

Court Digital Transformation Strategy 2019-23



Ministry of
Attorney General



Acknowledgements

■ It was important that this five year court digital transformation strategy reflected the perspectives of justice system users and participants. And we made sure to engage over tens of dozens of them. We would like to extend a special thank you to everyone who provided input into developing this court digital strategy and roadmap. This included significant consultation with the three levels of the judiciary, legal professionals, government agencies, law enforcement, Indigenous representatives, self-represented litigants, transcription services, industry and technology partners and ministry staff so that the strategy could reflect the needs and insights of all court users and justice sector partners.



Table of Contents

- Acknowledgements2
- Foreword4
- Impact of the Digital Revolution5
- Our Strategic Context8
- Court User Perspectives9
- Required Digital Strategic Shifts11
- Strategic Priorities12
- Realities and Expectations13
- Future State14
- Getting There: Roadmap to Success17
- Appendix I: Overview of the Court Digital Transformation Road Map21
- Appendix II: First 24 Months Court Digital Transformation Roadmap 22
- Appendix III: Glossary of Terms for Select Roadmap Actions 23

**A modern,
accessible, and
efficient court
system requires
the use of
technology.**

Foreword

Foreword From The Attorney General

This Court Digital Transformation Strategy is an important part of government's commitment to improving access to justice for British Columbians. It provides a clear roadmap to improving services and accessibility for our citizens and promoting innovation and technology to meet the needs of the judiciary. It is a major undertaking to develop a strategy that will serve the many stakeholders in the B.C. court system including the public, the legal profession, judges, police, Indigenous people, and court services staff. I thank the ministry staff who have collaborated with our partners to identify key priorities and develop this comprehensive guide to transforming our digital services. By harnessing the power of technology we will meet public expectations for service excellence and make life better for British Columbians.

■ The Honourable David Eby, QC
Attorney General, British Columbia

Message From The Chiefs of Courts

We are engaged in a process towards a digitally enabled, enhanced, and supported system where court and judicial services are available to all citizens of British Columbia. We support the increased use of technology inside and outside of the courtroom to enhance our ability to fulfil our obligation to be neutral and impartial arbiters of disputes and to support and enhance respect for the rule of law. We are committed to using digital solutions in a responsible manner to improve access to justice and to support the effective administration of justice in British Columbia.

■ The Honourable Chief Justice Robert J. Bauman
British Columbia Court of Appeal

■ The Honourable Chief Justice Christopher E. Hinkson
Supreme Court of British Columbia

■ The Honourable Chief Judge Melissa Gillespie
Provincial Court of British Columbia



Impact of the Digital Revolution

■ The pace of digital transformation is accelerating across the globe. Technology is everywhere in daily lives. People access services and information and work online every day. They expect and demand the same convenience and ease of service from government services and the courts. Unfortunately, the justice system, including the court system, has not kept up to the pace of technological change.

As the British Columbia justice system embraces a shift to digitized justice services, it builds on the successful early results of technology enhancements, expertise of justice partners and the support of the judiciary to deliver user-centred digital services that are faster, easier to navigate and affordable.



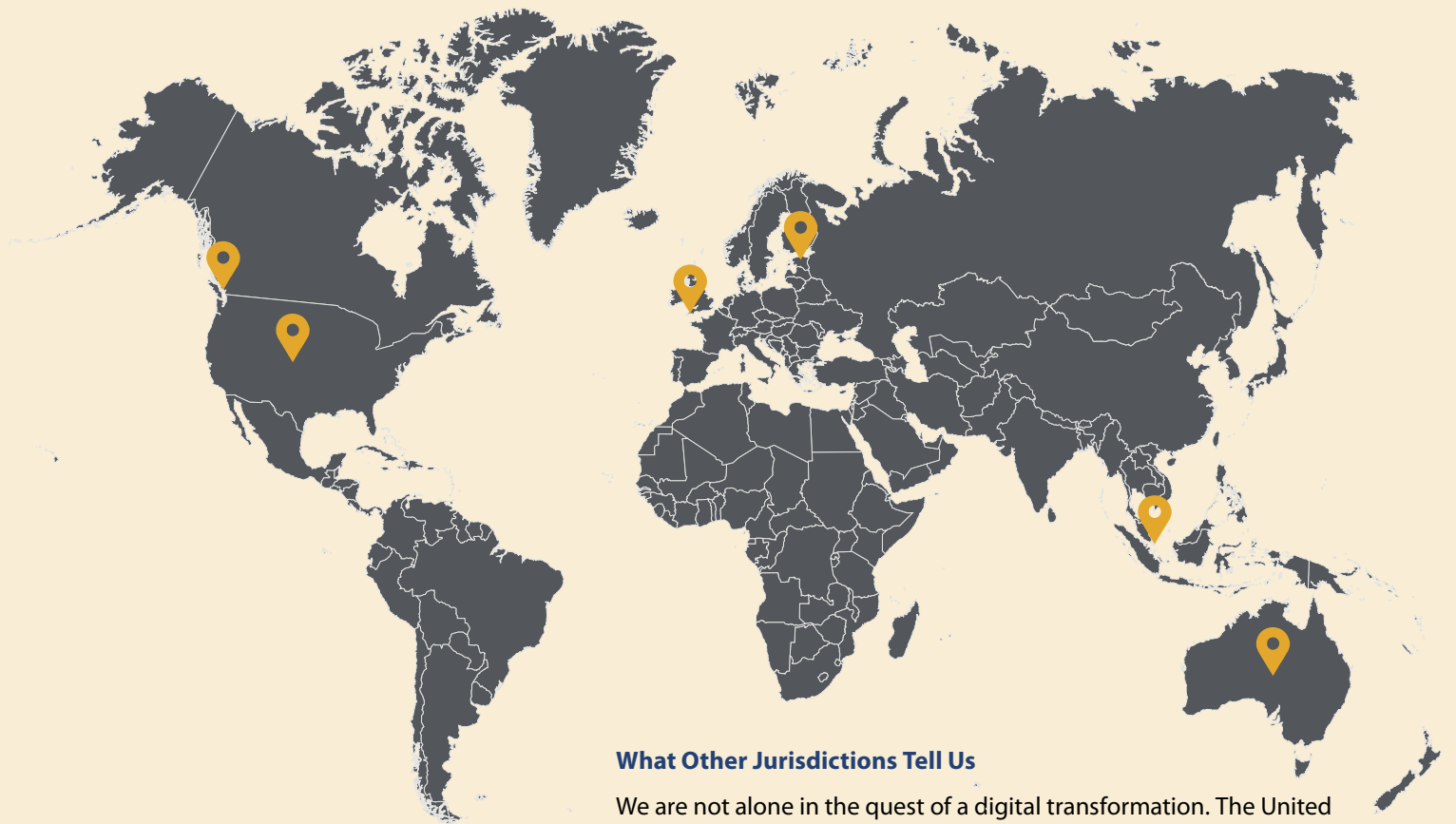
Defining Digital

'Digital' means using online technologies to improve services to users. It's about using data, connectivity and computing to transform the way services are delivered to the public. Being 'digital' is not about losing human touch or the necessary face-to-face interactions. It's more about automating where appropriate in a way that enriches the experience of citizens or residents in the justice system. Digitalization is not an end goal, but a critical enabler to access services in a cost-effective way.

This results in all justice system participants benefiting from:

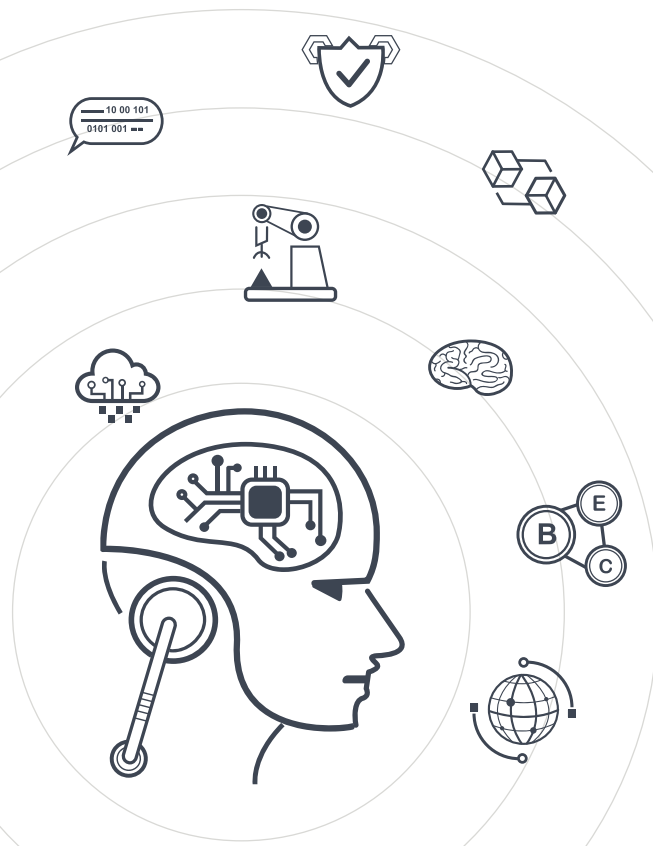
- 1** INTUITIVE, easy to use services that are tailored to meet needs
- 2** CONVENIENCE OF INTERACTING seamlessly with the court system in a paperless environment, from start to finish, anytime, anyhow, anywhere on any device
- 3** ABILITY TO TELL IT ONCE – to give or request information once, as the relevant data or request will be shared with the right agencies at the right time
- 4** ASSURANCE that data is safe and secure

**Being 'digital' is not about losing human touch...
It's more about automating where appropriate
in a way that enriches the experience of citizens
or residents in the justice system.**



What Other Jurisdictions Tell Us

We are not alone in the quest of a digital transformation. The United Kingdom, Estonia, Singapore, Australia, Ontario, Alberta, City of Vancouver and numerous American states are among many others embarking on the digital transformation of public, government and justice services. We can learn from them, share experiences with them and help pave the way to sustained success.



Emerging Technologies

Emerging technologies, growing amounts of data and smarter ways of getting insights change the way people, organizations, courts and governments interact. Rapid technological advances such as Big Data, Internet of Things, Blockchain, Cloud Computing, Artificial Intelligence and 5G – the more advanced cellular network technology that promises to be faster and more robust than WiFi in enhanced mobile broadband connectivity and speed - can transform public services for the better.

For instance, 5G changes what is possible for fully connected courthouses and enables court services to be redesigned in entirely new connected ways such as self-service access to court files, court records and court services. Further, Artificial Intelligence enables personalized smart services or enhanced data analytics, while Blockchain technologies make it possible for evidence management or identity verification.

New technologies handle and analyze large amounts of data improve decision making and enable new services for storage and disclosure of information.

Our Strategic Context

The justice system is complex with a diverse legal community, and a judiciary that is independent from other branches of government. Crown and policing independence are also important tenets of the justice system. With more than 800,000 criminal and civil appearances held every year and 1.25 million documents processed annually, innovation and technology need to be collaborative, efficient, affordable and sustainable with diverse justice sector partners.

The realities of resource constraints, changing demographics, and in some cases an aging workforce bolster the need for rapid innovation. Additionally, the growing expectations of younger generations for many digital technology options in their personal and work lives, as well as when accessing government and justice services, requires digital adoption to meet those needs. Further, the successful delivery of the court digital transformation is subject to funding and available resources in an ever evolving fiscal environment.

The justice system must consider significant factors in adopting digital technologies.

Shifting Public Expectations

Citizens want services and accessibility options anytime, from any device. Confidence in public institutions shifts with the perception of how available services compare to the rest of daily life. Broadly available technology makes self-serve digital services more convenient, efficient, easier and accessible to the general public than traditional in-person services.

Government and Judiciary Priorities

The Ministry of Attorney General goals of 'Fairness', 'Protecting People', 'Sustainability' and 'Maintaining Public Confidence' and the commitment of the courts to enhance access to justice and excellence in the delivery of justice are key to a court digital transformation, and the commitment of the courts to enhance access to justice and excellence in the delivery of justice. This means ensuring the public has ease of access to affordable, timely services. The Justice and Public Safety sector, including the judiciary, are committed to promoting innovation and technology to support these tenets. This means embracing digital solutions to transform the delivery of services to reduce court wait times, increase access to justice and create an efficient and sustainable justice system.

Policy, Legislation, Rules and Decisions

The justice system has new obligations for timely criminal trials set forth in Supreme Court of Canada in R. v. Jordan (2016), as well as pressures to ensure disclosure is provided quickly to reduce delay and the risk of matters being stayed by the court. All levels of the judiciary play a key role in enabling timely access to justice by reducing trial timelines through effective use of technology. This also means considering barriers and enablers from a policy, legislation and rules perspective.

New Relationships with Indigenous People

The justice sector recognizes the need to foster relationships, engage with and continue reconciliation with Indigenous peoples and work to reduce the overrepresentation of Indigenous peoples in the justice system. The impacts of the unique socio-economic challenges faced by Indigenous people and the unique diversity of Indigenous communities in BC are also recognized. Courts' administration must work with diverse Indigenous groups to create a system that supports culturally appropriate interactions with appropriate values and principles as identified by Indigenous communities and leaders, and a justice system that is accessible to Indigenous groups, including those in remote, unconnected communities.

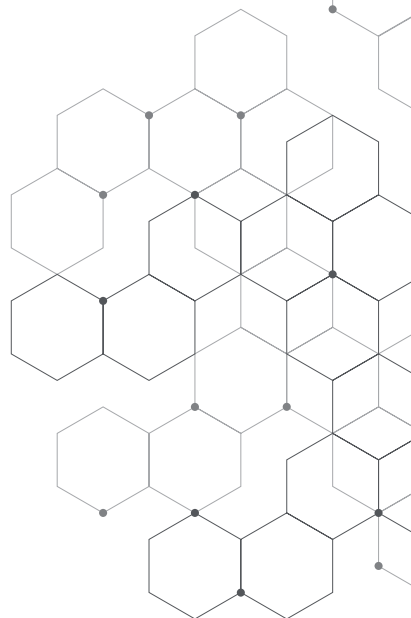
Emerging Digital Economy

There is an urgency to address the barriers and challenges to access justice leveraging digital economy to be more affordable and cost-effective. The existing legal system can be costly, complex and unresponsive to diverse justice system users and participants. Legal cost is a recognized problem, and there are opportunities for the court system to leverage technology to be more efficient. As well, there is opportunity to support emerging technological innovation that is effective, efficient and secure.

Court User Perspectives

While knowledge of the court system and court interactions varies considerably across court user or participant groups, common opportunities for improving the court experience exist. These experiences range from the need for enhanced service delivery through digital forms, self-service options and the ability to access digital court files up to and including the ability to view court matters and schedules online. Also, users can digitally appear remotely using videoconferencing and enjoy connectivity to online services or internet in the courthouse.

The success of transformation is buoyed by understanding the perspectives, needs and challenges faced by all court users and citizens. In this case the diverse perspectives or needs of some key court users, outlined below, illustrates perspectives and needs in their own words and voices.



A Lawyer Perspective

I dream of the day when...

I can see the court schedule online, it's updated throughout the day so I know when/where I need to appear.

With full connectivity in the courthouse I can be productive while waiting.

I can submit all court documents digitally from my office, which saves time and money.

I can appear for administrative matters via videoconference, or remotely from my office, which saves time and money.

Self-serve digital access to court recordings and digital transcripts saves significant time and costs.

The queuing system in court makes the most of my time.

There is greater ability to analyze and understand data trends.



A Judge Perspective

I cannot wait for the day when...

I have access to information in one place, available at the click of a button, that I need to understand a case or make decisions.

I have information I need in digital format for trials.

Having digital access to an entire court file means I can work anywhere and anytime – in chambers or remotely.

I can access files and transcriptions in a timely, cost-effective way from all locations

I have digital tools supported by optimal, reliable connectivity.

Information is safe and secure.

Expanded, new and modern technology provides multiple ways for vulnerable victims and witnesses to provide evidence, while protecting their identity.





A Self-Represented Litigant Perspective

I really need to see a day when....

I can simply find my way in the court system.

Self-serve digital access to court recordings, information and transcripts saves time, cost and reduces errors/confusion on what my next steps are in court.

I can complete forms easily with minimal errors and have ease of access to services in multiple languages.

Simple appearances done by videoconferencing saves travel costs and time off work.

Submitting all court documents digitally saves me time and money.

An online matter procedural navigation system lets me know what I need to do next for my matter, where and when I need to appear – this avoids missed deadlines and speeds up the court process.



A Court Services Staff Perspective

A day will come when...

Digital submission of forms and court proceedings means fewer errors and faster processing.

Digital court files mean information is available immediately for all participants.

We spend less time on data entry and manual processing of paper – allowing more time to support litigants and judges.

There's greater opportunity to be more efficient.

Information and data can be shared and stored securely in cost-effective digital format.

The online matter procedural navigation system means court staff spend less time supporting Self-represented Litigants (SRLs).



A Law Enforcement Officer Perspective

Looking forward to the day when...

Less of my time spent in court waiting - so I can do certain appearances such as traffic court remotely.

More efficient and predictable court scheduling that makes best use of time.

Disclosure information can be shared without duplication.

Information can be shared easily and digitally among law enforcement partners.



An Indigenous Perspective

Our communities yearn for the day when...

Access to information in the court system is grounded in the culture, language and traditions of Indigenous peoples.

Online guided pathways are tailored to improve Indigenous access to services.

Digital access is readily available, affordable and supported by reliable connectivity.

Remote appearances are possible for those in remote areas or those who have to travel.

Indigenous courts benefit from the digital infrastructure and associated resources.

Required Digital Strategic Shifts

■ Court user perspectives informed and guided the identified digital strategic shifts. For a digitally enabled court system to be possible, significant strategic shifts and fundamental changes are required in the way digital technologies are used to realize the goals of providing optimal court services.

The identified shifts required to make this possible include:

Digital participant notifications

Digital identification of participants

Digital self-serve access to court files and court records

Digital court file and document management mechanisms

Connectivity in all courthouses and digital ready courtrooms

Digital and personalized procedural education/guidance for participants

Experimentation with emerging technologies, including automation technologies

Electronic filing of documents or provision of information digitally

These shifts set the framework for a truly digital journey through the justice system. They transform the experience of court users to make real improvements toward enhancing access to justice. They are the foundation of the court digital services strategic priorities.

Strategic Priorities

- The Court Digital Transformation Strategy priorities are guided by the Judiciary and the Ministry of Attorney General. The priorities apply directly to digital transformation of the courts and inform the decision making involved in the prioritization and delivery of the initiatives in the Digital Transformation Strategy Roadmap.

Four strategic priorities:



Improve Access to Justice

A justice system that is more accessible includes digital services that are self-serve, on-demand, and personalized, as well as a process that is understandable for all court users. An accessible court system allows users easy access to find what they need and take the necessary steps without significant cost, delay or barriers. An accessible court system includes options for offline services when necessary.



Address Court Timelines

Timelines can be reduced by leveraging technology such as digital content and records management, notifications and digital submission of forms. Addressing timelines minimizes court disruptions and allows court participants to be informed and prepared.



Make Efficient Use of Resources

Digital services -- such as self-serve, on-demand digital service, digital sharing and access to information -- offer efficiencies over traditional offline services. Reducing demand for in person or offline services via digital services creates a more efficient and sustainable court system. This includes enhancing existing infrastructure to make content available among government partners.



Maintain Public Confidence

Confidence in public institutions relies on the perception of how those institutions compare to the rest of daily life. With 24/7 technology availability, the public expects digital self-serve, on-demand access to public services. As interactions and perceptions continually change, government must adapt to ensure the services and interactions the public has will continue to foster increased confidence.

These court digital transformation strategic priorities align with the Ministry of Attorney General Strategic Plan and the Digital Strategy for the Justice and Public Safety Sector, as well as reflect the stated insights of the judiciary, court stakeholders, SRLs, and industry and technology partners.



Resolution occurs when the matter or case ends either in court or an alternate dispute resolution pathway with or without digital technologies.

Realities and Expectations

■ The Court Digital Transformation Strategy reflects the aspirations of what the future can become; however, it must be seen through the kaleidoscope of justice system realities.

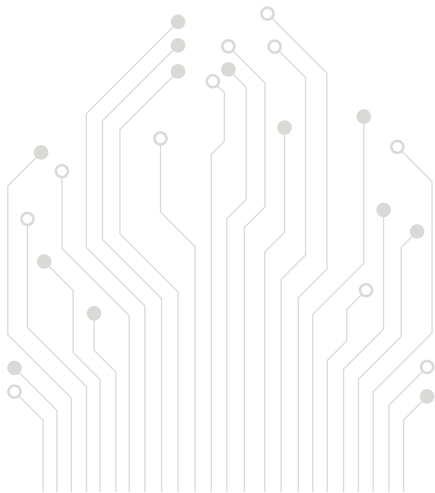
The justice system journey is complex and digital services have inherent constraints.

The Court Digital Transformation Strategy reflects the aspirations of what the future can become; however, it must be seen through the kaleidoscope of justice system realities.

Digital services have inherent constraints, for example, processes may or may not be amenable to digitalization or may be restricted by existing policies or tenets of justice. The realities of proportionality, judicial decision making and preservation of the rule of law, as well as capital or resource availability all play an important part in any journey to digital services. Expectations of the impact of digital transformation must be framed, managed and understood in this context. A court digital transformation considers these realities, as well as the expectations of what innovation and technology can offer court users.

Finally, for many people, improving technology and putting more services and processes online makes justice more accessible and simpler than ever before. However, there are some people that this could present a challenge and those people would not be left behind and would be allowed alternate means to access services in the existing traditional model. Many Indigenous communities will need to be prioritized to ensure appropriate resource investment supports optimal digital capacity and infrastructure, including reliable connectivity in rural and remote Indigenous communities.

Further, the strategy considers the expectations and realities of disadvantaged or marginalized groups based on factors such as ethnicity, and accessibility challenges faced by persons with disabilities.



Future State

Technology enables implementation of initiatives that meet the courts' strategic priorities.
Creating a digital future includes trying to answer questions:

1

How can technology enable equitable access to justice for all court participants?

2

How can a fully digitally enabled, connected, paperless court room be created?

3

What would be possible if emerging technologies were leveraged to offer transformative court digital services?

A digital court system uses technology to create services that are more automated, integrated and smart – services that can improve timeliness, ease of use and value. This includes:

- **Digital end-to-end, making it easier to appear remotely or be in remote locations, paperless and able to share information**
- **Personalized to the user, with services tailored to the current user's situation**
- **Self-serve as needed making services convenient for the user**
- **Available remotely, so users can access services without being physically present at a court**

Diverse court users helped draw the picture of what digital transformation might include as articulated in the following section.



Secure self-serve access from anywhere, anytime to digital court information, proceedings and decisions.

Digital Court Files

Start with guided-form submissions and the ability to submit documents and evidence digitally. A fully digital court file allows access by all court users to file content, records and transcripts, disclosure and discovery information, and case procedural details and status. Actions identified in the roadmap include digital case management, eFiling service and evidence management.

Digital Court Room

A digital courtroom operating without paper thanks to a digital court file. This includes:

- Videoscreens that display court information
- Connectivity access digital court files and the Internet
- Judicial tools to access information in court, in chambers and remotely
- Digital access to court information for self-represented litigants and other parties, in court and remotely
- Modern infrastructure to support digital ready courtrooms, connectivity and special courthouse wireless requirements

Minimum requirements include video display and audio sound systems, input connections for video and sound and an evidence camera. Other features are annotation and witness monitors, laptop connections, intelligent court transcription systems, wireless installation, and video conferences to permit remote participation in the courtroom (e.g. remote witness testimony).

Self-Service

Self-service starts with the ability of the litigant or public to access court services online. This includes online filings, services with paperless options with 24/7 access and self-service kiosks in the courthouses.

Self-service access to court information is enabled by the use of technologies such as Blockchain for authentication and verification of users and content. This means secure self-serve access from anywhere, anytime to digital court files, court records (transcripts), evidence, disclosures and discovery information, proceedings and decisions. It also means self-serve remote access to evidence for preparation through evidence management solutions, and the support for the submission, categorization and electronic sharing of different types of content.

Procedure Information

Self-serve remote access to individualized court matter procedural information provides insight into the status, next steps and supporting resources for each court matter at any given time. For Indigenous people, it could mean an online information navigation app tailored to ably guide Indigenous court users through their justice system journey.

Online procedural guidance helps participants to navigate court processes and helps to find the right services (enabled by Artificial Intelligence and other technologies). This could include convenient one-stop online resources on civil proceedings for self-represented litigants and streamlined processes for inmates to access court documents and legal advice. It also includes navigation tools and mobile apps for court users taking into consideration the cultural diversity of the Province.

Remote Appearances

Expanding on the existing use of technology that enables accused persons to participate in a full range of pre-trial appearances by video it creates more options for participants to appear remotely such as duty counsel to appear remotely for administrative appearances, saving significant time and costs. Videoconferencing can also be used to increase appearances by Indigenous communities in child protection cases.

Expansion of current video appearance capabilities includes additional Court Services-managed end points, as well as potential web-based solutions.

Digitally Skilled Workforce

Recruiting, developing and retaining a digitally savvy workforce is instrumental in any digital transformation. With the rapid evolution of technology, the digital skills gap is widening fast. There is tremendous opportunity to keep pace and ensure the reskilling and upskilling of employees, as well as support of employees with tools, training, resources, mobile technologies, and innovative automation and artificial intelligence capabilities.

Information Sharing

Participants in the justice system have different ways of managing information. An application in one part of the system may not be compatible with applications in other locations. In many cases information is paper-based. This presents an opportunity to use technology to foster connectivity and integration along the justice continuum, as well as stronger sector data literacy capabilities.

Digital technologies can allow the sharing of court information between participants effectively with privacy and security requirements, such as disclosures and discovery data. It also can reduce copying and paper based transfers of data among police agencies, government agencies, justice sector branches and the courts.

Experimentation

A culture that embraces experimentation, strategic risk taking and constant learning will result in better digital transformation outcomes. This means a future state that allows a “test and learn” approach that involves discrete projects and experiments, rather than structured programs in a safe and secure way.

Schedule Information

Ensuring all participants to a matter are aware and available is integral to the efficient use of resources. Considering new and enhanced approaches through online digital scheduling such as online booking and online court administration scheduling applications will provide a better experience for all.

A digitally accessible court schedule for daily court proceedings can notify court participants in real time of updates and progress to the schedule. This reduces delays in appearances and allows participants to be more efficient and prepared. It may include personalized digital reminders and notifications of court schedule and court matter dates and events.

Sector Initiatives

Realizing effective digital courts leverages and aligns with other initiatives in the justice sector, such as the digital evidence platform, BC services card, cross governmental data integration and analytics capabilities and telecom and network infrastructure.

The future of BC Courts is a progression towards digitally enabled court rooms, systems, as well as court services that are convenient, efficient, understandable and equitably accessible to all court users.

A culture that embraces experimentation, strategic risk taking and constant learning will result in better digital transformation outcomes.

Getting There: Roadmap to Success

Contributions and insights from all collaborators are critical to create a roadmap of initiatives to transform the court system. Modernizing the court system requires planning and prioritization, sufficient resources, attention to change management and readiness, skilled and engaged workforce, and executive and partner commitment and support.

When these elements are present, significant service delivery transformation in the court system can be achieved.

Early Results

Excellent progress has been made to date through the court administration transformation suite (CATS) that began about four years ago. Past successes in the last few years have included the launch of the court clerk desktop, expansion of videoconferencing capabilities, implementation of online access to court audio and launch of both the online divorce assistant and court of appeal e-filing pilot.

There are currently several transformative initiatives such as the sheriff scheduling, provincial court scheduling system enhancements, online forms expansion and the artificial intelligence (AI) justice challenge underway that build on the successes of CATS. These initiatives are considered early results in the court digital transformation and will continue to completion over the first year or two of the new initiative (SEE APPENDIX I – ROAD MAP).

The Road Map

The court digital transformation roadmap aligns with justice sector strategic priorities and delivers on the identified strategic priorities. The roadmap (APPENDIX I) showcases how the strategy leverages the power of technology to build a court system that fits the new digital world. The initiatives and new digital court services will be delivered with the focus on the court user by deploying technology when it benefits people or the public and when it serves the strategic priorities.

Initiatives or actions will be delivered using a phased approach, starting with a 'proof of concept' or pilot and to build small digital service offerings to prove the service model and technology – an iterative test and learn approach to transformation. The roadmap represents the full scope of the five-year court digital transformation strategy. The first two years of the strategy are highlighted in a more detailed roadmap (APPENDIX II). The initiatives in the first 24 months of the roadmap include foundational technology and digital service designs. A glossary of actions or initiatives (APPENDIX III) provides a brief description of some of the actions. This will be updated annually over the course of the strategy.

The initiatives and actions on the roadmap are prioritized and scheduled based on judicial and government priorities, technical dependencies and service to strategic priorities. The roadmap schedules some of the highest priority initiatives early, such as expanded WiFi connectivity in all courthouses.

Digital Maturity

The digital maturity (digital capabilities) vary across the justice and court system. Capabilities may range from strictly manual and paper-based processes, manual service supported by digital inputs and processes to digital end-to-end service and fully digitalized, monitored and managed with ongoing continuous improvement. Digital maturity informs the scope, timing and intensity of digital transformation at any given time.

Success Enablers

It will take more than just new systems and new processes to be successful — new thinking and new behavior are required. More time must be devoted to cultural and organization readiness.

Policy, legislative, privacy and security requirements are critical success factors when change is required in processes or practice to support new digital technologies (e.g., procedural rules) either as enablers or barriers to be addressed and mitigated. For instance, the ability to fully adopt cloud computing would require legislative changes. Cloud computing and 5G innovations are critical success factors that enable the overall execution and optimization of digital technologies.

To maintain momentum and build on past or early successes, an appropriate and predictable capital and operating funding must be available, including investment to support digital capacity for rural and remote Indigenous communities. Assured budgets for the court digital transformation strategy are needed during the next five years. This includes effective procurement and contract management to support the investment and relationships with the IT vendor community, as well as maintaining effective relationships the IMIT community, academia, industry and other government partners.

A successful digital transformation in a complex environment with multiple competing interests demands

extensive change management efforts. Change management at the system, organizational and individual levels is vital. Additionally, strong governance that is reflective of all critical perspectives and buoyed by the existing Court Technology Board is needed to support change management and transformation efforts. Governance also means communicating progress on the strategy on an annual basis, and creating a forum for informing all stakeholders and partners periodically.

The success for the digital transformation is founded by the following factors (below) and requires sustainable, effective change that takes time, significant resources and perseverance.



Strong governance and effective leadership are critical, supported by performance measurement and evaluation.

Measuring and Monitoring Impact

Hands-on ownership and accountability are needed to measure and monitor progress and impact. Strong governance and effective leadership are critical, supported by performance measurement and evaluation. A benefits realization and performance measurement framework – identifying key performance indicators, associated metrics and targets -- must be established.

A sample of our performance measurement approach will be focusing on metrics related to identified strategic priorities such as contributions to improving access to justice, court time or trial timelines, use of resources and public confidence. This approach will include Indigenous specific performance metrics to assess the impacts of the digital transformation. Metrics will be set after validation with judiciary, staff and other stakeholders and partners that identified metrics are indeed the right ones to be tracking.

The Court Technology Board - consisting of senior officials from the three levels of BC Courts and the Ministry of Attorney General - is responsible for measuring impacts, as well as for delivering on the court digital strategy. The pace, scope and delivery of the court digital strategy hinges on funding and resources made available to the Court Technology Board.

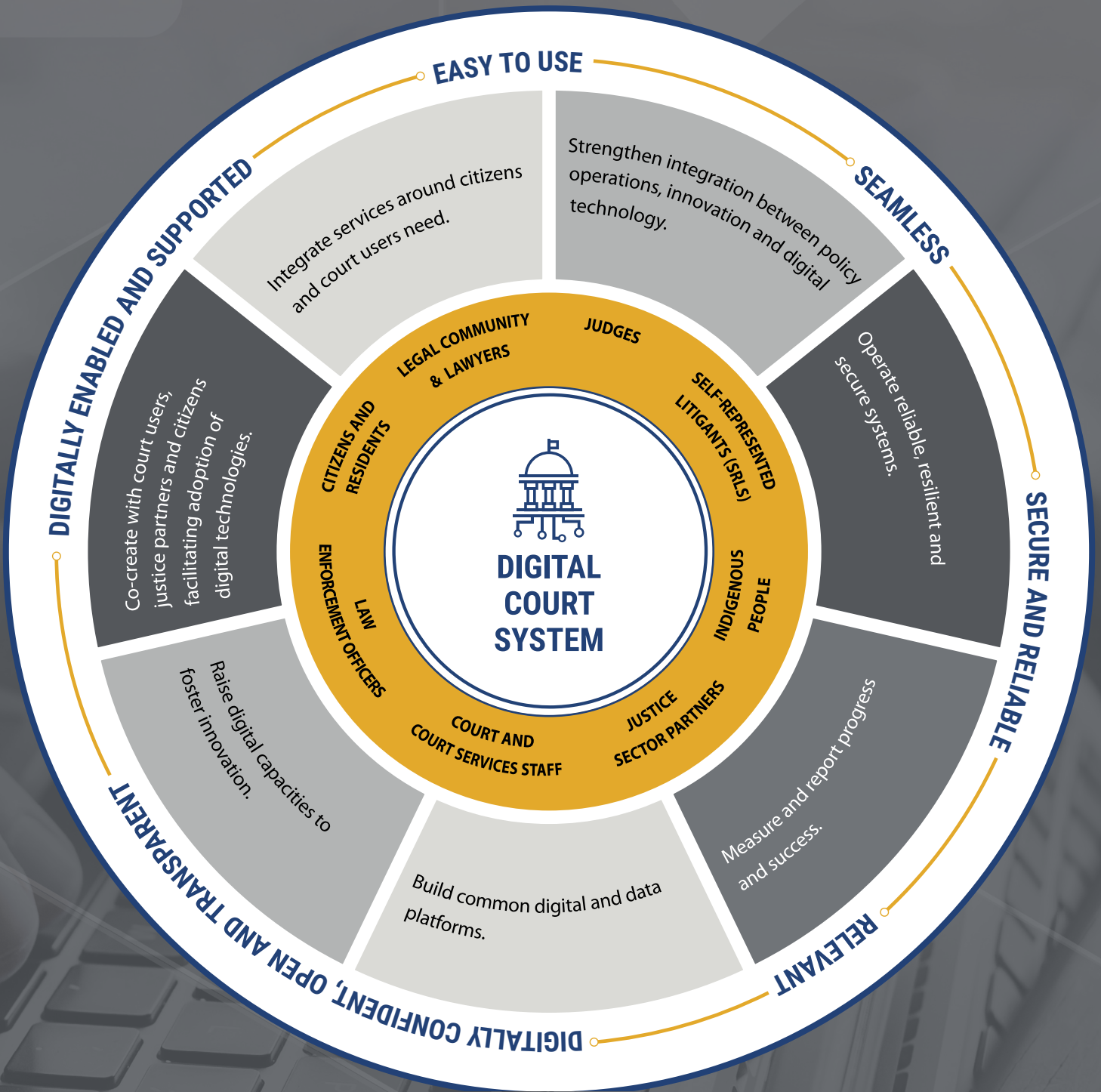
The Board is accountable for the success of the identified actions of the strategy and will be supported by various project teams, as well as a stakeholder advisory committee. We anticipate the stakeholder committee will be representative of the various court user groups and will be identified over the next year through an outreach process.



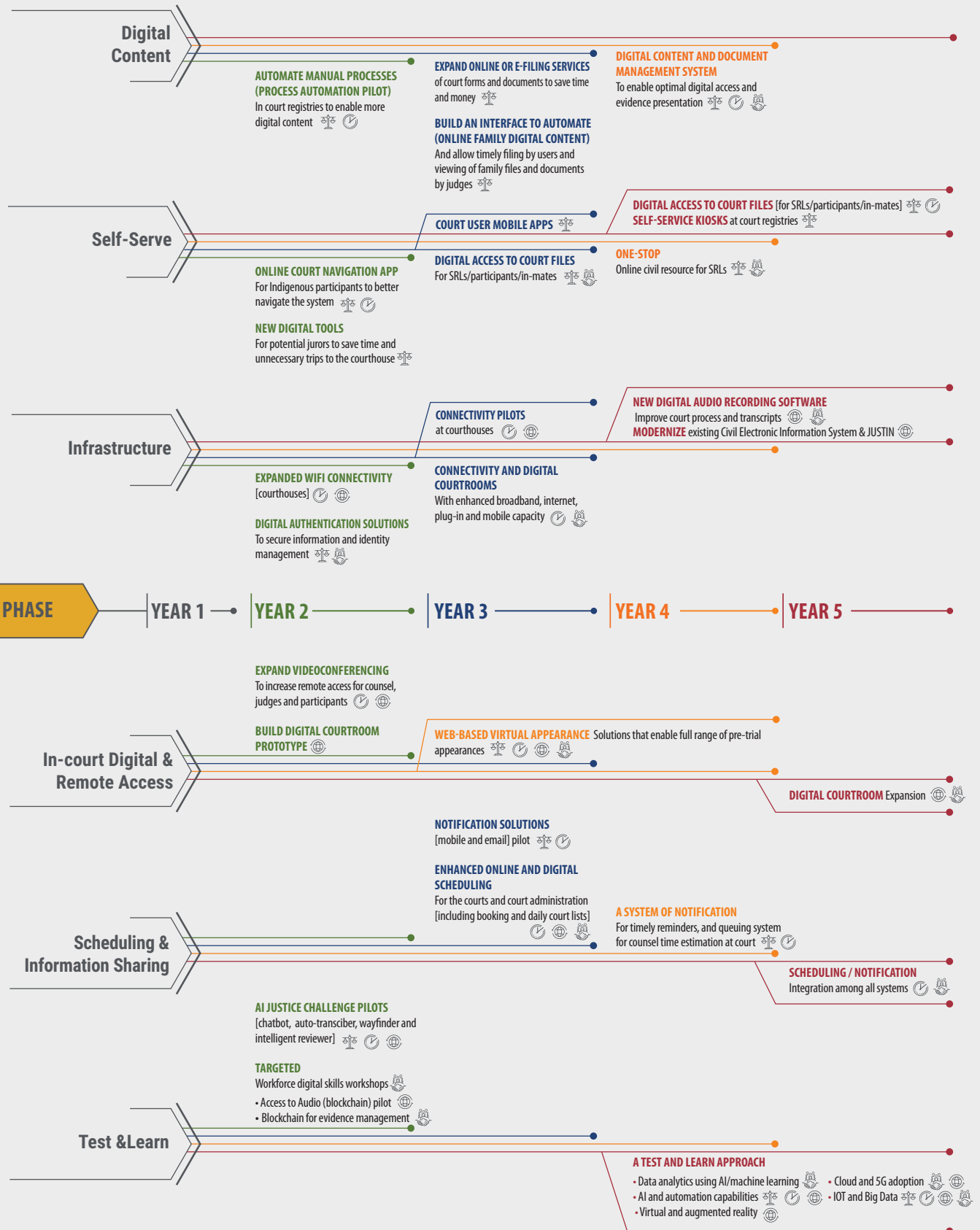
Feedback and Comments

Feedback and comments on the Court Digital Strategy can be directed to:
CDTS@gov.bc.ca

A Digital Court System Illustrated



Overview of the Court Digital Transformation Road Map



- Improve access to justice
- Address court times
- Efficient use of resources
- Maintain public confidence
- Part of the videoconferencing strategy

First 24 Months Court Digital Transformation Roadmap



Glossary of Terms for Select Roadmap Actions

Artificial Intelligence (AI) Justice Challenge

The Artificial Intelligence justice challenge consists of five unique projects to improve access to justice utilizing artificial intelligence. It includes of a smart online guide for navigating justice services and completing forms; an online chat for wills, estate and probate navigation; an intelligent reviewer for parsing large volumes of documents; an auto transcriber for quick, affordable transcripts; and a smart inquirer for the jury selection and scheduling process, as well as traffic dispute process.

Blockchain for Evidence Management

The security and assurance of evidence is a critical tenet of justice. In the new digital age, the original source of evidence or original document can be secured and assured utilizing blockchain technology.

Connectivity and Digital Courtrooms

A pilot at a selected court location(s) to implement required connectivity and wireless physical infrastructure as a first step prior to broader implementation.

Digital Authentication Solutions

Various approaches to authenticate identity for accessing courts or justice digital platforms such as the BC Services Card and verifiable identity technologies.

Digital Content and Document Management System

An integrated electronic (digital content) filing and document management system (including the necessary equipment and accessories and judicial tools to view documents in court, in chambers or remotely) and allows for the online:

- filing of court forms, documents and evidence in various media;
- evidence management and presentation that allows prosecutors and courts to manage completely paperless;
- hearing of cases including video conferencing;
- access to such forms, documents and evidence for case management and use in any court proceeding; *and*
- access to such forms, documents and evidence by the judiciary for case preparation, the management of proceedings and use in decision-making

Digital Courtroom Prototype

A modern courtroom with all the digital features – at minimum video displays and audio sound systems, input connections for video and sound, and an evidence camera.

External Access to Audio (Verifiable Identification)

Easy to use proposed online system for accessing court audio by counsel or other external court users using blockchain technology.

Notification Solutions Pilots

Court users and participants want to receive immediate updates on non-sensitive information through text message and/or email with small snippets of useful information. These pilots explore launching solutions allowing messages to be pushed to out to users of court services. Examples could be reminders about appointments, court date/time or the expiry of a document, or notifications of progress on a case.

Online Court Administration Scheduling

Digital scheduling is enabled in a more efficient and timely way – in real time for court clerk, sheriff, registry clerk and interpreter scheduling.

Online Court Navigation App [Indigenous]

An online mobile app to guide and provide all the necessary information to enable Indigenous court users or participants better navigate the court system.

Online E-Filing Service

E-filing service for navigating and completing forms for divorce, family matters, court of appeal and probate digitally – anywhere, anyhow and from any device. This includes mandatory e-filing of supreme court documents by lawyers.

Online Family Digital Content

A digitally enabled and automated service that allows required family content or data entered by social workers to be securely transmitted to the court registry system.

Process Automation Pilot

A pilot focused on utilizing robotic automation processing to automate and support e-filing processing in court registries and law firms.



Ministry of
Attorney General