APPLICATION FORM FOR THE EUROPEAN EGOVERMENT AWARDS

- ## Name of the case

National Judiciary Informatics System

- ## Acronym of the case

UYAP

- ## Case presentation URL

www.uyap.gov.tr/english

- ## Case logo

- ## Web address of the case

http://www.uyap.gov.tr/english/index.html

- ## Type of initiative

Category 2: eGovernment empowering citizens and businesses

1. **Country of the case**

Please identify the country of origin of your case. Multiple choices are allowed. Press and hold down the Ctrl key to add choices to your selection or to remove choices from the selection.

1. **City/Region**

Please identify the city or region of your case.

1. **Start date - end date**

Please provide the start and end dates of your case. If your case is still ongoing, please tick the "ongoing" box.

1. **Date on which the case became operational**

2004,Note that the case must be in operation to be eligible for the European eGovernment Awards (see eligibility criterion 2).

- # 1- Case abstract

Please provide a brief abstract of your case. It may also be used for publications and references to your case. The entry in this field should be a concise, clear and attractive description of your case, addressing the following: The maximum character count is 4,000 (c. 400 words).

.	The case owner(s)/provider(s);
.	Why the case was launched and what it sets out to do;
.	The benefits and impacts;
.	The lessons learnt.

UYAP is an e-justice system as a part of e-government project, which has been developed in order to ensure fast, reliable, and accurate judicial system. UYAP is developed by IT Department of the Ministry of Justice (MOJ) by using the most updated technology and methodologies. As a central information system it covers all of the judicial institutions and other governmental departments. All judicial units were fully equipped with computers, case management software and other updated hardware. Each judicial unit connected to others by a secure network and given access to legal sources such as legislation, case law, bulletins and circulars. UYAP has been designed in order to improve the functioning and efficiency of the judiciary and to create an effective and less bureaucratic judicial system for the concerned institutions and individuals. All of the judicial units and agencies currently make use of ICT in their daily lives as all processes and transactions were transmitted into electronic environment. In UYAP, there currently exist nearly 35.000 users. Until now 307.950.276 electronic documents, 57.240.073 electronic files have been stored to UYAP. In all of the units nearly more than 1.000.000 new electronic documents are being processed in the system daily.

Impact: UYAP has reduced the administrative and communication costs which would otherwise be incurred in a paper-based system. With the on-line connection and correspondence in courts, expenses of bureaucracy and postal costs were removed. All information is digitally delivered or inserted among them. The processes, statistics and correspondence that formerly took hours or days can now be done in minutes through UYAP. Lawyers and citizens can do every kind of legal business through the Internet by using their e-signature. The value of the services provided through UYAP can not be assessed only on costly bases. However, through UYAP some annual consequences assessable on costly bases are achieved in the below:

ONLINE RETRIEVAL OF BIRTH RECORDS: 19.902.843 EUROS
ONLINE RETRIEVAL OF CRIMINAL RECORDS: 5.236.045 EUROS
ONLINE SEARCH BETWEEN POLICE DATABASE : 1.537.824 EUROS
ONLINE CORROSPONDANCE BETWEEN JUDICIAL UNITS: 3.609.712 EUROS

Lessons learnt
UYAP represent the progress that strengths the confidence of citizens for the judiciary and shows ongoing improvements. As a result public confidence has been achieved in justice services thanks to transparent and rapid justice, aiding stability and peace in society and growth in the economy.

There are a variety of articles and comments about UYAP in the domestic press.
http://www.epracticejournal.eu/document/4718
http://www.uyap.gov.tr/english/index.html
http://www.adalet.gov.tr/duyurular/2008/kasim08/ENExpertReportUYAP.pdf

Case domain
Please identify your case domain. Note that only eGovernment applications can apply and therefore the domain MUST be set to "eGovernment".
Topic

Turkish Constitution sets out under Art.36, everyone has the right to a legal remedy either as plaintiff or defendant and entitled to the right to a fair trial. Bearing in mind the eternal reality 'justice delayed, justice denied' the constitution states that justice should be maintained in a swift and economic manner. So as to meet the expectation among the individuals in this context, IT Dept. of the MOJ was given the task and the responsibility to realize the modernisation of justice which is included as fundamental priorities in the Accession Partnership and in the National Plan. The Accession Partnership with Turkey was adopted on 8 March 2001, and the Government of Turkey prepared a National Plan for the Adoption of the Acquis (NPAA) to achieve the objectives stated in the Accession Partnership. Modernisation of justice is included as one of the fundamental priorities in the Accession Partnership and in the NPAA. In the course of progress towards accession to the European Union and in response to the obligations of the acquis of the EU Turkish government, is actively following these programmes. These legal, technical and politic reasons resulted in UYAP, as a very good example of outstanding e-justice system which is now considered as an indispensable part of the eGovernment programmes, policies and strategies of the EU. The database provided by UYAP is being used by judiciary institutes, and other private or government institutes on demand and the said authorities have access to of government and other eGovernment programmes in a more easy and effective manner.

UYAP totally complies with the E-Plus strategy of the EU which aims to establish a high level information society and remove the gap between the justice staff and the individuals seeking justice. UYAP database can be connected to the central databases of the EU and thus form a broadened network, providing direct benefits to the governments, citizens and businesses. Above all, in close future it will be possible to bridge UYAP with the backbone networks such as TESTA and other EU countries' systems. Achieving this goal will result in the secureness and swiftness the transmittion of the international requests such as rogatory letters, the requests regarding extratidion and transfer of sentenced persons. UYAP not only can establish a information path among judicial institutions, but also constitute a new and effective line among the judicial and non judicial justice-related units within the EU.

UYAP provides state of the art solutions on the daily life of all judges and public prosecutors, court staff, lawyers and lastly for all citizens. Turkey is among the twenty most populous countries of the world. The courts and other judicial institutes have been shouldering a very heavy workload. Last year judicial units had to proceed more than 20,000,000 disputes which means that one fourths of the Turkish society resorted to public presecutor offices, courts or enforcement offices. All these disputes have been processed and stored electronically by UYAP. Namely all units have carried out their all judicial processes via UYAP from the beginning of the implementation.

Overall, it can be said that UYAP covers all judicial process and units and effectively meets all the requirements of the staff along with the individuals having resort to the various branches of the judiciary. The most time consuming and hard tasks for legal professions can be easily and swiftly done in electronic environment by UYAP. Instructions to other courts in order to collect evidence can be instantly sent and received on line. Due to standart and ready forms, all the data are filled automatically into the documents like instructions, indictmans, hearing minutes, decision and others so as to finish cases faster and more efficient and not to wait for days. With the on-line connection of courts, expenses of bureaucracy and postal costs are removed. The processes and correspondences that formerly took hours or days can now be done only in minutes through UYAP. While preparing daily, monthly or annual statistics of judiciary took hours, weeks or months, thanks to UYAP it can be done instantly by using electronic means.

Furthermore lawyers and citizens can examine all their files, deposit their case fee, submit any document or claim and file a case to any court of Turkey through the Internet by using their e-signature. They can access and examine their case information via the Internet and learn the day fixed for the trial without going to courts. Huge workload of staff due to answering enquires of citizens in courts has been decreased significantly. According to the latest figures 63340 lawyers have been registered to the lawyer's portal, and 10214 of them use this system effectively.

The UYAP system was initially developed in collaboration with a Turkish software house Havelsan but is now entirely managed by the Ministry of Justice (MoJ) who have a team of judges and developers ensuring the continuity and future development of the system. The IT Department of the MOJ has the duties and responsibilities to establish, operate, and maintain the informatics system in cooperation with the units of the MoJ. Accordingly, the own team of IT Department has provided successfull coordination and cooperation relating to the IT projects among the ministerial units by using the most updated technology and methodologies. In order to handle institutional and legal differences within ministry and show the utmost determination of MOJ, it has been established a high Board in the ministry, who has duty to take necessary measures, provide harmony and eliminate obstacles to implement Project, consisting of Undersecretary, Deputy Undersecretaries and Director Generals of different departments. Modernisation of justice has become indispensable part of the eGovernment programmes, policies and strategies of Turkey. MOJ has determined to take sufficient measures to provide effective, accurate, and swift justice for the public which can be enhanced by the use of ICT means. In order to that it has been given so much importance to establish partnership with other government departments. Hence, there has been also set up integration with the different departments of governments such as birth registry, criminal records database, telecommuniation authority, post offices, police offices, land registry and some banks enabling online exchange of information among them. Furthermore it has been tried to harmonise and simplify the procedural rules, codes and working practices according to the technological change. In the computerisation process of courts, the human element, judges and prosecutors who are considered the most conservative group in the legal profession, experience difficulties to keep up with the new developments. In order to overcome this problem some trainings programs, awereness campaigns, meetings and seminars were organised. While the computer literacy was only 5 % before UYAP in courts, it has been increased to level of 95 % thanks to basic computer and UYAP modules trainings. Furthermore they have been given distance learning facilities enabling them to acces audial and visual training materials through internet. In addition after being involved in the project and perceiving the benefits of the UYAP in their daily routine as it dramatically reduces the labour force and time and facilitate the complex procedure, the usage of UYAP along with political support has increased significantly. In a very short time they had started to use the electronic environment in their daily works and they confessed that they wished to use that system earlier. Since culture change requires the constant effort of every actor in the judiciary, the participation and motivation of judicial workers was provided by open communications, clear incentives, promotions and awards. During the initial stage of Project it has been encountered with the lack of funding particularly for the employment of experienced engineers and programme developers in the government sector. At the end it is understood that using the power of technology can definitely solve or at least mitigate the problems of judiciary. Then strong government support has been given at any cost facilitating the speed up the process of UYAP. A knowledge management strategy based on the teamwork principle rather than depending on individuals has been tried to apply in UYAP management. Overall it is proved in Turkey that with sufficient investment, a strong and high level of project management and determination of the policy-makers pave the way for successful implementation of e-justice.

The UYAP system has been implemented using JEE2 on the client-side and runs on an Oracle database. Availibity to open code sources and standard technologies for end users allow the Turkish judiciary to develop independent, integrated and cost effective solutions. Judges can reach to the system by VPN technology from their houses with their laptop, facilitating their preparation and research for trials and the writing of judgments. Central database was set up in order to collect and share all data effectively and economically to be called up by judges and court staff when needed rather than local ones which can cause data duplication and discrepancies. UYAP has disaster recovery procedures in place and the system is fully backed up each night. A new system centre is currently being built to upgrade hardware and to enhance the overall disaster recovery strategy. The system has numerous Quality Certificates assigned to it including TS-EN-ISO 9001, AQAP-150, AQAP-110 SW CMM Level 3 and soon hope to obtain ISO 17799 and ISO/IEC 15408 CC Standard. The system is protected by a firewall and anti-virus software.

Consistency and usability are strong characteristics of the system. A single user interface and its core functionality are universally applied. So, for example, if a judge initially works for the court of 1st instance and then moves to the Court of Cassation she/he will be already familiar with the UYAP working environment. Judges have been supplied with USB keys to enable them to electronically sign documents and this is being adopted across the board. Until now 35400 personnel have been given their e-signature. Procedures, among the branches of the justice system and other relevant official bodies, have been totally integrated and automated on electronic signature infrastructure, establishing interoperability and electronic office atmosphere that not need paperwork.The system registers the state of proceeding of a case which along with associated information is used for statistical analysis. This makes it easy, for example, to produce a report that identifies how many cases relating to burglary were registered either by the Ankara Court or country-wide. Such ease of reporting is critical for the prosecutors who then use the data to examine the case load allocation for their particular court. Local area network and wide area network (WAN) were completed through territorial lines and satellite for which each of them is the substitute of other, enabling uninterruptable service.

UYAP has reduced the administrative and communication costs which would otherwise be incurred in paper-based system. With the on-line connection of courts, expenses of bureaucracy and postal costs are removed. Judicial record database has been integrated with database of UYAP. The birth certificates, Land Registries and driver registers can also be retrieved online and instantly at every stage of the trials. Thanks to internal and external integration totaly 30.286.424 Euro is saved annually. All cases in courts can be accessible on line by authorized judges without delay.The processes and correspondences that formerly took hours or days can now be done only in minutes through UYAP. While preparing daily, monthly or annual statistics of judiciary took hours, weeks or months, thanks to UYAP it can be done instantly by using electronic means. The UYAP system has its own custom DMS (Document Management System) which was developed in-house and workflow solution to enable the system to create and assign tasks to judges for action.The system is process driven which enhances the overall work productivity and enables top level managers to effectively manage the case load of the courts and to identify the overall productivity of staff members. Previously, all registration of cases was done in ledgers and the allocation of cases was done manually. The system now registers and automatically assigns cases to judges based on their current workload. All bureaucratic procedures and formal writings made in the electronic environment, thereby avoiding delays and reducing mistakes, especially those related to codes of procedures, as well as ensuring some degree of transparency.

Before UYAP, judicial units used to write the forms by hand one by one. After the introduction of UYAP similar writs are being composed through template forms. Thus, the employees save time and workforce, courts and other units can do the same job with less staff. Due to template forms, all data are automatically being received from the system and transmitted into the documents. As a result, it has led to some 30 % labour force savings and provided speed and reliance. Thanks to UYAP the judicial inspections can be tackled online and remotely. Thanks to databank which provide updated legal sources verdicts has been facilitated and similar decisions can be procured about similar trials. UYAP provides a very powerful tool to combat fraud and abuse of verdicts as a most important impact of eGovernment. Prevention of corruption is achieved thanks to electronic logging of every movement in the system.Creating, intelligent warning-systems which are not available in any other justice system throughout the world, user faults have been remarkably reduced and that led to fewer serious mistakes in judicial proceedings.

Electronic filing allows all data to be stored up-to date, accurate and ready with the click of a button, for more than one person concurrently. Thanks to online connection to banks which enable electronic collection of case fees, handling of cash is unnecessary which prevents corruption and bribes. Problems associated with handling of paper are no longer a burden for the judiciary such as non-filing and misfiling of documents, loss of case files, retrieving them instantly and need for huge storage places. Overall, UYAP has enhanced the authority of the state, ensured victims to reach the justice immediately, and made easy to punish offenders as they deserved.Those mentioned developments, in terms of their consequences are progresses augmenting the confidence of the citizens for the judiciary and show that the impact is sustainable.

1. **Return on investment**
Please estimate the direct savings that will be made as a result of the project over its total estimated duration (e.g. cost and time saving, higher productivity). The savings we are after should ideally benefit your organisation or users. We are aware this is not an exact science; however, even if you are not certain, try to make an estimate. Please choose from the available ranges. If you are unable to cannot provide an amount, please describe your return on investment.

As John Hunter says, (Head of the IT Department of European Court of Human Rights), who examined the system in 2008 for 3 days, **"UYAP is probably one of the most advanced nation-wide court justice systems in the world and an excellent example of best practice for national courts"** (http://www.adalet.gov.tr/duyurular/2008/kasim08/ENExpertReportUYAP.pdf). Turkish Project team join all e-Justice Programme events and make some visits to share this good practice and exchange of experience with European and Mediterranean region. In these events UYAP has been presented to show how the efficiency of justice can be improved by updating means and tools used for justice by pointing out the importance of quality and efficiency as an essential guarantee for successful and modernised management of justice. Turkish team have been also invited to some countries to share its invaluable experience throughout its neighbours. For instance, there has been initiated a cooperation with Bosnia and Herzegovina to transfer the knowledge of Turkey in the area of e-justice (http://www.adalet.gov.tr/english/news/2009/news0/news.html). In addition we have hosted IT teams of many countries that are willing to establish collaboration in the area of e-justice such as UK, Germany, Syria, Kazakhstan, Azerbaijan, Iran, Algeria, Egypt and so on (http://www.adalet.gov.tr/english/news/2009/news1/news.html). Likewise we host some experts from the EU within the context of TAIEX activities in our department in order to show the innovations come with UYAP. In all these visits because of its capacity and capability UYAP has been regarded as the best model by the visitors. As Jack Straw comments "There is much we have and continue to learn from you. For instance, in respect of the excellent IT system being used in your courts, of which a delegation from my Ministry of Justice was exceedingly jealous" (http://webarchive.nationalarchives.gov.uk/+/http://www.justice.gov.uk/news/sp291107a.htm). These evaluations and comments show the potential that UYAP has for others to learn from. Our document and case management system can be easily adapted and used by other national and international institutions because of its ability to harmonize each unit. We have just started to give our document management system to some public institutions such as some municipalities and Customs Department. So not only are we ready to share our experience with domestic organisations but also with international organisations.

SAme as other innovative projects we have gained so many general experiences that can enable other administrations to learn from it. The transformation of huge organisational structure of Turkish Judiciary to the smooth functioning system is the most important lesson to be learned. Carrying out an IT project in public sector, particularly in judiciary requires overcoming too many difficulties. If the team are keen on succeeding with the utmost motivation and well-planning there is no chance for the failure. The team work sprit and motivation is the most important stimulus in this context. The motivation of the staff has been provided with some awards schemes and e-mail sharing that has been established for knowledge supply and motivation. A knowledge management strategy based on the teamwork principle rather than depending on individuals has been tried to apply in UYAP management. All judicial units has carried into contest environment for the best usage of UYAP. Another important lesson that can be learned from our case is how to overcome the resistance of the users to the new way of life coming with IT. They feel that paper is still indispensable and more secure in the legal process, due to their lack of information about how IT works. In order to overcome this problem some trainings programs, awereness campaigns, meetings and seminars were organised. They have been assured by the authentication methods such as safe identity verification of digital signatures. At the end of 2007 all of the registry books and cartoons have been removed and started to keep in electronic environment. While the computer literacy was only 5 % before UYAP in courts, it has been increased to level of 95 % thanks to basic computer and UYAP modules trainings. In a very short time they had started to use the electronic environment in their daily works and they confessed that they wished to use that system earlier. It has been explained very well to the users that teething problems may also be encountered during the initial period, as it is a natural result of every change. In addition there has been a strong share of know-how, consultative discussions and collaboration between ICT experts and judicial staff. it is proved in Turkey that with sufficient investment, a strong and high level of project management and determination of the policy-makers pave the way for successful implementation of e-justice.

Please describe why the case was started and the specific problem that prompted the case. Please also explain why your case should win an award in the category you have selected. The maximum character count is 4,000 (c. 400 words).
This question, in conjunction with question 16 of Part 1, is important for evaluation criterion 1 (relevance).

Through UYAP, procedures, among the branches of the justice system, Ministry of Justice and other relevant official bodies, have, as full based and totally integrated, been automated on electronic signature infrastructure, establishing electronic office atmosphere that not need paperwork. Proceedings have been prevented from being repeated and so time and work loses have been reduced. Judges and prosecutors have enabled to be the integral part of the information society. Creating, intelligent warning-systems which are not available in any other justice system throughout the world, user faults have been remarkably reduced and that led to fewer serious mistakes in judicial proceedings. UYAP provides state of the art solutions on the daily life of all judges and public prosecutors, court staff, lawyers and lastly for all citizens. Overall, it can be said that UYAP covers all judicial process and units and effectively meets all the requirements of the staff along with the individuals having resort to the various branches of the judiciary.

The most important reason why UYAP should win an award in its category is being a unique, integrated and nationwide e-justice system in this kind of such a big country. As a central informatics system, it covers all of the judicial units, courts, prosecution offices, enforcement offices and prisons. All judicial processes, trials and correspondence were transmitted into the electronic environment enabling paperless office structure. The magnititude of the sytem is the other main factor that nearly 35.000 users log in to the system everyday and 1.000.000 documents are processed daily. There are also some extraordinary features such as intelligent warning system, citizen and lawyer portal, wide usage of e-signature, integration with other institutions and case management systems. These developmants have enhanced the quality of services provided to citizens and the effectiveness of justice. As a result, UYAP has transformed an old-fashioned, paper based Judiciary into a smooth functioning organization, which is assessed by some the biggest revolution in the Turkish Judiciary.

10-Indicate whether your case was submitted to previous European eGovernment Awards editions

Indicate here whether your case was submitted to any of the three previous European eGovernment Awards editions. Please select the year in which you applied. Multiple choices are allowed.
Please note that this question is relevant for eligibility criterion 5 and evaluation criterion 1 (relevance, see also sections 4 and 5 above).
1. **If you submitted your case previously, has significant progress been made since then?**
Please describe the significant progress made since the last submission of your case. Significant progress made includes

(1) Significant functional development; (2) The transfer of solutions to other administrations; (3) An upgrade in accessibility features; (4) Additional services and adjustments with a view to their cross-border/pan-European use; (5) The introduction of tools for measuring the impact and benefits.

This section should be sufficiently detailed for the evaluators to understand the development of your case; the maximum character count is 4,000 (c. 400 words).
Please note that this question is important for evaluation criterion 1 (relevance).

Since 2007, the usage of e-signature has been started and increased significantly. MOJ has reached an agreement with the public e-signature provider, for the delivery of the e-signatures to all judges, prosecutors and staff. Since September 2007, 41669 personnel have applied for the e-signature and 35400 of them have been given their e-signature, and now 24098 of them actively use it in their daily work. It was also issued a regulation that documents will no longer be circulated physically among the judicial units after 01.07.2008. All the documents are required to be sent in the electronic environment, which are signed by e-signature. The usage of electronic signature paves the way for saving from costs, time and labour force in judicial processes. At the end of 2007 all of the registry books and cartoons have been abrogated and started to keep in electronic environment.

The other important development is the establishment of "video recording" and "video conferencing systems", set up in 225 heavy crimal courts all over the Turkey. Thanks to this system any of the witness, victim or offenders who live far away from the court, even in different continents can be questioned.

It has been set up new integrations with the other governmental departments such as land registry and car registry allowing mutual online access to their database. Enforcement offices can start mortgage process for the confiscated cars and put explanatory notes on the car registry by online access without physical corrospandance. The system is also linked to the police and prison databases and if a person is registered into the system and for example is sought by the police a warning will appear on the screen indicated that the person is wanted for questioning.

The usage of lawyer and citizen portal has been growm significantly as it allows lawyers and citizen to pay court fees on line and file their suit without having to go to the court in person and pay for the fees by cash. Some components of UYAP software, for example Document Management System, has been started to transfer other state units such as Customs Department, some municipalities and Constitutional court. In addition it has been initiated some cooperation with some of the countries such as Bosnia, Syria to transfer the know-how of the IT department of MOJ.

11- Have you applied for other award schemes?

==Please indicate whether you have applied to other award schemes (e.g. the European eInclusion Award, the European Public Sector Award (EPSA), the eEurope Awards for eHealth, etc.). If so, please specify the award scheme and the relevance and specificities compared to the European eGovernment Awards 2009. The maximum character count is 4,000 (c. 400 words).==

UYAP has won many prizes both in Turkey and in abroad because of making significant breaktrough in Turkish judiciary. In Turkey, UYAP was awarded for annual e- Government rewards in 2004,2005 and 2008 organised by TÜSİAD and Turkey Informatıcs Foundation. In 2008, UYAP has received a special mention in "Crystal Scales of Justice" awards which is presented by the European Commission and the Council of Europe in the context of the European Day of Civil Justice. This European prize rewards innovative practices contributing to the quality of civil justice in every two years. The initiatives concerned must have been introduced in order to improve the public system of justice, particularly for the users of justice. They must therefore be innovative practices and their results must be measurable. The Prize "Crystal Scales of Justice" is awarded by a Jury of European legal professionals.

UYAP has been entitled for these awards due to the fact that It has enhanced the quality of services provided to citizens and the effectiveness of justice. As a result public confidence has been achieved in justice services thanks to transparent and rapid justice, aiding stability and peace in society and growth in the economy. UYAP has transformed an old-fashioned, paper based Judiciary into a smooth functioning organization, which is assessed by some the biggest revolution in Turkish Judiciary throughout the history. Last but not least, UYAP is the biggest and most outstanding electronic justice system in Europe in terms of number of users, abilities of software, capacity and magnititude of the system and many of unique features such as lawyer and citizen portal, the scope of using electronic signature, intelligent warning and decision support systems and nationwide statistics skills.

There are so many impact measurement tools in place within different modules. Initialy in each module the performance of the personnel can be followed via the electronical environment enabling policy makers to see the effects of new components of software. Therefore it is possible to calculate the time, money and labour force reduction coming with new developments. In this performance measerument tool the head of department can easily see the distinction of average time needed for accomplishing tasks. For example it is started online confiscation on car registry in UYAP. Thanks to these performance reports it is possible to calculate the time, money and labour force effect of this improvement.In addition it is possible to see the performance of judges thanks to monthly or annual reports showing how many cases registered and finished in a specific period. Duration of the cases can be also measured in different time perion by SQLs enabling to make comparison between before and after the introduction of some new components of UYAP. The amount of money circulated among the judicial units can be followed enabling policy makers to see the reduction of costs thanks to usage of UYAP. For example after the requirement of using e-signature in judicial corrospandences, it could be easily calculated the nationwide or local savings coming with this development.

Thanks to Data mining in judicial field it became easy to provide a research capability, to evaluate the impact of offender-crime assessment tools and programmes and to assess the effectiveness of interventions designed to reduce crimes. Data can be analysed through a data mining reporting tool thereby improving management of the courts. The system records the state of proceeding of cases which along with associated information is used for statistical analysis. This makes it easy to produce a report that identifies how many cases relating to theft were registered either by the Local Court or country-wide. Such ease of reporting is critical for the policy makers who then use the data to examine the case load allocation.The figures as to the files, selected spesific crimes and the workload of units can be obtained in much more swift way nationwide.

13 Describe where your case goes beyond current practice in the field
Please tell us where your case goes go beyond the state-of-the-art and current practice in the field, explaining where the novelty lies and why your case is exceptional. Note that innovation is looked at from a broader perspective, i.e. (1) The innovative use of state-of-the-art technology and resources; (2) Innovation in terms of governance and (re-)organisation, process management, human resources and skills, etc. The maximum character count is 6,000 (c. 600 words). This question is very relevant for evaluation criterion 3 (innovation).

There are so many novelties and exceptional features that show UYAP goes beyond current practices in this field. Intelligent warning system (IWS) is one of the extraordinary electronic service which prevents judges, prosecutors from making mistakes during the course of proceedings by displaying some warnings with pop ups on the screen. IWS produces these notices in labels on the screen to suggest some proposals or recommend some jobs to the users whenever they want or at important situations by evaluating data files. Owing to this facility 80 % of decrease is expected in the number of cases reversed from the Supreme Court on the ground of procedural errors. There are 1300 warnings like these that have been produced in the system so far and they have been presented for the benefit of the users.

Electronic data flow: The Document Management System in our Ministry has been integrated and online exchange of the electronic documents between the provincial units and centre has been started. Correspondence between courts and other external units and citizens are to be transmitted completely into the electronic environment. Usage of electronic signatures is another indicator of best practice in UYAP as communication that is based on electronic signature is speedier, more accurate and cheaper than paper-based systems.

 UYAP has not only established a information path among judicial institutions but also constituted a new and effective line among the judicial and non judicial justice-related units. Hence, there has been also set up integration with the different departments of governments such as birth registry, criminal records database, telecommuniation authority, post offices, police offices, land registry and some banks enabling online exchange of information among them.

All the judicial actions in the hearing, random dispatch of files to the courts and communication is started and dealt with electronically, helping the court to be fully in control. The Software was designed in complete flexibility to enable the convenient usage in all courthouses whatever the size, type of work or intensity may be. Citizens and lawyers can access their files and accomplish every kind of judicial transaction by using internet (citizen and lawyer portal) without going courts such as litigate a claim, examine the files and deposit a case fee.

In UYAP it is possible to get every kind of regional and national statistics instantly. The users, who have the authority to access to this data, can see those data simultaneously and make policies. All of the data are processed to the UYAP database momentary. Thus all of the data are integrated, factual, reliable and current. UYAP enables to monitor the performance of the courts; to assist the planning and organisation of court activities and the allocation of resources; to summarise the court workflow on a daily, weekly and monthly basis; to display the aggregate information on the court activities in different graphical views. Flexibility of working hours is ensured in UYAP; if the staff wishes to work independent from locality and offices. By using VPN technology staff can access to the system from their homes if they wish to do overtime

In UYAP, electronic transfer and recording of documents has reduced the need for the paper consumption, preventing loss and degradation of forests that moderate climate change, destruction of habitat, pollution of air and water. It is calculated that thanks to UYAP, nearly 8000 mature pine tree has been saved annually. As a whole it can be said that UYAP has become a good model for preventing global warming

14 Type(s) of partnerships

Please select the type(s) of partnerships that are in place. Multiple choices are allowed. If you have a type of partnership other than those in the selection, please describe it. The maximum character count is 4,000 (c. 400 words).

15 Describe the key components of your communication approach and the main dissemination actions, providing references where possible

Please provide details of your communication strategy and dissemination activities towards:
Your constituency/stakeholder community; (2) Your peer groups and the broader eGovernment community at the regional, national, cross-border, EU and international level (including activities such as epractice.eu, benchlearning projects, etc.); (3) Communication to share good practice will also be addressed. Please provide evidence where possible. The maximum character count is 4,000 (c. 400 words). This question is very relevant for evaluation criterion 6 (communication and dissemination).

It is well known fact that it is very difficult to set up a nationwide e-justice system covering all judicial units. In order to overcome this problem the project was put into practice in two stages. The first stage is called UYAP I which is the modernisation of central units, namely the Ministry of justice. The second stage is named as UYAP II which means the dissemination of the project to the provincial units. During the implementation of UYAP II, first of all project has tried in pilot units consist of 9 courthouses which had small, middle and big workload to test every functions of justice. Having proved the success of

UYAP in these pilot units, UYAP has rolled out to all judicial units within 2 years. In order to roll out provincial units and maintain the system 371 expert users, 592 technical staff and 155 UYAP judges and prosecutors were assigned in these units to give support to nearly 8000 judges and 4000 prosecutors, 30.000 staff nationwide. As a result all disputes in courts of Turkey without any exception have been recorded into the system and processed electronically by UYAP.

  UYAP complies fully with the E-Plus strategy of the EU which aims to establish a high level information society and remove the gap between the justice staff and the individuals seeking justice. Apart from these, UYAP case and document management system and word processor software were designed to be independently used by other judicial systems. So, it is completely possible to import these main component applications to other countries courts as they have already been transferred other related institutions in Turkey. In addition there has been set up some communication activities with some of the countries such as bosnia to share the best practices.

The database provided by UYAP is being used by judiciary institutes, other private or government institutes on demand and the said authorities have access to of government and other eGovernment programmes in a more easy and effective manner. UYAP database can be connected to the central databases of other countries or international organisation's databases and thus form a broadened network. UYAP has been ready for the Xml based integration. In a globalised world, to combat the international crime and terrorism effectively requires more online cooperation, such as the integration of national and international databases for which Turkey is ready thanks to UYAP.