

The Agile Project: Reconciling Agility and Legal Accountability

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Abstract. While every IT professional knows from experience that handling change is much harder and more expensive than building IT systems from scratch, only little scientific attention has been paid to prepare for change. This issue is of great importance since usually 80-90% of the total cost of ownership (TCO) of IT systems are maintenance costs. In our networked society changes may result from different sources. The recently started AGILE project addresses the legal dimension of management of organizational change processes. This paper introduces the AGILE project, and discusses the relation between sources of law and the business processes and services of the administrative organization.

1 Introduction

ICT has penetrated most organizations. It is an essential asset for public administration, and is becoming one for the judiciary. Administrative organizations, including law enforcement organizations, dealing with taxation, immigration, etc. have been using ICT to improve the efficiency of case handling (primarily aimed at reducing handling time and operational costs) and the quality of services, a development also known as eGovernment. ICT is also used to make law enforcement more effective (see e.g. [6]). Also in the judiciary we see developments aiming at improving efficiency and effectiveness (see e.g. [4]).

In the judiciary the application of Artificial Intelligence techniques is still very limited. Application of case management and ePublishing have become common and found their way to courts and law firms, but application of AI based applications, e.g. natural language processing for making sense of blogs with legal comments, or applying automated classification of email and intelligent routing and possibly preparing elements that could be used for solving the legal issues at hand, are still to be developed and implemented.

A wider range of Artificial Intelligence techniques have found their way into organizations. In this paper we focus on those applications for several reasons:

