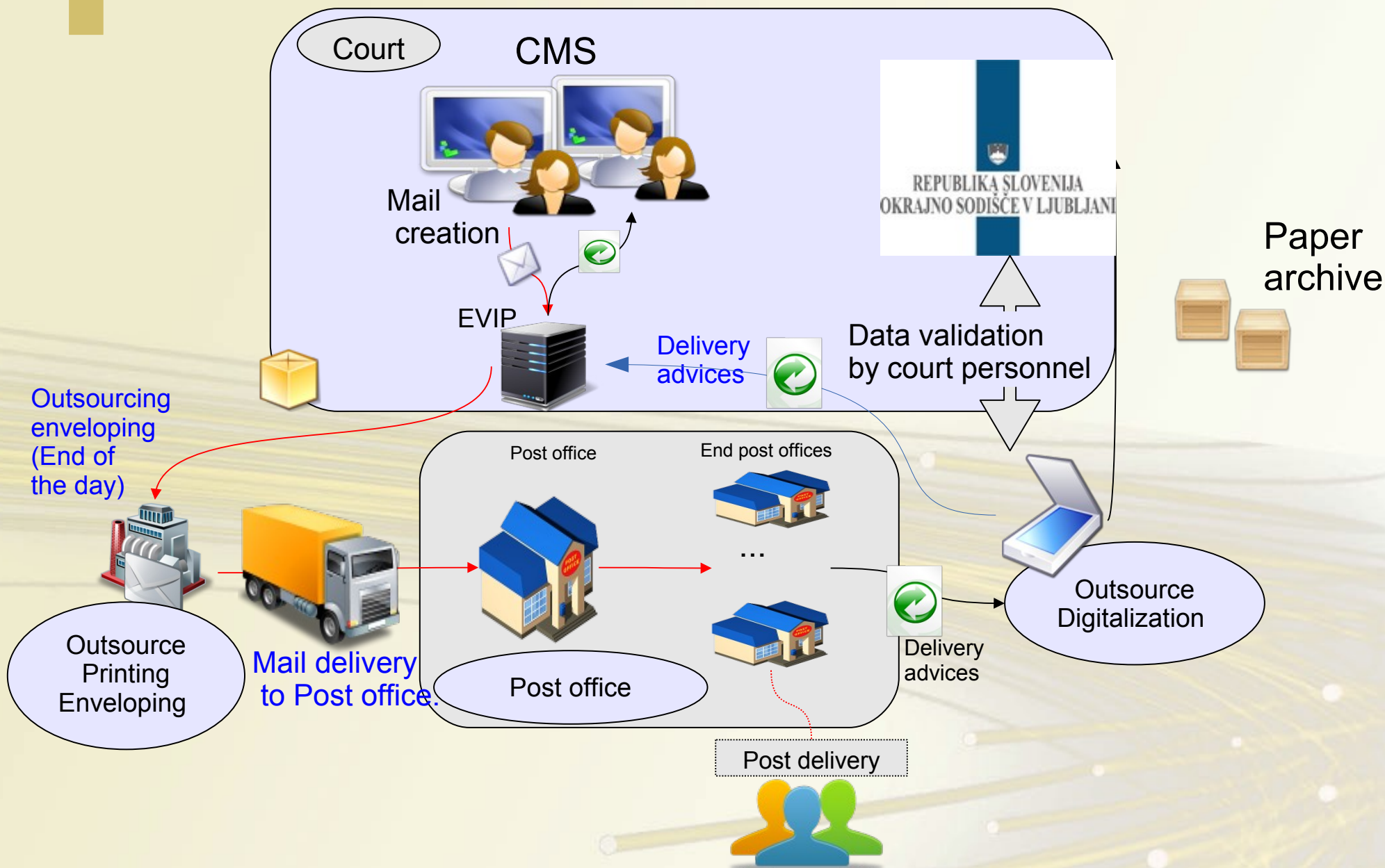


# In-house envelope printing



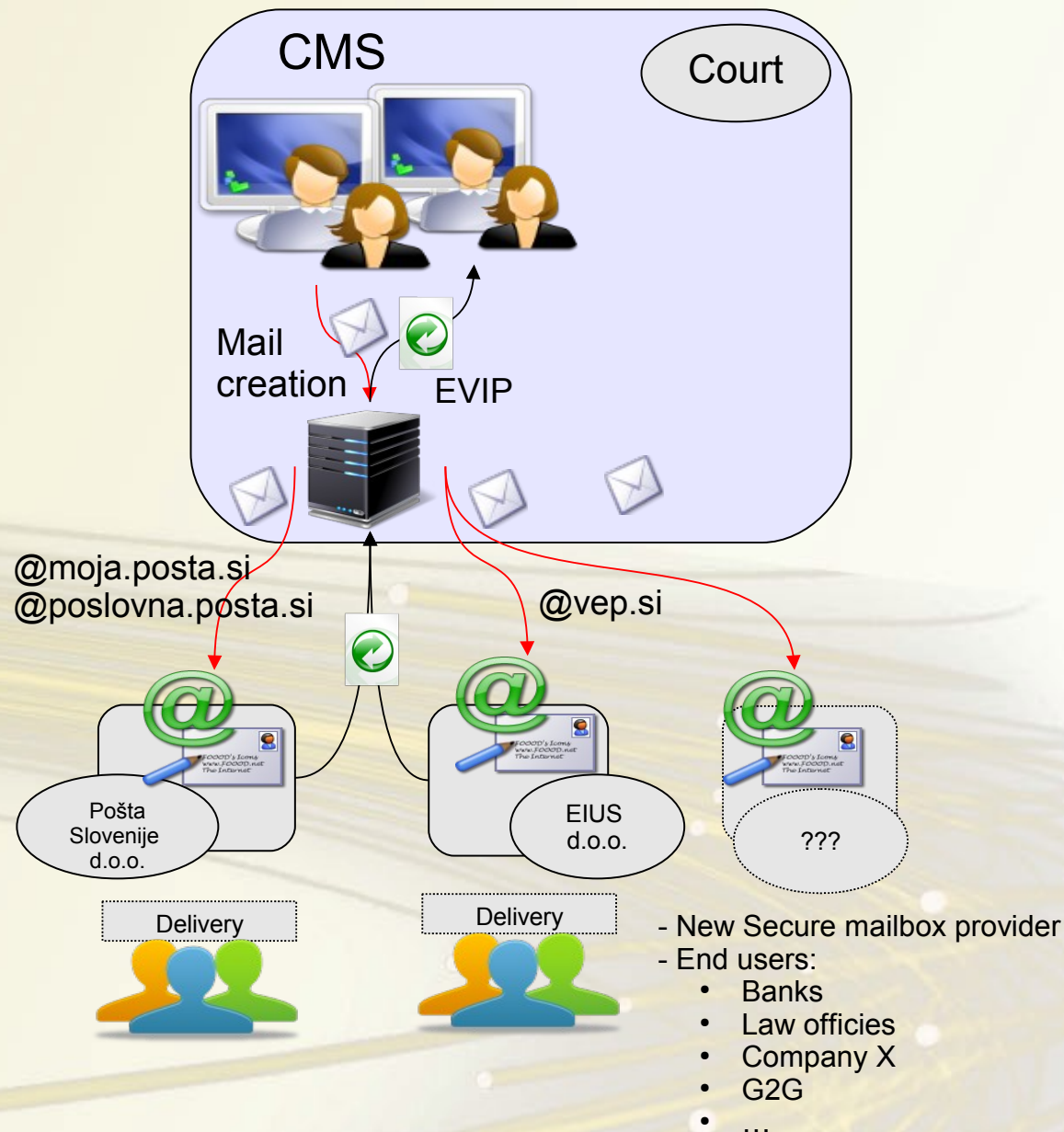


# Postal highway: ZPP envelope



# Secure mail

- Delivery is done through external Secure mailbox providers
- Secure mailbox provider
  - passes integration tests
  - Sign's general service level agreement with CIF



# Costs compared

Task	Cost source	Classic mail handling	Post highway	Secure mail
Printing	Paper	0.0110 eur/paper	0,0507276/paper	
	Printer amortization	X		
Enveloping	Envelope	0,1400 eur		
	Printer cartridge	0.0163eur/Sheet		
Delivery	Post service	2.0500 eur	2.0500 eur	0,60 eur
Digitalization	Scanner amortization	x		
	(OCR/ICR) Validation	Abbyy system 0.0371eur /receipt	<b>2,3929 eur/receipt</b>	
Cost per avarage delivery: 4- paper sheets 1 - envelope 1 - receipt		<b>2,4178 eur</b>	<b>2,3929 eur</b> <b>(savings:</b> <b>0.0249 eur)</b>	<b>0.60 eur</b> <b>(savings:</b> <b>1.8178 eur)</b>

# Delivery Statistics for 2012

- **Sent**

- envelope/print module: 418.248
- E-Mail module: 85.433
- Secure mail module: 242.455  
(savings: 440.734 eur )
- Post highway module: 1.778.697  
(savings: 44.289eur )

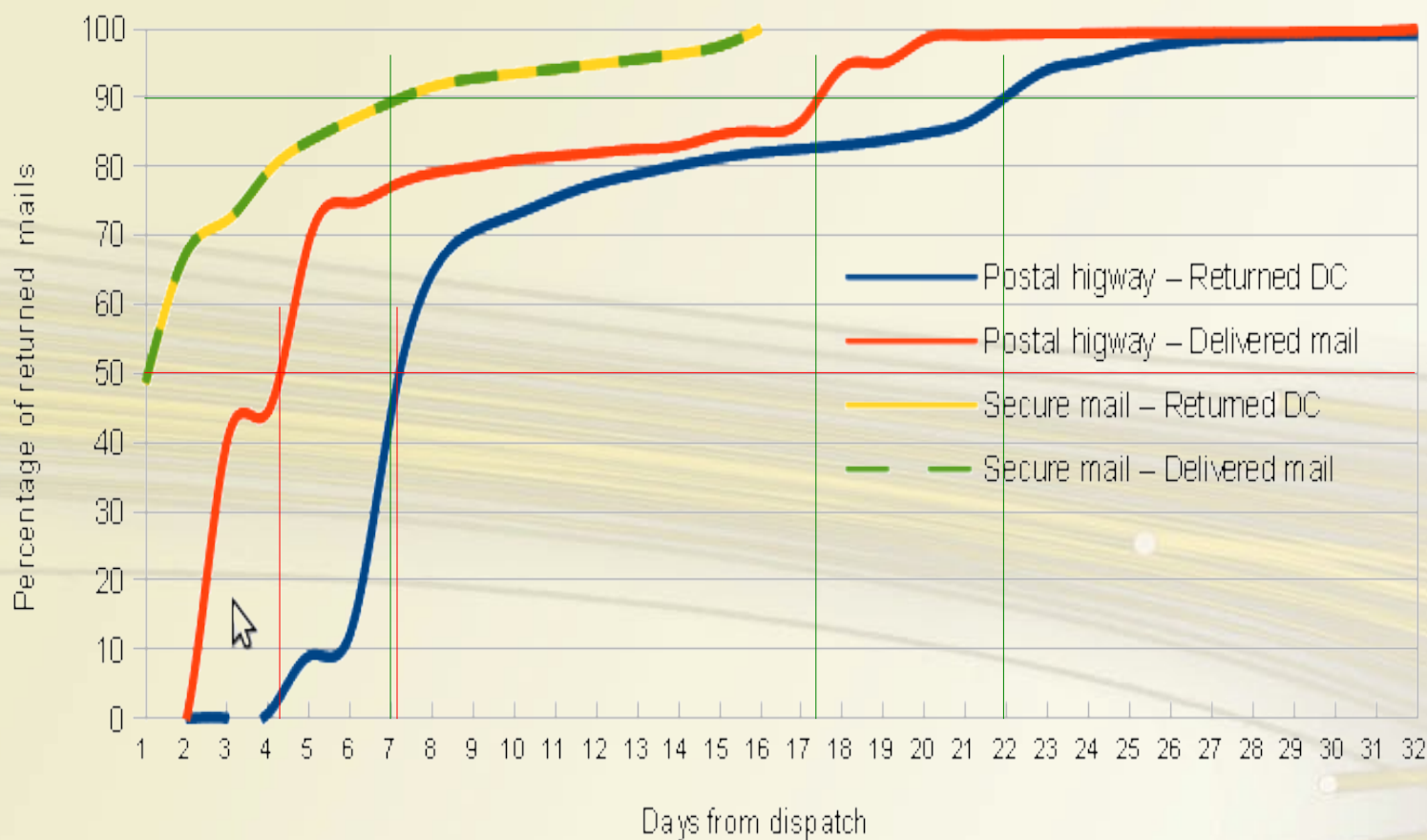
- **Received (Delivery advices only)**

- Secure mail module: 242.027
- Postal highway module: 1.180.808



# Postal highway vs. Secure mail efficiency

Days from dispatch to return of Delivery advice



**50% of shipments**

**Secure mail**

- first day
- Delivery
- Returned DA

**Postal highway**

- 4th day Delivery
- 7th day returned DA

**90% of shipments**

**Secure mail**

- 7th day
- Delivery
- Returned DA

**Postal highway**

- 17th day Delivery
- 22th day returned DA



**Q&A**

**Thank you for your attention!**