Analysis of Prosecutor's Office Web Sites in the Republic of Serbia

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INTRODUCTION

The prosecutor's office web sites analysis includes 87 web sites:

- Basic Prosecutor's Offices: 58 web sites
- Higher Prosecutor's Offices: 25 web sites
- Appeal Prosecutor's Office: 4 web sites

The analysis was conducted based on 30 relevant sources in the period between October 27th 2016 and February 10th 2017. The data was gathered through the web access to the prosecutor's office web sites, as well as through direct communication with the prosecutor's offices.

The analysis covers the aspect of uniformity of prosecutor's office web sites, as well as the technological-administrative aspect, through the following categories:

- Presence on the internet
- Finance and development
- Availability on the internet
- Administrative-technical presentment
- Specific contents and online services
- User interface
- Compatibility with mobile platforms
- Design and visual identity
- Content Storage - "Web Hosting"
- Content management
- Human resources

RESULTS AND RECOMMENDATIONS

PRESENCE ON THE INTERNET

1. **Prosecutor's Offices in the Republic of Serbia have been present on the internet since 2007.** The chart below shows number of prosecutor offices websites that are developed in period 2007-2016.

*Chronological appearance of prosecutor's offices on the internet: 2007-2016*
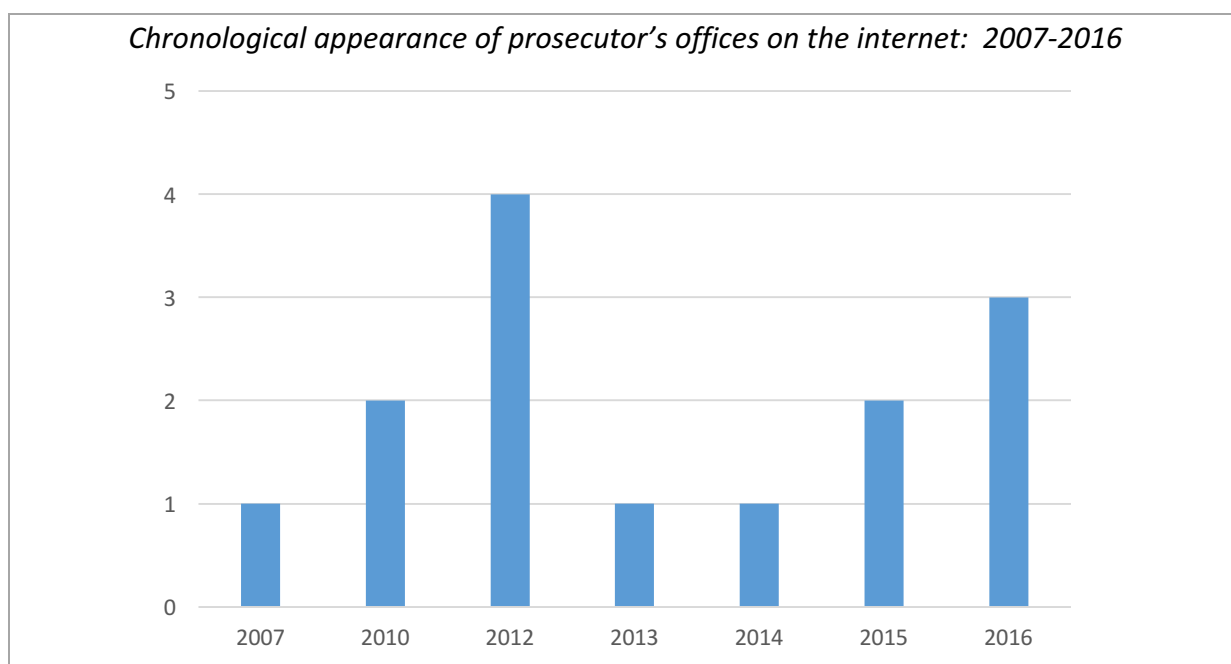
2. **A significant number of prosecutor's offices still does not have a web page.** It is very important that all prosecutor's offices have their own web sites, so as to enable end users to access the prosecutor's offices services and information on the internet.

Presence of the prosecutor's offices on the internet
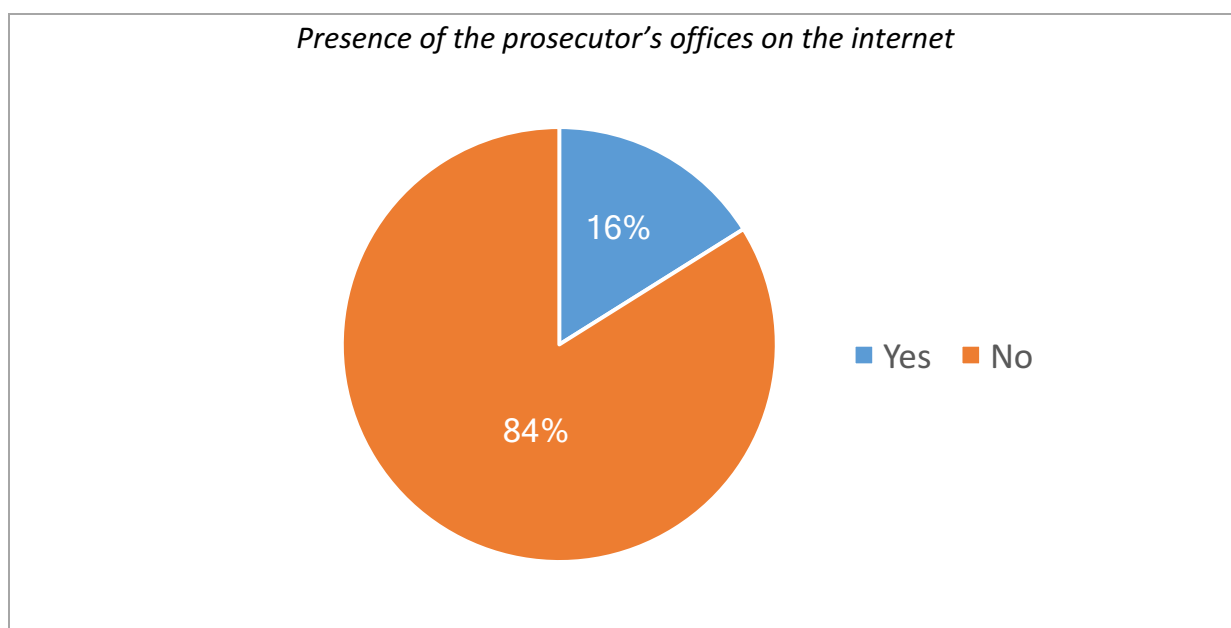
FINANCE AND DEVELOPMENT

3. **The development of the majority of prosecutor's office web pages is self-financed and /or self-supported.** As a result of the individual initiatives for the development of websites, content and visual identity of the websites significantly differs.

Development of the web page is supported by

- NONE
- GOVERNMENT
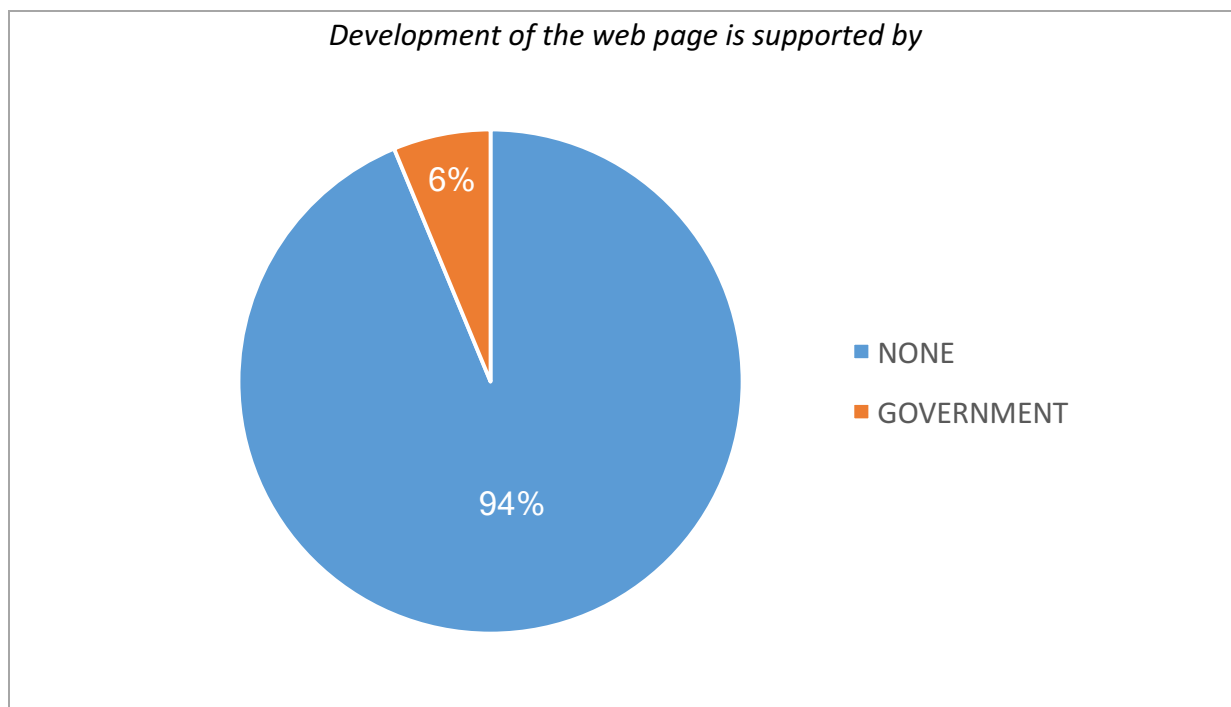
4. **A significant number of prosecutor's offices participated in designing and developing their web sites.**

Creation and development of prosecutor's office web sites

- EXTERNALLY
- INTERNALLY
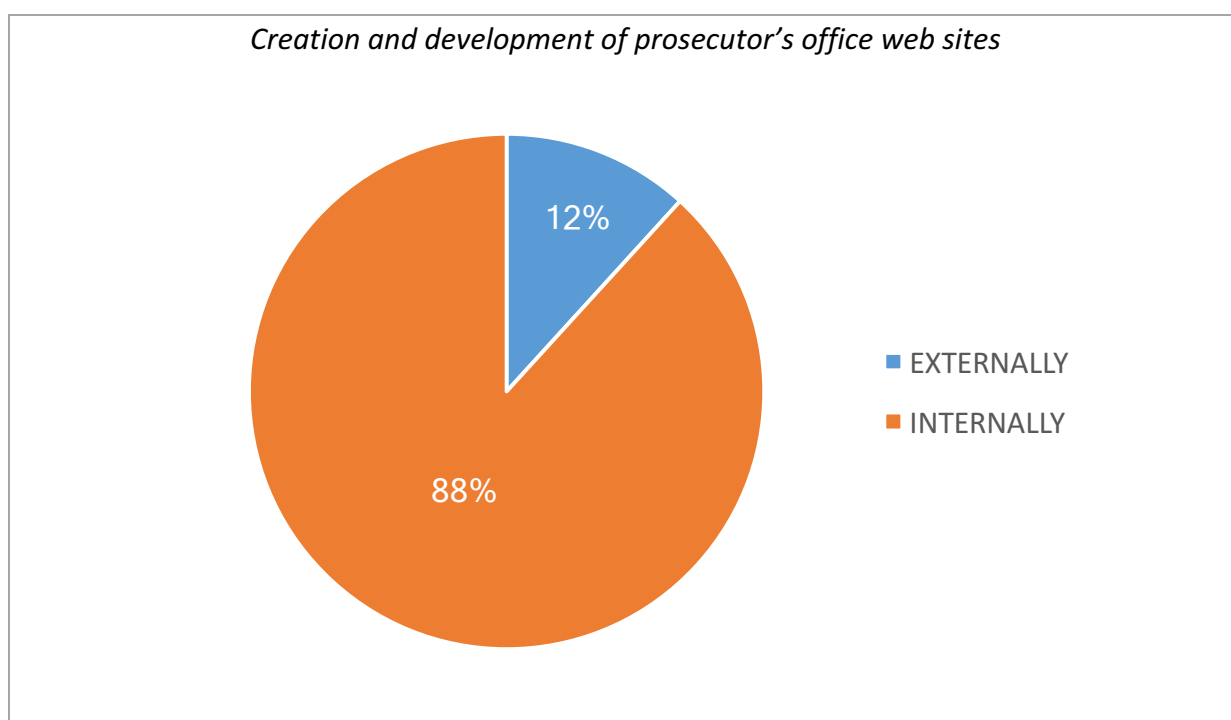
AVAILABILITY ON THE INTERNET

5. **All existing prosecutor's office web site system services and structures are up- and running.** Continuous and easy access to prosecutor's office web sites is important, so end users can easily access prosecutor's office services over the internet.

## ADMINISTRATIVE – TECHNICAL PRESENTMENT

6. **Majority of prosecutor's office web pages are registered under the official domain (*.jt.rs).** A few prosecutor's offices are registered different domains. It is recommended that all of the prosecutor's offices web sites are registered under the same domain (*.jt.rs). It is recommended that all prosecutor's offices remain unified under a specific - technical entity, so as to assure the users to the validity of content and services of the web site.

Presentation of prosecutor's office on the internet

14%

86%

■ Yes ■ No
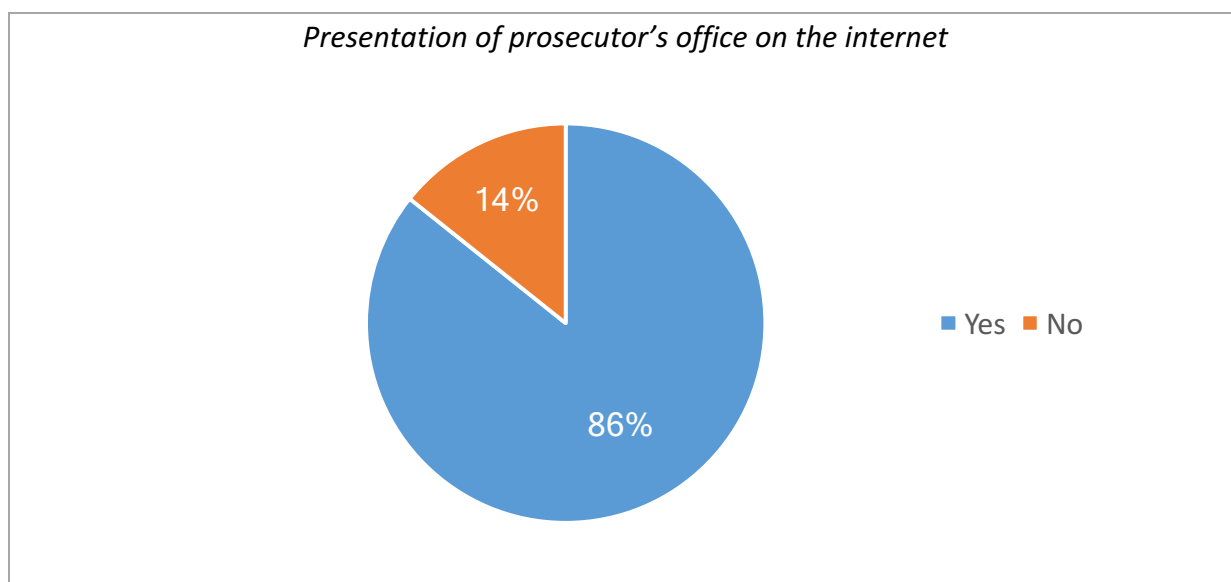
SPECIFIC CONTENT

7. **It is evident that the structure, content and services of prosecutor's offices web sites vary significantly.** It is recommended that the structure of content and electronic services, be equalized through a centralized/decentralized system of prosecutor's office web sites.
8. Specific content is assessed through presence of the following segments and structures on the prosecutor's office websites:
   a. **Availability of the forms and templates**, so that the end users can access the Prosecutor's Office forms and templates directly through the internet. The presence of Forms and Templates on the internet leads directly to the Prosecutor's Office end service improvement and reduces the workload for single PO's staff. In the chart below it's evident that the majority of the websites have that option on their web locations, but significant number of PO's web sites still don't.

Forms / Templates Availability

31%

69%

- Yes
- No
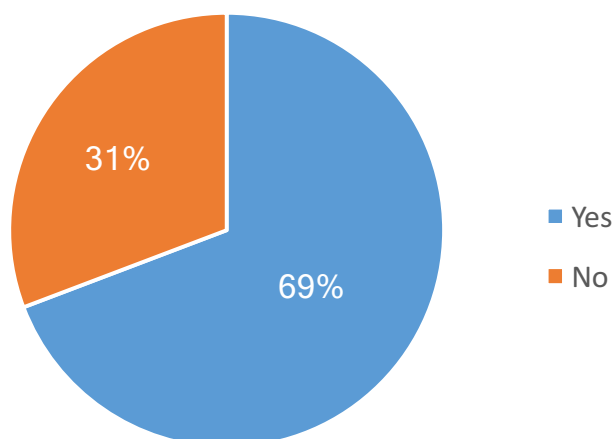
b. **Availability of the general information of the single Prosecutor's office**, so the end users can find out more details about Prosecutor's Office. In the chart below it's evident that majority of the websites have that option on their web location.

Availability of general information on the prosecutor's office web site

8%

92%

- Yes
- No
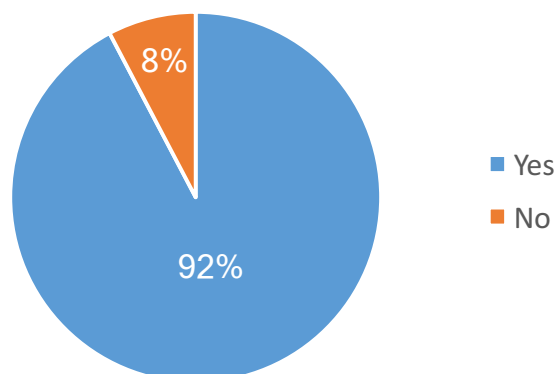
c. **Availability of the electronic contact section**, so the end users can contact the Prosecutor's Office directly through internet. In the chart below it's evident that majority of the websites have that option on their location. Also a certain number of Prosecutor's Office websites developed a contact service operating through a web form that does not require a configured e-mail client on the end user's device side.

Availability of electronic contacts at the prosecutor's office web site

None 8%

Email + Web Form 15%

E-mail 77%
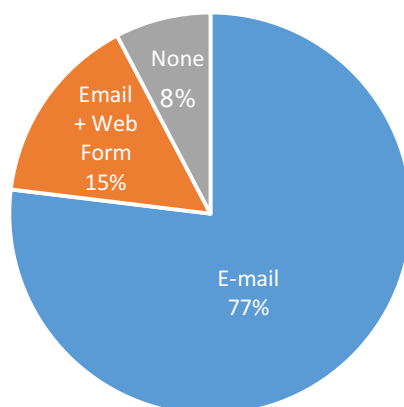
d. Availability of the news section, so the end users can be informed about the Prosecutor's Office activities. In the chart below it's evident that majority of the websites have that option on their location.

Availability of news section at the prosecutor's office web site

38%

62%
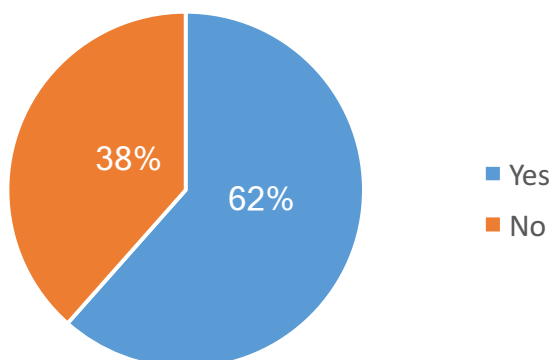
■ Yes
■ No

9. **In most cases the web sites are updated periodically.** It is recommended that the prosecutor's offices are encouraged to post as much information as possible on a daily basis (news, success stories ad all other relevant information that will improve communication between public prosecutor offices and public).

Frequency of web site updating

- PERIODICALLY
- DAILY

14%

86%
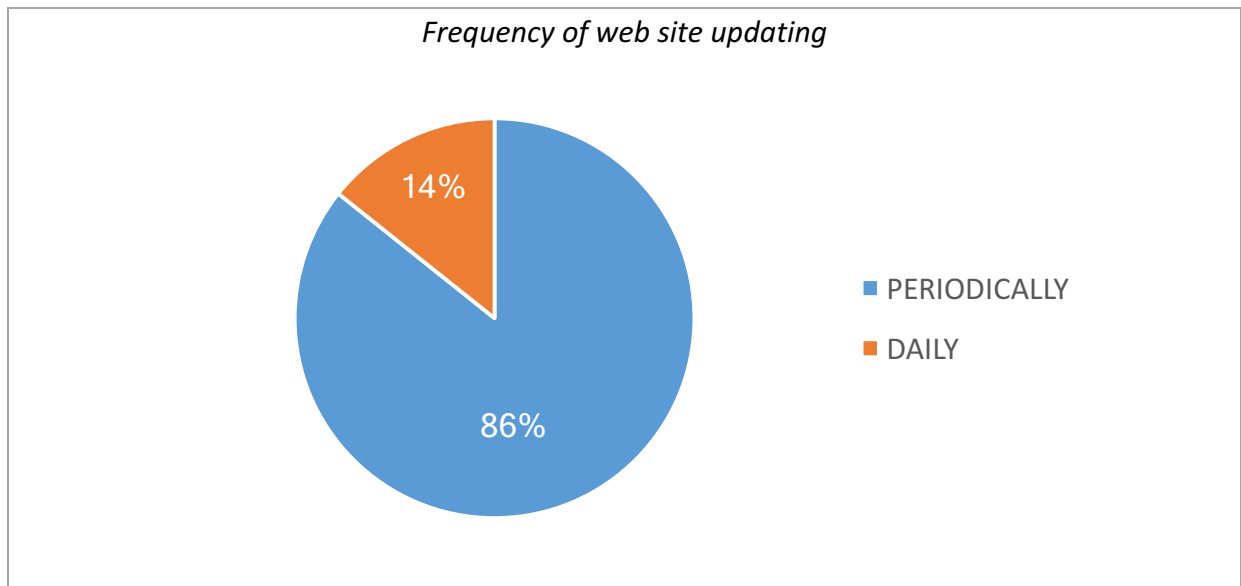
USER INTERFACE

10. **Unevenness of structure and various user interface components is evident** through different usability, structure of components and performances of the user interface, as well as the W3C standard compatibility[1], which assures access on all devices and platforms. Equalization and centralized development of the user interface is recommended through the centralized/decentralized system of prosecutor's office web sites.

Compatibility of web sites with the W3C[2] standard. Average number of errors on based on all web sites.
15.71

11. **Website infrastructures performance is important.** Through the direct measurement of "Google Page Speed Insight" web services, Prosecutor's Office websites showed average score in the chart below.

Average upload speed of the prosecutor's office web page for both the desktop and mobile platform, measured by "Google Page Speed Insights[3]" service

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[1] http://www.w3.org/standards/

[2] http://www.w3.org/standards/

[3] https://developers.google.com/speed/docs/insights/about

Desktop	68,23
Mobile	57,38
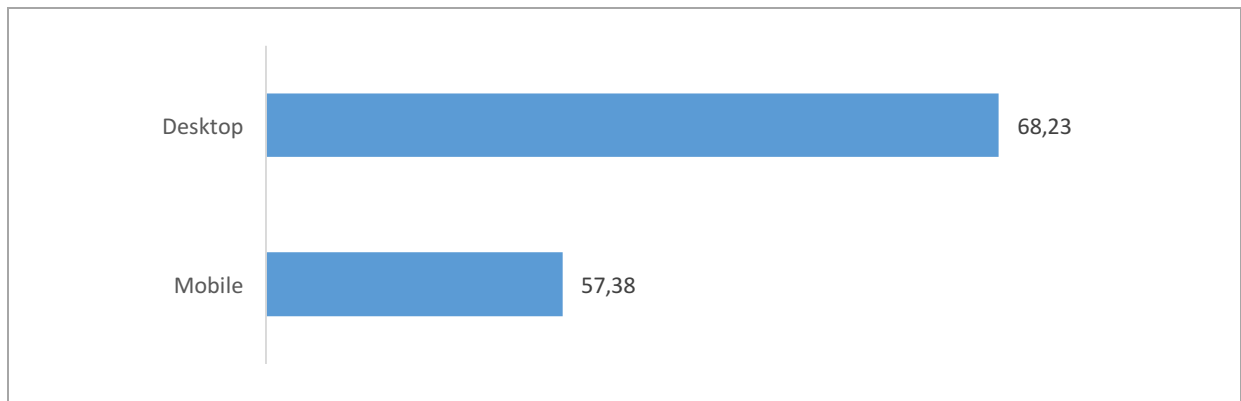
COMPATIBILITY WITH MOBILE PLATFORMS

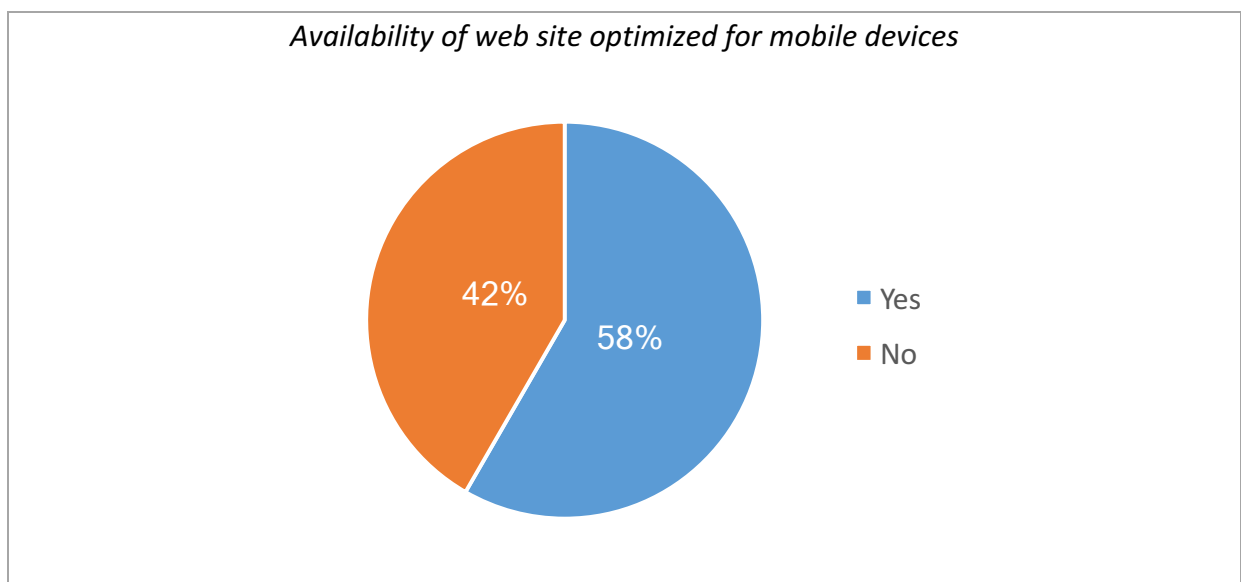**12. A significant number of web sites does not have mobile platform version.** Due to the increasing number of smart mobile devices, it is necessary to update the user interface for mobile platforms as well. Central development of user interface (figure 9) would be the main solution.

Availability of web site optimized for mobile devices

42% 58%

■ Yes
■ No

DESIGN AND VISUAL IDENTITY OF PROSECUTOR'S OFFICES WEB SITES

13. An unevenness of visual identity of prosecutor's office web pages is evident. Web design of most web locations is appropriate for the prosecutor's office web site, the design structures are balanced out, and text structures are correct.

Uniformity/similarity of prosecutor's office web site design	Design balanced – color, text, images?
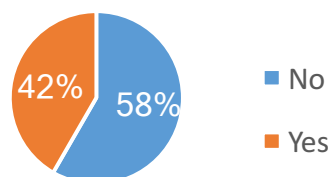
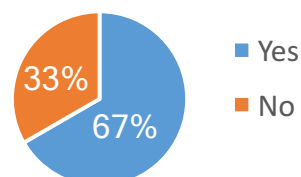**14. The average lifespan of a last version of the web site is 2 years**. As for the user interface (figure 9) equalization and central development through a centralized / decentralized system of prosecutor's office web sites is recommended.

STORAGE OF CONTENTS OF PROSECUTOR'S OFFICE WEB SITES – "WEB HOSTING"

15. The content of the majority of prosecutor's office web sites is located on a public web hosting. Due to the possibility of unauthorized access as well as the confidentiality of the users' information gathered through the electronic services, internal storage of contents is recommended.

Location of prosecutor's office web sites content
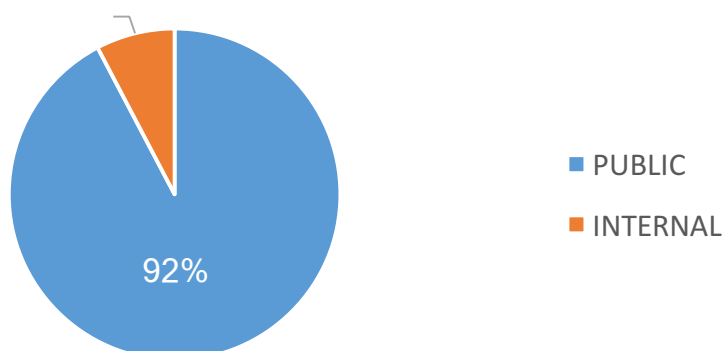
CONTENT MANAGEMENT

16. Site content management is inconsistent. The majority of prosecutor's office web site content is organized through the CMS – Content Management System[4] so non-IT professionals have direct and executive access to website content. A significant amount of web sites does not have a content management system, and changes are made through directly editing the HTML code, instead.
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Content management System

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[4] https://en.wikipedia.org/wiki/Content_management_system
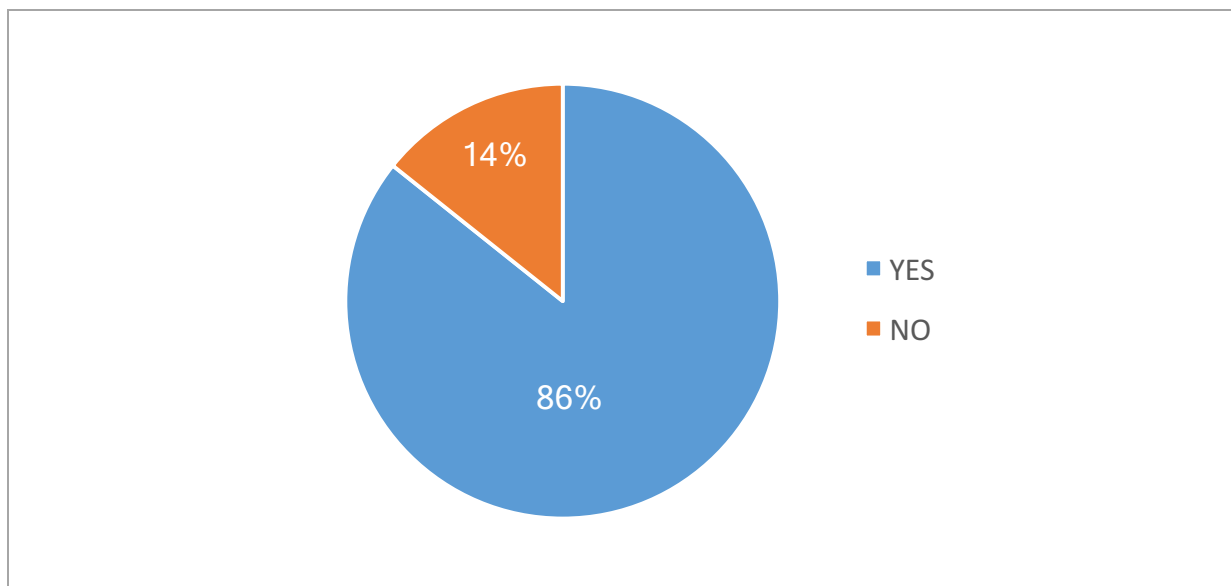
17. The web sites whose content is organized through the site management system, use at least 3 different CMS platforms. It is recommended that all web sites use a single platform for site management through a centralized / decentralized system of prosecutor's office web sites

List of content management systems used for prosecutor's office web sites
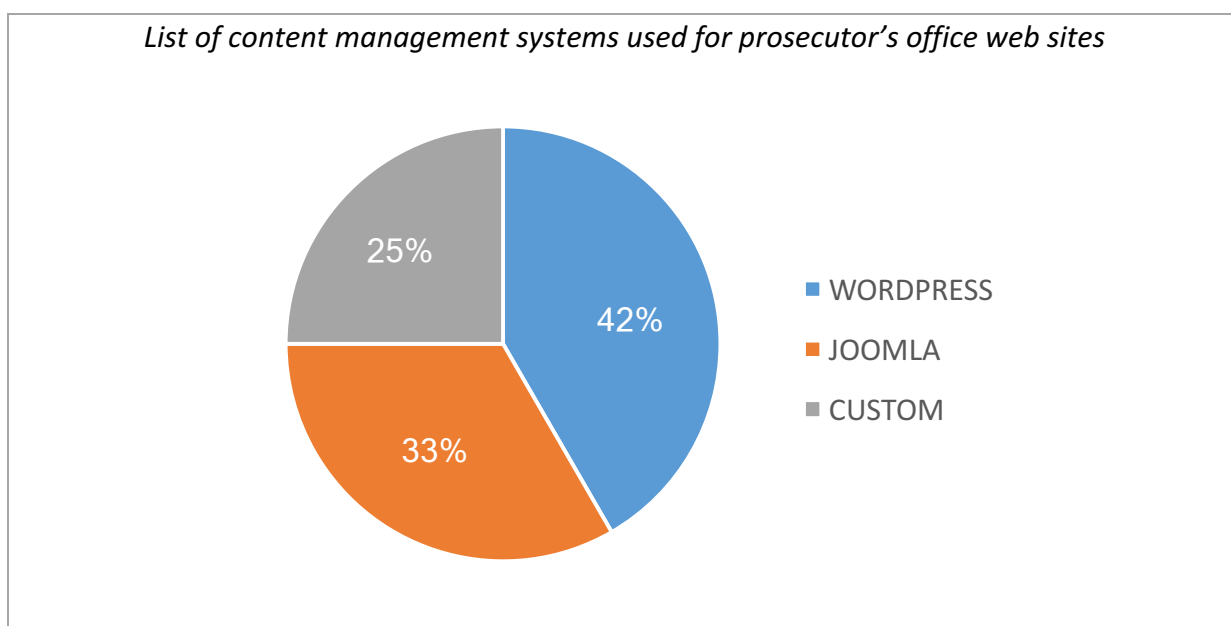
HUMAN RESOURCES

18. The majority of prosecutor's offices have a trained person within the prosecutor's office, responsible for the maintenance and updating the web site. Prosecutor's offices in Serbia have good support through qualified IT personnel.

19. The prosecutor's office web development teams are not connected. Networking and cooperation of web development teams is recommended as it is necessary for a high quality technological-technical exchange. The most promising members of the team could

be the backbone of development/maintenance of centralized/decentralized system of prosecutor's office web sites, through proper training.

Does the prosecutor's office have a person responsible for the web site?
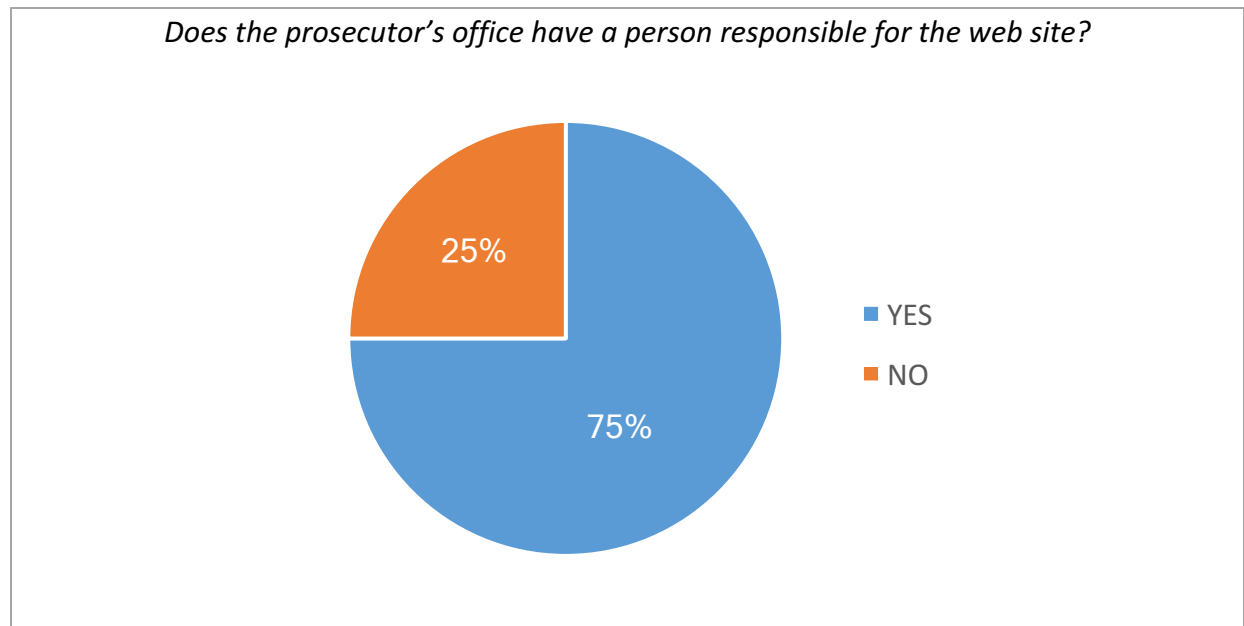
ANNEXES

ANNEX 1: PARAMETERS OF ANALYSIS

1. **Does the prosecutor's office have a web site?**

Answer	Total
Yes	14
No	73

2. **Is the web site operational and accessible on the internet?**

Answer	Total
Yes	14
No	0

3. **Is the web site available on the internet under the primary domain (*.sud.rs) or is it as well/exclusively available under alternative national/international domains?**

Answer	Total
Yes	12
No	2
Multi-domain	0

4. **Are forms and templates available on the web site in in any form, as a document that can be downloaded and/or an electronic form?**

Answer	Total
Yes	9
No	4

5. **News Section Available on the Prosecutor's office web site.**

Answer	Total
Yes	8
No	5

6. **Is the general information about the prosecutor's office present on the web site?**

Answer	Total
Yes	12
No	1

7. **Is it possible to contact the prosecutor's office directly through the web site, through the e-mail link and/or contact form?**

Answer	Total
No	0
Web form	10
E-mail + web form	2
E-mail	1

8. **Utility of the web site through a quick and efficient navigation through content and services.**

Answer	Total
Yes	12
No	1

9. **Search engine availability on the web site.**

Answer	Total
Yes	6
No	6

10. **Web site compatibility with w3c standards, in other words is the web site available to everyone, regardless of the platform and/or internet search engine?**

Average value
15.71

11. **Web page download speed. The measurement was done though Google Page Speed Insights, available at: https://developers.google.com/speed/pagespeed/insights/**

Answer	Total
Desktop	68.23
Mobile	57.38

12. **Responsive / Mobile layout available?**

Answer	Total
Yes	7
No	5

13. **User interface distortion due to HTML – CSS format errors?**

Answer	Total
Yes	0
No	12

14. Is the design of the web site similar-unified with the other prosecutor's office web sites?

Answer	Total
Yes	7
No	5

15. Is the design innovative in respect to http://www.jt.gov.rs as well as other relevant web sites, and or the design of the web site follow the latest developments and standards of web design?

Answer	Total
Yes	3
No	9

16. Is the design attractive in relation to http://www.jt.gov.rs as well as other relevant web sites, and is the design of the web site follow the latest developments and standards of web design?

Answer	Total
Yes	3
No	9

17. Is the design suitable for the prosecutor's office in respect to http://www.jt.gov.rs as well as other relevant web sites?

Answer	Total
Yes	11
No	1

18. Are all the basic components of the web site balanced in respect to http://www.jt.gov.rsas well as other relevant web sites?

Answer	Total
Yes	8
No	4

19. Are the textual components of the web site consistent in respect to http://www.jt.gov.rs as well as other relevant web sites?

Answer	Total
Yes	8
No	4

20. Who supported (financially and/or technically and/or technologically) the prosecutor office web site?

Answer	Total
GOVERNMENT INSTITUTIONS	1
NON-GOVERNMENTAL ORGANIZATIONS	0
INDEPENDENT	15

21. A donor who materially or in any other way participated in the development of the web site.

Answer	Total
State Prosecutorial Council	1

22. Is there a professional within the prosecutor's office responsible for the process of updating and maintenance of the web site?

Answer	Total
Yes	12
No	4

23. When was the first version of the web site developed?

Answer	Total
2007	1
2010	2
2012	4
2013	1
2014	1
2015	2
2016	3

24. How often is the web site updated?

Answer	Total
DAILY	12
PERIODICALLY	2

25. How old is the latest version of the web site?

Average value
2

26. Who designed the web site?

Answer	Total
INTERNALLY	12
EXTERNALLY	5

27. Who developed the web site?

Answer	Total
INTERNALLY	12
EXTERNALLY	5

28. Where is the prosecutor's office web site hosted?

Answer	Total
UZZPRO	0
INTERNAL HOSTING	1
PUBLIC HOSTING	12

29. How is the content of the web site organized? Is it organized through CMS or through some other means?

Answer	Total
CMS	12
DIRECTLY THROUGH HTML	2

30. List of systems used for site management.

Answer	Total
WORDPRESS	5
JOOMLA	4
CUSTOM	3

ANNEX 2: LIST PROSECUTOR'S OFFICES WHO SUBMITTED ANSWERS ON QUESTIONNARIE

APPEAL PROSECUTOR'S OFFICES

- Beograd
- Kragujevac
- Nis

HIGHER PROSECUTOR'S OFFICES

- Beograd
- Cacak
- Jagodina
- Kragujevac
- Krusevac
- Leskovac
- Nis
- Novi Pazar
- Novi Sad
- Pancevo
- Pitot
- Prokuplje
- Smederevo
- Sombor
- Sremska Mitrovica
- Subotica
- Uzice
- Valjevo
- Vranje
- Zajecar
- Zrenjanin

BASIC PROSECUTOR'S OFFICES

- Backa palanka
- Becej
- Beograd - First
- Beograd - Second
- Beograd - Third
- Bor
- Cacak
- Despotovac
- Gornji Milanovac
- Jagodina
- Kikinda
- Lazarevac
- Lebane
- Mionica
- Mladenovac
- Negotin
- Nis
- Novi Pazar
- Novi Sad
- Pancevo
- Pecinci
- Petrovac na Mlavi
- Pozarevac
- Pozega
- Raska
- Ruma
- Senta
- Smederevo
- Stara pazova
- Subotica
- Uzice
- Valjevo
- Velika Plana
- Veliko Gradiste
- Vladicin Han
- Vranje
- Vrbas
- Vrsac
- Zajecar
- Zrenjanin