



Project co-funded by the  
 CIVIL JUSTICE PROGRAMME  
 Of the EUROPEAN UNION

# iSupport

cross-border recovery  
 of maintenance obligations  
*pour le recouvrement transfrontière  
 des obligations alimentaires*

## iSupport Governing Body, 12 September 2017 Conclusions and recommendations

Following the 12 September 2017 meeting, Governing Body Members were consulted on their priorities. Ten States replied, with two preferring to indicate no particular priority.

Table 1 below summarises the views as expressed by participants.

	Level of priority
Encryption of data at rest in the application	High
Request for changes, including adding “unknown” to the potential selections for marital status, allowing dynamic maintenance orders, sorting by headers and highlighting cross-referenced cases on the Work List screen	High
Technical implementation of the translation to Portuguese and German (actual translation being provided by BR, DE and PT)	High
Possibility for States to edit (for instance translate) templates in the Notice Processor screen. This will also give HCCH the possibility to include translations for Convention forms as provided by contracting countries	Medium
Compatibility of the iSupport software with Mozilla Firefox	Medium
Connection with the European e-justice portal, giving the possibility to submit electronic applications to Central Authorities	Medium
Two-factor authentication for iSupport	Medium
Changes to the data model to allow for different jurisdictions within a same State	Low
Central broker to eliminate need for point to point connections	Low
Improved version of the API	Low

*Table 1 Preferences (weighted by priority)*

Table 2 below shows the estimated cost for each priority, in relation to available funds.

Encryption	€80,000
Request for changes	TBD
Implementation of translation to Portuguese and German	€6,400
Edition of templates	€9,600
Compatibility with Firefox	€5,600.00
Connection to the European e-justice portal	TBD
Two-factor authentication	TBD

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Changes to the data model	€40,000
Broker	TBD
Improved API	TBD
Total	€141,600
Amount available for new developments	€208,375
Difference	€66,775

*Table 2 Cost for each priority*

In view of the expressed priorities and of the available budget, it is proposed to **pause work on an improved API at least for the duration of iSupport 2.0.**

By the same token, it is proposed to conduct the work on an iSupport broker **in conjunction with developments in European e-justice.** Inquiries by the PB have shown that the European Commission has developed a similar facility (using the e-CODEX technology) for business registers and that discussions are under way in e-CODEX.

On that basis, €66,775 could be used to develop the request for changes, the connection to the European e-justice portal and two-factor authentication. Informal estimates put the development of a simple solution for iSupport to connect with national authentication facilities at about 80 man hours. The PB will also negotiate all the amounts for which an estimate is already available and inform Governing Body Members about forthcoming estimates.

The following course of action is therefore proposed:

- **Agree on a solution for encryption (notably which fields to encrypt) and request implementation by Protech,**
- **Convene a working-group to discuss the requests for change and obtain an estimate,**
- **Proceed with the implementation of Portuguese and German translations,**
- **Proceed with the implementation of the possibility to edit templates,**
- **Implement the compatibility with Firefox,**
- **Continue work on the connection to the European e-justice portal and consult participants once an estimate is available,**
- **Discuss a simple solution for two-factor authentication with a view to implementation,**
- **Proceed with the implementation of changes to the data model.**