

Report

e-Justice Portal – Framing workshop report

[JUST/2024/PR/JACC/CRIM/0141](#)

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## Table of contents

Introduction	3
Product Promise exercise	3
Criteria ranking survey	7
Risks – ranking	10
Stakeholders map	11

## Introduction

The Framing workshop was a part of Task 2 (Identification of visitors to the e-Justice Portal) in the e-Justice Portal Evaluation and Usability study with the goal of aligning expectations, identifying user profiles and agreeing on the outreach strategy. It was organised on 3 June, from 14-18h in the Namahn Design Studio.

## Product Promise exercise

The Product Promise exercise allows the users to identify pain points in the current e-Justice Portal, then look into the goals and solutions that can answer those pain points and user needs, and then conclude by defining a product promise for the future e-Justice Portal. Finally, we also asked the participants to add the KPIs that would allow to measure the success of future improvements.

The result of the workshop exercise was the Product Service poster with all the individual post-its that users added and grouped in clusters, as shown here:

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In the first layer of the exercise (Pain points & user needs – What is not optimal today?) the following clusters emerged (in order of priority, i.e. number of post-its):

- Issues with structure and navigation
  - o Structure – difficult to find certain info – overlaps
  - o Some users complain about content structure
  - o Are users able to find the information they need
  - o Navigating the portal and finding the desired info
  - o Clearer links between different pages (e.g. small claims, general page, Atlas page, online forms, guides)
  - o How do users find what they are searching for once on the Portal?
- Issues with content (length, style, relevance, clarity)
  - o Content too long sometimes
  - o Diverse content providers → different writing styles
  - o Is our content relevant? Is this what users need?

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- Is our content factual, clear, answering to user's questions
- Is our content too technical or understandable
- Is our content over-simplified
- Content too complex for general user
- Translation issues (delay, consistency and quality)
  - Translation delays
  - Quality of translation not always consistent
  - Translations – are they good, clear?
  - Translations – too slow, a lot of times without human translation
- Reaching the target group
  - Are we findable? If users have problems how do they find out (about) us?
  - Visibility of the portal for users
  - Who is using the portal? Who is our target group?
- Member States pages
  - No feedback on Member States pages
  - Member States unhappy with content management (many updates)

In the second layer of the exercise (Goals/Solutions – How can we address these pain points by design?), the following post-its (grouped by themes below) were added by the participants:

- Structure
  - Design from the point of view of the general user without a legal background
  - Clear structure
  - Restructure content and content structure
- Content
  - Simplify content – avoid unnecessary long texts – make it easy to understand
  - Better step-by-step guides for users to fill out forms
  - Clear writing guidelines for justice content
- Translation
  - Faster translations? > 6 months
- Target group
  - Promotional campaign to increase visibility
  - Clarity about our target groups. Different pages, different target groups?
- Feedback
  - 21<sup>st</sup> century feedback mechanisms

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At the top of the Product Promise triangle (Promise – what happens if we get this right?), users summarise the product success as follows, clearly in line with the pain points and solutions, and grouped by themes:

- Overall goal:
  - o Having a user-friendly e-Justice Portal that more users will benefit from successfully
- Structure and content
  - o Streamlined structure
  - o Improved content structure for all users
  - o High quality content
  - o Content quality improved (clear guidelines for content providers)
- Translations
  - o Better translations
  - o Better translation quality

KPIs – How can we measure success?

Finally, users added the KPIs that will allow us to measure the project's success, here organised by theme:

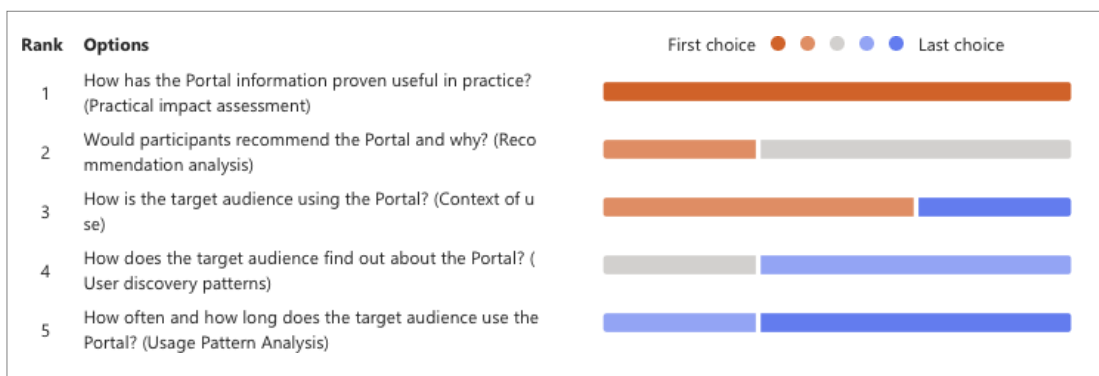
- User follow-up and feedback
  - o Survey – testing (before content display to user & later) – presenting improvements for past evaluations
  - o Fewer complaints on content and structure
  - o Positive feedback
  - o Interviewed and consulted users
- User visits
  - o Number of visits goes up
  - o More users and visits
- Structure and content
  - o Reviewed structure – analysis
  - o Shorter pages
- Analytics
  - o Better analytics – after migration

## Criteria ranking survey

After the Product Promise exercise, a prioritisation exercise of project criteria for Impact and Structure, content and translation was planned. During the workshop, because of timing restrictions, we decided to send a survey after the workshop that would allow to do this prioritisation exercise online.

The survey was sent out on 6 June, to allow the DG JUST participants to revisit and prioritise the project criteria in a ranking exercise in MS Forms. All results were in on 12 June, and are summarised in the graphs and tables from MS Forms shown below.

The tables below summarise the results of the ranking exercise and show the distribution of answers for the criteria having to do with **Impact**.



ID ↑	Name	1st	2nd	3rd	4th	5th
1	anonymous	How has the Portal information proven useful in practice? (Practical impact assessment)	How is the target audience using the Portal? (Context of use)	Would participants recommend the Portal and why? (Recommendation analysis)	How does the target audience find out about the Portal? (User discovery patterns)	How often and how long does the target audience use the Portal? (Usage Pattern Analysis)
2	anonymous	How has the Portal information proven useful in practice? (Practical impact assessment)	Would participants recommend the Portal and why? (Recommendation analysis)	How does the target audience find out about the Portal? (User discovery patterns)	How often and how long does the target audience use the Portal? (Usage Pattern Analysis)	How is the target audience using the Portal? (Context of use)
3	anonymous	How has the Portal information proven useful in practice? (Practical impact assessment)	How is the target audience using the Portal? (Context of use)	Would participants recommend the Portal and why? (Recommendation analysis)	How does the target audience find out about the Portal? (User discovery patterns)	How often and how long does the target audience use the Portal? (Usage Pattern Analysis)

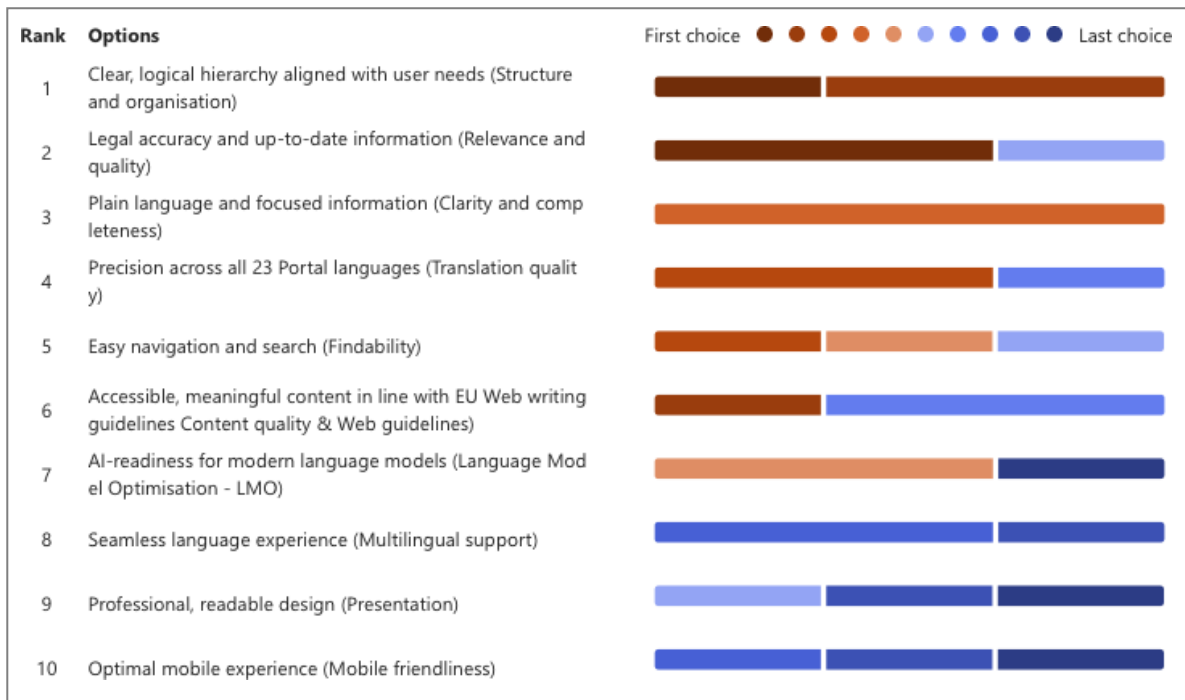
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On top of this, two users suggested to add the following criteria to measure the Impact of the e-Justice Portal:

### 2 Responses

ID ↑	Name	Responses
1	anonymous	Can the target audience easily/effectively navigate the portal to find the needed information? (This should be number 3 in my ranking)
2	anonymous	We would also need to measure the possible future development and growth of the Portal - is it realistic to continue adding functionalities and how to do it.

For the criteria having to do with **Structure, content and translation**, the table below summarises the result of the ranking exercise.



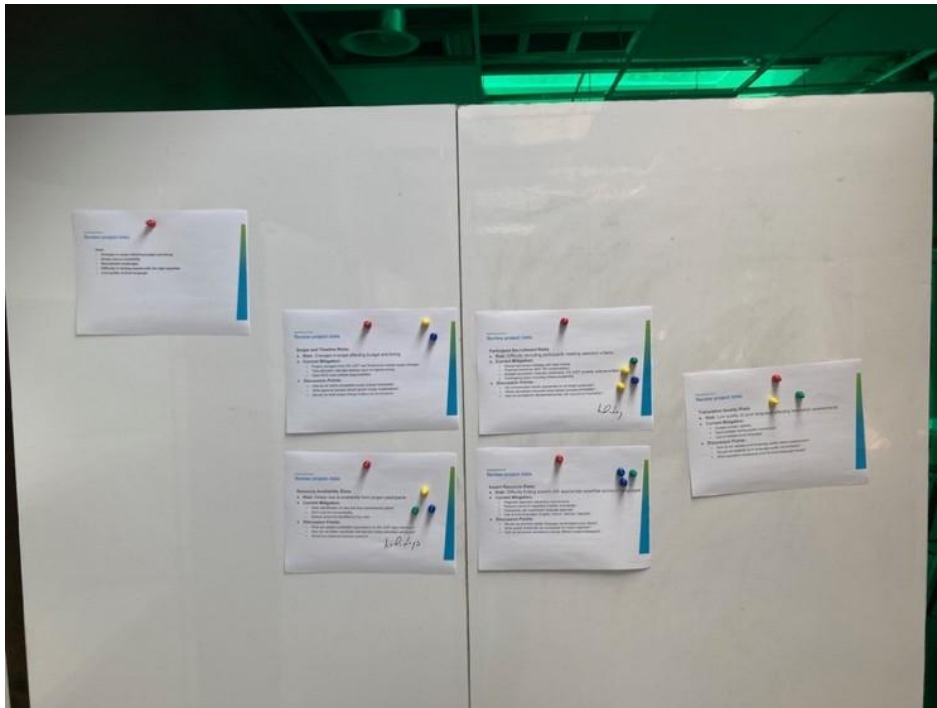
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More detail in the distribution of the answers for these criteria is shown in the table below:

ID ↑	Name	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th
1	anonymous	Legal accuracy and up-to-date information (Relevance and quality)	Clear, logical hierarchy aligned with user needs (Structure and organisation)	Precision across all 23 Portal languages (Translation quality)	Plain language and focused information (Clarity and completeness)	AI-readiness for modern language models (Language Model Optimisation - LMO)	Easy navigation and search (Findability)	Accessible, meaningful content in line with EU Web writing guidelines Content quality & Web guidelines)	Seamless language experience (Multilingual support)	Professional, readable design (Presentation)	Optimal mobile experience (Mobile friendliness)
2	anonymous	Legal accuracy and up-to-date information (Relevance and quality)	Clear, logical hierarchy aligned with user needs (Structure and organisation)	Precision across all 23 Portal languages (Translation quality)	Plain language and focused information (Clarity and completeness)	Easy navigation and search (Findability)	Professional, readable design (Presentation)	Accessible, meaningful content in line with EU Web writing guidelines Content quality & Web guidelines)	Optimal mobile experience (Mobile friendliness)	Seamless language experience (Multilingual support)	AI-readiness for modern language models (Language Model Optimisation - LMO)
3	anonymous	Clear, logical hierarchy aligned with user needs (Structure and organisation)	Accessible, meaningful content in line with EU Web writing guidelines Content quality & Web guidelines)	Easy navigation and search (Findability)	Plain language and focused information (Clarity and completeness)	AI-readiness for modern language models (Language Model Optimisation - LMO)	Legal accuracy and up-to-date information (Relevance and quality)	Precision across all 23 Portal languages (Translation quality)	Seamless language experience (Multilingual support)	Optimal mobile experience (Mobile friendliness)	Professional, readable design (Presentation)

## Risks – ranking

During the workshop , another ranking exercise on Risks resulted in the prioritisation listed below:



- Participant recruitment risks – 4 votes (holidays remark)
- Resource availability risks – 3 votes (holidays remark)
- Expert resource risks – 3 votes
- Scope and timeline risks – 2 votes
- Translation quality risks – 2 votes

## Stakeholders map

For the next exercise, workshop participants were asked to list all stakeholders of the e-Justice Portal, and categorise them as users, content contributors or policy stakeholders.

The exercise result was the Stakeholder map shown here, with the content of each of the post-its listed below.



### User circle

- Citizens – x2
- Business – x2
- Legal professionals – legal practitioners
- Courts/National Authorities –National authorities

### Content circle

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- European Commission
- Partners
- Commission content (blue line) – policy officers
- Atlas – purple line – mostly judges
- EJM – orange line – EJM contact points (legal practitioners – mostly judges)
- EJM
- e-Justice (green line) – National authorities (Ministeries of Justice)
- National Authorities
- News Policy officers

## Policy circle

- Member States – x2
- EJM
- Council
- European Parliament & Council
- Commission (DG JUST)
- European Commission