

The E-dossier as a tool to optimize Civil Courts: the Cuneo Case

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NEXT GENERATION UPP: NUOVI SCHEMI COLLABORATIVI TRA UNIVERSITÀ E UFFICI GIUDIZIARI PER IL MIGLIORAMENTO DELL'EFFICIENZA E DELLE PRESTAZIONI DELLA GIUSTIZIA NELL'ITALIA NORD-OVEST
Progetto finanziato con il contributo dell'Unione europea, Programma Operativo Nazionale Governance e Capacità Istituzionale 2014-2020, Fondo Sociale europeo e Fondo europeo di sviluppo regionale
Codice progetto: CUP D19J22000240006

TRIBUNAL'S COURTS OPTIMIZATION PROCESS



NEXT GENERATION UPP - NGUPP



UNIONE EUROPEA
Fondo Sociale Europeo
Fondo Europeo di Sviluppo Regionale



*Agenzia per la
Coesione Territoriale*



Ministero della Giustizia
Direzione Generale per il Coordinamento
delle Politiche di Coesione



**UNIVERSITÀ
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THE CHALLENGE:

Telematize and Dematerialize the dossiers in the Italian Courts:

- Changing legislations in progress**
- Reducing of HR**
- Make headway in reducing the case backlog in courts**
- Reducing time**
- Saving costs**



METHODOLOGY

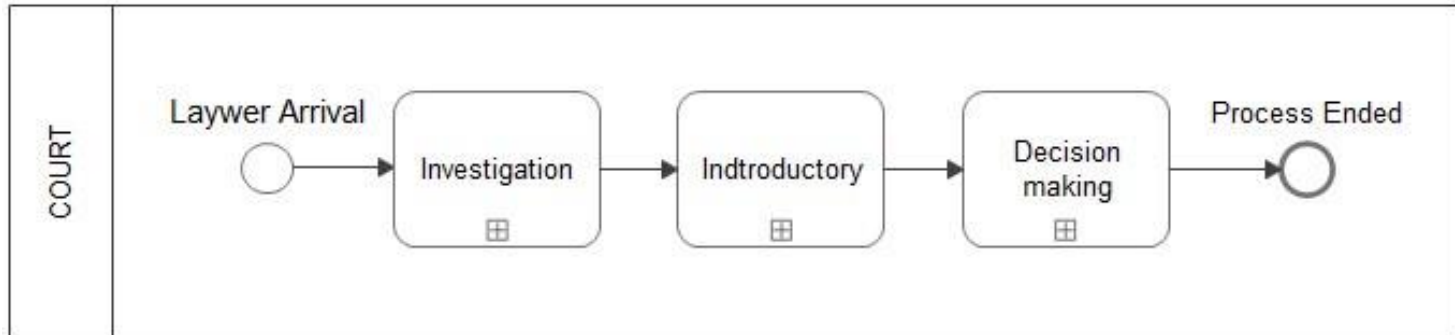
- **CONTEXT ANALYSIS**
- **PROCESS ANALYSIS, PROCESS ENGINEERING AND SIMULATION** (As-Is Model)
- **PROCESS REORGANIZATION** (To-Be model)

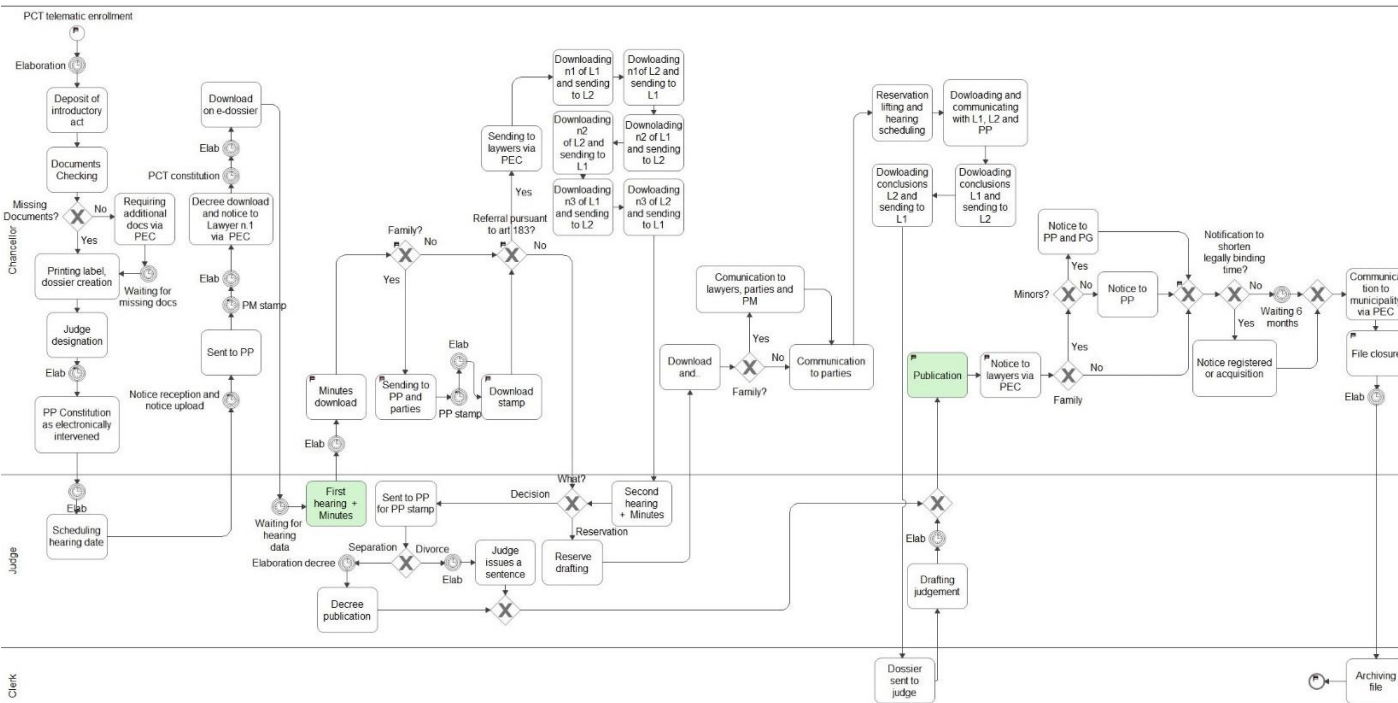


PROCESS CENTRIC APPROACH

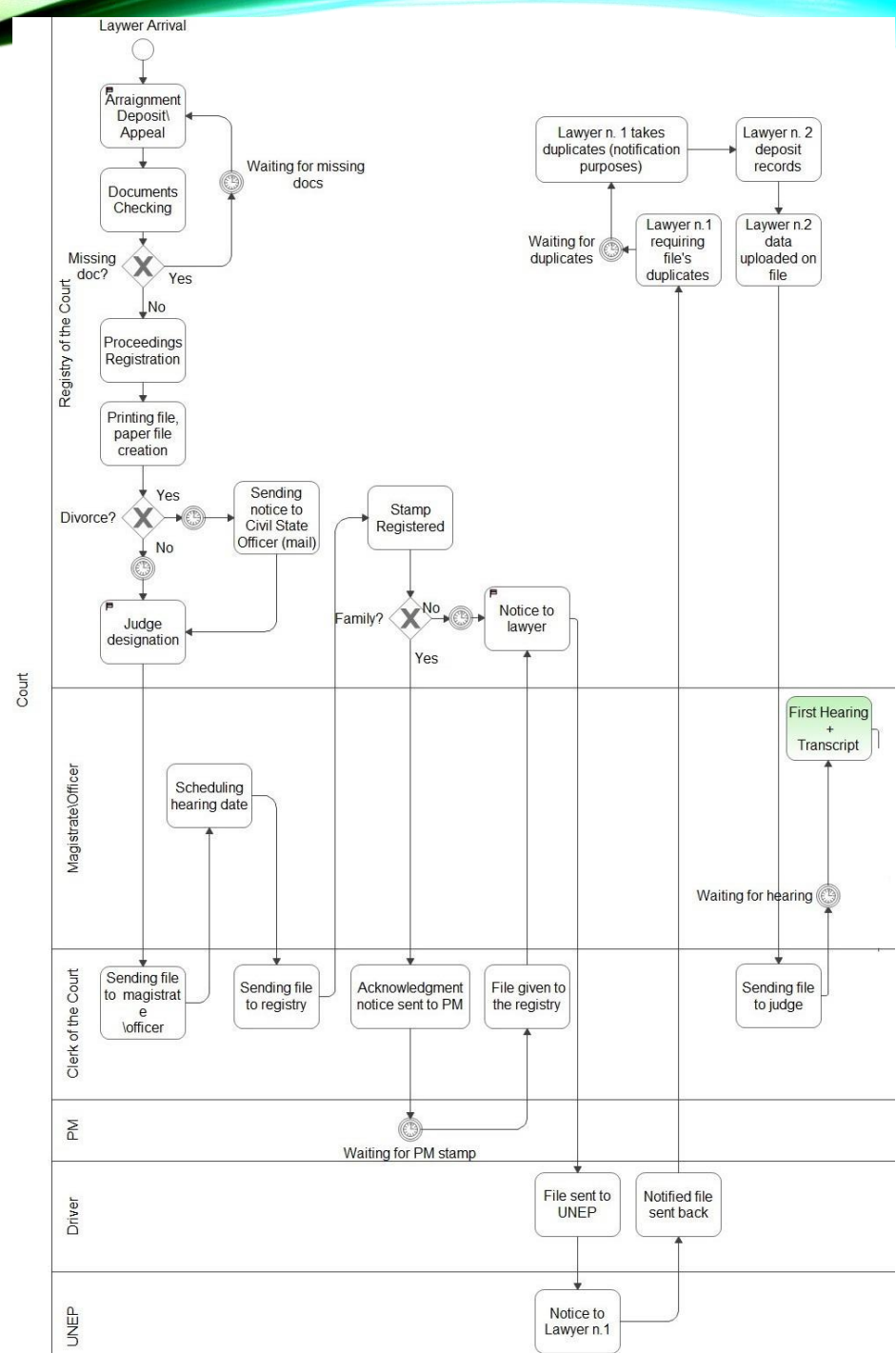
- **BPMN STANDARD LANGUAGE**
 - User-friendly for the stakeholders
 - Modelling end-to-end process
- **SIMULATION BASED ON REAL DATA**
 - Discrete events simulation Tool: Igrafx and Monitors
- **VALIDATE BY THE COURT STAFF**

THE PROCESS

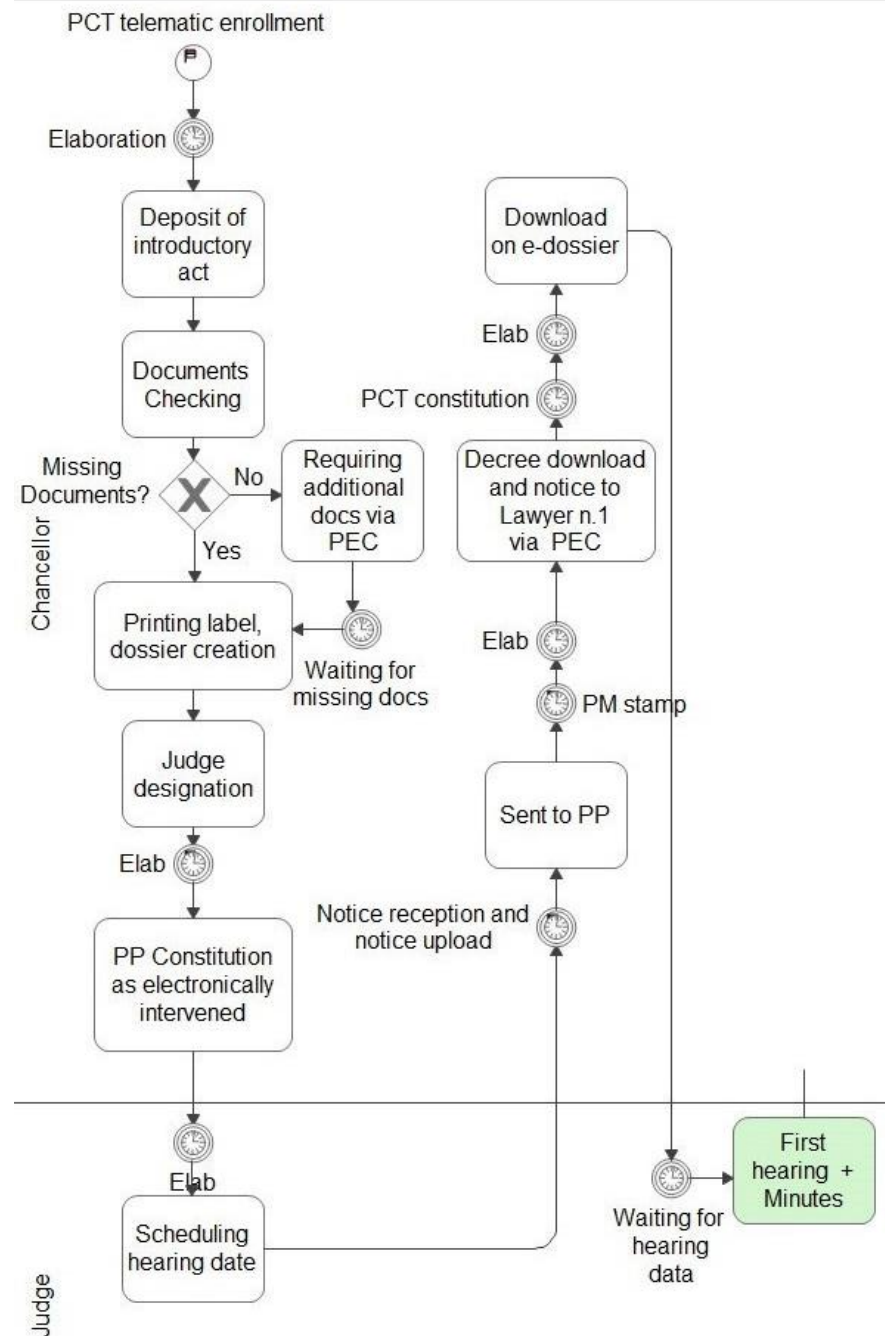




INVESTIGATION ON PAPER



INVESTIGATION TELEMATIC



SIMULATION & DATA ANALYSIS INVESTIGATION

MONITOR STATISTICS (HOURS)

AS – IS ON PAPER

TO – BE TELEMATIC

Statistiche del monitor (Ore)

	Media Ciclo
Monitor2	133,47
Monitor4	197,58

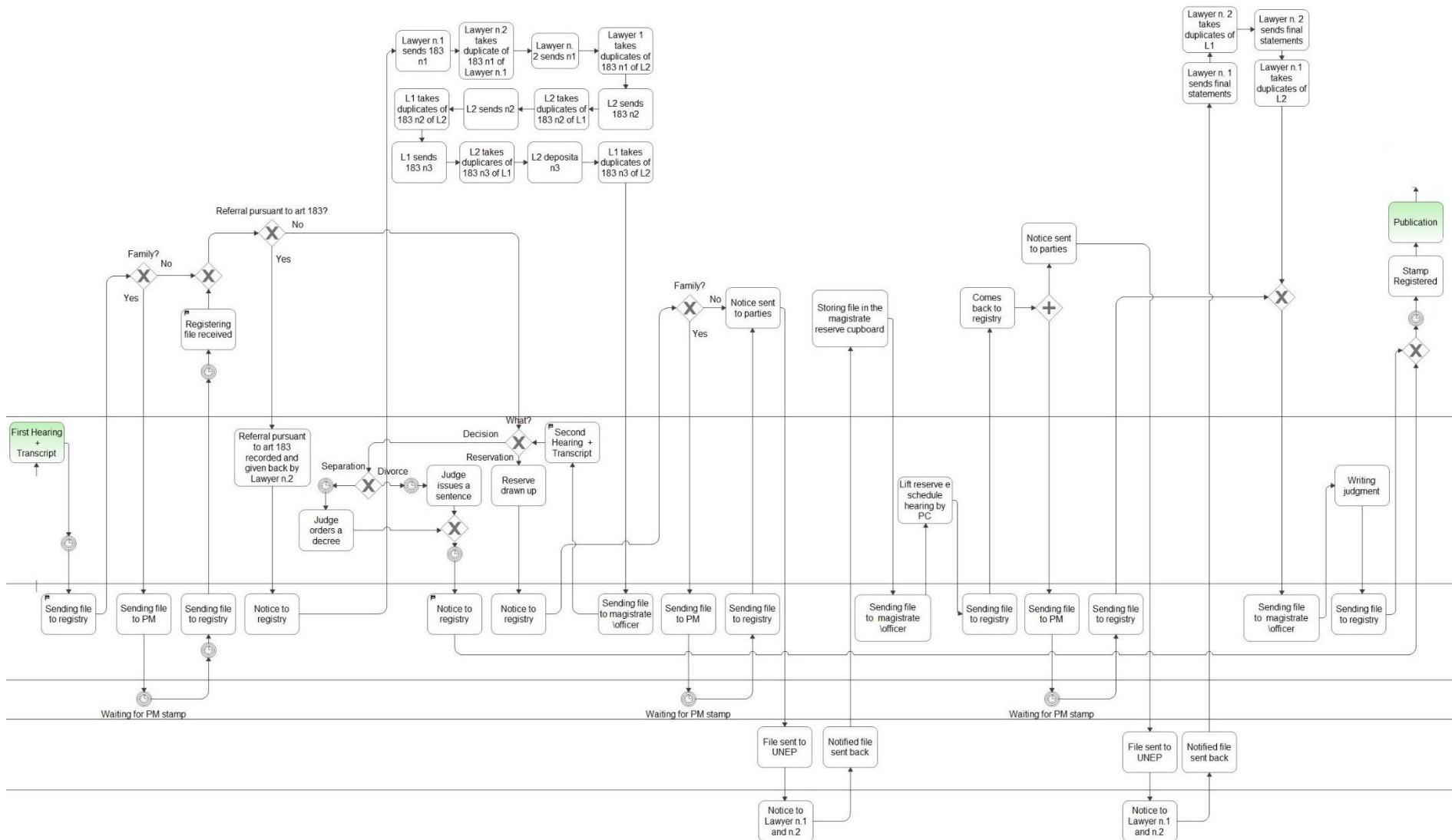
a)

Statistiche del monitor (Ore)

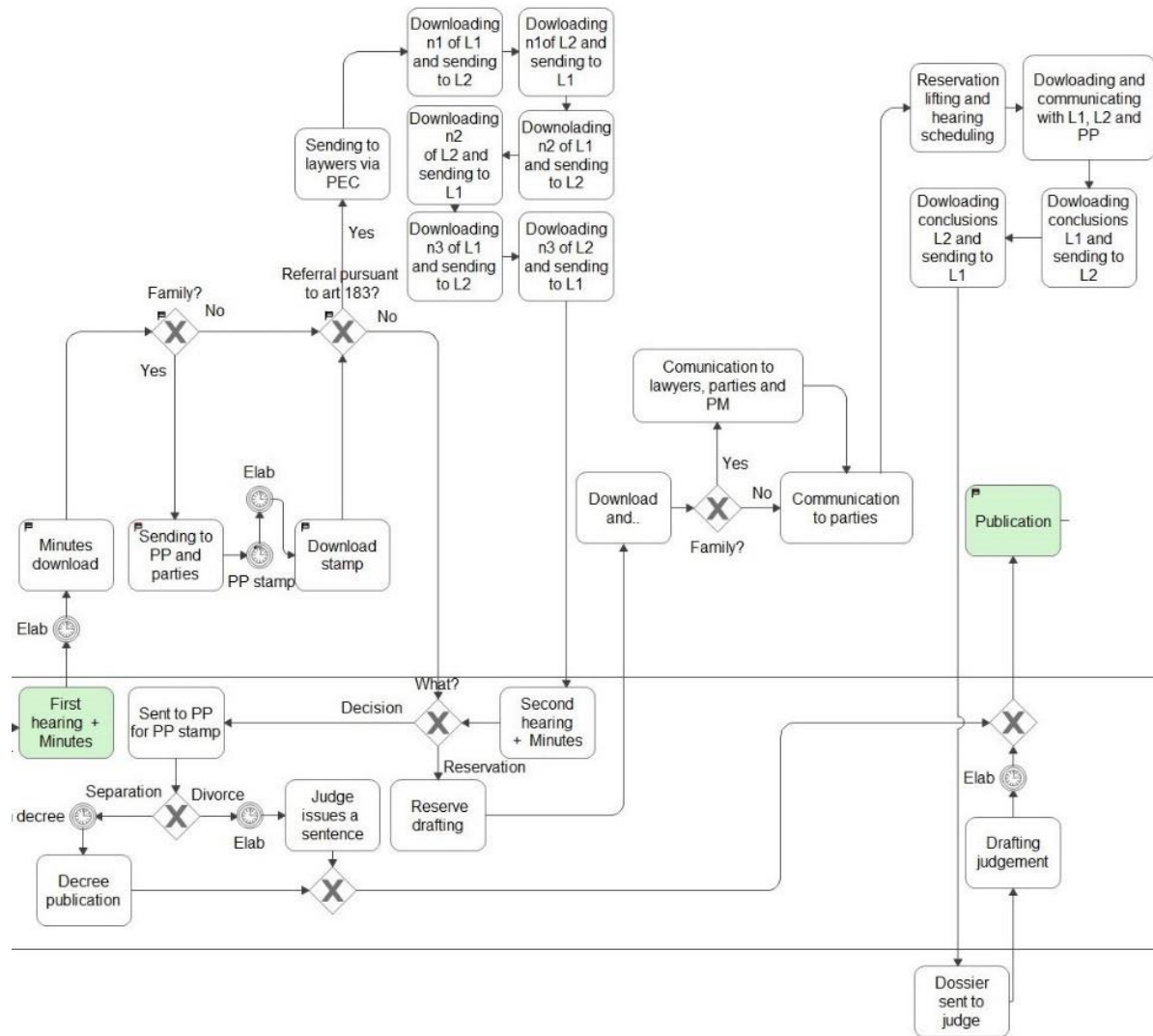
	Media Ciclo
Monitor2	76,67
Monitor4	107,03

b)

INTRODUCTORY ON PAPER



INTRODUCTORY TELEMATIC



SIMULATION & DATA ANALYSIS INTRODUCTORY

MONITOR STATISTICS (HOURS)

AS – IS ON PAPER

TO – BE TELEMATIC

Statistiche del monitor (Ore)

	Media Ciclo
Monitor6	42,99
Monitor8	0,95
Monitor10	949,47
Monitor12	5,92

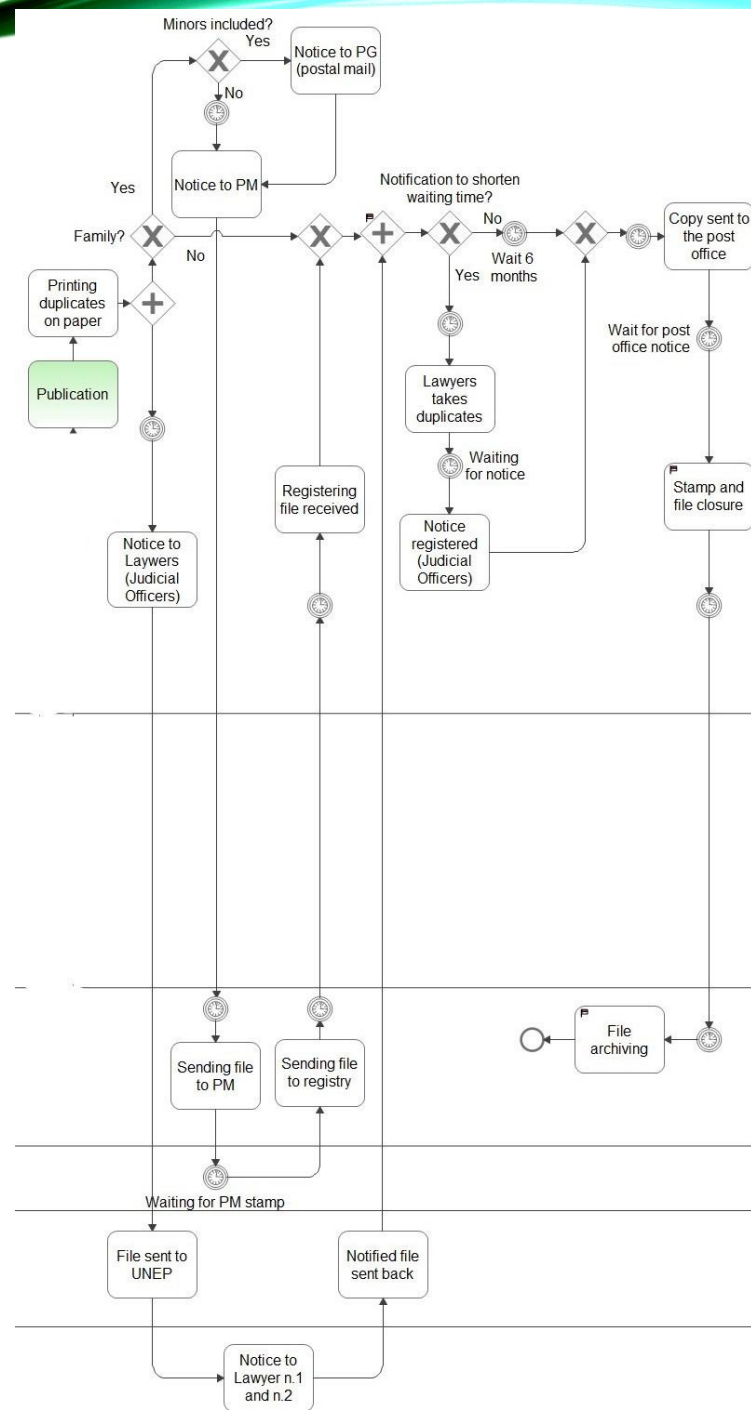
a)

Statistiche del monitor (Ore)

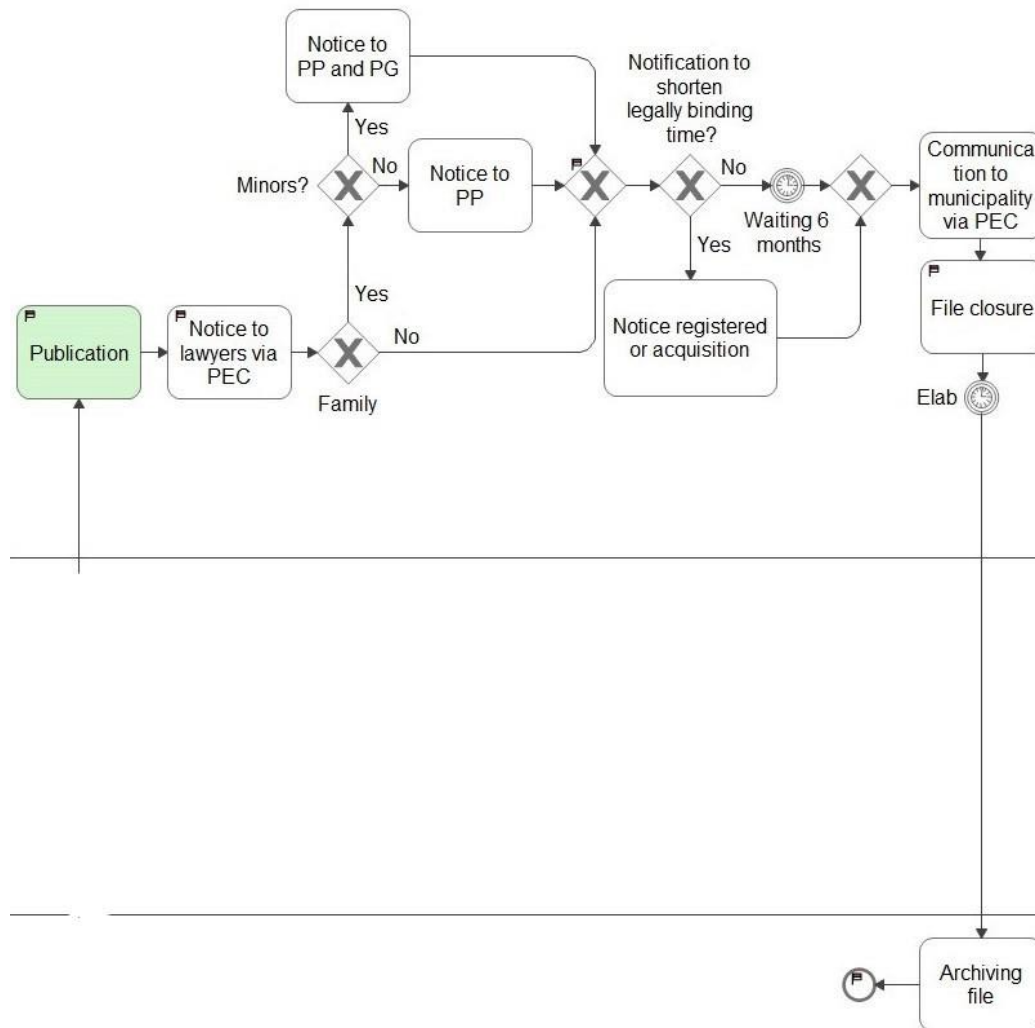
	Media Ciclo
Monitor6	13,69
Monitor8	0,03
Monitor10	15,79
Monitor12	0,02

b)

DECISION MAKING ON PAPER



DECISION MAKING TELEMATIC



SIMULATION & DATA ANALYSIS DECISION MAKING

MONITOR STATISTICS (HOURS)

AS – IS ON PAPER

Statistiche del monitor (Ore)

	Media Ciclo
Monitor13	0,41
Monitor15	1352,68
Monitor17	1277,85
Monitor19	1400,17
Monitor21	3434,78

a)

TO – BE TELEMATIC

Statistiche del monitor (Ore)

	Media Ciclo
Monitor13	0,01
Monitor15	3142,77

b)



CONCLUSIONS

Thanks to the new asset it is possible to:

- **Reduce the throughput time** of the activities, consequently **reduce the case backlog in courts** with **less human resources**.
- **All the staff** are allowed to spend some days in **smart-working**
- **Saving** on average **5000€ per years respect to the previous year** from 2017 to 2022 just for Postal costs.



FUTURE WORK

- Exportation and Implementation of the model in other Sections of the Court of Cuneo and in other Courts of Italy
- Dematerialization of other type of dossier
- Process Mining analysis



THANKS FOR YOUR ATTENTION

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