
Digital Transformation The Courts Service of Ireland

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Head of Digital



An tSeirbhís Chúirteanna
Courts Service

3 Years of Digital Transformation

- The Courts Service of Ireland
- Landscape in 2020
- Foundations for Transformation
- ICT Transformation
- Digital Transformation
- Data Transformation

The Courts Service of Ireland

About Us

- Manage over 1 million court appearances annually
- Across 3 areas of law
 - Civil
 - Family
 - Criminal
- Across 5 jurisdictions
 - District
 - Circuit
 - High
 - Court of Appeal
 - Supreme
- 106 buildings across the country
- 1250 staff
- 180 judges



2020 Landscape

An ICT View



- Chronic under funding
- Limited staff and budget
- Fragmented & legacy digital tech
 - ~140 different case management systems
- Citrix thin clients
- No remote work capability
- Paper based processes for almost 100% of court activity
- Manual and limited data collection and use
- No access to cloud
- Limited investment in security & DR
- Traditional view of ICT function
 - New CIO = Chief Printer Fixer?
 - ICT leading service design ... ?

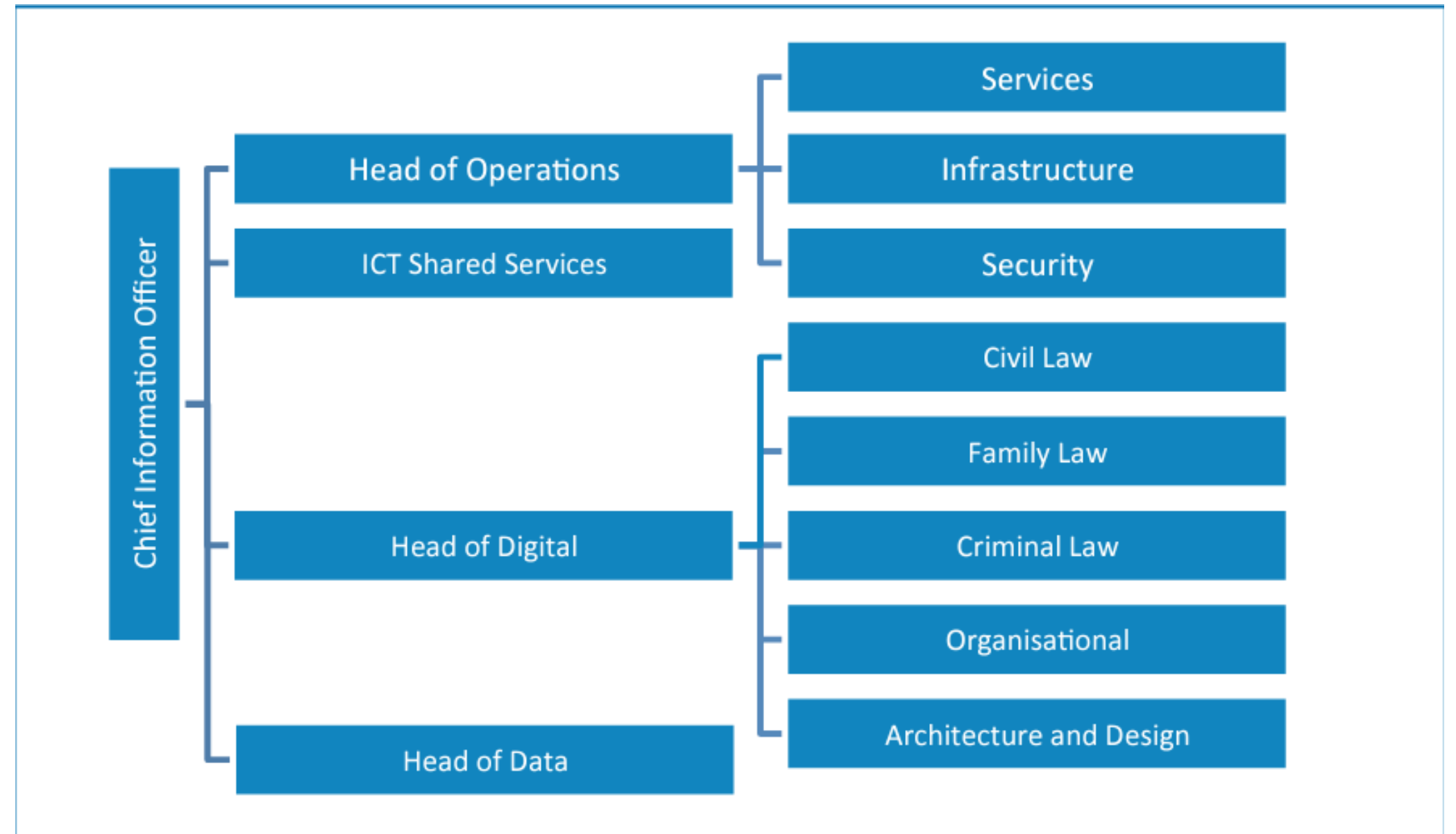


- Ambitions for ICT – very supportive CEO
- Supportive Ministerial Department
- Digital First pillar to corporate strategy

Foundations for Transformation

Making the case

- Proposal
 - Org structure
 - ICT; Digital; Data
 - Culture change
 - Lots of recruitment!!
- Good blend of Civil Servants & Contractors
 - Contractors generally techie's
 - Challenging IT Market in Ireland



Strategies At a Glance

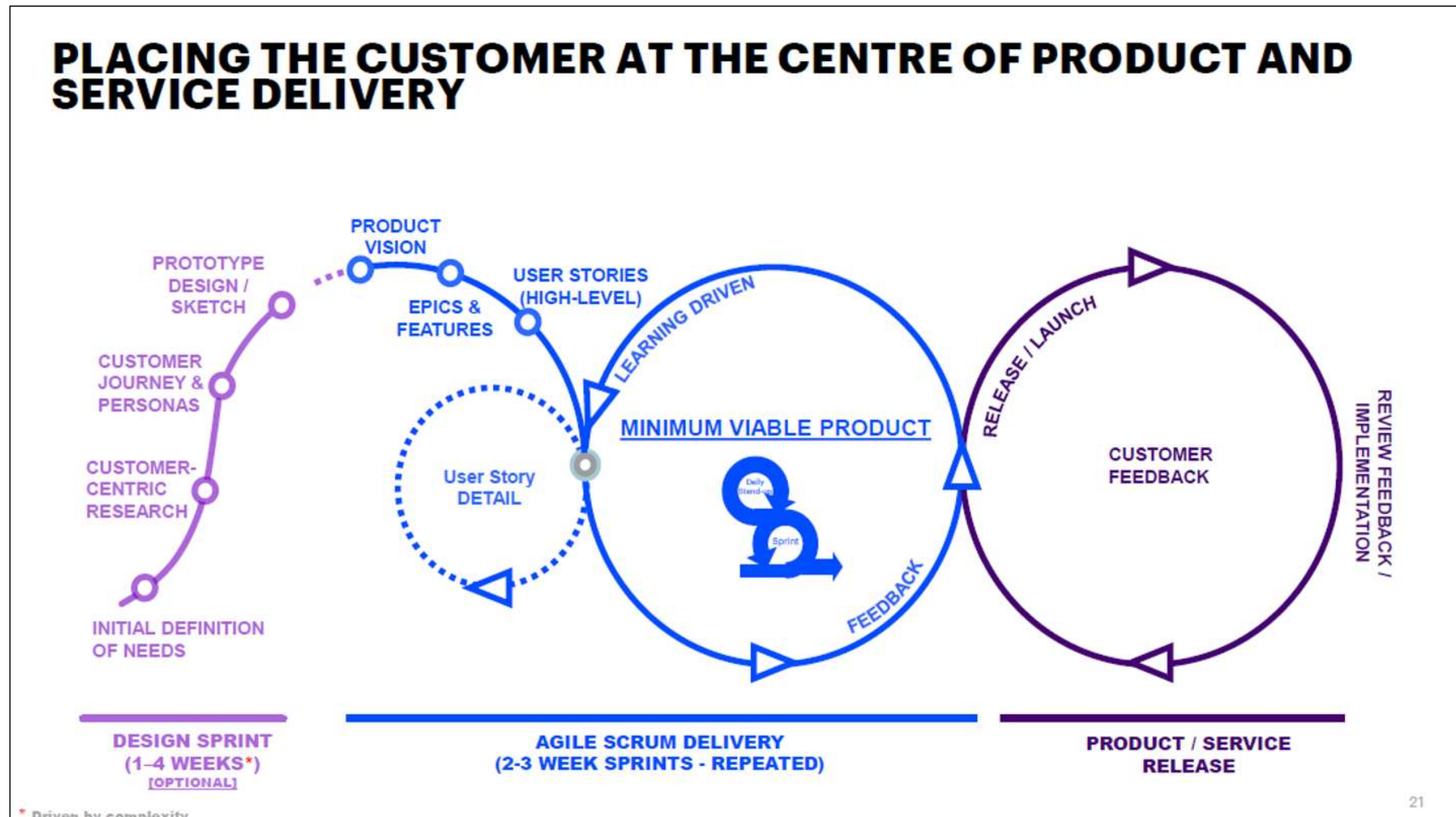
- October 2021: ICT Strategy 2021 – 2024
 - Courtroom Technology
 - Unified Case Management Platform
 - Desktop and Infrastructure Modernisation
 - Security and Resilience
 - Capacity & Capability
- December 2021: Data Strategy 2021 – 2024
 - Data access
 - Utilisation of data
 - Data sharing
 - Data Governance



Foundations for Transformation

First changes – ways of working

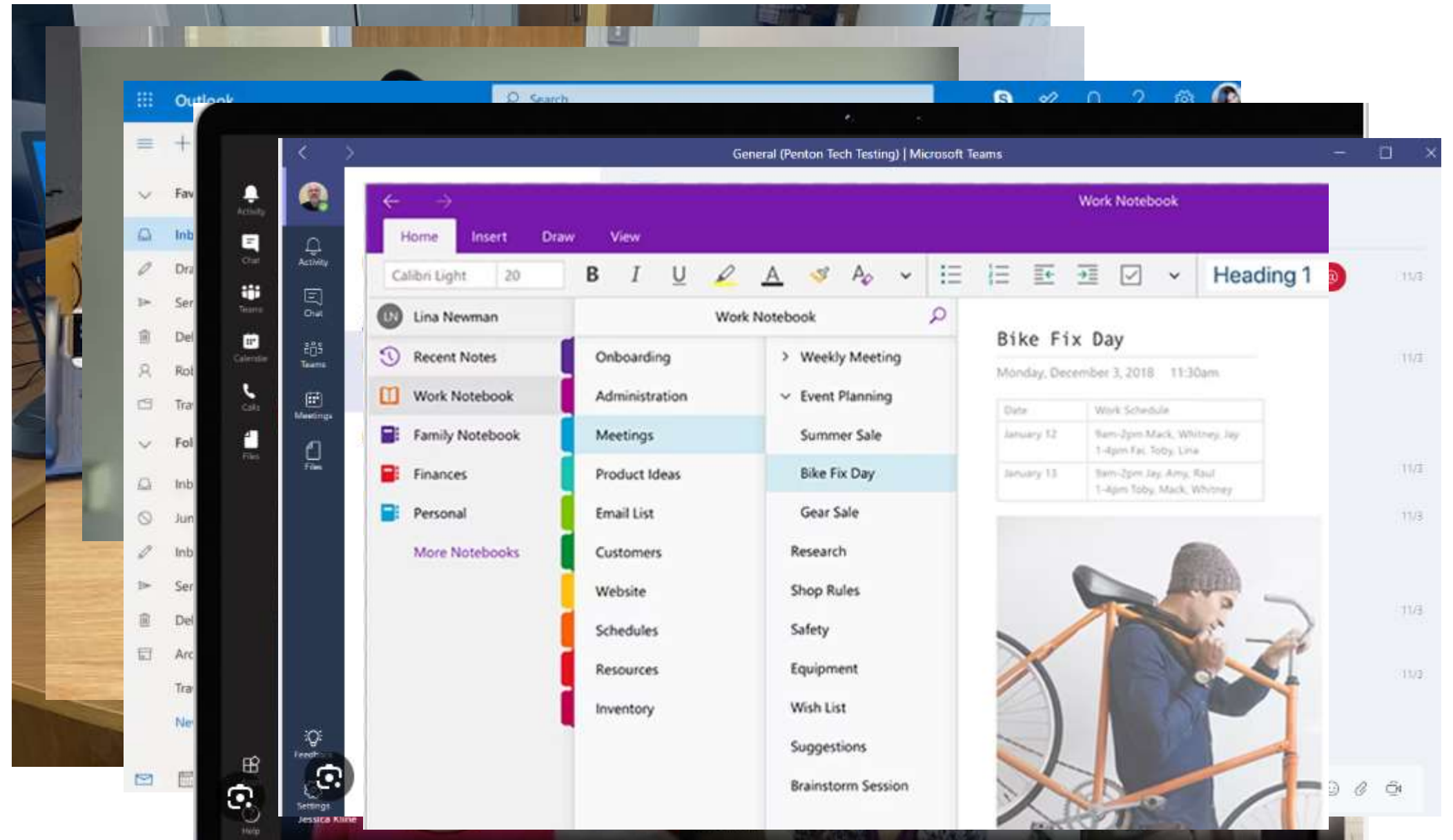
- Vendor Relationships
 - Over the wall to direct managed
- Procurement changes
 - Access to capability
 - Access to technology
 - Coherent technology landscape
- Project governance
 - Pipeline management & prioritisation
 - Agile
- Who does what clarity
 - One document with every team's roles and responsibilities



ICT Transformation

Improving the core

- M365
- Laptops & headsets by default
- PCs in fixed venues (courtrooms)
- Upgraded Helpdesk Portal
- Mobile Phones
- Improved service delivery model
 - Charm offensive
 - Hypercare support

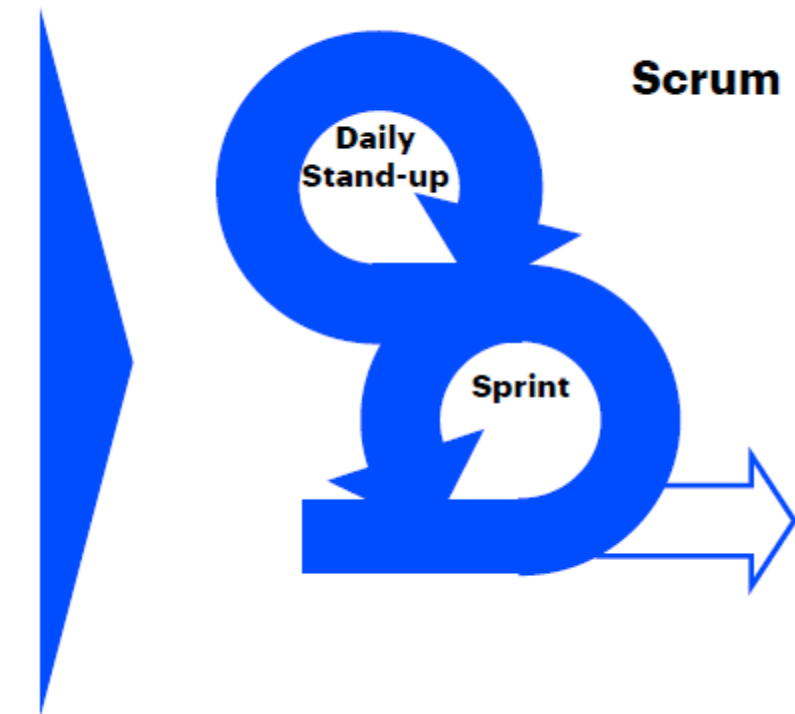


Digital Transformation

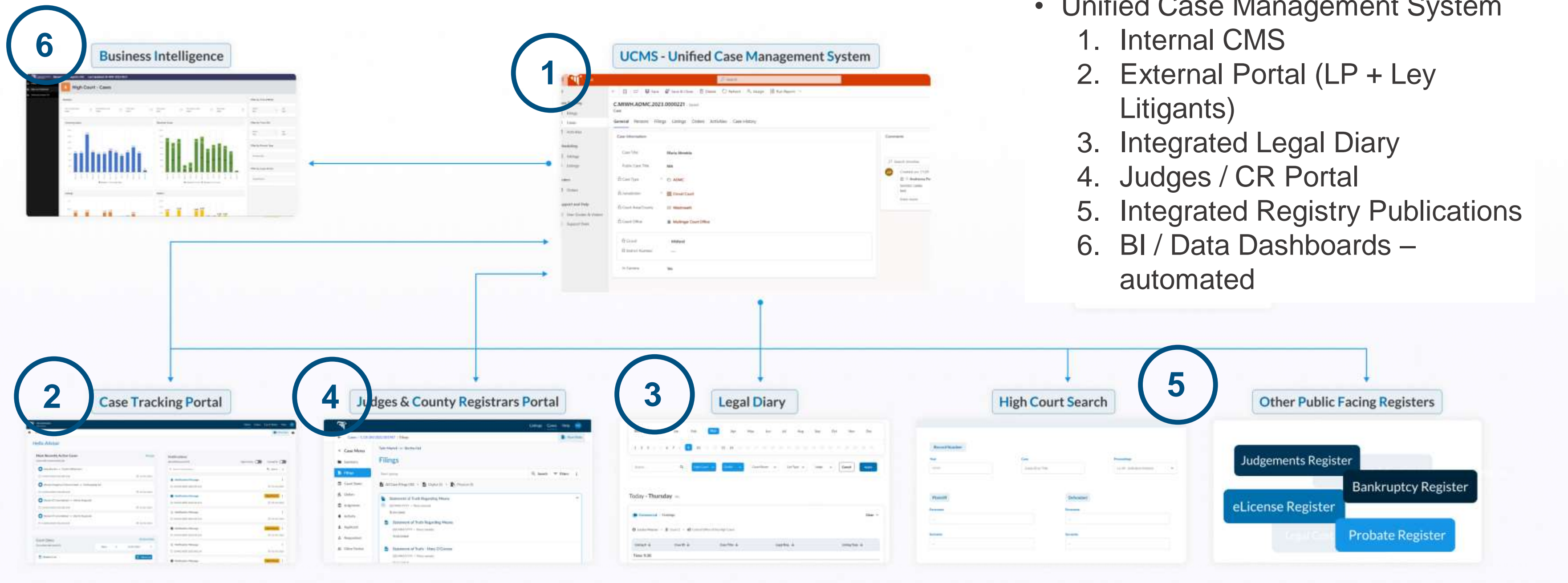
Build from ground up

- Recruitment of talented individuals – contract BAs & Devs
- Direct managed
- In-house understanding
- ICT led and managed change
- Service design / agile methodology

- Vision
 - Consolidated & Coherent Case Management System - **UCMS**
 - Online portal to support Filing, Payments, Scheduling, Tracking, Serving
 - Microsoft Power Platform
 - PowerApps internal CMS
 - Power Pages external Portals
 - Power BI for dashboarding
 - Self 'build' – low code
 - You still need high code!



Digital Coherent and Integrated



- Unified Case Management System
 1. Internal CMS
 2. External Portal (LP + Ley Litigants)
 3. Integrated Legal Diary
 4. Judges / CR Portal
 5. Integrated Registry Publications
 6. BI / Data Dashboards – automated



Digital Progress

- UCMS 1st Go Live
 - Jury System
 - ~200k summons per year
 - Nationwide since SOY
 - QR Codes
 - 45% responses online
 - Internal CMS
 - External Portal
 - BI Dashboards



Digital Progress

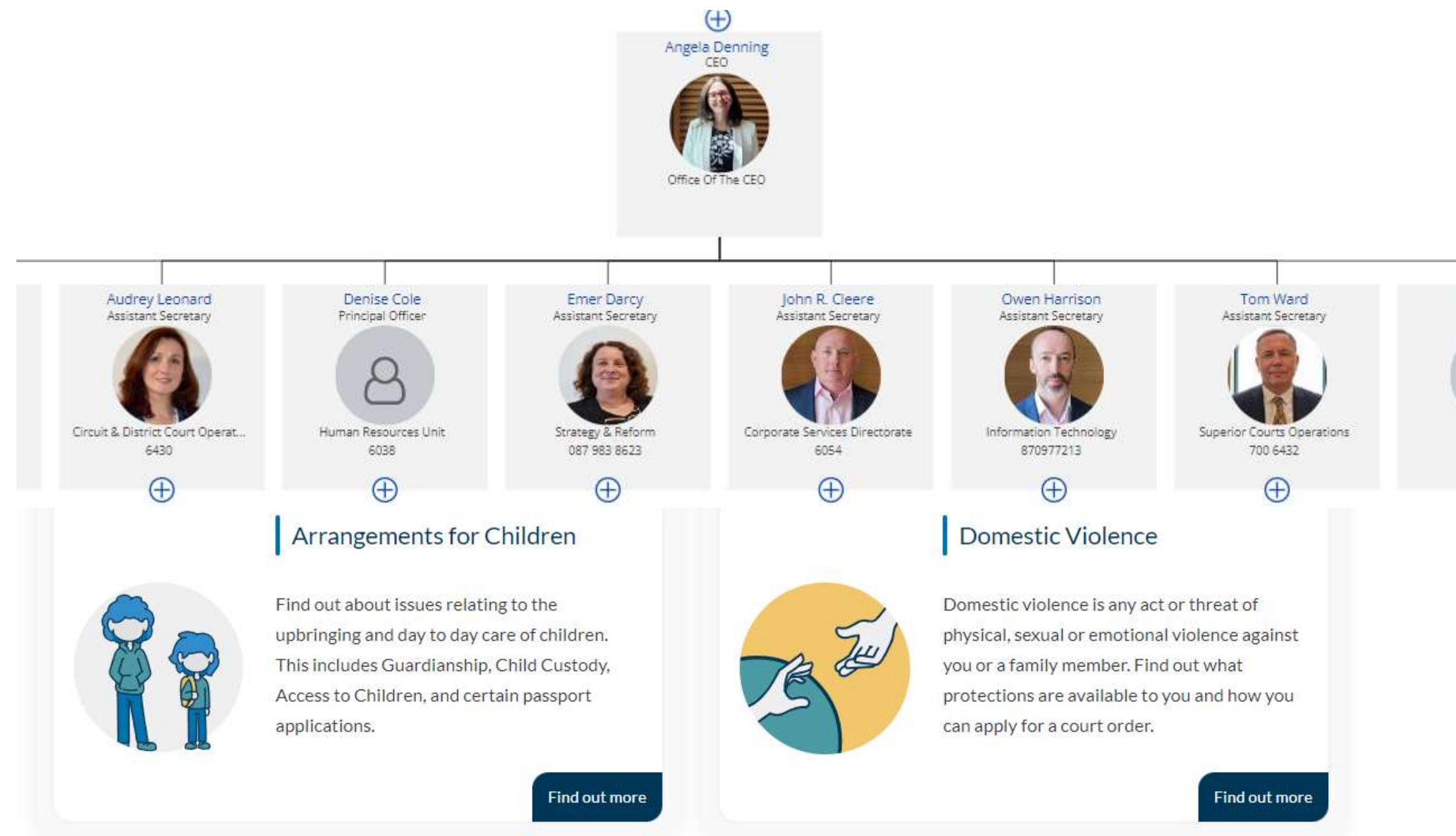
- UCMS 2nd Go Live
 - April 2023
 - ADMC
 - Internal / Staff CMS for now
- UCMS 3rd Go Live
 - High Court Internal CMS
 - October 2023
- UCMS 4th Go Live
 - Circuit Family CMS
 - October 2023
 - Nationwide rollout into 2024
- UCMS External Portal Go Live
 - SOY 2024
 - Debt HC
 - Divorce
 - ADMC

The screenshot displays the UCMS High Court interface. At the top, there is a teal header with the UCMS logo, 'DEV UCMS', and a search bar. Below this is a purple header with the 'High Court' logo and another search bar. A navigation menu on the left includes options like 'Case Tracking', 'Cases', 'Filings', 'Orders', 'Order Search', 'Judgments', 'Activities', 'Scheduling', 'Sittings', 'Listings', and 'Support and Help'. The main content area shows a table of '1. Issued Cases (HC)' with columns for Case Number, Case Title, Proceeding Type, and Filing Category. The table lists 10 cases, each with a checkbox for selection.

Case Number	Case Title	Proceeding Type	Filing Category
<input type="checkbox"/> H.P.2023.0004740		Plenary	Adoption [
<input type="checkbox"/> C.MIWH.ADMC.2023.0000010	Jack Murphy		Part 5: Cap
<input type="checkbox"/> H.CAF.2023.0000092	Van Tassel v Van Dien	Circuit Appeal Family Law	Abprc - Ab
<input type="checkbox"/> H.CAT.2023.0000124	Crane v Van Tassel	Ca-Transfer from Circuit Court	Abprc - Ab
<input type="checkbox"/> H.PIR.2023.0000012	fallon v cole	PIAB Ruling	Medical Ne
<input type="checkbox"/> H.PIR.2023.0000011	ritter v flynn	PIAB Ruling	Medical Ne
<input type="checkbox"/> H.CAT.2023.0000123	Jane v Harper	Ca-Transfer from Circuit Court	Medical Ne
<input type="checkbox"/> H.CLA.2023.0000005	10 v Ritter	Common Law Application	Medical Ne
<input type="checkbox"/> H.CAT.2023.0000122	Shah v Altman	Ca-Transfer from Circuit Court	Appeal Cor
<input type="checkbox"/> H.EXT.2023.0000173	J v Rock	Extradition	European A

Digital Progress

- Advancing point solutions
 - New website - incremental
 - BTS Apps eFOI, eSubmissions, JitBit, Intranet
 - New eRecruit system
 - New GSO LPMS
- Next
 - More UCMS Go Lives (eProbate, DCCMS; CCCMS; DCFL...)
 - Website reform
 - Online portals



Data Transformation

Data Governance

- Data Governance
 - Data Governance Committee
 - Data Maturity Assessment – 2021
 - Data Catalogue – 2022
 - Data Dictionary – 2022 – 2023 Q4
 - Policies and Procedures – 2022 & 2023
 - Data Sharing Catalogue – Q2 2023
 - Data Retention Schedule – Q2 2023
 - Data Retention Pilot – Q2 & Q3 2023
 - Records Management Policy – Coming



Manual Sharing

Automatic
Manual

Metrics

re required level

- Excel (8)
- Cheque (2)
- Json (1)

ed. 6 DPIAs.

20231006 - Mark W and G Lyons compared th
to the Q1 Excel report that is provided to
aoiseach's office 20231009 Verified with Fio
DR

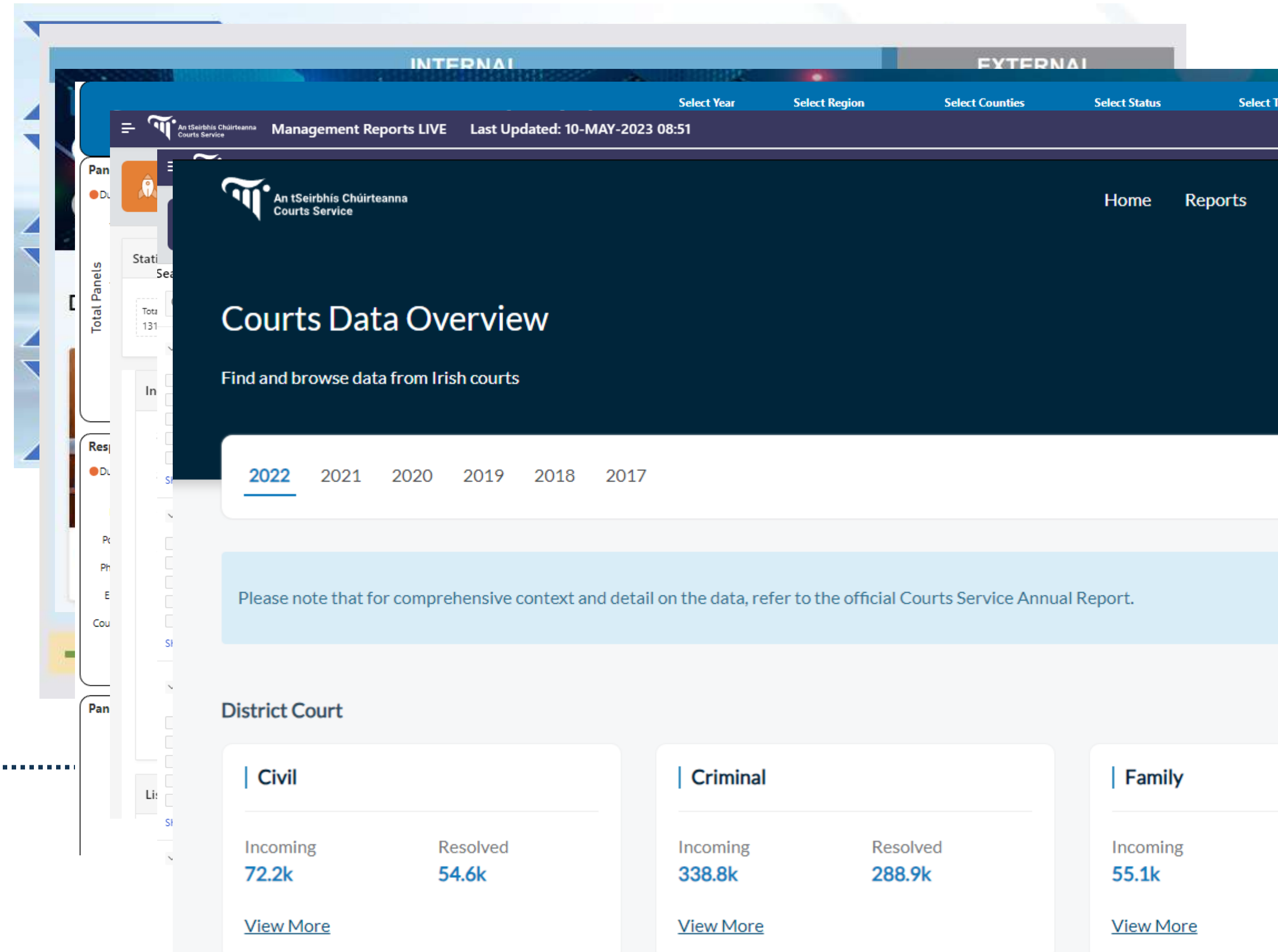
Automated
False

Modified on
10/10/2023

Data Transformation

Data Engineering

- Data Engineering
 - Extraction of data from existing system
 - New Data Architecture in place
 - Incrementally move to Power BI
 - Data Sharing projects
- Business Intelligence Service
 - Dashboards and Reports
 - Jury Dashboard
 - HC Central Office Dashboard
 - District Court Sentencing
 - Lots more reports
 - Open Data Portal - coming



Digital Transformation

The Courts Service

Thank You



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