



PegaWorldiNspire

JUNE 9-11, 2024 | LAS VEGAS

Changing from a document-driven organization to a data-driven organization

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1. Our organisation



We are at the forefront of the digitalization and innovation in Justice at a national, European and international level.



Ministry of the Presidency, Justice and
Parliamentary Relations



State Secretariat for Justice



General Secretariat for Innovation and
Quality of the Public Justice Service



Directorate-General for
Digital Transformation of the
Administration of Justice



1. Our organisation

Some information about us



Leading digital transformation of Justice



Boosting innovation in Justice



Support of the political level of the Ministry



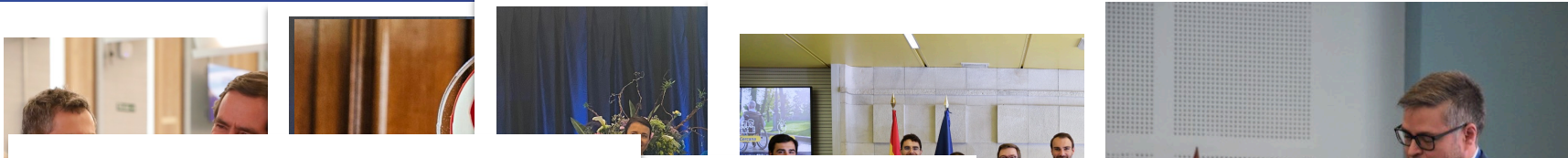
Confidence and empowerment of digital profiles



Financial support (NextGenerationEU funding)

1. About our organisation

What it means to lead and innovate for us



Twining project with Republic



Collaboration with Asian Development Bank



Collaboration with Inter-American Development Bank

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2. The Justice 2030 Plan

Justice 2030 is a 10-year plan to **transform** the **public service of Justice**

ACCESS TO RIGHTS AND FREEDOMS

Ensure equal access to Justice for all citizens, professionals and companies.

EFFICIENCY

Achieve organisational, procedural and digital efficiency

Digital Efficiency Act

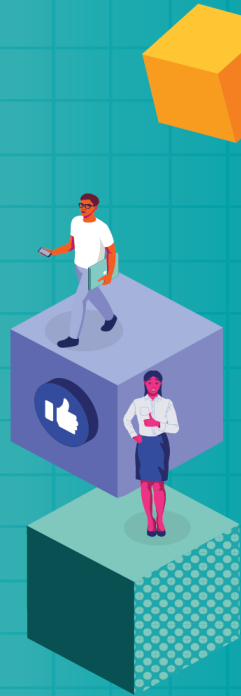
SUSTAINABILITY AND COHESION

Connecting Justice with the transformation of the country and the European Union.



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3. A paradigm shift

How was **document-oriented Justice** before?



- Low **efficiency**
- High dependence on **humans**
- Lack of **consistency**
- Excessive **paper consumption**
- Very poor **statistics**
- Difficult to base **policies** on data

3. A paradigm shift

How data-oriented Justice is now

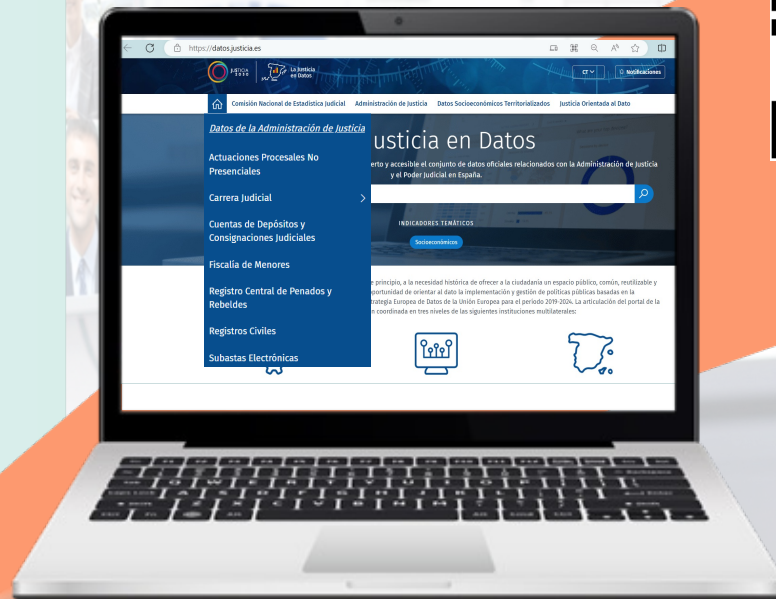
- 1 Data Manifest
- 2 Data Office
- 3 Open Data portal



- 4 Data-driven applications, services and policies



datos.justicia.es



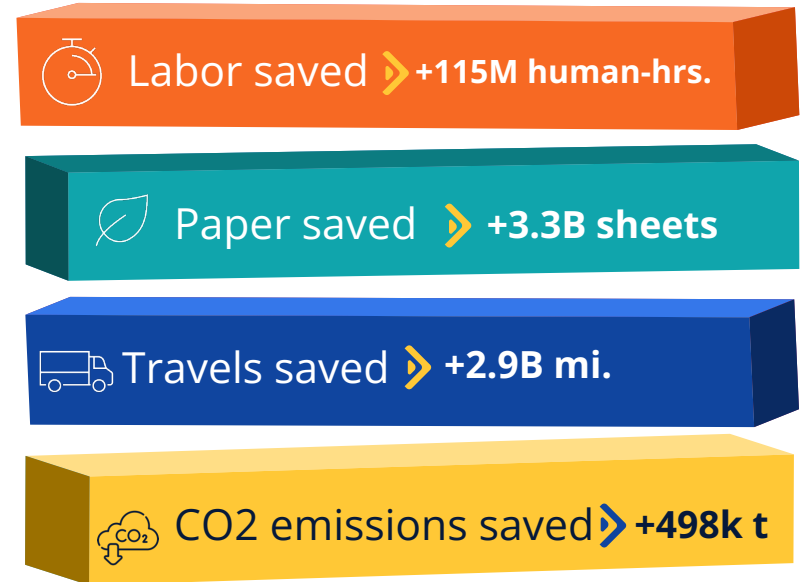
3. A paradigm shift

How **data-oriented Justice** is now

- Higher **efficiency**
- Lower dependence on **humans**
- **Consistency** and **traceability**
- Lower **paper consumption**
- Good **statistics**
- **Policies** based on data



Not just words, but **impact measurement**



figures from 2023

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4. Our way

We use a **collaborative model** with **multidisciplinary teams** and considering our **users' needs**



4. Our way



Focus Groups

In February 2024, the first **Focus Group** was held to test the **Justice Folder**, a **one-stop shop** that allows citizens, companies and justice professionals to access to Justice services.



Justice DATAfórum 2023

This annual event creates a **collaborative ecosystem** to boost innovation and collaboration between **public, private and academic spheres**.



Forum for the Digital Transformation of Justice

This forum fosters the **co-creation of value** in the **Justice sector** between **public administration, citizens, associations and companies**.






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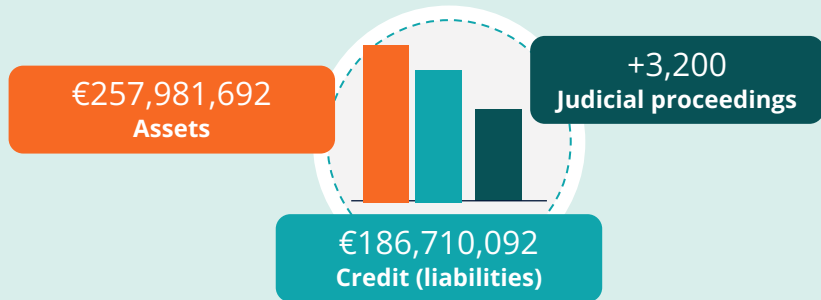
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5. Our Pega use cases

Electronic Service for Microenterprises

-  **4 months** to complete implementation
-  **+10,000 forms** processed by now
-  **Reduction of resolution times** from years to weeks
-  **Reduction of manual work** to onboard small companies
-  Integration with **more than 20 external services**



Electronic Service for
Microenterprises

5. Our Pega use cases

Coming soon



Selection of legal experts by courts (PERIT@)



Online dispute resolution ecosystem (MASC)

- Interoperability point for **dispute resolution attempts**
- Management application of **intra judicial mediation**
- **Chatbot to advise** on the most appropriate dispute resolution method
- Inclusion of **CRM capabilities**

Quantified Efficiency

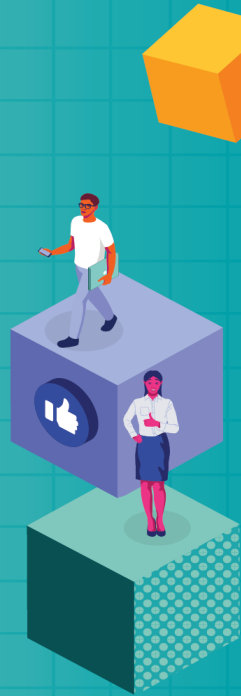
*If we manage to resolve one out of every four conflicts in this way, we can achieve an **estimated reallocation of resources of €380 million** (1)*

That's efficiency. Quantified Efficiency

<https://www.lamoncloa.gob.es/serviciosdeprensa/notasprensa/justicia/paginas/2021/200121-mediacion.aspx>

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6. Benefits of Pega



Improvement of **development lifecycle**



Simplification of **processes**



No need for **human intervention**



Reduced **resolution times**



Speeding up of **time to market**



Increase in **user satisfaction**



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7. Conclusions



Do not fear change.

Pega helps **deliver value quickly**, in a secure and reliable manner.



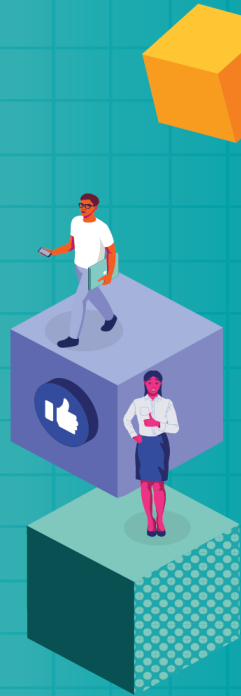
7. Conclusions

➤ **An unstoppable process.**
Justice is either digital or it will not be justice.



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