



CLAID Team Workshop

Overview of case studies: Singapore Electronic Filing System and Revenue Online Services

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CS21: Singapore Electronic Filing System (EFS)

- An integrated online workflow system intended to allow law firms:
 - To submit records electronically
 - To search for and request electronic copies of court records
 - To serve records to other law firms electronically
 - To access relevant online information

CS21

- Part of the Supreme Court's efforts to:
 - Clear its backlog of cases
 - Reform the judiciary system
 - Fulfill its mandate
 - Become a world-class judiciary

CS21

- CS21
 - Our diplomatic analysis
 - Our model



CS21: Issues

- Accuracy
 - Information checks for template and PDF
 - Verification of hearing results of bankruptcy proceedings



CS21: Issues

- Reliability
 - Complete case file stored in central system
 - Juridical regulations
 - Electronic signatures
 - Template cannot be altered
 - Access restrictions

CS21: Issues

- Authenticity
 - Case files establish identity through archival bond
 - Security and control mechanisms establish integrity
 - Secure transmission of information
 - Emphasis on authenticity over space rather than over time

CS21: Issues

- Lack of long-term preservation strategies
 - Strategy is anticipation of new systems
 - Microfilm
 - Use licensed certification authority
 - Preservation?

CS20: Revenue Online Services (ROS)

- Developed as part of Revenue's overall Customer Service strategy.
 - Simplifies process for customers to comply with their return filing and payment obligations.
 - Paper filing is still an option for customers

CS20

True reason behind the implementation of ROS. . .

“..people don't really want to see us and we don't really want to see them. The whole process should work without too much actual interaction. It should simply happen as a matter of course.”

CS20

- The case study is focused on the use and management of:
 - digital certificates
 - tax forms
 - debit instruction forms

CS20

- CS20
 - Our diplomatic analysis
 - Our model



CS20

- Accuracy, reliability and authenticity
- Lack of long-term preservation strategies