

Robotization in Justice

Digitalization in Public Administrations Awards 2023

XV Call for the @aslan Awards for Successful Cases of Digital Transformation in Public Administrations and Public Bodies

February 22nd, 2023

TLP: WHITE

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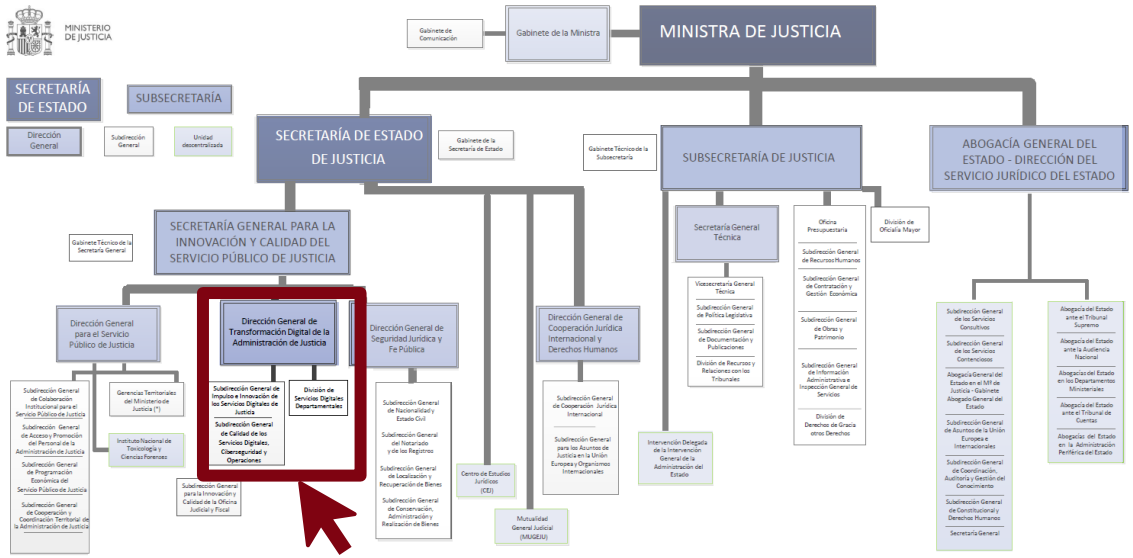
1. About us

We in the Ministry of Justice are providing the Administration of Justice with the most advanced technological solutions in order to achieve a more modern, efficient and agile Justice. These initiatives are framed in a global strategic project of Justice for the entire country, called **2030 Justice Plan.**



The process of Digital Transformation requires a ***strong technological organization*** *with all the legal and security guarantees that support the operations of the Administration of Justice, as well as the* ***definition of a government model that accompanies the challenges of transformation and enhance the continuous improvement.***

EL THE ROLE OF THE MINISTRY OF JUSTICE AND THE GDDTAJ IS THREE-FOLD

Provision of ICT services — *Like any other ministry, within the scope of its powers (for example: civil registry).*

Provisión of ICT services — *Like the Autonomous Communities not transferred (CCTTAA).*

Provision of common services to the whole AJ — *Or by own competence (such as SIRAJ) or interoperability node (As notifications).*

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2. Context and background



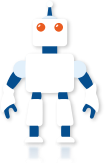
Previous problems

- *Late ex officio cancellation*
- *Cumulative delays in nationality grants*
- *Huge expenditures on crash plans*

Requested

Robotic Process Automation (RPA)

- Process **improvement**
- Greater use of information



Robotic Process Automation (RPA)



Automation of procedures



The processing staff can **devote their efforts to more value-added tasks.**



No impact on the **judicial decision**



Eliminates repetitive **manual work and errors**



Improved operation and **processing**.

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3. Objetive

MAIN OBJETIVE: **Application of robotics in Justice**

Boosting process automation in repetitive tasks that the robot performs consistently with established rules.

Digital information accessibility provides:

- **Increased** efficiency
- **Increased** Justice productivity
- **Agility**
- **Speed**
- **Reduction** of the margin of error

- **Reduced management workload**

- **Benefits** for citizens:
  - ✓ Perceive that the necessary procedures have been expedited to obtain your claim.
  - ✓ Quality improvement.

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4. Featured initiatives

The Ministry of Justice is promoting the **application of robotization technology** for the automation of mechanical tasks, **the main initiatives are as follows:**

FEATURED TECHNOLOGICAL INITIATIVES RPA



Completed initiatives

Initiatives in process

4. Featured initiatives: Process automation and robotization

In the task of working to put the most innovative technology at the service of Justice, initiatives are being carried out that incorporate robotization technology and whose **main objective is to improve the social sphere by focusing the resources of justice on the needs of citizens.**

To this end, **initiatives are being put in place to** :

ARTIFICIAL INTELLIGENCE

DATA-DRIVEN JUSTICE

¿What are we achieving?

Thanks to **robotization and automation:**

Increased efficiency, *massively cancelling more than 140,000 criminal records ex officio.*

Increased agility, *bringing forward work by 18 months.*

Adaptation to people, *improving the lives of tens of thousands of citizens.*

*A pilot project **has begun in Murcia** for the intelligent automation of use cases for the **transmission of information between the systems of Procedural Management and the System of Accounts of Judicial Deposits and Consignments,** which will free up the workload of the lawyers of the Administration of Justice.*



For more information watch the video here: robotization and Artificial Intelligence in Justice - YouTube

862,000 nationality prosecutions **robotization of:**

- **141 thousand** concesions
- **74%** processed by robots
- **112 thousand** not granted

Saving of more than **157,000 hours** of work by processing staff.

142,000 cancellations of criminal records, **saving** over **7,000 working hours**

4. Featured initiatives: RPA Robotization



So far this year,
a total of...

+20,000

Nationality concessions

**January data, 2023*

4. Featured initiatives: Data- driven automation

DATA-DRIVEN AUTOMATION

Business-driven hyper-automation is a disciplined approach that organizations use to **rapidly identify, validate and automate as many business and IT processes as possible.** It involves the orchestrated use of multiple technologies, tools or platforms to achieve business outcomes.

The use of virtual workers "bots" with automatically obtained information can reduce the time of a procedure from days to minutes.

VISION FOR THE FUTURE

The DGTDAJ is working on the processing of order for payment proceedings. Artificial Intelligence will be used to classify the documentation submitted and extract the information from the documents in order to then automatically enter this information into the Minerva procedural management system by means of RPA.



Incident management

A well-trained system **can instantly determine which products or services (entities) are mentioned**, along with the associated topics and issues.



Contract analysis

Using NLP techniques, the MJU could automate the processes of reviewing incoming documentation. **File management times could be speeded up.**

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5. DATA ROBOTIZATION

The projects implemented have had incredible results:

EXPUNGEMENT OF CRIMINAL RECORDS

Expungement of criminal records of

160,000 people

in one week

In the year 2021 saved:

- **244k** files
- **15Million** € MCE
- **295€** salaries
- **13k** man/hours
- **1966%** annual ROI





NATIONALITY FILES

+214,000 files

of nationality applications reviewed

+100,000 consession proposals

More than **74%** processed by a robot.

+157,000 hours

of labor savings.

*(*From July 2022 to January 2023.)*

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6. CONCLUSIONS

Robotic Process Automation is achieving unprecedented **success**, achieving:



Optimization of processes



Improved service to citizens



More efficient operations of the Administration

Several RPA projects are currently in pilot:



Judicial procedure for the review of support measures for **persons with disabilities**



Automation of **Deposit Accounts** and judicial consignments

Estimated savings of: **100,000 hours/years**



Automation of part of the administrative process of **LexNET** notifications in the **State Attorney's Office**



Automation of processes at the **Spanish Data Protection Agency**

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7. ANNEX: Videos

Robotization and Artificial Intelligence in Justice



Click on the image to watch the video



How to request the cancellation of criminal record? Step-by-step tutorial



Click on the image to watch the video

7. ANNEX: Social Networks

Follow us on our social networks!

Twitter

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@lexnetjusticia

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Instagram

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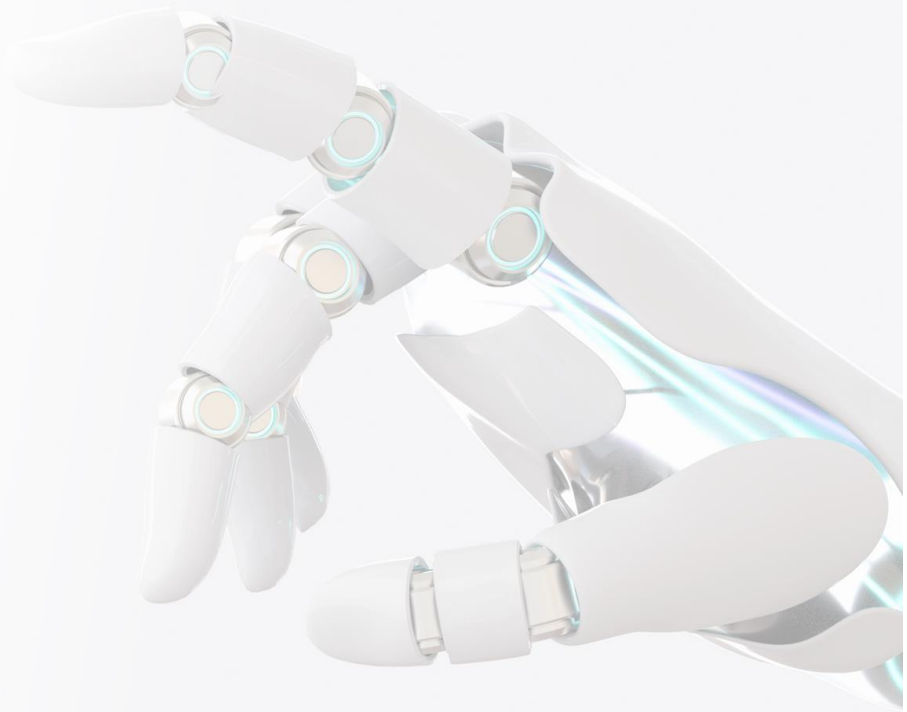
@cteaje_oficial

YouTube

Ministerio de Justicia

Servicio Público de Justicia

LexNET Justicia



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