



Optimiza Develops a new Court Case Management System (Mizan V2) for the USAID-Funded Rule of Law Project, MASAQ

Mizan is a Court Case Processing System (CPS) that was implemented in many courts and judicial departments affiliated with the Jordanian Ministry of Justice, such as the Court of Appeal, the Court of First Instance and the Public Prosecutor's office. The Mizan project is a USAID-Funded Rule of Law Project, MASAQ.

The first version of the system known as Mizan Version 1 (MV1) had many problems and needed an upgrade in order to regulate and automate work in all the judicial courts affiliated with the Ministry of Justice in Jordan. Some of MV1 problems were:

- It contained 13+ different applications that needed lots of client maintenance and source code version tracking, and was installed on more than 50 servers all around the kingdom
- New releases required many resources and consumed much time and effort, as well as the need to travel around between different court locations in order to perform installations and configurations for each court location separately, the system was not centralized
- Court to court electronic communication was impossible because there was no link or visibility between the courts
- The application needed constant enhancements and new functionalities to cater to the MOJ courts and prosecutors business needs

As a result, Optimiza was chosen to upgrade the older version of Mizan Version 1 (MV1) into a new Mizan Version 2 (MV2). The project involved moving the existing case management system to a state of the art technology while centralizing the information maintained in the database for improved judicial processing and management information.

Phases of implementing MV2 included requirements gathering and system analysis, followed by system design and architecture, prototyping and GUI design, development, quality control and internal testing. After these phases were completed MASAQ performed a comprehensive testing and UAT process and the system was then implemented as a pilot at West Amman Court for one month.

Next, MV2 was implemented in 157+ Jordanian courts and data migration from MizanV1 to MizanV2 was done, after which tuning and enhancements were applied based on customer feedback.

In December 2008, the project was completed, and the advantages of MV2 could be clearly experienced, these advantages include:

- **Reduced Staff and Technology Costs:**
 - IT Staffing: Installations and configurations are done on central servers using the smart client technology
 - One software application that serves all legal and geographical jurisdictions
 - Minimized User Support: No need for traveling to court locations when installing new releases
 - Technology: Latest technologies of data encryption and compression, with robust security standards implemented
- **Improved Judicial Processing;** New functions like ROA (Register Of Actions), Case transfer, Centralized Participant, integration with CSPD (Civil Status and passports department), accessing different accounts from one application, integration with NMS (Notifications Management System).
- **Increased Security:** Fully secured case information with about five levels of visibility and security implemented on the system
- **Transparency:** Access to court records via electronic Kiosks

Legal Jurisdiction covered by MizanV2:

- Conciliation civil courts
- First instance civil courts
- Case-flow departments
- Conciliation criminal courts
- First instance criminal courts
- Minor Felonies courts
- Grand Felonies courts
- Appeal courts
- Cassation courts
- Prosecutor offices
- AG Offices
- Chief of Prosecutors office
- State Lawyer