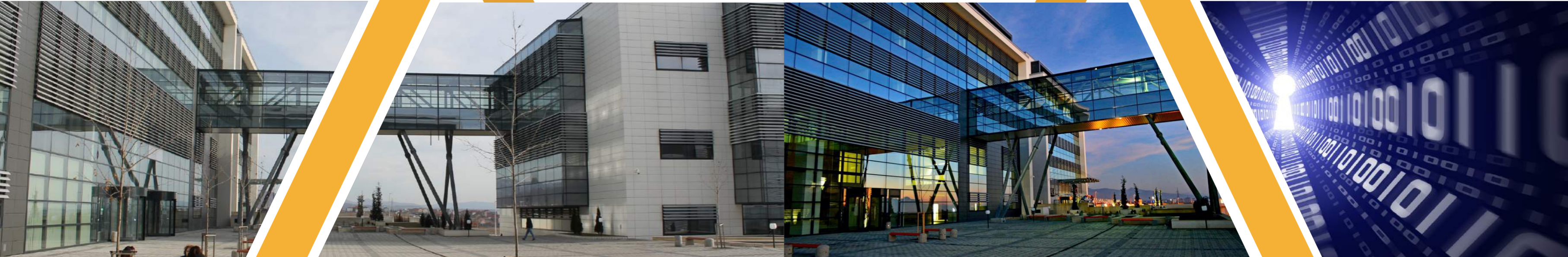NORWEGIAN MINISTRY
OF FOREIGN AFFAIRS

Kosovo Prosecutorial Council   Kosovo Judicial Council

CMIS

Case Management Information System

IMG
International Management Group

IMPLEMENTING PARTNER

Tel: 038 200 17 437

www.gjyqesori-rks.org
www.kpk-rks.org

Luan Haradinaj
No, 133, Prishtinë

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Introduction

MoU Signing Ceremony

Kosovo Judicial Council (KJC) and Kosovo Prosecutorial Council (GCC) are undertaking a comprehensive reform in the judicial system in Kosovo, including the introduction of Information Technology (ICT) and Case Management Information System (CMIS). The main objective of the introduction of CMIS is to increase the efficiency and transparency of the courts and prosecution offices of the Republic of Kosovo.

ICT/CMIS Project is a joint project of the KJC and KPC in the development and implementation of CMIS in Kosovo judiciary. In accordance with the ICT Strategy 2012-2017 and the Memorandum of Understanding signed between the Kosovo Judicial Council (KJC), Kosovo Prosecutorial Council (KPC), Ministry of Justice (MoJ) and Norwegian Embassy in Kosovo, on September 2013, the project has started implementation from January 2014 with the financial support of the Norwegian Ministry of Foreign Affairs.

Based on the requirements of the ICT strategy, the project will follow the implementation of these eight pillars:

· Establishing an Adequate Legal and Regulatory Framework
· Building an Appropriate Hardware infrastructure
· Selection and Operationalization of Adequate Software Platforms and Systems
· Implementation of High Security Levels in ICT
· Establishment, Development and Implementation of Methodologies
· Establishment of Adequate Human Resources
· Improving the Management of Statistics and Resources

On the main phase of CMIS Project, it is aimed to substitute the manual work in courts and prosecutions with the electronic systems, which would enable the electronic processing and management of cases in courts/prosecution. This would create better work conditions that would be in accordance with current requirements and developments in the technology field and society in general. Case Management System will enable increase of efficiency in the courts and prosecution, increasing transparency and accountability, and that also are legal obligations. This will be achievable through proactive management courts and prosecution offices based on accurate data in real time, which will be available through the system.

To achieve these objectives, the case management system should be developed and put to use properly.

The general objectives that are foreseen for this phase of the project are:

. · Transformation of the courts and prosecution in e-court and e-prosecution,
· Proactive management of court / prosecution based on statistical data in real time and accurate reports,
· Provision of online services to citizens,
· Building the capacities of IT staff in the administration of the system,
· Regional cooperation with other judicial systems in the field of ICT in the region and at international level.

For better implementation of the project, the ICT/CMIS project is divided into two phases; Preparatory phase with a duration of 18 months, and Main Phase, which lasts 36 months, the latter conditional on the successful implementation of the preparatory phase.

The first phase of the project – Preparatory phase ended on 31st of June 2015. During the preparatory phase, the objectives that were planned in the project proposal and work plan are achieved. The main achievement of this phase is the preparation of functional requirements for the case management information system for courts and prosecution. Based on the results achieved in the preparatory phase the grant agreement for the main phase has been approved and signed.
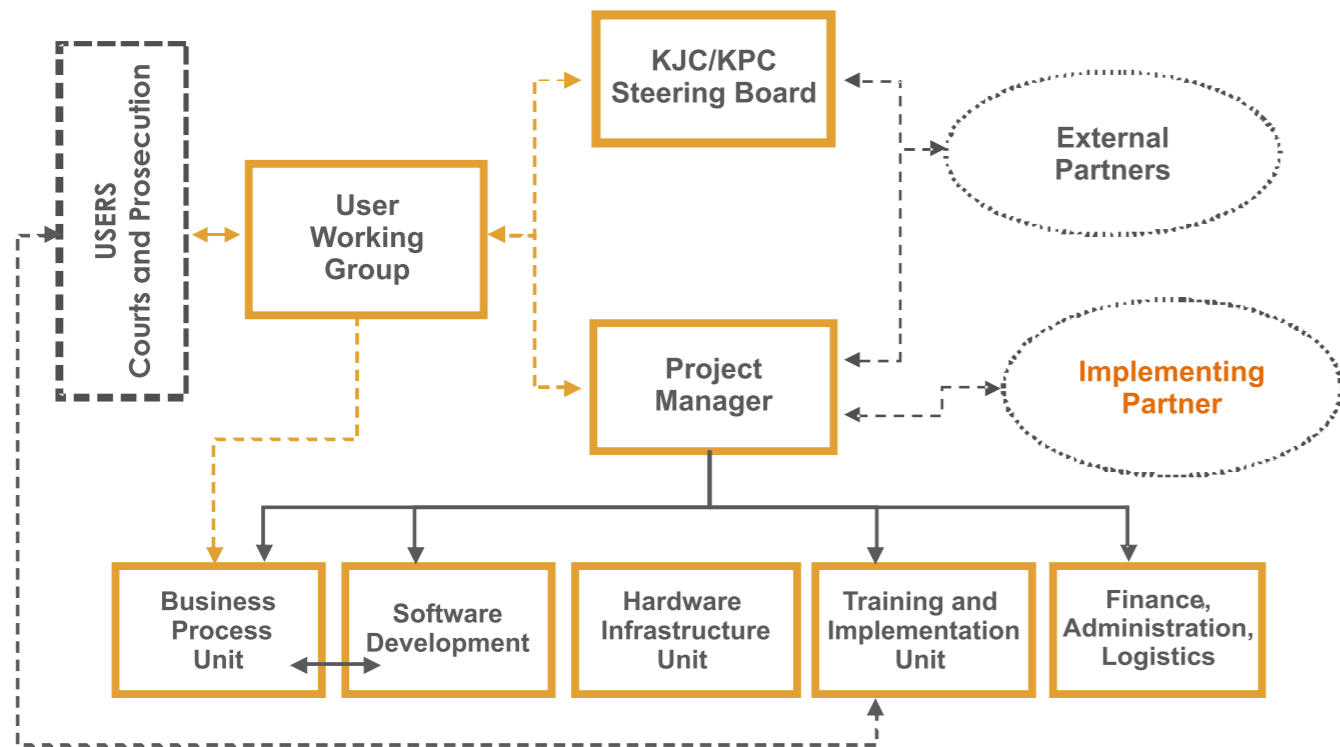
Main phase- started on 1st of July 2015 and will last three years, until the 31st of June 2018.

The main activities that will accompany the main phase of the project are:

· Preparation of adequate legal and regulatory framework to put to use the system,
· Development of software for courts and prosecution.
· Implementation, capacity building and training of system user and rollout of the system in courts and prosecution,
· Preparation of hardware infrastructure, data centre and computer network of courts and prosecution offices and supply with computers,
· Building human capacities in ICT departments in KJC and KPC to maintain the system and to provide support for users of the system.

ICT/CMIS Project Organizational Chart

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ICT/CMIS Project Steering Board

Nehat Idrizi
Chairman of KJC
Chairman of Steering Board

Blerim Isufaj
Chairman of KPC
Deputy Chairman of Steering Board

Dear all,

The judicial system has a duty to ensure the rule of law in our country, ensuring justice and equal access for all. To realize these tasks, we are obliged to implement a series of reforms, among which the development and implementation of ICT systems occupies one of the main places.

The objectives we have set ourselves to work to increase efficiency, transparency, and accountability are possible only through the digitization of the courts and prosecution offices, that we intend to achieve through the implementation of CMIS Project.

ICT/CMIS project is a joint project of the Judicial Council and Kosovo Prosecutorial Council, for which we are responsible for project implementation and achievement of objectives and results.Implementation of the project is being funded by the Norwegian Ministry of Foreign Affairs, and for this we are grateful, and we are grateful for the support they are giving to the Kosovo judiciary through CMIS project and other projects.
For successful implementation of the project, the Kosovo Judicial Council and Kosovo Prosecutorial Council have taken all the necessary steps so far to ensure the best possible conditions for the implementation of the project.
All employees in the judicial and prosecutorial system are involved in various forms and activities in the development and implementation of the project, therefore it requires the cooperation and responsibility at the highest level by all of us; judges, prosecutors and administrative staff, in order to ensure that the project is properly implemented on time.
The ICT/CMIS Project Steering Board, through the KJC and KPC will provide financial support to ensure the sustainability of the project after completion of the donation. It will also addressed in time the preparation of the legal and regulatory framework, so that the implementation of CMIS in courts and prosecution has the legal and regulatory basis.

Our goal is to create better work conditions in courts and prosecution, that with the services they offer to be closer to the citizens and that anyone who addresses the court has proper treatment according to law and have access to appropriate services.
The publication of this brochure aims to provide information about the ICT/CMIS project for all those who wish to get familiar with the project and also provide contact information for the project.

With respect.

Project Steering Board consists of 7 members, of which, three are members of the KJC, two members of the KPC, a member from the Ministry of Justice and a representative from Norwegian Court Administration. Board members are appointed as per duties:

1. Chairman of KJC,
2. Chairman of KPC,
3. Chairman ofUWG,
4. Director of KJCS,
5. Director of KPCS,
6. Secretary of the MoJ or the Director of the Department, and
7. Representative from the NCA.

Ministry of Justice of the Republic of Kosovo and the Norwegian Court Administration have an advisory role in SB, and therefore its members are not entitled to vote, while EULEX has an observer role.

The role of the Steering Board is:

· Review on a regular basis the progress achieved, monitor and supervise the implementation of the ICT/CMS project in the courts and prosecution,

· To discuss on work reports of the project, financial reports, among others; review the work plan and directly supervises the work of the project manager,

· Issue decisions, instructions and other acts necessary to support the Implementing Partner and UWG on the project implementation,

· To determine the number of UWG members, as necessary and as per the development phases of the Project.

· To review and initially approve the project reports prepared for the donor.

Vaton Durguti
President of the Basic Court in Gjakova
Chairman of the UWG.

Message,

The rapid development of society and the widespread use of technology in many areas of our lives, made the implementation of the ICT in courts and prosecutor necessary. CMIS project, funded by the Norwegian Ministry of Foreign Affairs, is a good opportunity for us to finally modernize courts and prosecution of our country.

Fulfilment of legal obligations that we have, for an effective system of the rule of law and to ensure accountability and transparency at work, CMIS is a very important tool and essential in our work. To ensure the involvement of the courts and prosecution staff in the process of development of CMIS and ensure ownership of the system, KJC and KPC have created the User Working Group (UWG).Main role of the UWG is to ensure that the development of CMIS is in line with the needs of courts and prosecution and that it will be at the service of improving working conditions, eliminate the multiple processes, reduces time for resolving the cases and increase efficiency.

Development of a good and appropriate system for the courts and prosecution is very important and requires the commitment of all employees, for which we expect commitment of all. User Working Group will be responsible and highly committed to perform all duties and tasks assigned, so that CMIS is developed and implemented according to plan.

With respect.

User Working Group consists of 16 members, ten members are from the courts while 6 are from prosecution. GPP members are appointed by the KJC and KPC.

UWG role is assigned by the decision of the Steering Board of the ICT/CMIS Project, and is as follows:

· Makes recommendations to the KJC and KPC to initiate amendments of laws or regulations which can be an obstacle for the functionalisation of the case management system,

· Members of the UWG are in constant communication with courts and prosecution offices of Kosovo to inform them and receive their comments and suggestions for the development process of CMIS,

· Provides advice during the designing and development of the Case Management System in courts and prosecution offices and ensures that requests from courts/prosecution are taken into consideration,

· Ensures that the system is developed and put into use in courts and prosecution in the best way possible. Only with the approval of the UWG, CMIS software will be tested and implemented,

· Participate actively in the preparation and approval of training materials, curricula and training methodologies and implementation of CMIS in courts and prosecution,

· Recommends to the KJC and KPC to issue decisions, administrative instructions or regulations that will support the operation of the system of case management in courts and prosecution;

Human Resources in the Project

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Photo of Projects Activity

In the implementation of CMIS Project are engaged about 35 employees from the KJC/KPC, courts and prosecution offices and the staff employed by the CMIS project, which under the leadership of project manager function as a joint unit.

KJC Staff:IT Office 6 employed and 8 Regional IT Officers,

KPC Staff: IT Office 4 employed and 7 Regional IT Officers,

Staff employed by the project: 10 employed,

Total 35 employed

During the training phase and rollout of the CMIS up to 8 training teams will be engaged at different stages. Each team will have a team leader/trainer and three trainers, with a total of 32 trainers.

CMIS Development for Courts

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CMIS Development for Prosecution

Development of CMIS for courts has begun in May 2016 and will end in January 2018. The development of CMIS is divided into eight (8) Milestones, reflecting the modules required for the types of cases that need to be developed.
Below is presented the development plan for the CMIS for courts along with functions that will be developed:

Milestone 1: Preparation of Detailed Architectural Design of the System.
Milestone 2: The first version of the software, preparation of prototype of the software for the criminal field.
Milestone 3: CMIS developed for the general cases.
Milestone 4: CMIS developed for Criminal Cases (Serious Crimes and Juveniles).
Milestone 5: CMIS Developed for the cases of: Contested, Commercial, Administrative fields and for administrative services of courts.
Milestone 6: CMIS developed for Uncontested Types Cases
Milestone 7: CMIS developed for Enforcement Cases and Execution of Criminal Cases.
Milestone 8: CMIS developed for Minor Offences.

Based on the work plan of the ICT/CMIS project, the development of CMIS for prosecution will commence during February 2017 and will end in June 2018.
Below is presented the development plan for CMIS for prosecution along with functions that will be developed, and they are as follows:

Milestone 1: Preparation of Detailed Architectural Design of the System,
Milestone 2: The first version of the software, preparation of prototype of the software,
Milestone 3: CMIS developed for Criminal Cases for Adults,
Milestone 4 CMIS for Juveniles, Unidentified Perpetrator, Various.

Building the Data Centre

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Upgrading WAN/LAN Networks

Data Centre for KJC and KPC been planned to be built at the Palace of Justice, object A, in surface of 150 m2, by contemporary standards for server rooms and would allow all online services to be accessible to the staff of the system justice.

The construction works for the Data Centre will begin in early January 2017 and are expected to be completed in August 2017 when it is expected for the new Data Centre to be launched.

Construction of the new Data Centre is necessary for successful implementation of the project for the digitization of courts and prosecution offices.

Preparation of ICT hardware structure for the implementation of CMIS in courts and prosecution also requires investment in upgrading of WAN/LAN computer networks.
Alongside existing network equipment, new network equipment will be purchased and installed, through which it will be possible to create; primary network, which will be in regular use, and the secondary backup network that will operate on the cases when the primary network is out of use.

Also it will be invested and measures will be taken to increase the security in the systems and networks for secure internal network and ensure the integrity of information and systems.

Supply With Computers

Training, Gaining Skills for using CMIS and its roll out in Courts and Prosecution

In order to prepare the hardware infrastructure, the supply of CMIS users with adequate computers is also needed. The supply with computers will be carried as per the prepared plan by the ICT/CMIS Project during the preparatory phase of the project"HW Analysis and HW Purchase Plan for the Main Phase".
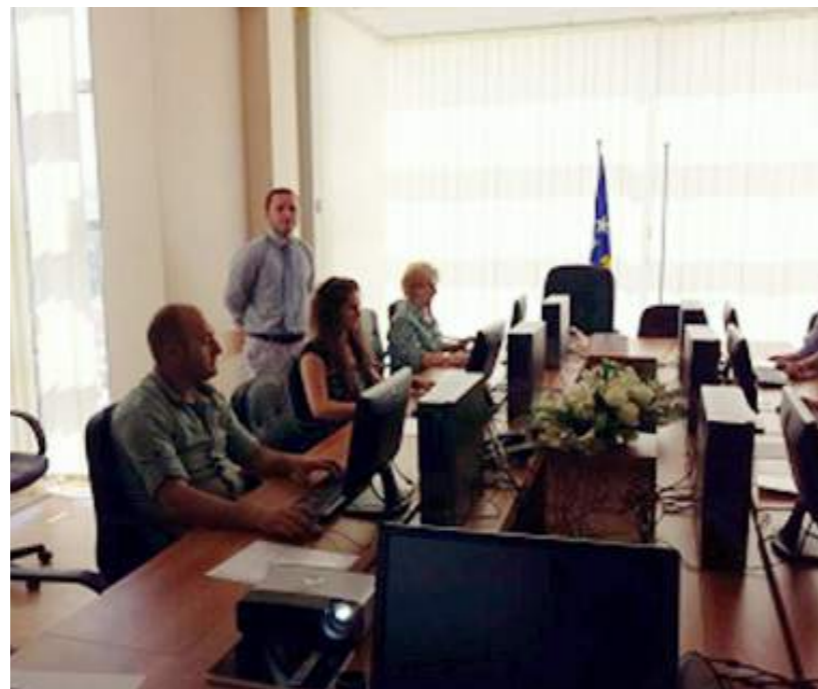
The needs for supply with computers and the supply plan for courts and prosecution for the next three years are presented below, and it includes the replacement of old computers, that are in use for more than five years.

In courts, the number of computers that need to be in disposal is 1466 computers,

- During 2017, the supply with about 550 computers will be done,
- During 2018, are planned 195 computers,
- During 2019, are planned 137 computers.

In prosecutions, the number of computers that need to be in disposal is 376computers,

- During 2017, the supply with about 215computers will be done,
- During 2018, are planned 91computers,
- During 2019, are planned70 computers

One of the most important activities in the framework of the CMIS Project is the process of training users to use the system and to implement it in court and the prosecution, therefore it requires commitment and cooperation of all.

Through the plan that the project has developed, it expanded the concept of trainings for CMIS users into GAINING SKILLS TO USE CMIS AND ITS ROLLOUT. This means that besides the gaining skills to use the system, it will be rolled out and used in courts and prosecution, which also is the objective of the ICT/CMIS Project.

For this method of building the capacities of the staff on using and functionalizing the system to be implemented, it is needed that:

· Trainings will be held in work places in court and prosecution,
· Training will be individual for each employee and in phases depending on the role and duties that they have,
· Implementation of the plan as per the CMIS development phases – as per the respective fields: General Criminal, Criminal Serious Crimes, Criminal for Juveniles, Civil, etc.,
· Training and gaining skills for using the system will be done with real work cases.
· Duration of the trainings is not limited.

Number of staff that will be involved in the process of trainings and gaining skills to use the CMIS is about 1996, 1357 of them are in courts and 539 in prosecution. The User Working Group has a decisive role in implementation of the plan for training, gaining skills and rollout of CMIS, and it will have their active role in the monitoring and evaluation process. Evaluation of the achieved results will be done only through the level of implementation system in processing cases and removing the manual work from the usage.

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Per Strand Sjaastad
Ambassador, Royal Norwegian Embassy in Prishtina

The ICT/CMIS Project is funded by the Royal Government of Norway, Norwegian Ministry of Foreign Affairs. The founds alocated for the period January 2014 until June 2018 are up to 6.7 milion EURO.

Message of the Ambassador

The establishing of the Case Management Information System (CMIS) is an important step towards improved efficiency, accountability and transparency of the Kosovo Judiciary and the Prosecution Service. Much progress has been made in Kosovo over the recent years within the justice sector, but there is still room for improvement and reform on the way to European standards.

The Norwegian Government is committed to further support the strengthening of rule of law in Kosovo. The commitment of the Kosovo Government to this end is very important. This is to the great benefit of Kosovo society at large; ordinary citizens, institutions as well as private enterprises and the business climate. Fair and predictable management and enforcement of laws, rules and regulation is a cornerstone in any society.
I am confident that Kosovo will reach its high aspirations in this regard.

With respect.

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