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A Step Ahead

Scheme as start of open ODR

Zbynek Loebl (zbynek.loebl@prkpartners.com)
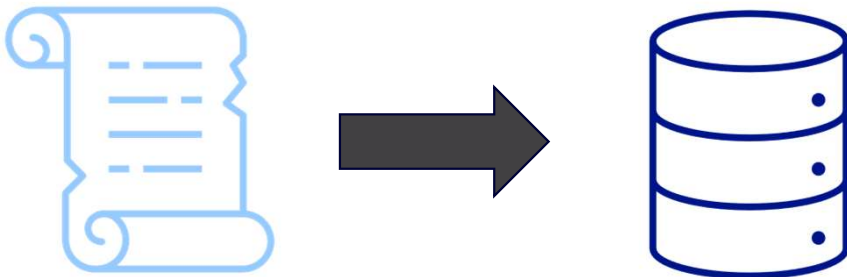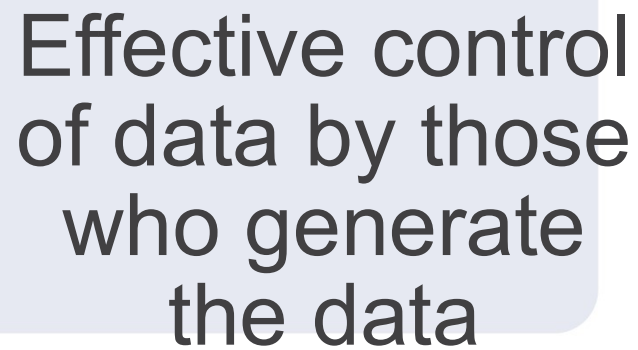
Funded by the
European Union

Personalized e-justice ODR template forms – way how to improve access to justice for people with digital vulnerabilities

Rationale for the personalized ODR forms

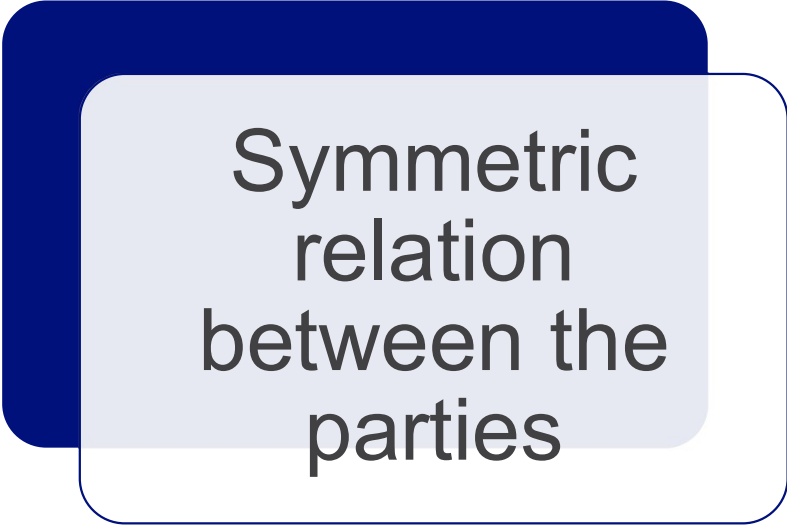- **Trustworthy access to justice** = providing informed and relatively easy access to online justice to all people, independently of their abilities and vulnerabilities

- Diversity by design

- Data driven AI-assisted processes

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Critical assumptions for improving access to justice for all

Effective control of data by those who generate the data

Symmetric relation between the parties

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Proposed New Approach to Access to Justice

- Inherent technology and financial limitations of a single proprietary ODR platform

- Need for radically new approach: ODR forms personalized by the parties via their platforms and understandable by platforms of ODR institutions

- New type of platforms: Virtual Agent Platform (VAP)

- New communication infrastructure connecting VAPs

- Why new approach can be better than existing solutions: it enables collaboration between the parties (and ODR providers) making use of public AI services

Open ODR Standard

Open ODR Standard function

Enable the parties' and ODR providers' VAP platforms to securely exchange data and receive AI services

– Helping to prepare personalized ODR forms for the party

– Assisting the party in selecting the ODR option and ODR provider

– Navigating their users to access "advice or assessment portals"

Enable VAPs to inform the user whether the seller has available concrete features which empower customers

Users will be able to inform any seller about their key preferences

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Core components

Open data framework for ODR

Open specification of the first publicly available AI for the parties assisting them in personalizing their access to ODR and resolving their issues

Open framework for messaging and addressing among online platforms (VAPs) in the e-justice ODR field

Open data framework – standard digital tools – model checklist

Business Process Model and Notation

➔ XML = Extensible Markup Language

Forms

➔ JSON = JavaScript Object Notation

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Need for additional numbering than that by standard tools

A. Design modules

B. Processes and sub-processes

C. Forms and their parts

D. Terminology

E. Ethical annotations

F. Communication rules

G. Other

Each ODR platform might have its description → its digital twin

Numbering can be used by digital tools for the design and development of online platforms (such as VAPs)

It will then be possible to generate the digital twin automatically

VAP Door codes

Parts of the digital twin of the VAP – enable digital communication among VAPs
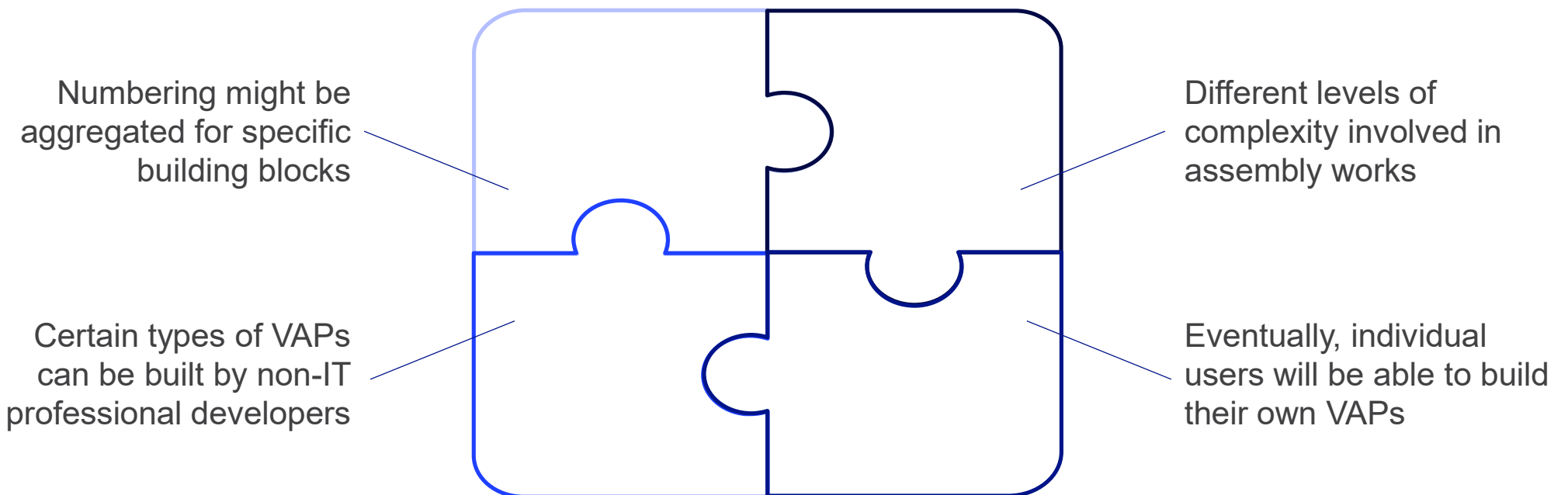
Different for most VAPs

Tied to unique identification of the VAP

Same Door codes **never** for different parts of digital twins

Simplified numbering for low-code/ no-code VAPs

Numbering might be aggregated for specific building blocks

Different levels of complexity involved in assembly works

Certain types of VAPs can be built by non-IT professional developers

Eventually, individual users will be able to build their own VAPs

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Scheme as a comprehensive tool for ODR developers

Scheme is the first open digital mapping of e-justice ODR processes for developers of e-justice ODR platforms.

Preparatory work:

– Description of standard e-justice ODR processes

– Instruction for the description of e-justice processes

General Set-Up	Model Checklist	BPMN
Forms	Ethical Annotations, ODR evaluation	Terminology

Tour of the Scheme website

- Do you have a clear idea what Scheme is and what it includes?

- In your view, is the combination of generally understandable Model Checklist and BPMN representation a good approach?

- Is the initial open set of BPMN processes comprehensive enough for future work with it?

- What other information would you recommend to add to the Scheme website?

- Do you think that personalized ODR forms can change how the access to justice is perceived?

- Any other comments?

Discussion

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Thank you!