

# INFORMATION TECHNOLOGY



Taking a queue number



Accessing the Automated Traffic  
Offence Management System



Signing electronic judgments



The Subordinate Courts have one of the world's most technologically advanced court systems. Technology is employed to enhance the quality of court services, improve efficiency, and increase accessibility to the justice system. In this regard, the Information Technology Department (ITD) provides support to every other division in the Subordinate Courts. It has also undertaken major initiatives to improve the system of administration for the Subordinate Courts as a whole.

### **Enhancing System Efficiency**

#### **Diary Scheduling Management System**

The Subordinate Courts will be implementing a diary scheduling management system to facilitate the fixing of hearings. It will also enable court users to book court dates for certain types of hearings online (in the same way in which concert tickets are booked online). This saves court users travel time and expenses, as well as the waiting time which would be expended if they had to come down personally to court to obtain hearing dates.

#### **Broadband Infrastructure for the Government Migration (BIG Migration)**

The Subordinate Courts have upgraded our wide area network infrastructure to broadband ATM. ATM is a high-speed communication technology for transmitting voice, data and video signals. With ATM, the Subordinate Courts can expect better system response time, which in turn will provide faster services to court users.

### **Government Electronic Mail System Migration for Messaging Infrastructure and Messaging Services**

The Subordinate Courts engaged a new vendor in June 2001 to provide messaging infrastructure and messaging services for our Government Electronic Mail System. Under the new contract, the Subordinate Courts can expect better messaging services and faster service response time, which in turn will provide quicker services to court users.

### **Knowledge Management**

#### **Information Resource Portal**

This system exemplifies the Subordinate Courts' move towards advocating and building a Learning Organisation. The system organises the information in the Subordinate Courts' databases, as well as court-related information from the Government Intranet and the Internet onto a web portal. In this manner, end users will have an easy task in searching and retrieving information from the Subordinate Courts' databases, Intranet and Internet. Instead of having to individually search separate databases, the end user need only search one platform.

The system facilitates the sharing of information and knowledge within the Subordinate Courts and the institution of corporate knowledge in the Subordinate Courts.



*(from left to right):*

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## Technology Awareness Programme

The Subordinate Courts have implemented a Technology Awareness Bulletin where articles on the latest technological development are published regularly by ITD. Technology seminars are also organised with our justice stakeholders to update our officers on new technology in the market place.

## Organisational Development

### Information Technology Department Innovation Scheme

ITD has implemented a scheme whereby all ITD personnel are encouraged to suggest innovative uses for information technology in the Subordinate Courts. Since the implementation of the scheme, ITD has received regular suggestions from its personnel on the innovative use of information technology in the Subordinate Courts.

### ISO 9001 Certification of IT Department

In line with the Subordinate Courts' drive for organisational excellence, ITD has implemented a Quality Management System (QMS). The objective of QMS is to ensure that ITD continues to deliver quality systems and services to Subordinate Courts users. ITD achieved the ISO 9001 certification for its project management and IT Planning services in September 2001.

## Knowledge Sharing

### External Conferences/Exhibitions

In June 2001, the Subordinate Courts took part in the Government Online Conference in Singapore, which was organised by the International Quality and Productivity Centre. A paper entitled

eJustice@Singapore was presented by Richard Lau, Principal Director, Corporate Services, on how the Courts have harnessed information communication technology to enhance the administration of justice and public access to court services.

The Subordinate Courts also participated in the Government e-Services Exhibition in November 2001. The Subordinate Courts showcased several of our e-services during the exhibition, namely e@dr (the online mediation scheme run by the e@dr Centre), the Small Claims Tribunals Electronic Filing System, and the Automated Traffic Offence Management System (a system which allows traffic offenders to pay their fines and plead guilty to regulatory offences at NETS kiosks).

### Subordinate Courts' Information Technology Plan (ITP) for Case Study

The Subordinate Courts, being one of the few Government organisations to have completed a full ITP recently were invited to participate in the 'Strategic ICT Planning' course organised by the Infocomm Development Authority of Singapore under the Infocomm Education Programme.

The Infocomm Education Programme is one of the 6 strategic programmes under the eGovernment Action Plan. It caters for Division 1 and 2 Government officers who need to plan for eGovernment Information and Communications Technology systems. The Subordinate Courts' ITP was used as a case study for the programme syllabus.