

Modernizing Justice

November 2017



MAG Modernization

Powering change.

Why Innovate?



Why Innovate?

Digital imperative

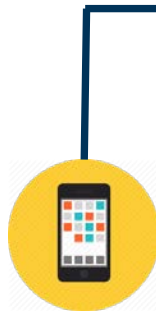
66%

of Canadians access the internet on their mobile phone on a daily basis



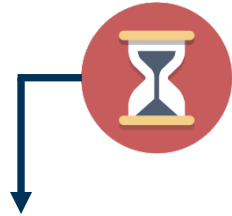
87%

of online Ontarians cited online as the most inherently convenient channel for government services



87%

of Ontarians were online in 2015



50%

of global citizens would prefer to conduct all government business digitally in the future



Access to Justice imperative

45%

of Canadians will participate in a legal proceeding in any given 3-year period



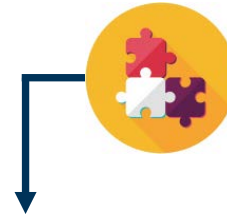
>65%

think that nothing can be done, are uncertain about their rights, do not know what to do, think it will take too much time, cost too much money or are simply afraid



67%

of self-represented litigants reported that navigating the court system is difficult or very difficult



80%

of litigants in some courts are self-represented. 60-65% of litigants are now consistently self-represented at time of filing in family and civil court.



What We've Achieved

Fair and Accessible Justice System

34%

of visits by counsel participating in the remote defence access Proof of Concept were conducted by video



50+%

of all small claims are now filed online



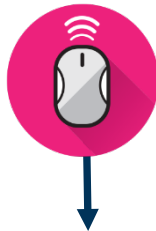
1M+

searches on OntarioCourtDates.ca annually



6

pilot SCJ locations offering the civil online filing service



1.8 million

events will be scheduled through the Electronic Scheduling program



63%

of all cases are now moving through SCOPE, a scheduling and case management system



86%

of all telewarrants are now electronically submitted



1000

staff hours saved annually through search warrant tracking

Accountability and Value for Money

What We've Learned

PLANNING WORKS

More time spent planning pays dividends

RELATIONSHIPS + PARTNERS

Collaboration enables solutions that work for everyone

CHALLENGING CURRENT PRACTICES

Variation in practices makes problem solving difficult

INCREMENTAL CHANGE

We are building momentum through small scale wins

GOVERNANCE IS KEY

Clarity on accountability, methodologies, and boundaries are important

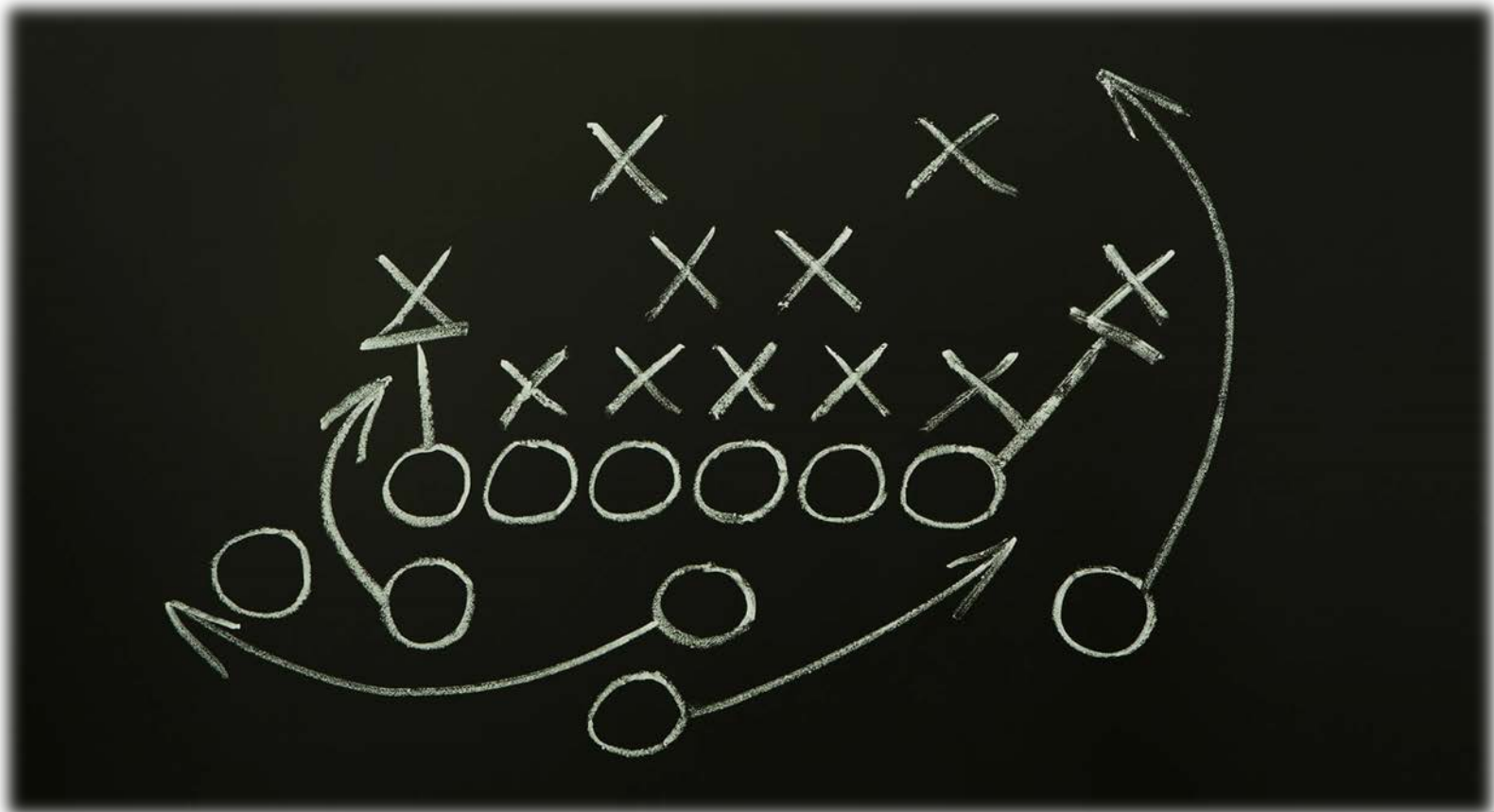
MAINTAINING DISCIPLINE

Sticking to the plan is difficult, particularly with so many stakeholders





PLANNING WORKS



RELATIONSHIPS + PARTNERS



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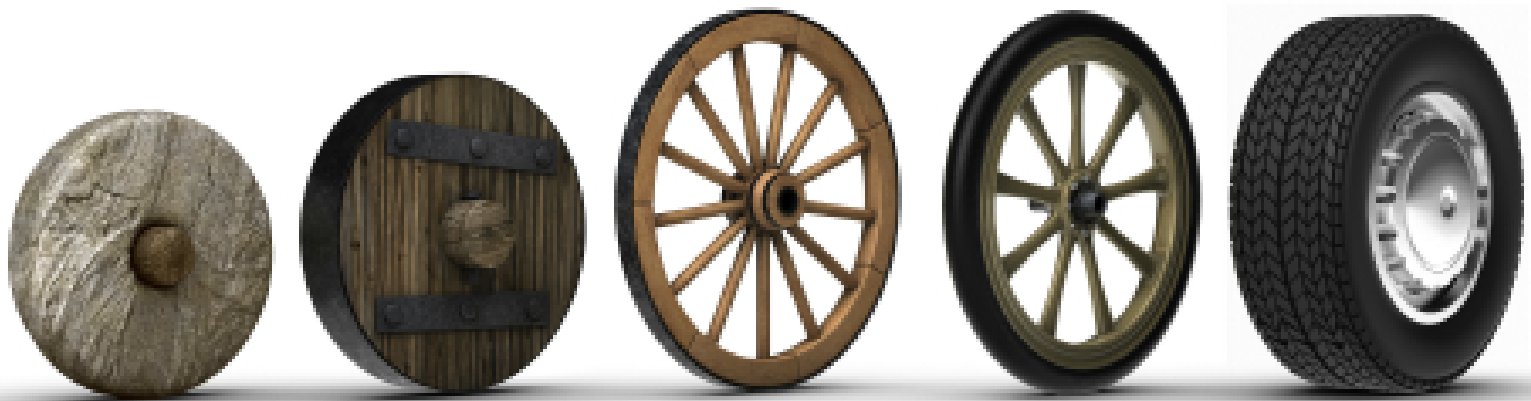
CHALLENGING CURRENT PRACTICES



What People Want

What They Got

INCREMENTAL CHANGE



Reuse Opportunities

Justice Delivery Platform → AKA and Enterprise Service Bus

- Bridges the gap between old and new
- It's like Google Translate for technology!

Case Management Systems (CMS) → Evans CaseLoad & MS Dynamics

Working With Electronic Documents

- Leverages out of the box SharePoint with some customization

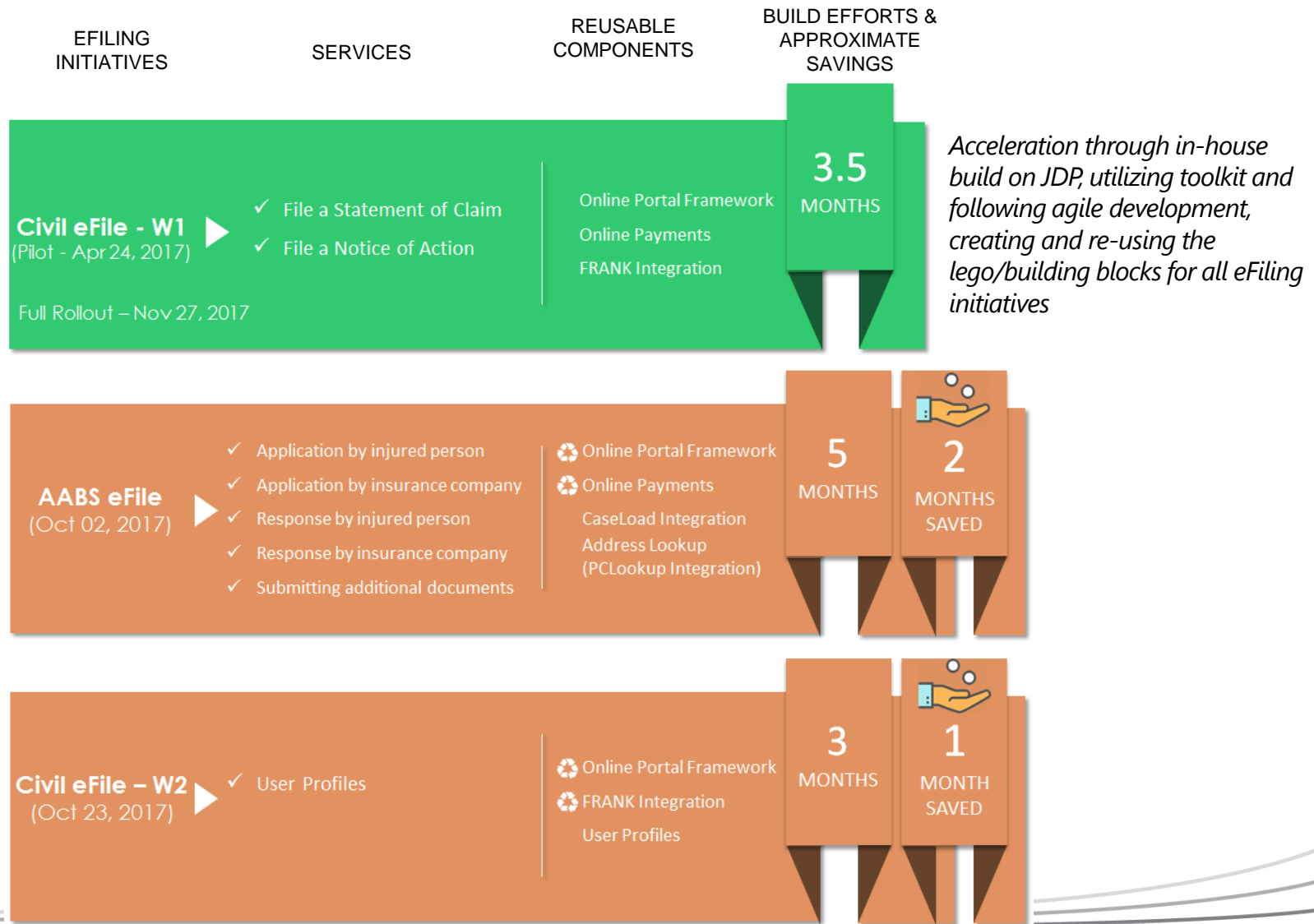
Online Services → Focus on functionalities

- Overall frameworks, look and feel
- Payment modules
- CMS integrations



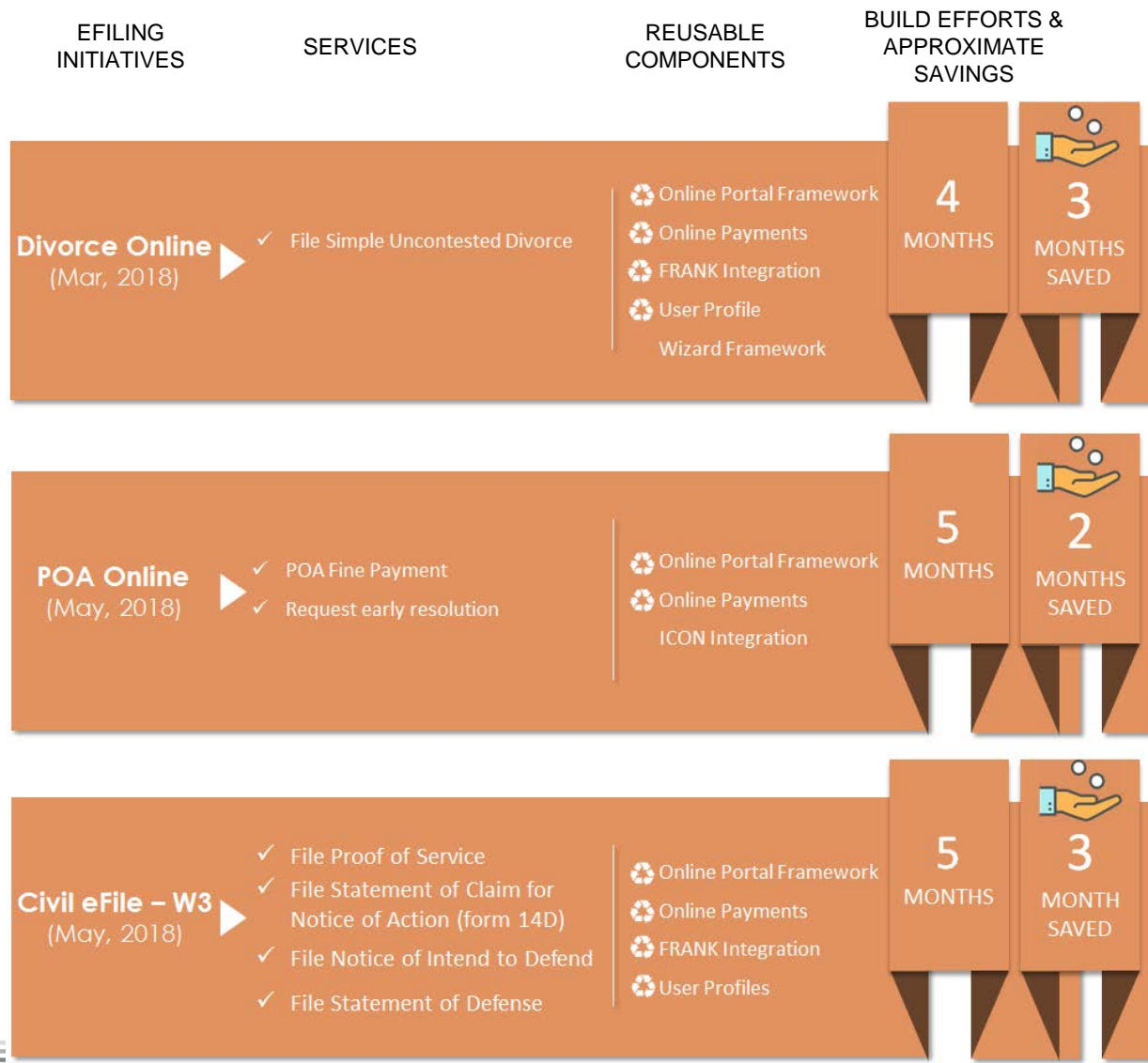
THE EXPERIENCE ONLINE SERVICE – ACCELERATED DELIVERY

REUSE IN ACTION



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THE EXPERIENCE ONLINE SERVICE – ACCELERATED DELIVERY



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GOVERNANCE and MAINTAINING DISCIPLINE



THE VISION



Priorities for 2017 and Beyond

Our key Priorities, validated at Better Justice Together 2014 & 2017, continue to be:

- Electronic filing
- Expanded information exchanges
- Infrastructure upgrades and foundation building
- Virtual participation
- Shared, integrated case scheduling
- Integrated case management
- Enterprise business intelligence and analytics



Change in the justice sector has been slow...





How Can We Accelerate Change?

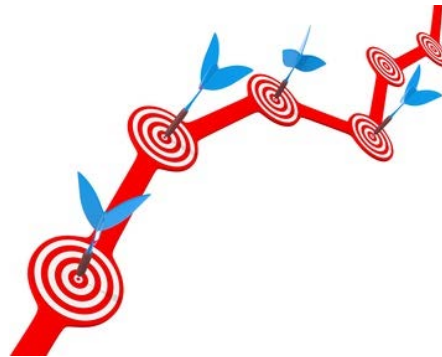
Making Change Happen



Assessing current systems & processes



Adjusting internal processes



Eliminating variation

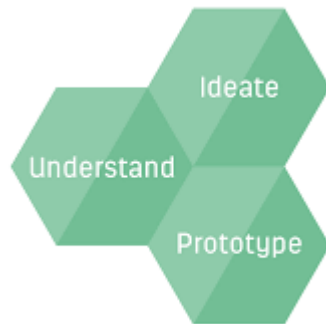
How We're Moving Forward



User-centred focus



Digital first



Prototyping and proof of concepts

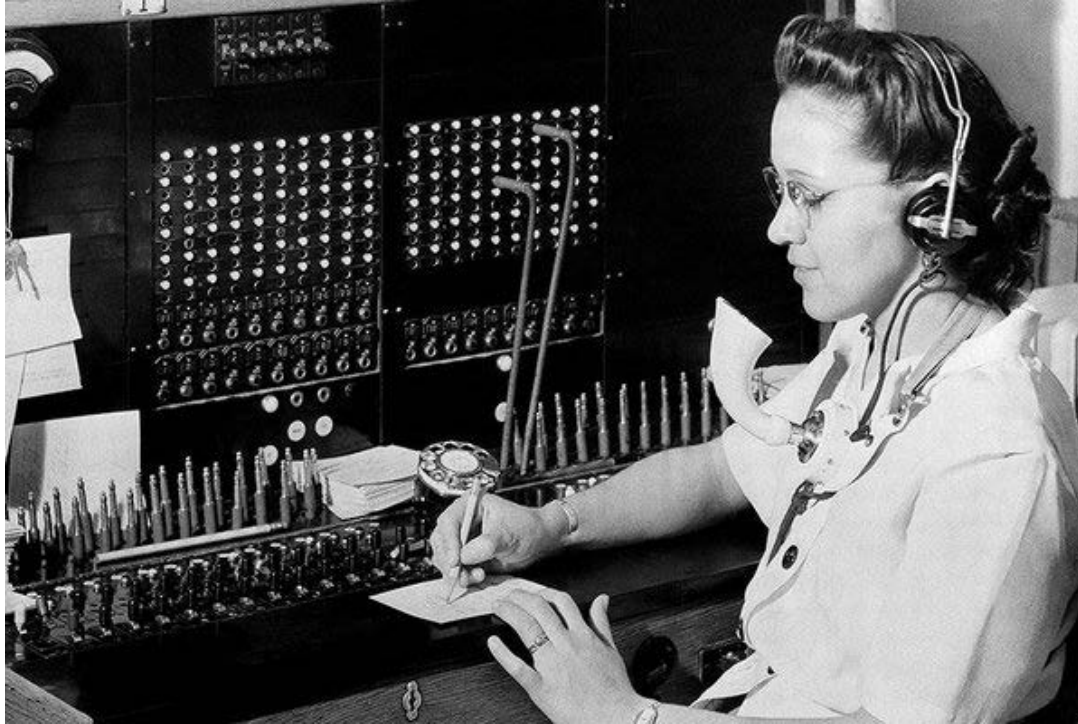


Multiple channels



Partnerships

Questions? Comments? Ideas?



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