



PRETORIA ATTORNEYS ASSOCIATION
PRETORIASE PROKUREURSVERENIGING
MOKGATLHO WA BAEMEDI BA PRETORIA

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21 August 2023

MEMORANDUM TO OUR MEMBERS
COURT ONLINE MEETING CONVENED BY JUDGE
PRESIDENT ON THURSDAY 17 AUGUST 2023

TO : Our members
FROM : PAA High Court Committee

Dear members,

1. The PAA's was invited by the Judge President's office to attend a stakeholder engagement meeting regarding Court Online, which took place on Thursday 17 August 2023.
2. Judge President Mlambo explained that the meeting was convened to share with the organised profession (The PAA, JAA, WRPA and EXCO members from the GAA were in attendance) the progress that has been made by SITA since they took over the project from Microsoft and attended various site visits at attorneys' offices in the month of July and also to facilitate more and more regular collaboration between the organized profession and SITA.
3. SITA shared a detailed presentation (annexed to this memorandum) in which they set out what they had achieved since taking over the project, and also acknowledged the remaining challenges faced by users on which they are working. The presentation also detailed issues that are seen as

Executive Committee: Tiaan Joubert (Chairperson); Dawie Bekker (Deputy Chairperson); Vijayta Rana (Secretary); Millie Shantall-Lurie (Treasurer); Manisha Maganbhai-Mooloo (Candidate Attorneys & Bursaries); Thekiso Maodi (Transformation & New Membership); Dawie de Villiers (Lower Courts); Conrad van der Vyver (Road Accident Fund); Francois Boucher (Estates & Trusts); Inge Treurnich (Events); André du Plessis (CIPC & Intellectual Property); Nicolette de Witt (High Court); Gareth Shepperson (Liaison & Marketing); Donald Mokgehele (Property Law)

enhancements, as opposed to system stability issues with last-mentioned presently being prioritized.

4. It was agreed that these meetings would be held on a monthly basis in order to keep the profession informed of progress made by SITA and also to keep SITA informed on a high level of user experience as reported to the profession's representatives.
5. SITA thanked the profession for their assistance by collating member system issues as logged on the Attorneys' association's websites, and noted that the volumes of issues logged have decreased in the past weeks. This, according to SITA is an indication that the issues with the system (especially issues with logging in and general slowness and down time) have reduced. It was also acknowledged that uploading of documents and bundling remain problematic and research was being done on how to resolve these issues.
6. PAA members are reminded that their feedback on system performance remains crucial.

Please do continue to log any technical issues with Court online on the PAA's web based CourtOnline Log document.

This link is also again included below:

<https://www.ppv.co.za/forms/#1690956604535-f9c5418a-1668>

7. The PAA is working closely with the office of the Chief Registrar High Court Pretoria and the OCJ to resolve the ongoing issues with the Court Online call centre.
8. In the meantime, please be reminded that the most effective way of resolving your technical issues is by making use of the MS Teams link that is open for you to join in and ask for assistance.

The link is available every Monday, Wednesday and Thursday from 14:00 to 16:00.

https://teams.microsoft.com/l/meetup-join/19%3ameeting_NjIwYjk4NTctZjRlMy00M2Y0LTlmOGUtYTE3MjZkYzgZTM1%40thread.v2/0?context=%7b%22Tid%22%3a%22c83e2aea-897a-4fe9-ba0c-12e02388f238%22%2c%22Oid%22%3a%2235823b3a-a195-4e2c-bf5b-4d225fd4b7a6%22%7d

9. We shall keep you informed about any further developments, improvements, and resolutions implemented.

Kind regards

Nicolette de Witt

Chairperson: High Court committee

E-mail : highcourt@ppv.co.za



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