

ANNEX

Topic	Category	Prio	Usergroup	ID	Description	Optional document reference
Action recommended	Legal	1 high	All	FR-001	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	
Action recommended	Legal	1 high	Judge	ES-004	Legal base on videoconference helps fostering the use of videoconference as it eliminate doubts about the validity of this mean. 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. Is best practice videoconferencing for experts witness than for defendants.	http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:C:2000:197:0001:0023:EN:PDF
Action recommended	Legal	1 high	Prosecutor	ES-014	European Law regulates videoconference, this legislation should be review within the group	
Action recommended	Organisational	1 high	All	AT-001a	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.	
Action recommended	Organisational	1 high	All	AT-001c	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
Action recommended	Organisational	1 high	All	AT-003b	English should be the standard language for preparing a hearing via videoconferencing.	
Action recommended	Organisational	1 high	All	FR-004	Make the use of functional mail boxes systematic	
Action recommended	Organisational	1 high	All	FR-005	Facilitate citizen's access to videoconferencing facilities	

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Action recommended	Organisational	1 high	All	SI-004	Make a database of all information about ip addresses, telephone numbers, mobile numbers or emails from technical personality. For faster communication	
Action recommended	Organisational	1 high	Judge	SI-008	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 ...	
Action recommended	Organisational	1 high	Prosecutor	ES-020	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.	
Action recommended	Organisational	1 high	Secretario Judicial	ES-019	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.	
Action recommended	Organisational	2 medium	Judge	DE-001	Updates of the national facility list takes to long, even if it is only a pdf-file.	
Action recommended	Organisational	2 medium	Judge	DE-002	The information about the national facility should be standardised.	
Action recommended	Organisational	3 low	All	CY-004	Procedural rules to be set down	
Action recommended	Other	1 high	Judge	HU-005	Technically defence is needed in the interrogator room	
Action recommended	Other	1 high	Judge	LV-005	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.	
Action recommended	Other	1 high	Judge	MT-004	Investigate how to achieve a higher resolution and clarity by optimising settings or replacing equipment.	
Action recommended	Psychological	1 high	Judge	SI-011	best-practice conference - exchange of ideas and networking of end users, in form of Workshops	

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Action recommended	Psychological	2 medium	Judge	SI-010	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.	
Action recommended	Technical	1 high	All	AT-002b	Include type of VC-System with all specifications in the e-Justice Portal Member State pages on videoconferencing or in the European Court Database	
Action recommended	Technical	1 high	All	HR-005	implementation of the agreed and planned projects	
Action recommended	Technical	1 high	All	PT-001	Periodic update of MS pages on videoconferencing in the e-Justice Portal to keep the information about technical contact persons up to date.	
Action recommended	Technical	1 high	All	PT-002	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.	
Action recommended	Technical	1 high	All	SI-003	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.	
Action recommended	Technical	1 high	Judge	LV-007	A poor connection speed which affect the picture and sound quality	
Action recommended	Technical	1 high	Technician	SI-002	test connections with different speed of dataexchange	
Action recommended	Technical	1 high	Technician	SI-007	provide for a VC techician not operative tehnician minimum for the test of videoconference	

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Action recommended	Technical	2 medium	All	AT-007b	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.	
Action recommended	Technical	2 medium	All	EE-004	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	
Best practice recommended	Legal	1 high	Judge	ES-024	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. For defendants is the crucial to take into account the laws of each country regarding the protection of the right of defence. Is best practice videoconferencing in a trial than during the investigation phase.	
Best practice recommended	Legal	1 high	Judicial authorities	EJ-001	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.	
Best practice recommended	Organisational	1 high	All	FR-010	Promote internal communication on the range of possible uses	
Best practice recommended	Organisational	1 high	All	SE-015	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.	
Best practice recommended	Organisational	1 high	All	SE-016	Train the technician in the use of technology in the courtroom and videoconference, S/he in turn trains the users at the court.	
Best practice recommended	Organisational	1 high	All	SE-018	All courts should have at least one videoconference system, the more systems there are the easier it is to use videoconference.	
Best practice recommended	Organisational	1 high	All	SI-006	courts intranet pages should have information on VC equipment at their court and contact information of their technician	sample information on courts VC equipment

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Best practice recommended	Organisational	1 high	Judge / Prosecutor	ES-002	European Judicial Networks may help in organizing videoconference. They are commonly used. A rogatory letter has to be sent for formalization, but the contact points of the EJM anticipate it and do the formal procedures required for videoconferencing . They also put in contact the Courts to get to the videoconference correctly performed.	
Best practice recommended	Organisational	1 high	Secretario Judicial	ES-001	Liaison magistrates may help in organizing videoconference.	
Best practice recommended	Organisational	1 high	Secretario Judicial	ES-008	Logistics are very important, some examples: - 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	
Best practice recommended	Organisational	1 high	Secretario Judicial	ES-015	When organizing a videoconference, it could be very useful to take into account: - Include time zone in the time of the videoconference to avoid misunderstandings	
Best practice recommended	Organisational	2 medium	All	HR-008	exchange of best practices, experiences and views among legal practitioners (judges, prosecutors) who have been dealing with videoconference systems	
Best practice recommended	Organisational	2 medium	Judge	UK-EW-018	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	
Best practice recommended	Organisational	2 medium	Judge	UK-EW-019	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	
Best practice recommended	Other	1 high	All	SE-021	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.netpublicator.com/netpublication/n88951365

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Best practice recommended	Other	1 high	All	SE-022	The member states publish instructional movies (on their intranets) on how to use video conference (to educate all users)	
Best practice recommended	Other	1 high	All	SE-023	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
Best practice recommended	Psychological	1 high	Judge / Prosecutor	ES-010	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. Judges and personnel in favour of videoconference are best promoters of the system. Doing a test videoconference with final users so they can actually see the system working could be another way of promoting.	
Best practice recommended	Psychological	1 high	Judge / Prosecutor / Secretario Judicial	ES-012	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. Other reasons that have helped users to use more the videoconference are: - 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.	
Best practice recommended	Psychological	1 high	Prosecutor	EJ-002	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.	

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Best practice recommended	Psychological	1 high	Secretario Judicial	ES-018	Training of users is very important, not only of the technical personnel.	
Best practice recommended	Technical	1 high	All	SE-011	The member states have video conference models that are ten years or younger	
Best practice recommended	Technical	1 high	All	SE-017	Make the videoconference system and control system intuitive and simple to use.	
Best practice recommended	Technical	1 high	All	UK-S-007	Scotland has developed technical standards for VC for all justice partners; we are happy to share these	
Best practice recommended	Technical	1 high	All	UK-S-008	Scotland is developing a cross-justice VC support team, in partnership with the Health Department; we are happy to share our experience with others	
Best practice recommended	Technical	1 high	Technician	SI-004	share both IP numbers or just MCU number to other location (external IP address) - 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
Best practice recommended	Technical	1 high	Technician	SI-007	have a centralized technical support for organizing and preparing videoconferencing	
Best practice recommended	Technical	2 medium	All	FR-008	Promoting the use of lightweight material could support the use of VC	
Best practice recommended	Technical	2 medium	Judge	EJ-003	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.	
Best practice recommended	Technical	2 medium	Judge	NL-005	True-to-Life principles for using VC in courtrooms available	
Issue or problem	Legal	1 high	All	SE-028	Can sometimes be difficult to establish the party/witness actual identity	
Issue or problem	Legal	1 high	All	SE-032	Can be difficult and time consuming to get permission from the other member state	

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Issue or problem	Legal	1 high	Judge	CY-003	Danger of having two sets of minutes of the hearing ie that of the requesting party and that of the requested party	
Issue or problem	Legal	1 high	Judge	SI-001	differences in applying national and european jurisdiction - mostly in criminal proceedings(and others) there are different standards in the procedure of taking evidence, no court personell present at the identification of the person being heard	
Issue or problem	Legal	1 high	Judicial authorities	EJ-001	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).	
Issue or problem	Organisational	1 high	All	AT-001b	Competent contact person in the partner country for organizing the videoconference cannot be found.	
Issue or problem	Organisational	1 high	All	AT-003a	Which language to use, when organising a videoconference?	
Issue or problem	Organisational	1 high	All	AT-005a	There are often misunderstandings with the start time of a videoconference, if the time zone of the requested starting time is not explicitly specified.	
Issue or problem	Organisational	1 high	All	CY-005	Difficulty in finding the contact person in the requested court who will arrange for the VC	
Issue or problem	Organisational	1 high	All	CZ-005	Organizing cross-border videoconferences - language barriers (starting from testing of the connection)	

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Issue or problem	Organisational	1 high	All	EE-001	<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>	
Issue or problem	Organisational	1 high	All	EE-002	<p>International video-conference calendar in e-justice portal. Technically, all countries should share their VC room resource availability with one central calendar. 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 discussed 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).</p>	
Issue or problem	Organisational	1 high	All	HR-001	<p>Deficiency of the central portal for the notification, booking and organising of the videoconference.</p>	
Issue or problem	Organisational	1 high	All	SE-001	<p>The other party gives out the wrong number, or more commonly, only half the number</p>	
Issue or problem	Organisational	1 high	All	SE-002	<p>The person filling out the forms/informing the other court do not know the difference between IP and ISDN</p>	
Issue or problem	Organisational	1 high	All	SE-003	<p>The other court does not know if they are behind a firewall</p>	

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Issue or problem	Organisational	1 high	All	SE-006	Representatives of one or both member states does not know english, at all	
Issue or problem	Organisational	1 high	All	SE-012	Lack of competent staff (technical staff)	
Issue or problem	Organisational	1 high	All	SE-024	Difficult to find the "right" civil servant in the other member state when trying to book a videoconference hearing	
Issue or problem	Organisational	1 high	All	SE-026	Difficult to get an answer in time for the hearing	
Issue or problem	Organisational	1 high	All	SE-031	Before a hearing some member states demands that one fills in a booking form that ask to many technical and obsolete questions.	
Issue or problem	Organisational	1 high	All	SI-006	no information regarding videoconference on local level (from judge to technician)	
Issue or problem	Organisational	1 high	All	SI-009	low quality of microphones or inappropriate usage of microphones	
Issue or problem	Organisational	1 high	All	SI-012	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)	
Issue or problem	Organisational	1 high	All	SI-012	lack of communication between judges, court clerks and technitians	
Issue or problem	Organisational	1 high	All	SI-014	sametime two VC at the same court (different judges of the same court could have VC on same day)	
Issue or problem	Organisational	1 high	Judge	ES-016	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	
Issue or problem	Organisational	1 high	Judge	ES-017	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.	
Issue or problem	Organisational	1 high	Judge	HU-001	Training is needed; Competent contact person in the partner country for organizing the videoconference cannot be found.	
Issue or problem	Organisational	1 high	Judge	LV-001	Competent contact person in the partner country for organizing the videoconference cannot be found.	

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Issue or problem	Organisational	1 high	Judge	MT-001	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.	
Issue or problem	Organisational	1 high	Judge	NL-001	Competent contact person for organizing the videoconference cannot be found.	
Issue or problem	Organisational	1 high	Judge	NL-002	Witness, expert or accused is not available during video conference agreed.	
Issue or problem	Organisational	1 high	Judge	SI-014	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	
Issue or problem	Organisational	1 high	Secretario Judicial	ES-006	There are difficulties in finding the competent court, the EJM website is not updated and not easy to use for people not used to it. This has a big impact on timelines.	
Issue or problem	Organisational	1 high	Secretario Judicial	ES-007	It usually takes a long time (sometimes months) to organize a videoconference, this is one of the reason it is not broadly used.	
Issue or problem	Organisational	1 high	Technical Staff	AT-006a	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	
Issue or problem	Organisational	1 high	Technician	SI-016	no understanding of language between the technicians while performing test VC (it happens that the operative technicians at courts do not speak the same language what causes difficulties in communication (also during the court proceeding))	
Issue or problem	Organisational	2 medium	All	AT-004a	Some E-Mails during preparing a Videoconference get lost, because no clear subject line was included, that this e-mail is about requesting a cross-border Videoconference.	
Issue or problem	Organisational	2 medium	All	CY-002	Difficulty of liaising with the contact person in both MS during the VC	

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Issue or problem	Organisational	2 medium	All	CY-008	Problems with interpretation especially if the interpretator is not in the same room with the witness	
Issue or problem	Organisational	2 medium	All	FR-009	The use of heavy material creates an exclusive use of facilities (ie for one procedure / type of court)	
Issue or problem	Organisational	2 medium	Judge	CY-006	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	
Issue or problem	Organisational	2 medium	Judge	CZ-001	Concerns about the use of VC	
Issue or problem	Organisational	2 medium	Judge	UK-EW-018	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	
Issue or problem	Organisational	2 medium	Judge	UK-S-005	Getting consistency from judges (Sheriffs in Scotland) in applying the use of VC in courts (Training programme)	
Issue or problem	Organisational	2 medium	Public prosecutor	UK-S-006	Getting consistency in public prosecutors (Procurator Fiscals in Scotland) calling cases by VC (Training issue)	
Issue or problem	Organisational	3 low	All	CY-004	No protocols as to who is responsible at the time of the procedure (beginning of session, introductions, rules during session etc)	
Issue or problem	Other	1 high	All	HU-009	Which language to use, when organising a videoconference cross-border?	
Issue or problem	Other	1 high	All	SE-025	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	
Issue or problem	Other	1 high	All	SE-030	The witness does often not know that videoconference is an option	
Issue or problem	Other	1 high	Secretario Judicial	ES-023	If cross border videoconference increases exponentially, courts will not be able to absorb the workload without increasing resources. This should be foreseen.	
Issue or problem	Psychological	1 high	All	FR-007	French judges are reticent to use videoconferencing for cross-border matters, with which they are not familiar with	
Issue or problem	Psychological	1 high	Defence agents	UK-S-001	Some Defence agents un-willing to start to use VC and other technology	

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Issue or problem	Psychological	1 high	Judge	SI-015	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)	
Issue or problem	Psychological	1 high	Judicial authority	EJ-002	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.	
Issue or problem	Psychological	1 high	Prosecutor	ES-009	Change management is necessary, it takes time to get used to videoconference, especially cross-border.	
Issue or problem	Psychological	1 high	Secretario Judicial	ES-013	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.	
Issue or problem	Technical	1 high	All	AT-002a	VC session cannot be established, because of incompatible technical standards.	
Issue or problem	Technical	1 high	All	HR-002	the equipment on the disposal is obsolete, many courts and state attorneys currently do not have equipment for organising the videoconference.	
Issue or problem	Technical	1 high	All	HR-003	It happens that VC session cannot be established, because of incompatible technical standards.	
Issue or problem	Technical	1 high	All	HR-004	Lack of financial sources for the establishing of the VC in appropriate way.	
Issue or problem	Technical	1 high	All	HR-004	The establishment of the unique technical basis for the videoconference on the whole territory of the RoC.	
Issue or problem	Technical	1 high	All	SE-008	The other court only shows an frozen image, because they have not enough bandwidth when calling ISDN	
Issue or problem	Technical	1 high	All	SE-010	Older video conferense models are not always compatible with newer brands/models	
Issue or problem	Technical	1 high	Defence agents	UK-S-002	Technical support needed for defence agents to start and encourage their use of VC	
Issue or problem	Technical	1 high	Judge	NL-003	Safety measures like firewalls prevent contact.	

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Issue or problem	Technical	1 high	Judge	SI-013	judges sometimes need to show documents to another location (e.g.recognittion of signature) or videos recordings (e.g. security cameras)	
Issue or problem	Technical	1 high	Prisons	UK-S-003	Maintain security of networkwhilst allowing links to outside organisations and individuals (Defence agents).	
Issue or problem	Technical	1 high	Technician	SI-002	Problems that occur very often are bad connection due to different connection speed	
Issue or problem	Technical	1 high	Technician	SI-003	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	
Issue or problem	Technical	1 high	Technician	SI-004	The IP number is not the right one	SI sample Form for exchange of information - presentation at the meeting
Issue or problem	Technical	1 high	Technician	SI-005	difference between tehcnical solutions (HW, SW, old equipment) - (because of different solutions it may happen that the equipment is not compatible)	sample Form for exchange of information
Issue or problem	Technical	1 high	Technician	SI-007	There is no videoconference technician present at other location -just operators	
Issue or problem	Technical	2 medium	All	AT-007a	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.	
Issue or problem	Technical	2 medium	All	CY-001	Disruption of link due to technical problems/the picture might become unclear/sound quality issues	
Issue or problem	Technical	2 medium	All	CY-007	Difficulty to show paper documents during the VC hearing	
Issue or problem	Technical	2 medium	All	NL-008	Pending cameras instead of fixed ones	

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Issue or problem	Technical	2 medium	Judge	EE-003	When new documents or evidences will be presented in other side of judge. What happens? Scanners? Cameras? Original documents are needed anyway by the lawyers and prosecutors but can it be solved with IT solutions? Certified copy made in local notary office?	
Issue or problem	Technical	2 medium	Judge	EJ-003	Technical compatibility and good quality of videoconferencing facilities between Eurojust and the Member States is not always ensured.	
Issue or problem	Technical	2 medium	Judge	HU-002	The defendant needs to see the judge and the prosecutor simultaneously. She/he has to know who are standing in the trial room.	
Issue or problem	Technical	2 medium	Judge	LV-007	System type unknown, therefore there could be problems with connections.	
Issue or problem	Technical	2 medium	Judge	MT-002	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 with the other party.	
Issue or problem	Technical	2 medium	Judge	NL-004	No document cameras available	
Issue or problem	Technical	2 medium	Judge	UK-EW-016	Have any MS successfully used Internet protocol Video to access a secure VC network?	
Issue or problem	Technical	2 medium	Judge	UK-EW-017	Have any MS successfully developed a national booking system that takes account of over 1000 endpoints and multiple potential users?	
Issue or problem	Technical	2 medium	Operators	EI-001	Connection testing between MS	
Other	Other	1 high	All	SE-029	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).	
Other	Other	1 high	Secretario Judicial	ES-022	Passive videoconference could be centralized in one court (this requires further study), this would facilitate finding the competent court.	

Topic	Category	Prio	Usergroup	ID	Description	Optional document reference
Other	Psychological	1 high	Judge	DE-003	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).	
Project suggested	Organisational	1 high	All	AT-013	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).	
Project suggested	Organisational	1 high	All	FR-002	Improve the management of VC pages on the e-justice portal for easy access to partners and handle reservations	
Project suggested	Organisational	1 high	All	FR-011	Codify the booking procedure	
Project suggested	Organisational	1 high	Judge	SI-001	Preparing of user manual/Protocol for organizing and planning a videoconference in court proceeding with cross border elements - communication, roleplay, deadlines....	
Project suggested	Organisational	2 medium	All	CZ-003	Creation of the European booking system for VC which could be available on the e-Justice Portal	
Project suggested	Psychological	1 high	All	SI-018	Promotion of the use of VC in different proceedings for wider audience including citizens of the EU	
Project suggested	Psychological	2 medium	All	SI-017	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)	
Project suggested	Technical	1 high	All	FR-003	Simplify the use of VC through work on semantics	

Topic	Category	Prio	Usergroup	ID	Description	Optional document reference
Project suggested	Technical	1 high	All	HR-006	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.	
Project suggested	Technical	1 high	Technician	SI-005	identifieing common standards for minimum quality of VC equipement and compatibillity	
Solution recommended	Legal	1 high	All	SE-014	The only requirement before arranging a hearing should be consent from the party/witness in the other member state (regardless of member state).	
Solution recommended	Legal	1 high	All	SE-027	Speed up the communication by removing the demand for formalities/the bureaucracy, today one have to fill in too many forms.	
Solution recommended	Legal	1 high	All	SI-001	Conferene on legal perspective of taking evidence in cross borderd Proceedings in different MS	
Solution recommended	Organisational	1 high	All	AT-003c	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 evicence in civil matters, Form I and Form J).	
Solution recommended	Organisational	1 high	All	AT-005b	Include local time zone in the e-Justice Portal Member State pages on videoconferencing	
Solution recommended	Organisational	1 high	All	CY-005	Names of persons with contact details to be included in the e-justice portal pages	
Solution recommended	Organisational	1 high	All	CZ-006	Standardise form (technical specifications, contact of technical staff, proposal for testing,..) which could be sent together with the request for taking evidence	
Solution recommended	Organisational	1 high	All	SE-004	All member states should have their own National support aimed at tech-/videoconference-support	
Solution recommended	Organisational	1 high	All	SE-005	Establish a generally known routine of test calls one week prior to the actual hearing	
Solution recommended	Organisational	1 high	All	SE-007	Establish a generally known routine of arranging at least one english-speaking individual at all sites, does not have to be a technician	

Topic	Category	Prio	Usergroup	ID	Description	Optional document reference
Solution recommended	Organisational	1 high	All	SI-009	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	
Solution recommended	Organisational	1 high	All	SI-012	presentation of the possibilities and promotion	
Solution recommended	Organisational	1 high	All	UK-S-010	MS interested in setting up links to actively identify and target individual cases that could use VC and pilot use in a controlled way.	
Solution recommended	Organisational	1 high	All	UK-S-011	An open forum where partners/MS can post developments and questions for others to use the network effectively.	
Solution recommended	Organisational	1 high	Judge	ES-003	Other bodies as the police may also help in organizing the videoconference, especially summoning the witness	
Solution recommended	Organisational	1 high	Judge	SI-001	introducing judges jurisdiction of other MS regarding the use of VC	
Solution recommended	Organisational	1 high	Judge	SI-008	on the basis of best practices Recommendations e.g. Protocol should be prepared for preparing and executing videoconference	
Solution recommended	Organisational	1 high	Technical Staff	AT-006b	It should be defined that the requesting court calls the requested.	
Solution recommended	Organisational	1 high	Technician	SI-016	decide on speaking english at performing test connection	
Solution recommended	Organisational	2 medium	All	AT-004b	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.	
Solution recommended	Organisational	2 medium	All	CZ-002	Training of judicial personnel on how to use VC is essential for wider use of VC	
Solution recommended	Organisational	2 medium	All	FR-006	The action plan foresees the creation of an e-justice office, this office could act as facilitator in case of difficulty	
Solution recommended	Organisational	2 medium	All	NL-007	The National Police in NL have a service component that establishes video connections.	
Solution recommended	Organisational	2 medium	All	SI-014	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	

Topic	Category	Prio	Usergroup	ID	Description	Optional document reference
Solution recommended	Organisational	2 medium	All	SI-014	prepared different courtrooms per court where a VC equipment can be used - even mobile set	
Solution recommended	Other	1 high	All	SE-013	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_information_on_national_facilities-151-en.do
Solution recommended	Psychological	1 high	All	HU-004	no-confidence between the parties, who are staying in other rooms	
Solution recommended	Psychological	1 high	Judge	SI-018	including workshops for judges with simulation of cross border videoconference to most of the educational programs for judges, prosecutors...	
Solution recommended	Psychological	1 high	Prosecutor	MT-003	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.	
Solution recommended	Psychological	1 high	Secretario Judicial	ES-011	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.	
Solution recommended	Technical	1 high	All	SE-009	The member states must use minimum bandwidth 259 kbps when using ISDN	
Solution recommended	Technical	1 high	All	SE-020	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.	
Solution recommended	Technical	1 high	All	SI-005	all equipment IP H.323 compatible - establishing VC over internet is cheap (no charges of the ISDN impulses and calculating costs) and better quality	
Solution recommended	Technical	1 high	Judge	ES-005	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.	
Solution recommended	Technical	1 high	Judge	LV-007	ISDN system contains a number of restrictions and higher costs to make a call compared to IP systems.	

Topic	Category	Prio	Usergroup	ID	Description	Optional document reference
Solution recommended	Technical	1 high	Judge	LV-007	There are not known devices settings on the other side, such as encryption, firewall and other	
Solution recommended	Technical	1 high	Judge	SI-013	use of document camera to show paper documents or video recordings	
Solution recommended	Technical	1 high	Technician	SI-002	include info of first test connection speed to Form for exchange of information	
Solution recommended	Technical	1 high	Technician	SI-003	make sure the signal is not converted - contract with Telecom provider	
Solution recommended	Technical	1 high	Technician	SI-003	provide for consistency in sending the original signal in its original form (no converting)	
Solution recommended	Technical	1 high	Technician	SI-005	unique EU standards for the VC equipment	
Solution recommended	Technical	2 medium	All	SI-009	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	
Synergy with other project	Organisational	1 high	All	SI-006	Information on national capabilities in the EU e-Justice Portal	
Synergy with other project	Technical	1 high	All	SI-004	Dynamic forms on EU e-Justice Portal	
Synergy with other project	Technical	2 medium	All	HR-007	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	
Useful material or document	Legal	1 high	All	UK-S-012	Discussion on the experience of partners/MS on the implications of Human Rights legislation on the use of VC in courts/justice.	
Useful material or document	Legal	2 medium	All	UK-S-013	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.	
Useful material or document	Organisational	1 high	All	AT-001d	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_videoconfer

Topic	Category	Prio	Usergroup	ID	Description	Optional document reference
Useful material or document	Organisational	1 high	All			encing-69-en.do
				AT-008	e-Justice Portal information on videoconferencing: General videoconferencing policy	https://e-justice.europa.eu/content_general_policy_description-70-en.do
Useful material or document	Organisational	1 high	All	AT-009	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
Useful material or document	Organisational	1 high	All	AT-010	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
Useful material or document	Organisational	1 high	All	AT-011	e-Justice Portal information on videoconferencing: Information on national facilities	https://e-justice.europa.eu/content_information_on_national_facilities-151-en.do
Useful material or document	Organisational	1 high	All	AT-012	e-Justice Portal Dynamic forms: Taking of evidence forms	https://e-justice.europa.eu/content_taking_of_evidence_forms-160-en.do?clang=en

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Useful material or document	Organisational	1 high	All	AT-014	Videoconference Interpreting: Results from the AVIDICUS projects. AVIDICUS 3 (2013-15) AVIDICUS 2 (2011-13) AVIDICUS 1 (2008-11)	http://www.videocoference-interpreting.net/
Useful material or document	Organisational	1 high	All	AT-015	Videoconference Interpreting: Results from the AVIDICUS projects via the EULITA (European Legal Interpreters and Translators Association) homepage.	http://eulita.eu/avidicus
Useful material or document	Organisational	1 high	All	MT-005	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.	
Useful material or document	Organisational	1 high	All	SI-006	Forms for sharing information in one particular case - between two courtrooms	sample information Form
Useful material or document	Organisational	1 high	All	UK-S-009	A list of contacts for the setting up of VC links and a ppoint of contact in each partners organisation; prisons, courts, prosecutors etc.	
Useful material or document	Organisational	1 high	All	UK-S-015	Data on how the public and non-professional users view the use and experience of VC in justice.	
Useful material or document	Organisational	2 medium	All	NL-006	Avidicus project provides information on interpreting by videoconferencing	
Useful material or document	Organisational	2 medium	All	UK-S-014	Undertake a best practice review from EU, and other countries where VC is used extensively and is "business as usual" inn justice.	
Useful material or document	Other	1 high	All	SE-019	Publish an booking template in the e-justice portal.	See Tab: "Suggestion Template" in this excel-file
Useful material or document	Other	1 high	Prosecutor	ES-021	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. This documents should be listed and reviewed within the group.	http://www.consiliu m.europa.eu/uedocs/cms_data/librairie/PDF/QC3012963ENC.pdf

Topic	Category	Prio	Usergroup	ID	Description	Optional document reference
Useful material or document	Other	3 low	All	CZ-004	CZ PRES prepared a DVD to promote the use of VC - can be shared	
Useful material or document	Technical	1 high	Prisons	UK-S-004	Are any other MS using VC to allow non- public users to communicate in to the secure networks of partners?	