

**EJTN DIGITAL AMBASSADORS PROGRAMME:
BEST PRACTICES TO INSPIRE YOUR ACTION PLAN**

Introduction

This document presents a selection of summarised best practices and potential outcomes that Digital Ambassadors may develop during their one-year commitment under the Digital Ambassador Certificate. Based on the 2025 action plans submitted by ambassadors across Europe, the following examples illustrate realistic, high-impact actions that can be implemented at three complementary levels:

1. Personal Level – actions that can be developed in the ambassador’s own workplace.
2. National Training Institutions Level – actions developed with the support or coordination of national schools of judges, prosecutors or court staff.
3. EJTN Level – actions contributing to the wider European network coordinated by EJTN.

The aim of this document is to inspire, guide and support the implementation of the Digital Ambassador role by showcasing some concrete, achievable outcomes that have emerged from the collective experience of the 2025 cohort. Ambassadors may choose the actions that best fit their professional context, organisational needs and national framework.

How to use this document

- Pick and adapt any of the proposed actions to create or refine your personal roadmap for 2026.
- Use the “What it is” sections to understand the scope and purpose of each action.
- Use the “Concrete ideas” sections as practical examples you can replicate directly or tailor to your institution.
- Combine actions from different levels if relevant: personal, NTI and EJTN actions are designed to reinforce each other.
- Share your results, materials and reflections.

A) PERSONAL LEVEL (actions that can be developed at the workplace)

1. Micro-learning sessions

- **What it is:** Short training capsules of 10–20 minutes, delivered in person or online, each focused on a single digital skill or tool.
- **Concrete ideas:**
 - Micro-session: “5 tips to search efficiently in the digital case file”. A 10-minute demonstration of search filters, locating documents by date/type, and finding archived decisions.
 - Express session: “How to avoid common errors when signing electronically”. Three essential steps + demonstration of two frequent mistakes and how to fix them.
 - “Cyber hygiene in 15 minutes”. Five key practices: MFA, strong passwords, spotting suspicious emails, updating devices, and safe use of work equipment.
 - “Using Generative AI wisely”. Three permitted uses, three prohibited uses, and three safe practical examples tailored to judicial work.

2. Developing Frequently Asked Questions (FAQ) guides

- **What it is:** A living document collecting real questions from colleagues, with short, practical, and clear answers.
- **Concrete ideas:**
 - FAQ: “E-signature and digital certificates”
 - FAQ: “Secure videoconferences”
 - FAQ: “Basic use of generative AI in the workplace”

3. Awareness-raising talks

- **What it is:** Short 20–30 minute sessions designed to increase awareness and change habits: privacy, digital ethics, cybersecurity, safe use of tools, etc.
- **Concrete ideas:**
 - Talk: “The real impact of a data breach in a court”. Real examples, disciplinary consequences, and preventive steps.
 - Talk: “What AI can — and cannot — do in the justice system”. Overview of the European framework, transparency, impartiality, risks of bias.

- Talk: “Ten invisible risks when using corporate email”. Phishing, attachments, harmful links, accidental forwarding.
- Talk: “Best practices for videoconference hearings”. Walk-through of typical scenarios and common pitfalls.

4. Creating short videos and micro-learning clips

- **What it is:** Short videos (1–3 minutes) recorded with a phone, Teams, or PowerPoint, explaining simple digital procedures.
- **Concrete ideas:**
 - Video 1: “How to sign a PDF electronically in 60 seconds”
 - Video 2: “How to prepare a secure videoconference from the court office”
 - Video 3: “Three steps to anonymise a document before sharing it”

5. Helpdesk-style support for colleagues

- **What it is:** An informal reference point for quick questions, without replacing IT technical support.
- **Concrete ideas:**
 - “Digital Wednesdays”: one fixed hour per week for drop-in questions, in person or via Teams.
 - Shadowing or accompaniment sessions: e.g., sit with a colleague as they submit a digital filing for the first time

B) NATIONAL TRAINING INSTITUTIONS LEVEL (Actions that can be developed with the support or coordination of NTIs)

6. Delivering training at national level

- **What it is:** Training activities included in the national training catalogue (initial or continuous training). Ambassadors contribute by delivering short modules, acting as co-trainers or providing practical demonstrations based on real experience with digital justice tools.
- **Concrete ideas:**
 - National webinars on digital tools (e-filing, CMS, videoconferencing).
 - Integrating a short “digital awareness” component into standard NTI courses.
 - Face-to-face or online workshops co-delivered with NTI trainers.

7. Creating and actively participating in a national Digital Ambassadors knowledge-sharing community (hosted on an e-learning platform)

- **What it is:** A structured, moderated online community, hosted in an e-learning platform, where national digital ambassadors can collaborate continuously. This environment should provide: document and materials repository, forum spaces for thematic discussion, tools for sharing updates, announcements, and events.
- **Concrete ideas:**
 - document and materials repository
 - videoconference sessions
 - forum discussions

8. Contributing to a broader NTI-coordinated digital transformation community for justice professionals

- **What it is:** A larger community—also hosted on an elearning environment—open to judges, prosecutors, court staff, and administrative personnel. Ambassadors act as catalysts by sharing materials, moderating forums and stimulating debate.
- **Concrete ideas:**
 - document and materials repository
 - videoconference sessions

- forum discussions

9. Developing training or awareness materials for self-learning

- **What it is:** Development of short, reusable self-learning materials, designed either for the entire justice community or targeted to specific professional groups.
- **Concrete ideas:**
 - One-page self-study guides (“How to prepare a secure videoconference”, “10 digital hygiene habits”).
 - Short videos and micro-tutorials to be used in e-learning courses.
 - Interactive Moodle quizzes to reinforce concepts (AI boundaries, data protection basics).
 - A “starter kit” package for new staff (digital tools, security basics, platform navigation).
 - Translation of digital justice materials into national languages to facilitate their dissemination and practical use within national institutions.

C) EJTN LEVEL (Actions that can be developed with the support or coordination of EJTN)

10. Creating and actively participating in the EJTN Digital Ambassadors

knowledge-sharing community (hosted on an e-learning platform)

- **What it is:** A structured, moderated online community, hosted in an e-learning platform, where all EJTN digital ambassadors can collaborate continuously. This environment should provide: document and materials repository, forum spaces for thematic discussion, tools for sharing updates, announcements, and events.
- **Concrete ideas:**
 - document and materials repository
 - videoconference sessions
 - forum discussions

11. Developing training or awareness materials for self-learning

- **What it is:** Development of short, reusable self-learning materials, designed either for the entire justice community or targeted to specific professional groups.
- **Concrete ideas:**
 - One-page self-study guides (“How to prepare a secure videoconference”, “10 digital hygiene habits”).
 - Short videos and micro-tutorials to be used in e-learning courses.
 - Interactive Moodle quizzes to reinforce concepts (AI boundaries, data protection basics).
 - A “starter kit” package for new staff (digital tools, security basics, platform navigation).
 - Translation of digital justice materials into national languages to facilitate their dissemination and practical use within national institutions.

IMPORTANT: The initiatives described in this document are illustrative examples intended to inspire the activities of Digital Ambassadors. Any action undertaken should respect the applicable rules, priorities and operational needs of the relevant national or European judicial institution or organisation. Ambassadors should ensure prior consultation with the competent authority or organisation and obtain approval where required.