

Civil Justice Innovation Online Dispute Resolution Pilot

Assessing Court Capacity and Readiness for Participation

The following checklist provides a self-assessment with questions to think about before implementing online dispute resolution. Please complete the attached checklist before your site visit. (Responses should be no more than one to three sentences.)

Court Engagement

Commentary: Exhibit a willingness to use resources to launch ODR.

- Why is the court interested in participating in the pilot?
- Are there problems in the court that you believe online dispute resolution can address?

Effective Stakeholder Relationships

Commentary: Exhibit a proven capability to work successfully with key external stakeholders (including the public), demonstrated by working groups, past projects, etc.

- Have you thought through who will contribute to the success of ODR?
- Have you thought through stakeholders that are likely to oppose ODR?

Effective Champions

Commentary: Identify explicit internal champions that have both persuasive power and authority to act.

- Have you thought through who will serve as internal champions?

Customer-centered Culture

Commentary: Exhibit a track record of prioritizing and implementing outward facing services.

- Give an example of a time where you provided user-friendly information about court processes to court users.

Flexible Rules Strategy

Commentary: Exhibit a willingness to use emergency or temporary rules to support projects. Able to modify permanent rules as required.

- Give an example of your court changing or suspending a rule to support a project.

Willingness to Redesign Processes

Commentary: Exhibit a track record of redesigning processes as appropriate before and/or during projects.

- Give an example of a time your court redesigned a process to launch a project.

Use of Evidence-based Practices

Commentary: Prefer evidence-based decisions and policies where possible. Exhibit a track record of using data to make decisions.

- Give an example of how your court uses data to monitor and modify court business processes:

Effective Use of Technology

Commentary: Implement technology projects successfully. Willing to adopt centralized and/or standardized technology when appropriate. Willingness to train staff to implement new processes.

- Give an example of a time you adopted a new technology to successfully solve a business problem.

Sustainable Funding Strategy

Commentary: Innovate using sustainable funding strategies instead of ad hoc or one-off approaches. Prioritize and/or reallocate existing funding to innovation uses.

- How do you plan to fund an ODR initiative?

Effective Risk Management Strategy

Commentary: Manage internal and external constraints, roadblocks, and barriers successfully.

- What obstacles do you anticipate to adoption of ODR?

Effective Data Strategy

Commentary: Exhibit ability to collect, use and publish data as required to support innovations. Open to new data sharing solutions.

- Give an example of using court data to evaluate an innovation in an evidence-based way. Did you make the results public?