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CIRCULAR

CIRCULAR NUMBER	20 2024
ENQUIRIES	Mr. C Silaule (csilaule@judiciary.org.za)

TO	ALL OCJ OFFICIALS
SUBJECT:	PLANNED DOWNTIME FOR COURT ONLINE SYSTEM MAINTENANCE – 30 AUGUST TO 02 SEPTEMBER 2024

1. PURPOSE

- 1.1. The purpose of this circular is to inform All OCJ Officials about the planned downtime for Court Online System due to maintenance.

2. BACKGROUND/ MOTIVATION

- 2.1 The Court Online system is currently in production at the Gauteng Division of the High Court, Labour and Labour Appeal Court. The system is a digital platform which provides online case initiation, case management and evidence presentation to ensure optimised court processes.
- 2.2 The system has been undergoing stabilisation and currently ready for an enhancement that resolves performance issues, identified bugs and provide more efficiency to the users.
- 2.3 OCJ is planning the maintenance which involves the deployment of the updates of the Court Online system during the weekend **30 August 2024 - 02 September 2024**. The updated version will focus on optimizing system performance, enhancing scalability, and improving the overall user experience.
- 2.4 Systems to be affected:
- 2.4.1 Court Online Portal including integrated CRM Dynamics for case flow management.
- 2.5 Users to be affected:
- 2.5.1 Internal: Court Online Users & Judges.
- 2.5.2 External: Legal Practitioners and Lay Litigants.



PLANNED DOWNTIME FOR COURT ONLINE SYSTEM DUE TO MAINTENANCE – 30 AUGUST 2024 – 02 SEPTEMBER 2024

2.6 Impact on Users:

During the scheduled downtime, the Court Online system will be unavailable. All Court Online users are advised to plan accordingly and complete any urgent tasks prior to the downtime.

2.7 Details of the Court Online downtime can be summarised below as follows:

PROPOSED DATES FOR THE PLANNED DOWNTIME FOR COURT ONLINE SYSTEM MAINTENANCE	
System shutdown on 30 August 2024	16h00
System restoration on 02 September 2024	08h00

2.8 Directors Court Operations (DCOs), Constitutional Court and Supreme Court of Appeal (SCA) should ensure that the schedule is communicated to Judges and ICT support contacts are made available for assistance in case of emergency.

2.9 The circular will be published on OCJ INTRANET (<https://eyethu.judiciary.org.za/>) for easy reference.

3. ENQUIRIES

3.1. For more information and any assistance, please do not hesitate to contact:

- Mr. Cornelius Silaule (csilaule@judiciary.org.za) or 063 717 3317
- Mr. Tebogo Tsweleng (ttsweleng@judiciary.org.za) or 082 257 1485;
- Mr. Asanele Diko (adiko@judiciary.org.za) or 067 834 1899;
- Court Online support team (courtonline@judiciary.org.za) 010 493 2600

3.2. Alternatively, please contact the OCJ ICT Helpdesk on 010 493 2559 or the local IT Coordinator or Support Technician.



MS. M SEJOENGWE

SECRETARY GENERAL: OFFICE OF THE CHIEF JUSTICE

DATE: 29/8/2024