



REPUBLIC OF SLOVENIA
COURT OF AUDIT

AUDIT REPORT

Providing information support to the operation of courts

Performance audit

Audit period: 1 January 2016 to 31 December 2018



IT support to the operation of courts

COURTS IN SLOVENIA



60

courts of general jurisdiction



6

specialised courts



85

locations



871,000

new cases per year
(average 2016-2018)



20+

IT solutions



3

web portals



4,200

internal users



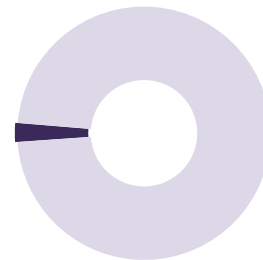
130,000+

registered
external users

Supreme Court of the Republic of Slovenia provides courts with IT solutions, technological infrastructure and support to users.

COST OF IT SUPPORT in the period 2016-2018

Total budget expenditure in the field of courts in 3 years amounted to **€ 490 million**, of which just under **€ 11.9 million** respectively **2.4%** represented IT support costs.



How did Supreme Court approach computerisation of courts?

LONG-TERM PLANNING of IT support



Supreme Court followed a **long-term strategy** and **gradually supported key aspects of the courts' operation.**



The strategy focused on the **highest level of support for comprehensive and repeatable tasks**, such as land registry and enforcement procedures. The Supreme Court enabled those tasks to be performed also as **online services**.



Supreme Court provided IT support also to several aspects of **administrative management of courts**, such as business reporting as well as printing and mail handling centralisation.



Some fields, among others civil proceedings, labour, social and administrative disputes, criminal proceedings, and minor offence proceedings, are still based on physical documentation..

UNIFORM APPROACH to IT support development



Considered were the principles of **uniform development environment** and the use of **open solutions** and **standard formats**.



In general, courts use **interoperable** IT solutions, important components **are applied to several solutions**, while documents are handled with **the free-of-charge open-source office suite OpenOffice**.

ONLINE SERVICES of courts



Notaries, lawyers, insolvency administrators and others may initiate and manage **judicial matters online**.

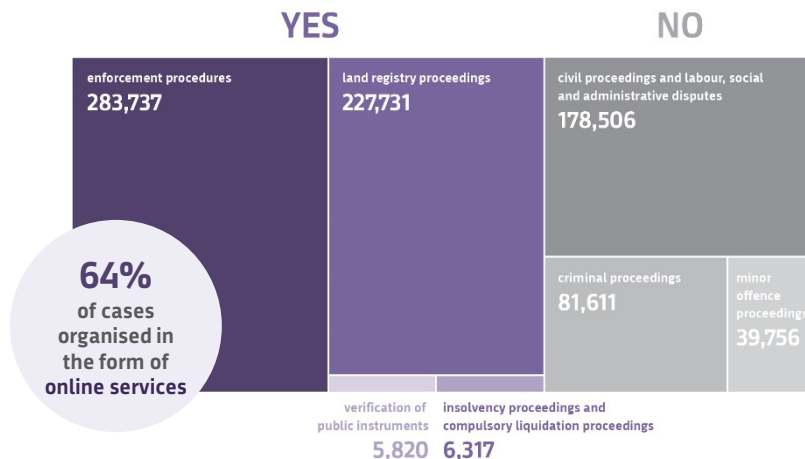


Courts handle cases at **high automation level**.



Courts use **centralised postal services** including **electronic delivery**.

Online services per fields of work (average)



Did Supreme Court efficiently support operation of courts?



- ✓ Courts were provided **uniform IT support**.
- ✓ The fields with the widest scope of matters were highly **automated**.
- ✓ Supreme Court provided IT support to several important aspects of **administrative management of courts**.
Setting up the system **of online services** enabled the expert and the lay public facilitation of certain judicial proceedings; web portals of the Supreme Court made **access** to land registry data, case law and other information easier.
- ✓ In the period 2019-2018, the Supreme Court used adequately framed procedures of **acquiring, developing, introducing and upgrading** IT solutions and technological infrastructure required for their functioning.

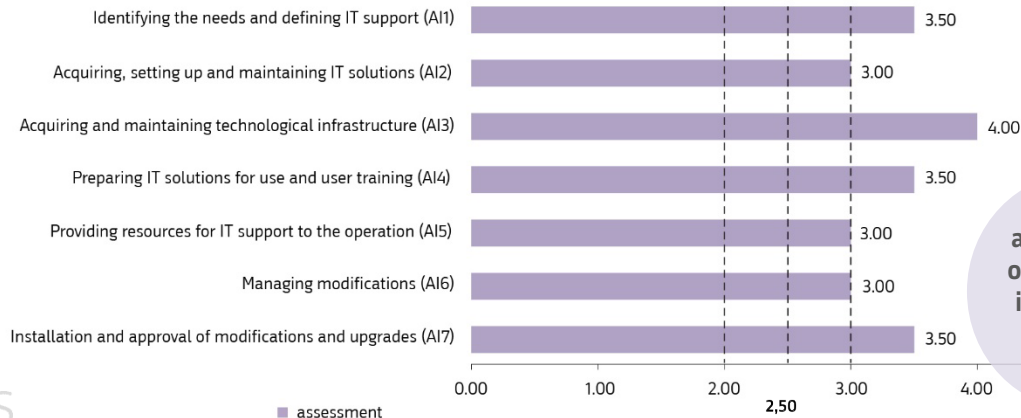
- Some fields of the courts' operation were still based on the use of **physical documentation**, had no **internal controls** established and were not fully IT-supported.
- Supreme Court failed to adequately support the field of **court fees**.
- Public procurement of one IT solution of the Supreme Court **deviated** from the established good practice.

OPINION OF THE COURT OF AUDIT



Supreme Court was efficient in providing IT support to the operation of courts.

Assessment on the basis of proper use of the **Acquire and Implement** COBIT 4.1 **domain**, a good practice framework for IT management.



Average assessment of processes in line with COBIT is **3.36**

Some of the recommendations



Supreme Court should examine the **bases** defining IT support to the operation of courts and propose modifications, if necessary.



Supreme Court should improve insufficiently designed **internal controls**.



Supreme Court should examine the possibilities for improving **e-Sodstvo** portal user experience