

## **Update to the Standing Committee on Public Accounts on Report 3, Administration of Justice in the Canadian Armed Forces, of the 2018 Spring Reports of the Auditor General of Canada**

### **PACP Request for Information:**

*Given that much of the success of the Office of the Judge Advocate General's corrective measures will depend upon the successful implementation and use of the Justice Administration and Information Management System (JAIMS), the Committee requests a status update on JAIMS; initial feedback pertaining to its use; its training practices; and feedback pertaining to any administrative improvements in the military justice system.*

### **Background**

On 22 April 2020, National Defence received a letter from the Public Accounts Committee requesting an update on the implementation of the Justice Administration and Information Management System, or "JAIMS."

In May 2020, National Defence updated the Committee on the launch and rollout of JAIMS, training practices developed for users, initial feedback on use, and potential improvements to the administration of military justice. National Defence noted that it had launched JAIMS' core functionality across two units at the 4<sup>th</sup> Canadian Division Support Base Petawawa in September 2019, totaling approximately 50 users.

National Defence also reported that the impact of COVID-19 had halted the further development of the JAIMS' software and its expanded rollout across the Canadian Armed Forces. National Defence was unable to provide a projected completion date for JAIMS' advanced functionality or concrete rollout timeline, but committed to updating the Committee by 31 December 2020. National Defence is pleased to provide this update to the Committee.

### **Update on the Justice Administration and Information Management System**

#### *JAIMS rollout*

Since its May 2020 update to the Committee, National Defence has not rolled out JAIMS to additional users, but has made progress in developing JAIMS' advanced functionality and integrating the software with other departmental platforms. In June 2020, National Defence resumed developing JAIMS, including fixing bugs identified during testing, expanding upon its functionality for summary trial use, and testing integration with the Canadian Military Prosecution Service's Case Management System.

To date, National Defence has made over 800 improvements to the software based on issues identified during testing and feedback received from the two units in Petawawa. This iterative approach to testing, identifying, and correcting issues has resulted in a much more stable platform and a simplified user interface. Based on this progress, in November 2020, National Defence delivered JAIMS' advanced functionality to existing

users in Petawawa, and will continue to make adjustments based on feedback from users and issues that arise.

Looking forward, National Defence plans to roll out JAIMS to additional units in Petawawa in early 2021, and will expand the rollout across the Canadian Armed Forces in a measured and responsible manner. This approach will ensure that JAIMS remains stable as use increases, that any new issues are corrected efficiently as they arise, and that technical support and training are available as needed.

National Defence commits to updating the Committee by 30 June 2021 with a more specific timeline on JAIMS' continued rollout and final development details as further progress is made.

#### *Feedback on JAIMS use*

Currently, National Defence does not have additional feedback to report beyond the initial feedback related to ease of transition and training reported in May 2020. This is due to its still-limited user base and the still recent delivery of advanced functionality to these users.

National Defence will be pleased to share additional feedback with the Committee in its next update, including on JAIMS' advanced functionality being rolled out to additional users.

#### *JAIMS training practices*

As noted in May 2020, National Defence has provided users with a number of training resources and practice cases to assist with the use of JAIMS, including manuals, aides-memoire, telephone-based support, and additional training on an as-needed basis. In compliance with COVID-19 safety protocols, National Defence has replaced in-person training with training through online video conferencing, which still includes hands-on practice with training cases in the JAIMS training environment.

National Defence continues to develop its overall training program and is making regular adjustments to reflect the significant improvements made to JAIMS software. As it stated in May 2020, National Defence will develop training videos to guide users through specific tasks and incorporate JAIMS training into Presiding Officer Certification Training. National Defence will also strive to develop other training elements, including discussion groups, local peer support, and web-based support, as the rollout continues and additional users transition to the system.

#### *Administrative improvements to the military justice system*

Due to the still-limited user base and the recent release of advanced functionality, National Defence remains unable to draw definitive conclusions on overall improvements in military justice administration, although initial signs remain positive. JAIMS' advanced functionality will allow the Canadian Armed Forces to directly address

many of the Auditor General's key findings related to delays, communication, and oversight, once the system is more widely adopted and is fully integrated with other National Defence systems. The result will be more effective and efficient administration of the military justice system.