

# Integrated Court Solution (ICS)

The Integrated Court Solution (ICS) is attracting international attention after having won the United Nations World Summit Award (WSA) Global Contest 2009, in the e-Government and Institutions Category.

This award follows on the heels of the MSC Malaysia Asia Pacific ICT Alliance (APICTA) Award, which ICS won in 2008, in the Best in e-Government and Services Category. The ICS was then submitted by MDeC to represent Malaysia in the United Nations World Summit Award (WSA) Global Contest.

In winning this award, the ICS beat approximately 20,000 other products and projects from 157 participating countries in the 4th edition of the WSA, the United Nations based contest for e-content and creativity in the Information Society.

This achievement was the outcome of evaluations by the World Summit Award Grand Jury 2009 which consists of **eminent experts from 34 countries**.



## JUROR'S EVALUATION

The ICS project is an exemplary initiative which efficiently integrates IT, Video and mobile technologies for improving the productivity and efficiency of court case dispositions and improving the quality of judiciary services. It simplifies recording and transcribing of court processes and provides real-time publishing of case lists, judgments and other documents for the community and advocates. SMS based alerts are used to inform citizens and legal professionals of their case schedules. The video conferencing of court proceedings provides convenience and substantial travel savings. The open source platform offers a scalable, secure and a reliable model. Since its implementation in 2006, in the two Malaysian states on the island of Borneo, ICS has reduced the average number of days to settle a case by 80%.



## About the Integrated Court Solution

ICS is a highly effective, comprehensive and practical end-to-end solution designed to facilitate the work processes of the Judicial Department. The current version consists of 8 modules.

Homepage of Integrated Court Solution (ICS) implemented for High Court in Sabah and Sarawak

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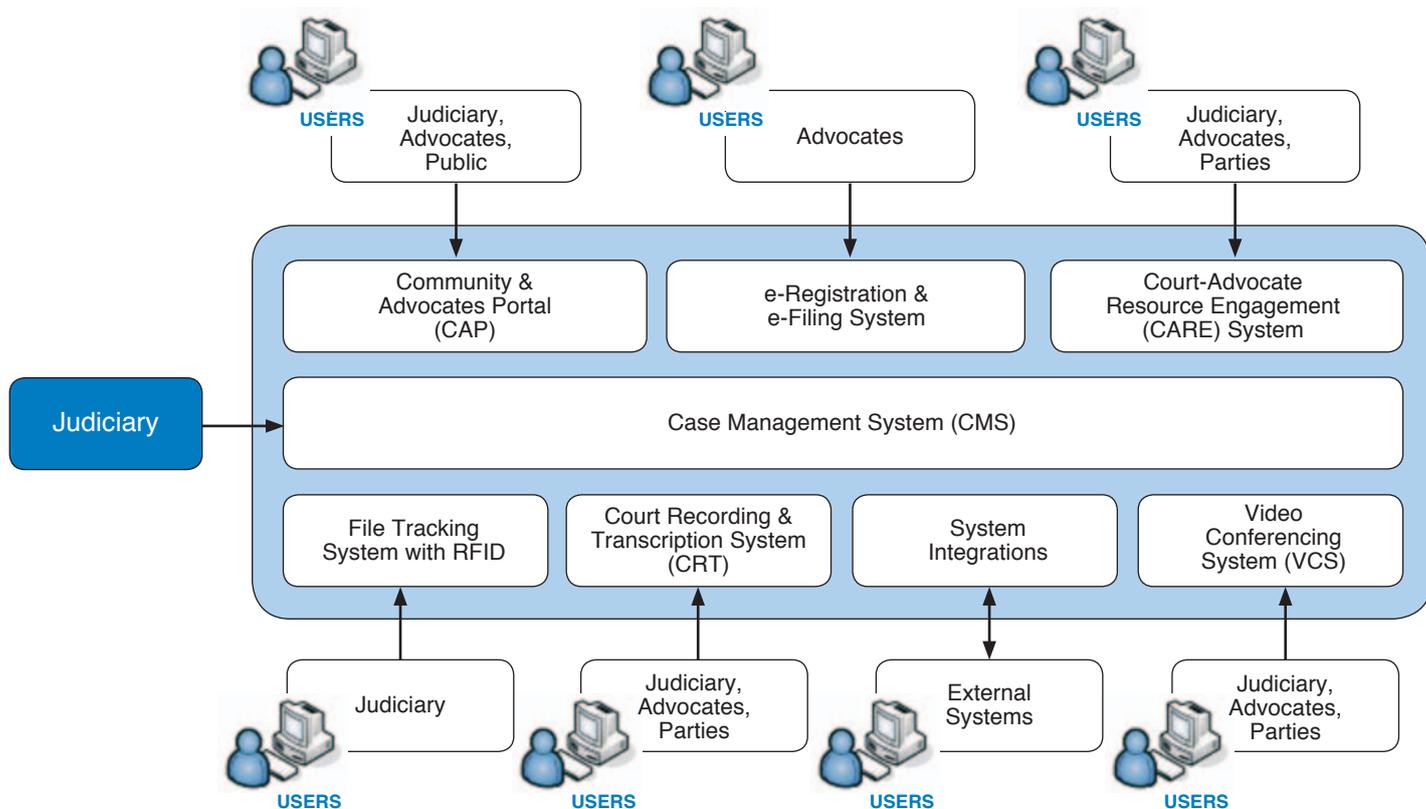
### For demo and enquiries, please contact:



For more information visit the homepage [www.highcourt.sabah.sarawak.gov.my](http://www.highcourt.sabah.sarawak.gov.my).

# Integrated Court Solution (ICS)

Integrated Court System (ICS) Schematic Diagram



At its core, and central to its architecture is the **Case Management System (CMS)**, which is the foundation of the solution. The architecture's subsidiary systems, each with their own focus-areas, address specific business areas, and work cohesively within the CMS to steer and manage the case management processes of the Courts.

The **e-Registration & e-Filing System** facilitates the pre-registration and registration processes of a case, and subsequently enables legal documents to be filed electronically throughout the court proceedings, assisting the Courts and the lawyer-community.

To enable systematic and organised sequencing of the multiple court hearings of the day, the **Court-Advocate Resource Engagement (CARE) System** provides up-to-date information on court cases happening in the court premises and the solution to "queue a trial" when all key attendees are present. From the moment the advocates or parties involved enter the court premises, from court lobbies, corridors, all the way to each courtroom, CARE interfaces with users via audio and visual media.

The **RFID File Tracking System** customised to the Court's environment will be fully integrated with the Case Management System (CMS) for better management of case files. Each new case registered onto the system shall be assigned with an

RFID tag. The RFID tag shall be attached to the new physical file folder created.

During the court trial, the solution provided by the **Court Recording & Transcription System** facilitates the recording and tracking of audio and video in order to ease the creation of court-transcripts of the proceedings. In addition, "virtual court trials" are enabled through the use of the **Video Conferencing System (VCS)**. This enables court trials to be carried out when attendees are at different locations, thereby reducing time and travelling costs.

The **Community & Advocates Portal (CAP)** is the primary gateway by which the Courts reach their external customers and stakeholders. Through this gateway, information such as general information on the courts, announcements/news, cause-lists and trial judgements are made accessible to the lawyer-community and public through the Internet.

The secondary gateway, through **System Integrations**, allows the Courts to integrate and interface with other agencies, to provide and interchange information with relevant parties.

As a package, the Integrated Court System promotes productivity and efficiency for judiciary processes that benefit the judiciary and court officials, the advocates, the parties in trial cases and the public at large.