

ANNEX

ID	Country	Org.	Topic	Usergroup	Prio	Category	Description	Optional document reference	Number
AT-001a	AT	MoJ	Action recommended	All	1 high	Organisational	Periodic update of MS pages on videoconferencing in the e-Justice Portal to keep the information about videoconferencing facilities and contact persons up to date.		1
AT-001b	AT	MoJ	Issue or problem	All	1 high	Organisational	Competent contact person in the partner country for organizing the videoconference cannot be found.		1
AT-001c	AT	MoJ	Action recommended	All	1 high	Organisational	Include contact person with e-mail and telephone number in the e-Justice Portal Member State pages on videoconferencing	https://e-justice.europa.eu/content_information_on_national_facilities-151-en.do	1
AT-001d	AT	MoJ	Useful material or document	All	1 high	Organisational	e-Justice Portal information on videoconferencing. See homepage at e-justice.europa.eu and then select menu option "Tools for courts and practitioners" and then "Videoconferencing".	https://e-justice.europa.eu/content_videoconferencing-69-en.do	1
AT-002a	AT	MoJ	Issue or problem	All	1 high	Technical	VC session cannot be established, because of incompatible technical standards.		1
AT-002b	AT	MoJ	Action recommended	All	1 high	Technical	Include type of VC-System with all specifications in the e-Justice Portal Member State pages on videoconferencing or in the European Court Database		1
AT-003a	AT	MoJ	Issue or problem	All	1 high	Organisational	Which language to use, when organising a videoconference?		1
AT-003b	AT	MoJ	Action recommended	All	1 high	Organisational	English should be the standard language for preparing a hearing via videoconferencing.		1

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AT-003c	AT	MoJ	Solution recommended	All	1 high	Organisational	The central body of each MS should announce the contact person, telephone number, e-mail-adress. In case this contact person has insufficient knowledge of English, another contact person should be available to help with talking and understanding English (e.g. direct taking of evidence in civil matters, Form I and Form J).		1
AT-004a	AT	MoJ	Issue or problem	All	2 medium	Organisational	Some E-Mails during preparing a Videconference get lost, because no clear subject line was included, that this e-mail is about requesting a cross-border Videoconference.		1
AT-004b	AT	MoJ	Solution recommended	All	2 medium	Organisational	E-mail request for a VC-hearing should include a standardized subject line e.g. „Request for EU cross-boarder videoconference“ as a kind of signal.		1
AT-005a	AT	MoJ	Issue or problem	All	1 high	Organisational	There are often misunderstandings with the start time of a videoconference, if the time zone of the requested starting time is not explicitly specified.		1
AT-005b	AT	MoJ	Solution recommended	All	1 high	Organisational	Include local time zone in the e-Justice Portal Member State pages on videoconferencing		1
AT-006a	AT	MoJ	Issue or problem	Technical Staff	1 high	Organisational	In some cases it is not clear which VC-system calls and which waits for calling. So it will happen that both VC-systems will wait for calling		1
AT-006b	AT	MoJ	Solution recommended	Technical Staff	1 high	Organisational	It should be defined that the requesting court calls the requested.		1

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AT-007a	AT	MoJ	Issue or problem	All	2 medium	Technical	If the line capacity is insufficient, video as well as audio signals can not be transmitted together with adequate speed. Image as well as sound are of low quality.		1
AT-007b	AT	MoJ	Action recommended	All	2 medium	Technical	If the line capacity is insufficient, you should check and test, if (mobile) phones are a usefull backup for sound. Only video signals will be sent via VCS and will be of higher quality.		1
AT-008	AT	MoJ	Useful material or document	All	1 high	Organisational	e-Justice Portal information on videoconferencing: General videoconferencing policy	https://e-justice.europa.eu/content_general_policy_description-70-en.do	1
AT-009	AT	MoJ	Useful material or document	All	1 high	Organisational	e-Justice Portal information on videoconferencing: HTML "Manual". A manual providing more detailed information for practitioners (e.g. judges, court clerks, and court technicians).	https://e-justice.europa.eu/content_manual-71-en.do	1

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AT-010	AT	MoJ	Useful material or document	All	1 high	Organisational	e-Justice Portal information on videoconferencing: PDF "Booklet" (2009). VIDEOCONFERENCING AS A PART OF EUROPEAN E-JUSTICE THE ESSENTIALS OF VIDEOCONFERENCING IN CROSS-BORDER COURT PROCEEDINGS. This booklet presents information concerning possibilities, basic technical issues and good practices in cross-border videoconferencing in legal proceedings. 2009 — 38 pp. — 10 x 21 cm ISBN 978-92-824-2499-5	https://e-justice.europa.eu/fileDownload.do?id=f26030b3-ae25-4d08-825f-05152d7bb772	1
AT-011	AT	MoJ	Useful material or document	All	1 high	Organisational	e-Justice Portal information on videoconferencing: Information on national facilities	https://e-justice.europa.eu/content_information_on_national_facilities-151-en.do	1
AT-012	AT	MoJ	Useful material or document	All	1 high	Organisational	e-Justice Portal Dynamic forms: Taking of evidence forms	https://e-justice.europa.eu/content_taking_of_evidence_forms-160-en.do?clang=en	1

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AT-013	AT	MoJ	Project suggested	All	1 high	Organisational	e-CODEX Use Case "Taking of evidence" should be implemented to allow electronic secure transmission of forms for "Taking of evidence". The e-Justice Portal "Dynamic forms" for "Taking of evidence" should be enhanced to allow electronic submission of these forms to e-CODEX. This combined solution would allow all MSs to fill the "Taking of evidence" forms using the e-Justice Portal and send them electronically to e-CODEX partners (or even to anybody, who has a secure mailbox in the e-Justice Portal, e.g. the central body of each MS, which gives permission for "Direct taking of evidence" via videoconference in civil matters).		1
AT-014	AT	MoJ	Useful material or document	All	1 high	Organisational	Videoconference Interpreting: Results from the AVIDICUS projects. AVIDICUS 3 (2013-15) AVIDICUS 2 (2011-13) AVIDICUS 1 (2008-11)	http://www.videoconference-interpreting.net/	1
AT-015	AT	MoJ	Useful material or document	All	1 high	Organisational	Videoconference Interpreting: Results from the AVIDICUS projects via the EULITA (European Legal Interpreters and Translators Association) homepage.	http://eulita.eu/avidicus	1
CY-001	CY	DCL	Issue or problem	All	2 medium	Technical	Disruption of link due to technical problems/the picture might become unclear/sound quality issues		1
CY-002	CY	DCL	Issue or problem	All	2 medium	Organisational	Difficulty of liaising with the contact person in both MS during the VC		1

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CY-003	CY	DCL	Issue or problem	Judge	1 high	Legal	Danger of having two sets of minutes of the hearing ie that of the requesting party and that of the requested party		1
CY-004	CY	DCL	Action recommended	All	3 low	Organisational	Procedural rules to be set down		1
CY-004	CY	DCL	Issue or problem	All	3 low	Organisational	No protocols as to who is responsible at the time of the procedure (beginning of session, introductions, rules during session etc)		1
CY-005	CY	DCL	Issue or problem	All	1 high	Organisational	Difficulty in finding the contact person in the requested court who will arrange for the VC		1
CY-005	CY	DCL	Solution recommended	All	1 high	Organisational	Names of persons with contact details to be included in the e-justice portal pages		1
CY-006	CY	DCL	Issue or problem	Judge	2 medium	Organisational	Disruption to the daily schedule of the judge/person who conducts the hearing at the requested court, especially in criminal proceedings where the deadlines are short and the procedures are lengthy		1
CY-007	CY	DCL	Issue or problem	All	2 medium	Technical	Difficulty to show paper documents during the VC hearing		1
CY-008	CY	DCL	Issue or problem	All	2 medium	Organisational	Problems with interpretation especially if the interpretator is not in the same room with the witness		1
CZ-001	CZ	MoJ	Issue or problem	Judge	2 medium	Organisational	Concerns about the use of VC		1
CZ-002	CZ	MoJ	Solution recommended	All	2 medium	Organisational	Training of judicial personnel on how to use VC is essential for wider use of VC		1
CZ-003	CZ	MoJ	Project suggested	All	2 medium	Organisational	Creation of the European booking system for VC which could be available on the e-Justice Portal		1

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CZ-004	CZ	MoJ	Useful material or document	All	3 low	Other	CZ PRES prepared a DVD to promote the use of VC - can be shared		1
CZ-005	CZ	MoJ	Issue or problem	All	1 high	Organisational	Organizing cross-border videoconferences - language barriers (starting from testing of the connection)		1
CZ-006	CZ	MoJ	Solution recommended	All	1 high	Organisational	Standardise form (technical specifications, contact of technical staff, proposal for testing,..) which could be sent together with the request for taking evidence		1
DE-001	DE	MoJ	Action recommended	Judge	2 medium	Organisational	Updates of the national facility list takes to long, even if it is only a pdf-file.		1
DE-002	DE	MoJ	Action recommended	Judge	2 medium	Organisational	The information about the national facility should be standardised.		1
DE-003	DE	MoJ	Other	Judge	1 high	Psychological	Predominantly only experiences in the private area, which lead to the perception that video conferences are not suitable for court hearings (bad quality, delays in sound and picture).		1

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EE-001	EE	MoJ	Issue or problem	All	1 high	Organisational	<p>Each time we want to use cross-border videoconference we are asked to fill word-document table with technical information. Since we use videoconferencing bridge the information is always the same, only room number and password changes.</p> <p>I believe it's easier for all countries to send out their own technical data-sheet when asked. Estonia wants to use web-page with technical information table which is protected with password and IP-based (regional) access control. This solution is much more secure and controllable than non-encrypted excel/word table in e-mail attachment.</p> <p>This information is available to our partners in all times when they have access to those pages. Also, if anything important changes in data (IP, contact person etc) pages will be updated.</p>		1

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EE-002	EE	MoJ	Issue or problem	All	1 high	Organisational	International video-conference calendar in e-justice portal. Technically, all countrys should share their VC room resource availability with one central calender. Shared information will be basic, non-delicate (only available times). Question is about planning court-hearings in both sides, details and technical information will be still diuscussed with other channels. This new portal also includes basic technical information which does not change in time (equipment models, encryption algorithms, local time, contact information etc) but not enough to make a video call - this information (room numbers and passwords) should be exchanged via more secure channel and should be changed more often (accidental calls from call history etc).		1
EE-003	EE	MoJ	Issue or problem	Judge	2 medium	Technical	When new documents or evidences will be presented in other side of judge. What happens? Scanners? Cameras? Orginal documents are needed anyway by the lawyers and prosecuters but can it be solved with IT solutions? Certified copy made in local notary office?		1
EE-004	EE	MoJ	Action recommended	All	2 medium	Technical	Acoustic environment of rooms were video conferencing equipment is used. Since court buildings are often old, we have noticed some problems with sound. It is also case in Estonia, we are working on improving the quality		1

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EI-001	EI	Irish Courts Service	Issue or problem	Operators	2 medium	Technical	Connection testing between MS		1
EJ-001	EU-EJ	EUROJ UST	Issue or problem	Judicial authorities	1 high	Legal	There is a certain reluctance of the judicial authorities to make use of videoconferencing facilities in cross-border cases involving serious crime, mainly due to (1) difficulties in the identification of the requested competent authority, (2) legal requirements derived from the existence of different procedural rules and guarantees applicable in the requesting and the requested Member State, (3) lengthy execution of rogatory letters, (4) different languages at stake and therefore need for interpretation, and (5) special complexity of videoconferencing requests for taking suspects and accused persons' testimony (in some Member States it is simply not possible).		1
EJ-001	EU-EJ	EUROJ UST	Best practice recommended	Judicial authorities	1 high	Legal	Awareness sessions, training (short-) modules and insertion of useful information in e-Justice portal about the added value of involving EJM and/or Eurojust in the issuing, transmission or execution of letters of request for videoconferencing purposes might help to overcome such obstacles.		1
EJ-002	EU-EJ	EUROJ UST	Issue or problem	Judicial authority	1 high	Psychological	The judicial authorities of the Member States are not always aware of the videoconferencing facilities provided by Eurojust to ensure coordination and cooperation in cross-border cases.		1

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EJ-002	EU-EJ	EUROJ UST	Best practice recommended	Prosecutor	1 high	Psychological	Eurojust encourages the use of videoconference as an alternative to coordination meetings, as a tool for the preparation of such coordination meetings, and as a complement for coordination meetings and coordination centres. The insertion of useful information in e-Justice portal on the added value of the use of videoconferences between Eurojust and the Member States for operational purposes could be of help.		1
EJ-003	EU-EJ	EUROJ UST	Issue or problem	Judge	2 medium	Technical	Technical compatibility and good quality of videoconferencing facilities between Eurojust and the Member States is not always ensured.		1
EJ-003	EU-EJ	EUROJ UST	Best practice recommended	Judge	2 medium	Technical	Eurojust encourages the booking of the videoconference room enough in advance by filling in a form available at Eurojust intranet. A Eurojust audiovisual technician takes care of the preparation and running of the videoconferences with national authorities. Eurojust has internal Guidelines for organising videoconferences, including some recommendations for ensuring good visibility and sound quality. A User Manual is provided in advance to the national authorities concerned.		1
ES-001	ES	MJU	Best practice recommended	Secretario Judicial	1 high	Organisational	Liaison magistrates may help in organizing videoconference.		1

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ES-002	ES	MJU / CGPJ	Best practice recommended	Judge / Prosecutor	1 high	Organisational	<p>European Judicial Networks may help in organizing videoconference. They are commonly used.</p> <p>A rogatory letter has to be sent for formalization, but the contact points of the EJN anticipate it and do the formal procedures required for videoconferencing . They also put in contact the Courts to get to the videoconference correctly performed.</p>		1
ES-003	ES	CGPJ	Solution recommended	Judge	1 high	Organisational	Other bodies as the police may also help in organizing the videoconference, especially summoning the witness		1
ES-004	ES	MJU / CGPJ	Action recommended	Judge	1 high	Legal	<p>Legal base on videoconference helps fostering the use of videoconference as it eliminate doubts about the validity of this mean.</p> <p>Videoconference is regulated by the Treaty of 2000, nevertheless some Member States such as Germany, UK, Poland,... have made reservation for statements by defendants. These Member States consider that videoconference could violate the right of defence, as the Judge is not in the same place as the defendant and therefore there is not immediacy.</p> <p>Is best practice videoconferencing for experts witness than for defendants.</p>	http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:C:2000:197:0001:0023:EN:PDF	1
ES-005	ES	MJU	Solution recommended	Judge	1 high	Technical	Improvement in technical means would help to promote the use. One of the complains often used is the small size of the screens or the poor sound.		1

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ES-006	ES	MJU	Issue or problem	Secretario Judicial	1 high	Organisational	There are difficulties in finding the competent court, the EJN website is not updated and not easy to use for people not used to it. This has a big impact on timelines.		1
ES-007	ES	MJU	Issue or problem	Secretario Judicial	1 high	Organisational	It usually takes a long time (sometimes months) to organize a videoconference, this is one of the reason it is not broadly used.		1
ES-008	ES	MJU	Best practice recommended	Secretario Judicial	1 high	Organisational	Logistics are very important, some examples: <ul style="list-style-type: none"> - Having a telephone in the courtroom to call the other country during the videoconference. - Having a technical person in the courtroom before and during the videoconference to start the system and be prepare for any incidence. - Having the technical department organized with a list of the videoconference of the day and the technical data for each one of them 		1
ES-009	ES	MJU	Issue or problem	Prosecutor	1 high	Psychological	Change management is necessary, it takes time to get used to videoconference, especially cross-border.		1

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ES-010	ES	MJU	Best practice recommended	Judge / Prosecutor	1 high	Psychological	<p>In Spain the Council of Judges has developed protocols and documents to promote the use of videoconference. They are even visiting the courts and making presentation to promote the use.</p> <p>Judges and personnel in favour of videoconference are best promoters of the system.</p> <p>Doing a test videoconference with final users so they can actually see the system working could be another way of promoting.</p>		1
ES-011	ES	MJU	Solution recommended	Secretario Judicial	1 high	Psychological	<p>In criminal matters is easier to extend the use of videoconference as it is more commonly used between courts and prisons or police. So it may be easier to promote the use of cross border videoconference in criminal matters.</p>		1

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ES-012	ES	MJU / CGPJ	Best practice recommended	Judge / Prosecutor / Secretario Judicial	1 high	Psychological	<p>In Spain, small cities are more used to the use of videoconference. The reason is that is more convenient for them to have a videoconference than travelling as often as they would have to do it otherwise. So "selling" the advantages of using the videoconference could be another way of promoting it.</p> <p>Other reasons that have helped users to use more the videoconference are:</p> <ul style="list-style-type: none"> - Economic reasons - Efficiency and rapidness - Comfort and convenience - Starting with less important cases could be a good approach to overcome cultural resistances. It is not the same a theft, a fraud or a crime against physical or sexual integrity. 		1
ES-013	ES	MJU	Issue or problem	Secretario Judicial	1 high	Psychological	<p>In Spain, in civil matter, the law stipulates that the hearings should be done face-to-face, even when it permits videoconference it is foreseen for cases where there is a difficulty for face-to-face. This differences may impact in the use of videoconference for civil matters, where is not so commonly used.</p>		1
ES-014	ES	MJU	Action recommended	Prosecutor	1 high	Legal	<p>European Law regulates videoconference, this legislation should be review within the group</p>		1
ES-015	ES	MJU	Best practice recommended	Secretario Judicial	1 high	Organisational	<p>When organizing a videoconference, it could be very useful to take into account:</p> <ul style="list-style-type: none"> - Include time zone in the time of the videoconference to avoid misunderstandings 		1

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ES-016	ES	MJU	Issue or problem	Judge	1 high	Organisational	Interpretation during the videoconference is also an issue. Interpreters are common in criminal matters but no so common in civil matters. Sometimes it is not easy to find an interpreter and this may delay the process		1
ES-017	ES	MJU	Issue or problem	Judge	1 high	Organisational	Translation for organizing the videoconference is not foreseen in the courts. Court may count for interpreters for the videoconference but not with translator for organizing the videoconference, so sometimes language is an issue.		1
ES-018	ES	MJU	Best practice recommended	Secretario Judicial	1 high	Psychological	Training of users is very important, not only of the technical personnel.		1
ES-019	ES	MJU	Action recommended	Secretario Judicial	1 high	Organisational	Contact data for videoconference in the courts should be included in the court atlas or e-Justice portal. Contact data of e-mail, fax for organizing the videoconference and telephone number for incidences during the videoconference. Other way of providing this contact data could be through a common form for videoconference, this form may exists but it is not commonly used.		1
ES-020	ES	MJU	Action recommended	Prosecutor	1 high	Organisational	Extend the use of a common multilingual form for requesting a videoconference. This form should include contact data and technical details of the videoconference systems.		1

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ES-021	ES	MJU	Useful material or document	Prosecutor	1 high	Other	<p>Many documents and studies with conclusions and recommendations about videoconference have been produced, nevertheless final users and technical personnel do not know them. At least the "Guide on videoconferencing in cross-border proceedings" should be broadly disseminated.</p> <p>This documents should be listed and reviewed within the group.</p>	http://www.consilium.europa.eu/uedocs/cms_data/librairie/PDF/QC3012963ENC.pdf	1
ES-022	ES	MJU	Other	Secretario Judicial	1 high	Other	Passive videoconference could be centralized in one court (this requires further study), this would facilitate finding the competent court.		1
ES-023	ES	MJU	Issue or problem	Secretario Judicial	1 high	Other	If cross border videoconference increases exponentially, courts will not be able to absorb the workload without increasing resources. This should be foreseen.		1
ES-024	ES	CGPJ	Best practice recommended	Judge	1 high	Legal	<p>Videoconferencing is OK in the oral hearing, when it is part of the act of judgment. Nevertheless if there is a witness, the statement may be made in writing and if ratification is needed to make it in the hearing.</p> <p>For defendants is the crucial to take into account the laws of each country regarding the protection of the right of defence.</p> <p>Is best practice videoconferencing in a trial than during the investigation phase.</p>		1

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FR-001	FR	MoJ	Action recommended	All	1 high	Legal	Achieve a clear vision of a clear overview not only of the legal possibilities to use videoconferencing, but also of the practical possibilities to do so amongst participants, as the information available does not always seem up to date. This point should be discussed in the working group		1
FR-002	FR	MoJ	Project suggested	All	1 high	Organisational	Improve the management of VC pages on the e-justice portal for easy access to partners and handle reservations		1
FR-003	FR	MoJ	Project suggested	All	1 high	Technical	Simplify the use of VC through work on semantics		1
FR-004	FR	MoJ	Action recommended	All	1 high	Organisational	Make the use of functional mail boxes systematic		1
FR-005	FR	MoJ	Action recommended	All	1 high	Organisational	Facilitate citizen's access to videoconferencing facilities		1
FR-006	FR	MoJ	Solution recommended	All	2 medium	Organisational	The action plan foresees the creation of an e-justice office, this office could act as facilitator in case of difficulty		1
FR-007	FR	MoJ	Issue or problem	All	1 high	Psychological	French judges are reticent to use videoconferencing for cross-border matters, with which they are not familiar with		1
FR-008	FR	MoJ	Best practice recommended	All	2 medium	Technical	Promoting the use of lightweight material could support the use of VC		1
FR-009	FR	MoJ	Issue or problem	All	2 medium	Organisational	The use of heavy material creates an exclusive use of facilities (ie for one procedure / type of court)		1
FR-010	FR	MoJ	Best practice recommended	All	1 high	Organisational	Promote internal communication on the range of possible uses		1

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FR-011	FR	MoJ	Project suggested	All	1 high	Organisational	Codify the booking procedure		1
HR-001	HR	MoJ	Issue or problem	All	1 high	Organisational	Deficiency of the central portal for the notification, booking and organising of the videoconference.		1
HR-002	HR	MoJ	Issue or problem	All	1 high	Technical	the equipment on the disposal is obsolete, many courts and state attorneys currently do not have equipment for organising the videoconference.		1
HR-003	HR	MoJ	Issue or problem	All	1 high	Technical	It happens that VC session cannot be established, because of incompatible technical standards.		1
HR-004	HR	MoJ	Issue or problem	All	1 high	Technical	Lack of financial sources for the establishing of the VC in appropriate way.		1
HR-004	HR	MoJ	Issue or problem	All	1 high	Technical	The establishment of the unique technical basis for the videoconference on the whole territory of the RoC.		1
HR-005	HR	MoJ	Action recommended	All	1 high	Technical	implementation of the agreed and planned projects		1
HR-006	HR	MoJ	Project suggested	All	1 high	Technical	the adoption of the communication standards through VC and the establishing as well as implementation of the VC system within the judiciary institutions on the whole state territory what includes audio-visual equipment, communications equipment / network/ infrastructure and setting up of the portal for practical users and citizens.		1

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HR-007	HR	MoJ	Synergy with other project	All	2 medium	Technical	Project suggested should be connected with IPA 2010 "Strengthening of the efficiency of the judiciary in the RoC" as a support of the court hearings where new equipment for courtrooms will be purchased and also for rooms for witnesses in order to take testimonies of the witnesses through audio-visual recording		1
HR-008	HR	MoJ	Best practice recommended	All	2 medium	Organisational	exchange of best practices, experiences and views among legal practitioners (judges, prosecutors) who have been dealing with videoconference systems		1
HU-001	HU	NOJ	Issue or problem	Judge	1 high	Organisational	Training is needed; Competent contact person in the partner country for organizing the videoconference cannot be found.		1
HU-002	HU	NOJ	Issue or problem	Judge	2 medium	Technical	The defendant needs to see the judge and the prosecutor simultaneously. She/he has to know who are standing in the trial room.		1
HU-004	HU	NOJ	Solution recommended	All	1 high	Psychological	no-confidence between the parties, who are staying in other rooms		1
HU-005	HU	NOJ	Action recommended	Judge	1 high	Other	Technically defence is needed in the interrogator room		1
HU-009	HU	NOJ	Issue or problem	All	1 high	Other	Which language to use, when organising a videoconference cross-border?		1
LV-007	LV	MoJ	Action recommended	Judge	1 high	Technical	A poor connection speed which affect the picture and sound quality		1
LV-007	LV	MoJ	Issue or problem	Judge	2 medium	Technical	System type unknown, therefore there could be problems with connections.		1

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LV-007	LV	MoJ	Solution recommended	Judge	1 high	Technical	There are not known devices settings on the other side, such as encryption, firewall and other		1
LV-007	LV	MoJ	Solution recommended	Judge	1 high	Technical	ISDN system contains a number of restrictions and higher costs to make a call compared to IP systems.		1
LV-001	LV	MoJ	Issue or problem	Judge	1 high	Organisational	Competent contact person in the partner country for organizing the videoconference cannot be found.		1
LV-005	LV	MoJ	Action recommended	Judge	1 high	Other	Include contact person with e-mail and telephone number in the e-Justice Portal Member State pages on videoconferencing, as well as technical information on VC.		1
MT-001	MT	Law Courts	Issue or problem	Judge	1 high	Organisational	Judges interviewed remarked that a person should be appointed to co-ordinate the organisation of the video conferencing (this has been addressed and a technical officer has been entrusted with this task). There needs to be a system which is more user friendly and lawyers need to be made more aware that such a facility (of video conferencing) is available. The judiciary would like to encourage lawyers even more to make use of video conferencing once co-ordination is improved.		1

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MT-002	MT	Law Courts	Issue or problem	Judge	2 medium	Technical	On the other hand the technical aspect was totally fine and the judiciary had no complaints. A judge stated that on one occasion he tried to have a cross-border video conferencing but this couldn't take place because of technical incompatibility <i>with the other party.</i>		1
MT-003	MT	Law Courts	Solution recommended	Prosecutor	1 high	Psychological	They felt comfortable with video conferencing but they stated that it is important that they ought to have a high quality and clear image of the witness.		1
MT-004	MT	Law Courts	Action recommended	Judge	1 high	Other	Investigate how to achieve a higher resolution and clarity by optimising settings or replacing equipment.		1
MT-005	MT	Law Courts	Useful material or document	All	1 high	Organisational	The judges interviewed stated that they would like to have more material on video conferencing, and that pamphlets should be made available in different areas of the Courts therefore ensuring that lawyers as well as the judiciary are made aware of the available services.		1
NL-001	NL	MinVen J	Issue or problem	Judge	1 high	Organisational	Competent contact person for organizing the videoconference cannot be found.		1
NL-002	NL	MinVen J	Issue or problem	Judge	1 high	Organisational	Witness, expert or accused is not available during video conference agreed.		1
NL-003	NL	MinVen J	Issue or problem	Judge	1 high	Technical	Safety measures like firewalls prevent contact.		1
NL-004	NL	MinVen J	Issue or problem	Judge	2 medium	Technical	No document cameras available		1
NL-005	NL	MinVen J	Best practice recommended	Judge	2 medium	Technical	True-to-Life principles for using VC in courtrooms available		1

ID	Country	Org.	Topic	Usergroup	Prio	Category	Description	Optional document reference	Number
NL-006	NL	MinVen J	Useful material or document	All	2 medium	Organisational	Avidicus project provides information on interpreting by videoconferencing		1
NL-007	NL	MinVen J	Solution recommended	All	2 medium	Organisational	The National Police in NL have a service component that establishes video connections.		1
NL-008	NL	MinVen J	Issue or problem	All	2 medium	Technical	Pending cameras instead of fixed ones		1
PT-001	PT	MoJ	Action recommended	All	1 high	Technical	Periodic update of MS pages on videoconferencing in the e-Justice Portal to keep the information about technical contact persons up to date.		1
PT-002	PT	MoJ	Action recommended	All	1 high	Technical	It should be created a form with the necessary technical information for each videoconference session (local technical contact (phone and e-mail), the videoconference system model, the bandwidth, type of connection (IP(H.323) and ISDN(H.320) and the supported protocols). We propose a shared calendar between EU courts equipped with videoconferencing equipment so that the schedule may make aligning the availability of the requesting court with the requested court. It's important a feedback about real practical problems from judges, prosecutors and other professionals involved in videoconferencing.		1
SE-001	SE	SNCA	Issue or problem	All	1 high	Organisational	The other party gives out the wrong number, or more commonly, only half the number		1
SE-002	SE	SNCA	Issue or problem	All	1 high	Organisational	The person filling out the forms/informing the other court do not know the difference between IP and ISDN		1

ID	Country	Org.	Topic	Usergroup	Prio	Category	Description	Optional document reference	Number
SE-003	SE	SNCA	Issue or problem	All	1 high	Organisational	The other court does not know if they are behind a firewall		1
SE-004	SE	SNCA	Solution recommended	All	1 high	Organisational	All member states should have their own National support aimed at tech-/videoconference-support		1
SE-005	SE	SNCA	Solution recommended	All	1 high	Organisational	Establish a generally known routine of test calls one week prior to the actual hearing		1
SE-006	SE	SNCA	Issue or problem	All	1 high	Organisational	Representatives of one or both member states does not know english, at all		1
SE-007	SE	SNCA	Solution recommended	All	1 high	Organisational	Establish a generally known routine of arranging at least one english-speaking individual at all sites, does not have to be a technician		1
SE-008	SE	SNCA	Issue or problem	All	1 high	Technical	The other court only shows an frozen image, because they have not enough bandwidth when calling ISDN		1
SE-009	SE	SNCA	Solution recommended	All	1 high	Technical	The member states must use minimum bandwidth 259 kbps when using ISDN		1
SE-010	SE	SNCA	Issue or problem	All	1 high	Technical	Older video conferense models are not always compatible with newer brands/models		1
SE-011	SE	SNCA	Best practice recommended	All	1 high	Technical	The member states have video conference models that are ten years or younger		1
SE-012	SE	SNCA	Issue or problem	All	1 high	Organisational	Lack of competent staff (technical staff)		1

ID	Country	Org.	Topic	Usergroup	Prio	Category	Description	Optional document reference	Number
SE-013	SE	SNCA	Solution recommended	All	1 high	Other	Change the information requirements the member states have to show in the e-justice portal: a brief summary of how videoconference is used, if there is a national support, what city the videoconference system is in, booking information, if the systems can handle ip or isdn (the example lack a brief summary and information about a national support). Scroll down to Swedens pdf.	https://e-justice.europa.eu/content_informati on_on_national_facilities-151-en.do	1
SE-014	SE	SNCA	Solution recommended	All	1 high	Legal	The only requirement before arranging a hearing should be consent from the party/witness in the other member state (regardless of member state).		1
SE-015	SE	SNCA	Best practice recommended	All	1 high	Organisational	In the beginning Sweden used statistics to promote use of videoconference (Top Ten greatest users in a quarter, published on the intranet). The Courts started comparing themselves with each other and actively use more videoconference.		1
SE-016	SE	SNCA	Best practice recommended	All	1 high	Organisational	Train the technician in the use of technology in the courtroom and videoconference, S/he in turn trains the users at the court.		1
SE-017	SE	SNCA	Best practice recommended	All	1 high	Technical	Make the videoconference system and control system intuitive and simple to use.		1
SE-018	SE	SNCA	Best practice recommended	All	1 high	Organisational	All courts should have at least one videoconference system, the more systems there are the easier it is to use videoconference.		1

ID	Country	Org.	Topic	Usergroup	Prio	Category	Description	Optional document reference	Number
SE-019	SE	SNCA	Useful material or document	All	1 high	Other	Publish an booking template in the e-justice portal.	See Tab: "Suggestion Template" in this excel-file	1
SE-020	SE	SNCA	Solution recommended	All	1 high	Technical	Instead of individual pdf-files (in the e-justice portal) create a database where one can use an excel template to batch in information, making it easier to update.		1
SE-021	SE	SNCA	Best practice recommended	All	1 high	Other	The member states publish brochures for the court personnel and other interested parties briefly explaining the use of videoconference and technology in the court room: how to call, show a presentation, record the conference, FAQ, technical details (The example is in swedish).	http://np.netpubli cator.com/netpubli cation/n88951365	1
SE-022	SE	SNCA	Best practice recommended	All	1 high	Other	The member states publish instructional movies (on their intranets) on how to use video conference (to educate all users)		1
SE-023	SE	SNCA	Best practice recommended	All	1 high	Other	When building a new court room use the same standard everywhere. SNCA uses the same template for all court rooms. So all court rooms have the same demands on fire safety, security, equipment, decor, electricity, lighting, installed technology, climate, AC.	See Tab: "RFP" in this excel-file	1
SE-024	SE	SNCA	Issue or problem	All	1 high	Organisational	Difficult to find the "right" civil servant in the other member state when trying to book a videoconference hearing		1
SE-025	SE	SNCA	Issue or problem	All	1 high	Other	The member states videoconference lists (in the e-justice portal) have not been updated for quite some time, which makes it difficult to find the right system/contact person		1

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SE-026	SE	SNCA	Issue or problem	All	1 high	Organisational	Difficult to get an answer in time for the hearing		1
SE-027	SE	SNCA	Solution recommended	All	1 high	Legal	Speed up the communication by removing the demand for formalities/the bureaucracy, today one have to fill in too many forms.		1
SE-028	SE	SNCA	Issue or problem	All	1 high	Legal	Can sometimes be difficult to establish the party/witness actual identity		1
SE-029	SE	SNCA	Other	All	1 high	Other	Member states should have guide lines for when they use videoconference during a witness hearing, and when the witness should travel to the court (in general, not only about cross-border videoconference).		1
SE-030	SE	SNCA	Issue or problem	All	1 high	Other	The witness does often not know that videoconference is an option		1
SE-031	SE	SNCA	Issue or problem	All	1 high	Organisational	Before a hearing some member states demands that one fills in a booking form that ask to many technical and obsolete questions.		1
SE-032	SE	SNCA	Issue or problem	All	1 high	Legal	Can be difficult and time consuming to get permission from the other member state		1
SI-001	SI	MoJ	Issue or Problem	Judge	1 high	Legal	differences in applying national and european jurisdiction - mostly in criminal proceedings(and others) there are different standards in the procecedure of taking evidence, no court personell present at the identification of theperson being heard		1
SI-002	SI	MoJ	Issue or Problem	Technician	1 high	Technical	Problems that occur very often are bad connection due to different connection speed		1

ID	Country	Org.	Topic	Usergroup	Prio	Category	Description	Optional document reference	Number
SI-003	SI	MoJ	Issue or Problem	Technician	1 high	Technical	Telecom Firms convert the ISDN signal to IP while transferring it over different MS due to shorten their costs - with the conversion to and from IP- a lot of packages get lost and the picture or voice are bad quality or the connection is not possible		1
SI-003	SI	MoJ	Solution recommended	Technician	1 high	Technical	make sure the signal is not converted - contract with Telecom provider		1
SI-004	SI	MoJ	Issue or Problem	Technician	1 high	Technical	The IP number is not the right one	SI sample Form for exchange of information - presentation at themeeting	1
SI-007	SI	MoJ	Issue or Problem	Technician	1 high	Technical	There is no videoconference technician present at other location -just operators		1
SI-008	SI	MoJ	Action recommended	Judge	1 high	Organisational	identify the necessary sequence of typical actions and usually required deadlines/therefor needed time, identifying qualified persons for identification of heard person(witness), identifying roleplay of all the involved ...		1
SI-011	SI	MoJ	Action recommended	Judge	1 high	Psychological	best-practice conference - exchange of ideas and networking of end users, in form of Workshops		1
SI-002	SI	MoJ	Solution recommended	Technician	1 high	Technical	include info of first test connection speed to Form for exchange of information		1
SI-002	SI	MoJ	Action recommended	Technician	1 high	Technical	test connections with different speed of dataexchange		1

ID	Country	Org.	Topic	Usergroup	Prio	Category	Description	Optional document reference	Number
SI-003	SI	MoJ	Action recommended	All	1 high	Technical	The courts should have a IP address for the videoconferencing system.For better transmission of picture, sound and an easier way to connect. And IP is cheaply than ISDN when you make a international video conferencing.		1
SI-010	SI	MoJ	Action recommended	Judge	2 medium	Psychological	Make video tutorials or workshops for the judges, that they can be more comfortable to use the system, and show what the system can do.		1
SI-009	SI	MoJ	Solution recommended	All	2 medium	Technical	The court interpreter should have headphones, that she or he can hear better. Specifically when there is a hidden witness, and the voice is distorted		1
SI-004	SI	MoJ	Action recommended	All	1 high	Organisational	Make a database of all information about ip addresses, telephone numbers, mobile numbers or emails from technical personality. For faster communication		1
SI-007	SI	MoJ	Action recommended	Technician	1 high	Technical	provide for a VC technician not operative technician minimum for the test of videoconference		1
SI-004	SI	MoJ	Best Practice recommended	Technician	1 high	Technical	share both IP numbers or just MCU number to other location (external IP adress) - mostly one IP number is being shared to other location and if it is not clarified is it a Multipoint or an Endpoint, there comes to confusion)	sample Form for exchange of information	1
SI-007	SI	MoJ	Best Practice recommended	Technician	1 high	Technical	have a centralized technical support for organizing and preparing videoconferencing		1

ID	Country	Org.	Topic	Usergroup	Prio	Category	Description	Optional document reference	Number
SI-012	SI	MoJ	Issue or problem	All	1 high	Organisational	lack of communication between judges, court clerks and technicians		1
SI-006	SI	MoJ	Issue or problem	All	1 high	Organisational	no information regarding videoconference on local level (from judge to technician)		1
SI-006	SI	MoJ	Best Practice recommended	All	1 high	Organisational	courts intranet pages should have information on VC equipment at their court and contact information of their technician	sample information on courts VC equipment	1
SI-005	SI	MoJ	Issue or problem	Technician	1 high	Technical	difference between technical solutions (HW, SW, old equipment) - (because of different solutions it may happen that the equipment is not compatible)	sample Form for exchange of information	1
SI-005	SI	MoJ	Solution recommended	All	1 high	Technical	all equipment IP H.323 compatible - establishing VC over internet is cheap (no charges of the ISDN impulses and calculating costs) and better quality		1
SI-001	SI	MoJ	Solution recommended	Judge	1 high	Organisational	introducing judges jurisdiction of other MS regarding the use of VC		1
SI-014	SI	MoJ	Issue or problem	Judge	1 high	Organisational	Availability of courtrooms with VC equipment - already at the VC session the judge would have to decide of the next date and see the availability of courtroom		1
SI-005	SI	MoJ	Solution recommended	Technician	1 high	Technical	unique EU standards for the VC equipment		1
SI-003	SI	MoJ	Solution recommended	Technician	1 high	Technical	provide for consistency in sending the original signal in its original form (no converting)		1
SI-009	SI	MoJ	Issue or problem	All	1 high	Organisational	low quality of microphones or inappropriate usage of microphones		1

ID	Country	Org.	Topic	Usergroup	Prio	Category	Description	Optional document reference	Number
SI-008	SI	MoJ	Solution recommended	Judge	1 high	Organisational	on the basis of best practices Recommendations e.g. Protocol should be prepared for preparing and executing videoconference		1
SI-009	SI	MoJ	Solution recommended	All	1 high	Organisational	test with and without headphones - if the user recognises the difference in hearing someone through headphones or without headphones, they can decide upfront and avoid unpleasant situations		1
SI-014	SI	MoJ	Issue or problem	All	1 high	Organisational	sametime two VC at the same court (different judges of the same court could have VC on same day)		1
SI-014	SI	MoJ	Solution recommended	All	2 medium	Organisational	dedicated courtroom just for VC /presentations/ education - if the courts would have one dedicated courtroom it would be easier to book the room and to organize educations, presentations and it would be real environment		1
SI-014	SI	MoJ	Solution recommended	All	2 medium	Organisational	prepared different courtrooms per court where a VC equipment can be used - even mobile set		1
SI-015	SI	MoJ	Issue or problem	Judge	1 high	Psychological	low usage of VC with prizons (the judges do not trust the VC when they have to hear a person who is staying in detention or prizon)		1
SI-012	SI	MoJ	Issue or problem	All	1 high	Organisational	bad knowlede of local VC equipment possibilities (if the Judges or other participants of the proceeding do knot know the possibillities their VC equipment is offering, they will not likely use it)		1

ID	Country	Org.	Topic	Usergroup	Prio	Category	Description	Optional document reference	Number
SI-016	SI	MoJ	Solution recommended	Technician	1 high	Organisational	decide on speaking english at performing test connection		1
SI-016	SI	MoJ	Issue or problem	Technician	1 high	Organisational	no understanding of language between the technicians while performing test VC (it happens that the operativ technicians at courts do not speak the same language what causes difficulties in communicatin (also during the court proceeding))		1
SI-013	SI	MoJ	Issue or problem	Judge	1 high	Technical	judges sometimes need to show documents to another location (e.g.recognittion of signature) or videos recordings (e.g. security cameras)		1
SI-013	SI	MoJ	Solution recommended	Judge	1 high	Technical	use of document camera to show paper documents or video recordings		1
SI-012	SI	MoJ	Solution recommended	All	1 high	Organisational	presentation of the possibilities and promotion		1
SI-001	SI	MoJ	Project suggested	Judge	1 high	Organisational	Preparing of user manual/Protocol for organizing and planning a videoconference in court proceeding with cross border elements - communication, roleplay, deadlines....		1
SI-018	SI	MoJ	Solution recommended	Judge	1 high	Psychological	including workshops for judges with simulation of cross border videoconference to most of the educational programs for judges, prosecutors...		1
SI-005	SI	MoJ	Project suggested	Technician	1 high	Technical	identifieng common standards for minimum quality of VC equipement and compatability		1

ID	Country	Org.	Topic	Usergroup	Prio	Category	Description	Optional document reference	Number
SI-017	SI	MoJ	Project suggested	All	2 medium	Psychological	organizing best practices workshops for judges, clerks, technicians all over MS in different MS, to show the users what other MS have to offer (legally, organisational, technical and included workshops)		1
SI-018	SI	MoJ	Project suggested	All	1 high	Psychological	Promotion of the use of VC in different proceedings for wider audience including citizens of the EU		1
SI-004	SI	MoJ	Synergy with other project	All	1 high	Technical	Dynamic forms on EU e-Justice Portal		1
SI-006	SI	MoJ	Synergy with other project	All	1 high	Organisational	Information on national capabilities in the EU e-Justice Portal		1
SI-006	SI	MoJ	Useful material or document	All	1 high	Organisational	Forms for sharing information in one particular case - between two courtrooms	sample information Form	1
SI-001	SI	MoJ	Solution recommended	All	1 high	Legal	Conferene on legal perspective of taking evidence in cross borderd Proceedings in different MS		1
UK-EW-016	UK(EW)	MoJ	Issue or problem	Judge	2 medium	Technical	Have any MS successfully used Internet protocol Video to access a secure VC network?		1
UK-EW-017	UK(EW)	MoJ	Issue or problem	Judge	2 medium	Technical	Have any MS successfully developed a national booking system that takes account of over 1000 endpoints and multiple potential users?		1
UK-EW-018	UK(EW)	MoJ	Issue or problem	Judge	2 medium	Organisational	Have any other MS successfully established a network of video links for witnesses to give their evidence to a court that are sited away from courthouses		1

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UK-EW-018	UK(EW)	MoJ	Best practice recommended	Judge	2 medium	Organisational	UK (England and Wales) has set up successful processes for defendants in simple cases to appear in court on the day of arrest from a police station - we are happy to share our experiences		1
UK-EW-019	UK(EW)	MoJ	Best practice recommended	Judge	2 medium	Organisational	UK (England and Wales) has set up a process for a video link for witnesses in a Community Centre (away from a court building) and is happy to share learning and experiences of this		1
UK-S-001	UK(S)	SLAB	Issue or problem	Defence agents	1 high	Psychological	Some Defence agents un-willing to start to use VC and other technology		1
UK-S-002	UK(S)	SLAB	Issue or problem	Defence Agents	1 high	Technical	Technical support needed for defence agents to start and encourage their use of VC		1
UK-S-003	UK(S)	Prisons	Issue or problem	Prisons	1 high	Technical	Maintain security of network whilst allowing links to outside organisations and individuals (Defence agents).		1
UK-S-004	UK(S)	Prisons	Useful material or document	Prisons	1 high	Technical	Are any other MS using VC to allow non-public users to communicate in to the secure networks of partners?		1
UK-S-005	UK(S)	Courts	Issue or problem	Judge	2 medium	Organisational	Getting consistency from judges (Sheriffs in Scotland) in applying the use of VC in courts (Training programme)		1
UK-S-006	UK(S)	Prosecutor	Issue or problem	Public prosecutor	2 medium	Organisational	Getting consistency in public prosecutors (Procurator Fiscals in Scotland) calling cases by VC (Training issue)		1
UK-S-007	UK(S)	Dep't of Justice	Best practice recommended	All	1 high	Technical	Scotland has developed technical standards for VC for all justice partners; we are happy to share these		1

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UK-S-008	UK(S)	Dep't of Justice	Best practice recommended	All	1 high	Technical	Scotland is developing a cross-justice VC support team, in partnership with the Health Department; we are happy to share our experience with others		1
UK-S-009	UK(S)	Dep't of Justice	Useful material or document	All	1 high	Organisational	A list of contacts for the setting up of VC links and a ppoint of contact in each partners organisation; prisons, courts, prosecutors etc.		1
UK-S-010	UK(S)	All	Solution recommended	All	1 high	Organisational	MS interested in setting up links to actively identify and target individual cases that could use VC and pilot use in a controlled way.		1
UK-S-011	UK(S)	All	Solution recommended	All	1 high	Organisational	An open forum where partners/MS can post developments and questions for others to use the network effectively.		1
UK-S-012	UK(S)	All	Useful material or document	All	1 high	Legal	Discussion on the experience of partners/MS on the implications of Human Rights legislation on the use of VC in courts/justice.		1
UK-S-013	UK(S)	All	Useful material or document	All	2 medium	Legal	It would be good to have some data on the number of cross-border cases so that we can target pilots on critical areas rather than non-critical areas.		1
UK-S-014	UK(S)	All	Useful material or document	All	2 medium	Organisational	Undertake a best practice review from EU, and other countries where VC is used extensively and is "business as usual" inn justice.		1
UK-S-015	UK(S)	All	Useful material or document	All	1 high	Organisational	Data on how the public and non-professional users view the use and experience of VC in justice.		1