

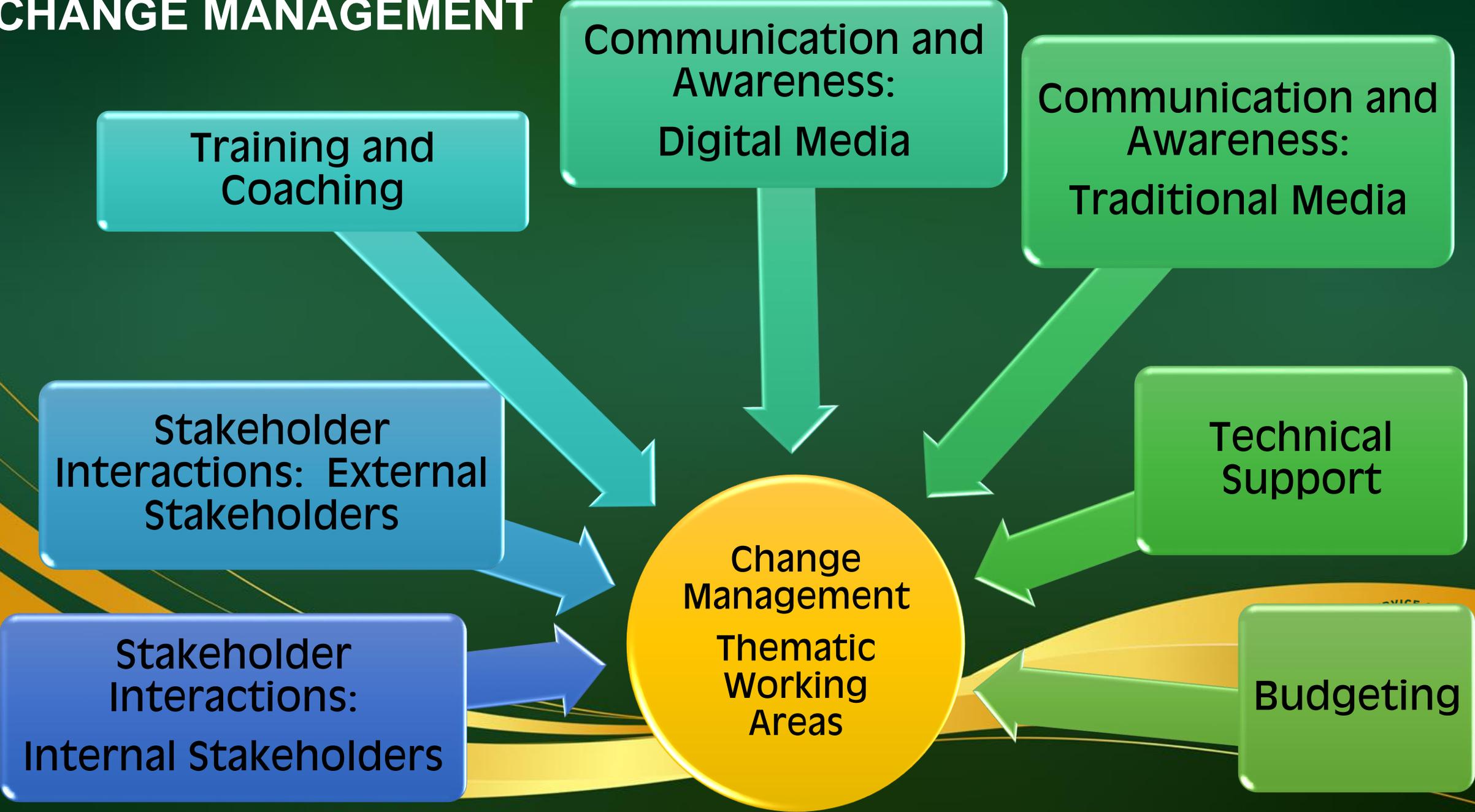
The Zimbabwe Integrated Electronic Case Management System

Presentation by the Secretary of
JSC

Mr W. T. Chikwana

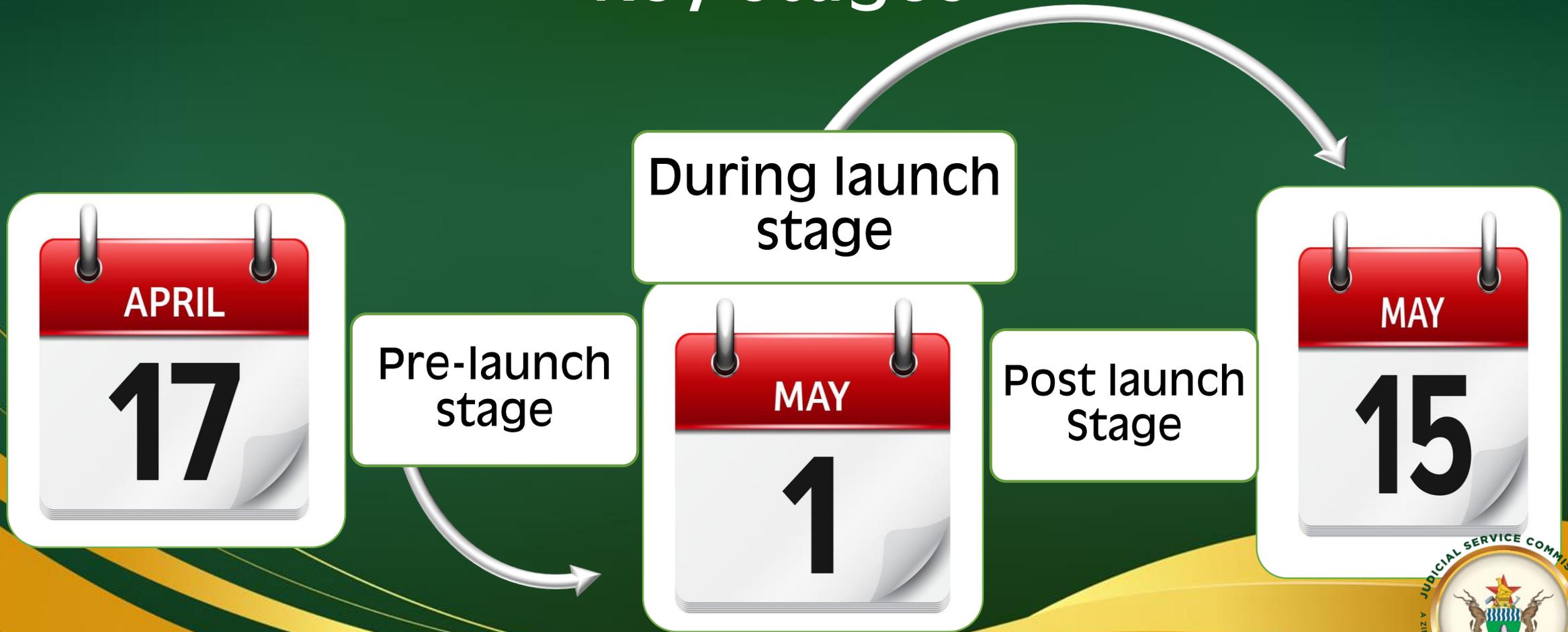


CHANGE MANAGEMENT

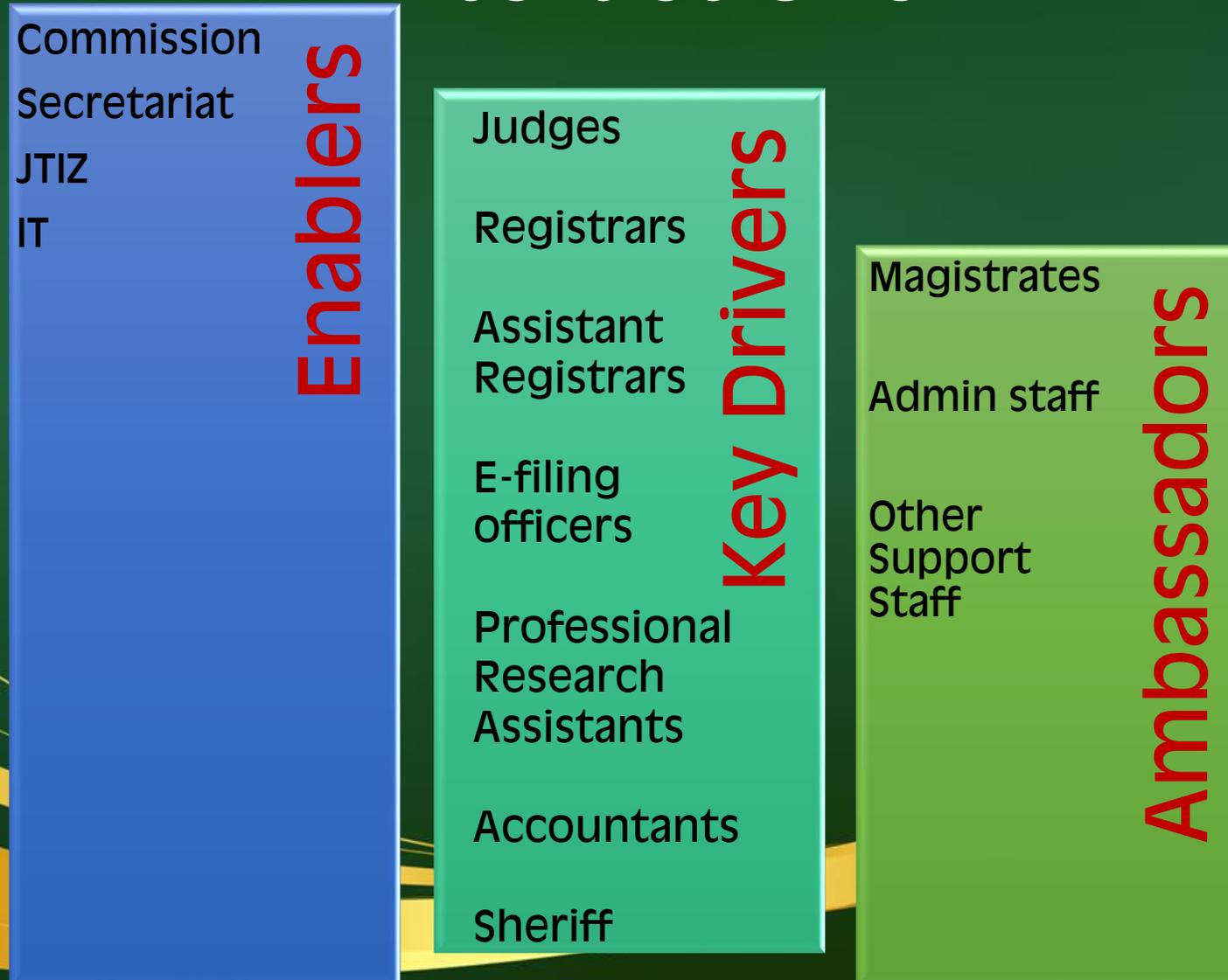


Change Management Programme of Action

Key stages



Segmentation: Internal Stakeholder Interactions



Desired future state: Internal Stakeholder Interactions

Enablers

- Facilitate, arrange, coordinate, organise, help and support implementation of IECMS

Key Drivers

- Fully embrace the system
- should be capacitated with required skills and resources.
- They should have an in-depth understanding of the system for implementation
- Change agents

Ambassadors

- Basic knowledge of IECMS (Old staff, at orientation)
- Change Agents
- Information dissemination
- Supporters



Presentation Outline



What is ZimIECMS

Who are ZimIECMS stakeholders

Why ZimIECMS

Project Updates

Anticipations

Recruitment

Way Forward

Virtual Courts

LexisNexis

Learning Management System

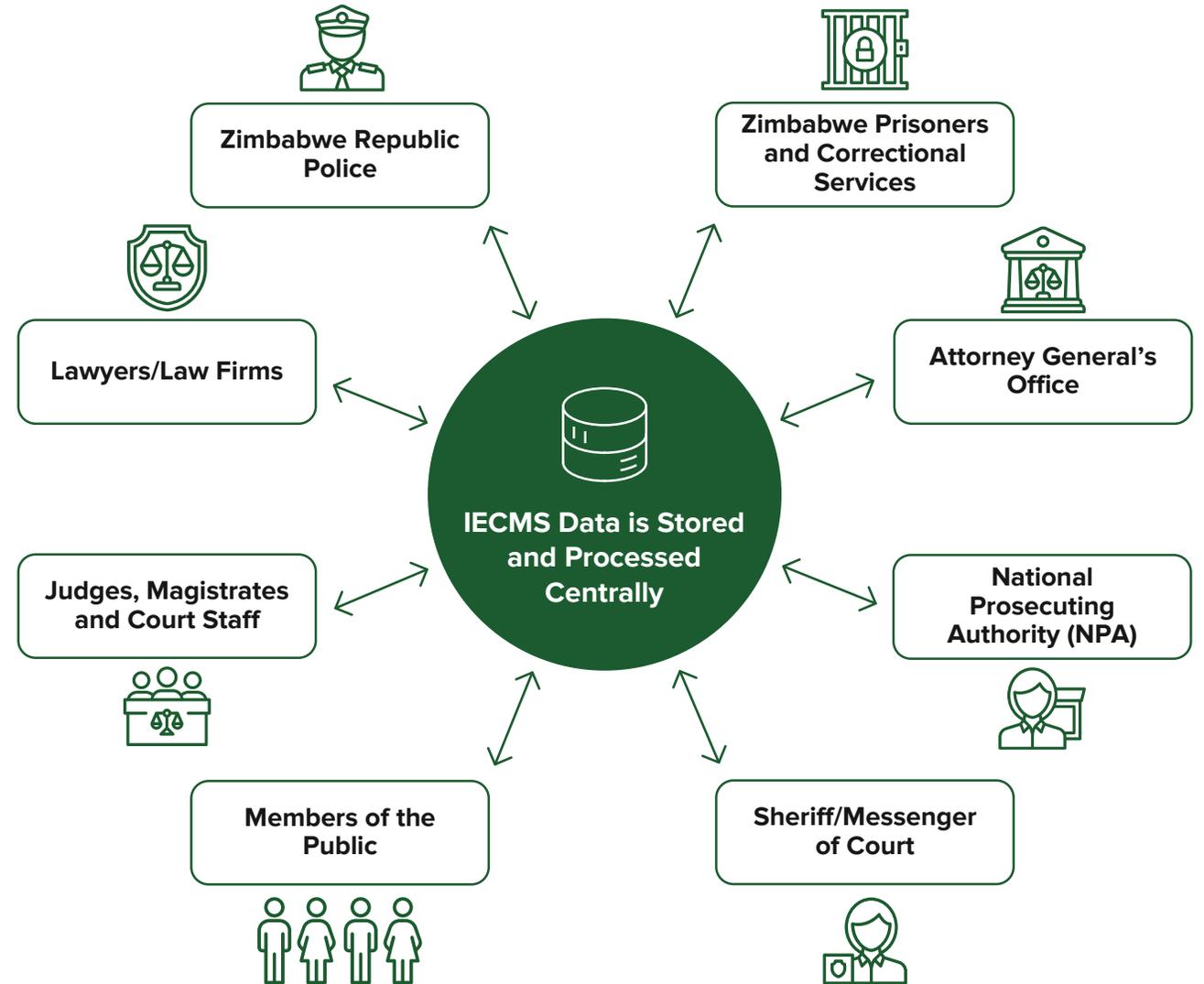
What is ZimIECMS



- ❖ Integrated Electronic Case Management System.
- ❖ Web-based Case Management System tracking all aspects of a case life cycle.
- ❖ Integrates all courts from Constitutional Court to Magistrates Court and Sheriff of the High Court.
- ❖ Phase 1: Constitutional Court, Supreme Court, Commercial Division of the High Court.
- ❖ Phase 2: Incorporation of all other courts. (High Court, Labour Court, Administrative Court, Magistrates Court and Sheriff of the High Court)

Who are ZimIECMS stakeholders

- Judicial Officers
- Zimbabwe Republic Police (ZRP)
- Zimbabwe Prisons and Correctional Service (ZPCS)
- Law Society of Zimbabwe
- Attorney General
- National Prosecuting Authority (NPA)
- Zimbabwe Anti-Corruption Commission (ZACC)
- Ministry of Justice, Legal & Parliamentary Affairs through Legal Aid Directorate
- Members of the Public



Why ZimIECMS

Accessibility:

System accessibility on phone, tablet and computer anywhere. Providing centralized access to all case documents using a reliable Internet connection.

Case Filing:

Ability to File Cases & Applications online, in the comfort of litigant home 24/7 promoting access to justice

E-Payment:

Pay all court fees online using mobile money or Visa Card

E-Summoning:

Send and Receive Service of Documents online

E-Signature and Stamp:

Electronically sign and stamp all case documents.

Why ZimIECMS

E-Calendar:

Enable scheduling of tasks and track all court events using online facilities. It encourages timely follow ups

Online Notifications:

SMS, Email and System notifications for real time quick updates and instant access to information

Online Judgement and Order Writing

Electronic allocation of cases

Increased Transparency and Clear Audit Trails

Virtual Court Hearing

Creating the physical court setup in the virtual space



Benefits to Judges

- Annual Reports
- Analytics
- My Dashboard
- Pending My Action
- My Workspace
- All Cases**
- My Court Cases
- My Court Closed Cases
- My Open Payments
- My Closed Payments
- My Open Sheriff Requests

Cases

All Additional Information from Spe... Appearance to Defend Filed - Pe... Case Dismissed Closed Outside IECMS

Case Number	Case Category	Workflow State	Case Parties	Date Updated
SC000018/21	Civil Appeal	Registered / Case Number Alloc...	Jae Smith, Tom Green, John Do...	17.09.2021 16:41
DRAFT-SC000405/21	Civil Appeal	Compliance Check to the Rules ...	Lilit Gevorgyan	17.09.2021 16:06
DRAFT-SC815/21	Application to lead farther evade...	Draft Created / Pending Submis...	Vahe Poghosyan	17.09.2021 13:44
DRAFT-CC000061/21	Commercial Appeal	Draft Created / Pending Submis...	Case Party Three Name, Case P...	17.09.2021 11:40
DRAFT-CC000060/21	Commercial Appeal	Draft Created / Pending Submis...	Case Party Three Name, Case P...	17.09.2021 11:39
SC000035/21	Civil Appeal	Registered / Case Number Alloc...	John Smith, Donda Smith, Jane ...	17.09.2021 10:10
CC000002/21	Commercial Appeal	Registered / Case Number Alloc...	Case Party One Name, Case Par...	17.09.2021 08:50
SC000004/21	Civil Appeal	Registered / Case Number Alloc...	Donda Smith, Case Party Two N...	16.09.2021 17:10
SC000033/21	Application to lead farther evade...	Registered / Case Number Alloc...	Emma Emma	16.09.2021 16:43
SC000032/21	Civil Appeal	Registered / Case Number Alloc...	Case Party Two Name	16.09.2021 16:41

Filter

Case Number

Date Updated Choose a date

Case Category

Submission Date Choose a date

Registration Date Choose a date

Easy Accessibility to Cases

- All cases you have ever worked on are accessible in your profile
- Cases can be filtered using multiple criteria like case number, case category, submission date, registration date, parties etc.

IECMS Integrated Electronic Case Management System

JSC Administrator

56

Annual Reports

Analytics

My Dashboard

Home Pending My Action

My Workspace

Parties

Documents

SETTINGS

Security

Configurations

Pending My Action

Category	Draft	Pending my reaction	Overdue
Cases (55)	37	18	46
Applications (24)	23	1	0
Affidavits (8)	7	1	0
Payments (7)	3	4	0

17 Sep 2021

Create

4:00 AM

5:00 AM

6:00 AM

7:00 AM

8:00 AM SC19/21 Hearing

9:00 AM

10:00 AM

11:00 AM

Electronic Office, and Automatic Calendar and Notifications

- No need for physical case documents in the office, mobile office will bring better convenience
- No need for physical diary and manual scheduling of sessions
- There is instant update on case status
- Side by side analysis

- My Dashboard
- Pending My Action
- My Workspace
- Court Requests
- Court Rolls
- Parties
- Documents
- SETTINGS
- Configurations

Assigned Court Staff

Chief Justice/Judge President/Senior Judge
Judgepresident High Court

Lead/Assigned Judge
Charehwa Justice

Registrar/Deputy Registrar
 NO DATA

Assigned Assistant Registrar
Admire Siziba

Clerks / Secretary / Assistants
Lizzy/Tavengwa

Panel of Judges/Bench Members

Judge Name	Allocation Date	Discharge Date	Discharge Reason
NO DATA			

Participants

Parties

Party Role	Full Name	National ID/Tax ID	Active/Inactive
Applicant			

Electronic allocation and transfer of cases

- Allocation of cases to the judges is done in the system
- Electronic transfer case files from one judge to another



Pending Payments

Closed Cases

Accounts Department

My Dashboard

Pending My Action

My Workspace

All Cases

My Court Cases

My Court Closed Cases

My Open Payments

My Closed Payments

My Open Sheriff Requests



Cases / SC63/21 Documents

Back



Folders

- All (5)
- Letters/Notices (1)
- Case (3)
- Payment (1)



Title	Folder	Uploaded On	Uploaded By
Letter for filing heads of argument	Letters/Notices	28.09.2021 13:37	Assi
Payment Receipt	Payment	28.09.2021 12:56	Litigant John Smith
Compiled Filing	Case	28.09.2021 12:23	Litigant John Smith
Order Granting Leave to Appeal	Case	28.09.2021 12:06	Litigant John Smith
Notice of appeal	Case	28.09.2021 12:00	Litigant John Smith

- Merge
- Export All Documents

Items per page: 10

1 - 5 of 5



Access to all Case documents

- The system is a repository for all case documents

IECMS Integrated Electronic Case Management System

Case : SC000018/21
State: Registered / Case Number Allocated

Draft Created / Pending S... Registered / Case Number AI...
Documents Submitted / Pending Com...

General Information

Court Registry * Supreme Court Harare Case Category * Civil Appeal

Instance Level
First Instance

Cause of Action
As it is a summary, it is presenting substance or facts in a condensed form

Case Summary
On the other hand, a criminal case begins when a person suspected of committing a crime is indicted by a grand jury or is charged with o

Comments

PUBLIC +

JSC/Administrator @Chitova/Jongwe Can you check if the checklist items are correct?

Mark Someone
Select

Comment

Electronic consultation on the same case by Judges through chat platform

- Judges can easily discuss issues on the same matter electronically

- Annual Reports
- Analytics
- My Dashboard
- Pending My Action
- My Workspace
- Parties
- Documents
- SETTINGS
- Security
- Configurations
- Business Process
- Entities
- Categories

Session Participants

Donda Smith / Appellant

Sign document

AND

CASE PARTY TWO NAME **RESPONDENT**

NOTICE OF HEARING

Take notice that the above Civil Appeal will be heard and determined by the SUPREME COURT OF ZIMBABWE at HARARE on Thursday, the 16th day of September 2021 at 08:00 or so soon thereafter as counsel may be heard.

Dated at:, HARARE

Registrar 

CC: Donda Smith
Zimbabwe, Harare
mail1@mail.com
CC: Case Party Two Name

+ Add Signature

Cancel Save

Navigation: K < 1/2 > | I | - 80% +

Electronically sign Orders, judgments and all Case documents
You can save your signature
you can upload your signature
You can Sign Electronically



For Senior officers

Cases Per Category Typ...

Pending Payments

Confirmed Payments

Case Statistics

Sessions by Cases

Judges Statistics

Precedent

Parties

My Dashboard

Pending My Action

My Workspace

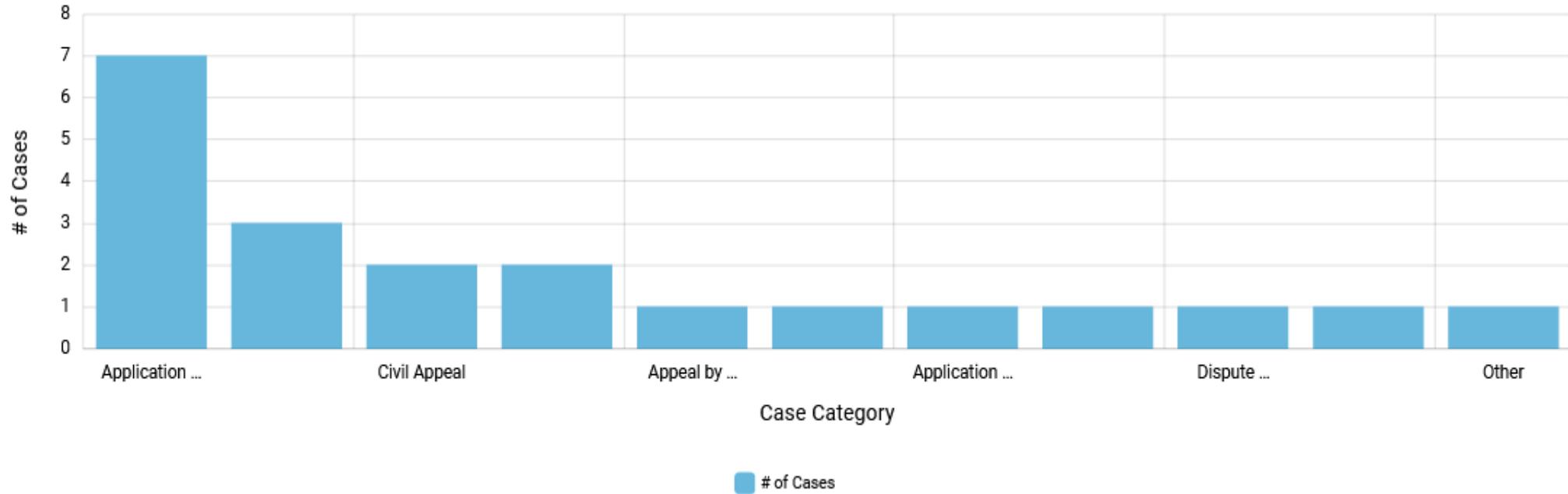
Court Requests

Case Statistics

Edit



Completed Cases by Case Category



Production of routine and ad-hoc Reports



Project Updates

After the tender was awarded to Synergy International, Contract Signing was done in December 2020. Below are the activities that transpired after the contract signing to date:

- ❖ Virtual inception meeting - **January 2021**
- ❖ Needs assessment and information gathering- **March 2021**
- ❖ Submission of prototype and Signing of System Design Document by a delegation led by the Chief Justice - **April 2021**



Project Updates cont'd

- ❖ Full ownership of the system through the provision of the source code and involvement of IT team in system development. In that regards, 4 Persons went to Armenia for a training - **June 2021**
- ❖ System Functional Testing commenced - **August 2021**

The following areas were looked at during functional testing amongst many other

- E-filing
- Process and document management
- Working jointly on the same case file
- System user management
- Reports and dashboards
- E calendar
- E-Payment
- E-service



Project Updates cont'd

- ❖ User Acceptance testing with selected law firms trained at their premises and invited to file their cases in IECMS - **December 2021**
- ❖ Chief Justices' Dinner introducing the IECMS to stakeholders - **January 2022**
- ❖ Live system testing with lawyers – **January 2022**
- ❖ Virtual training of 90 lawyers - **January 2022**



Project Updates cont'd

❖ Training of trainers for both internal and external stakeholders - **28 February to 11 March 2022**

Group 1: External stakeholders

Group 2: Registrars, deputy registrars, Assistant registrars, Judges' Clerk, Judges Assistant, Head of sheriff

Group 3: Judges

Group 4: Heads of departments

Group 5: E-filing Officers

Group 6: IT staff



Project Updates cont'd

For accessibility of the IECMS one has to be in possession of a smart electronic device with internet connectivity.

We have managed to procure and distribute tools of trade to judges (laptops, iPads and Smartphones)

Constitutional Court Judges

- ❖ All the 7 judges have been given iPads
- ❖ All the 7 judges have been given cellphones
- ❖ 5 judges were given laptops, we are yet to give CJ and DCJ



Project Updates

Tools of Trade Cont'd

Supreme Court

- ❖ All judges have been given iPads
- ❖ All Judges have been given cellphones
- ❖ All judges have been given laptops

High Court , Admin Court and Labour Court

- ❖ All judges have been given iPads
- ❖ 15 cellphones were distributed to High Court Judges
- ❖ 12 laptops were distributed to High Court Judges
- ❖ 5 laptops were distributed to Labour Court Judges

All judges of superior courts have been given MiFi devices with a monthly allocation of 25GB



Project Updates

AMENDMENTS OF LEGAL FRAMEWORK

We have proposed amendments to the Constitutional Court Rules , Supreme Court Rules and the Commercial Court Rules which were done in order to align the rules with the features of the Integrated Electronic Case Management System.

The proposed amendments seeks to provide for:

- ❖ electronic filing of documents,
- ❖ electronic service of documents
- ❖ electronic delivery of documents
- ❖ pagination and indexing of electronic documents
- ❖ virtual hearings

**AWAITING THE GAAZETTING OF THESE
AMENDMENTS BY THE MINISTER**

COMMERCIAL COURT

Boardroom



COMMERCIAL COURT

Library



COMMERCIAL COURT

Court Room



COMMERCIAL COURT

Reception Area



COMMERCIAL COURT

Court Room





COMMERCIAL COURT

Judges' Chambers

COMMERCIAL COURT

Judges' Chambers





COMMERCIAL COURT

Offices



Anticipations

Computer skills among court staff

Basic IT skill trainings have been conducted in courts for judges and registrars

Updates to the Laws

Proposals have been submitted for needed updates to facilitate smooth use of IECMS and are under review

Access to Justice

Setup of e-filing kiosks at the courts

- Training of e-filing Officers and lawyers
- Preparation of user manuals and video tutorials on the system usage underway
- We are equipping all court centers by providing necessary equipment and tools of trade.

Capacitation of the IT Department

Recruitment of specialised personnel to support the IECMS project



Staff Recruitment For IECMS and Virtual Courts

JSC is in the process of recruiting IT staff to support IECMS and virtual courts, the new roles include:

- Data center engineers
- Backend, frontend & BI developers
- Data engineer
- Systems Analyst
- Systems engineer
- IT Security, Cyber Protection and Infrastructure Specialist
- Network Specialists
- Hardware Specialists
- Helpdesk Officers
- E-Filing Officers
- Virtual Centre Officers



Way Forward



- ❖ Preparation to go-live (Phase 1)
- ❖ Awareness campaigns
- ❖ Change Management
- ❖ Launch **1 May 2022**
- ❖ Information gathering for phase 2
- ❖ E-auctioning functionality is being explored to see its possibility to be added on IECMS.

Electronic Management of data outside IECMS



- ❖ **Virtual Courts**
- ❖ **Lexis Nexis**
- ❖ **E-Learning Management System**

Virtual Courts



- ❖ The virtual court is a platform set up to hold hearings remotely.
- ❖ Virtual courts were commissioned on the 7th of February 2022 for Harare High Court, Harare Magistrates Court, Harare Remand Prison & Chikurubi Maximum Prison
- ❖ The presiding officer (Judge or Magistrate), prosecutors, and lawyers are currently operating in the courtroom, while the accused are participating from the detention centres.
- ❖ The technology already has the potential for all participants to function virtually from their respective offices and chambers.
- ❖ Additional setups covers all the ten provinces within Zimbabwe with installation done both at the courts and the prisons

Legal research using LexisNexis



- ❖ Lexis Library is South Africa's most comprehensive online legal research tool, offering you a collection of trusted legal commentary on all aspects of the law.
- ❖ Get access to a complete collection of Acts, Bills, By-laws, Gazettes and Case Law while enjoying innovative, time-saving features such as Compare Versions and Legal Citator.
- ❖ JSC is subscribed to a twenty (20) user license which was distributed across JSC Judicial Officers

Legal research using LexisNexis Benefits



❖ **A straightforward law library**

Offers a single online resource that gives you efficient access to a full range of cases, commentary, legislation, etc.

❖ **Work more efficiently**

Simple, advanced online searching which gives access to the latest information, resources and expert opinions from different sources.

❖ **Get more out of your search**

Provide the content and guidance judicial officers have come to trust.

❖ **An intelligent search**

Flexible search options aligned with the way you want to work. Navigate by research area, go straight to a favourite source or use advanced search options to find what you need.

Legal research using LexisNexis

LEXIS NEXIS USER ACCOUNTS DISTRIBUTION

COURT	NUMBER OF ACCOUNTS
Constitutional Court	3
Supreme Court	2
High Court Harare	4
High Court Bulawayo	1
High Court Masvingo	1
High Court Mutare	1
High Court Chinhoyi	2
Labour Court	1
Chief Magistrate	1
JSC Secretariat	2
JTIZ	2
TOTAL	20



Learning Management System

E-LMS

A UNDP-Funded Project



- ❖ Web-based platform for the continuous education, training, skills enhancement, capacity, and professional development of all staff members within the Judicial Service.
- ❖ It will serve as an intelligent platform on which various educational courses and content will be delivered to judicial and non-judicial officers.
- ❖ The e-LMS will assist in the creation of an enabling learning environment for staff members to enhance their competencies.
- ❖ The e-LMS will be used to strengthen capacity and grow both the current and new educational and professional skills and competencies of the various members of staff in the Judicial service.

Learning Management System

E-LMS

Features



- ❖ **Content management:** The platform allow content creators to upload modules in multiple content types e.g., text, audio, images, video, animation.
- ❖ **Content delivery:** A intuitive graphical user interface will ensure that employees can self-register, set up a profile, browse and sign up for courses without extra help.
- ❖ **Analytics and reporting:** Employees will be able to track their learning history and progress while instructors will have access to a detailed dashboard that tracks cumulative course statistics.
- ❖ **Social learning:** A key component of the platform will be its collaborative features which seek to enrich the online experience.
- ❖ **Security and performance:** All files will be securely stored on the cloud with role-based access to training material utilized so that users have access to only information which they are authorized to access.
- ❖ **Integrations:** The E-learning management system should support video conference tools, teleconference sessions between instructors and learners, and Instructor-Led online training in general. Allow payment of utility fees online.
- ❖ **Proctoring Testing services:** Ability to allow trainees to take their exams virtually through the assistance of proctoring software. All proctored exams appointments will be scheduled through Proctoring

Learning Management System

E-LMS

Benefits



- ❖ ***One-time investment*** - The E-LMS will be available for use by all stakeholders upon its launch as a one stop and permanent learning management system for members of the Judicial Service;
- ❖ ***Time effectiveness and personalized learning*** - Learn at own time and in accordance with their learning needs;
- ❖ ***Cost-effective*** - E-LMS will ensure greater sustainability, through the reduction of the recurring cost associated with classroom training and development.
- ❖ ***Data collection*** - e-LMS will enable the acquisition of real-time feedback which will be used for effective decision making.
- ❖ ***Standardization*** - Training and course delivery via the e-LMS will be consistent, uniform and centralized.
- ❖ ***Simplified Tracking and Monitoring*** - The e-LMS will allow one to track, monitor, and manage staff progress through the training cycle.

THANK YOU