

Annex 1

Public

TABLE OF IT TECHNICAL PROBLEMS
encountered by the new Defence team of Mr. Charles Blé Goudé
from February to April 2015

Dates	Events
	<p style="text-align: center;">Transmission of videos to the client</p> <p><i>Explanation: the Defence needed to transmit videos to Mr. Blé Goudé for him to review as potential evidence, but encountered difficulty to do so.</i></p> <p>11 February 2015 First request for help to E-court support.</p> <p>16 February 2015 Request for help to CSS.</p> <p>17 February 2015 Second request for help to E-court support after intervention of the Registry.</p>
	<p style="text-align: center;">IT Trainings</p> <p><i>Explanation: after a first IT basic training, the Defence requested IT trainings to familiarize itself and use the ICC software.</i></p> <p>17 February 2015 IT basic training.</p> <p>20 February 2015 First request to CSS for additional IT trainings.</p> <p>3 March 2015 Second request to CSS for additional IT trainings with support of OPCD.</p> <p>5 March 2015 Scheduling of several additional IT trainings as follows:</p>

	<ul style="list-style-type: none"> - Basic E-court training on 13 March 2015, - Citrix training on 9 March 2015, - E-court training for case managers on 12 March 2015.
12 March 2015	Effective day of E-court training for case managers.
13 March 2015	Effective day of basic E-court training.
17 March 2015	Postponement of the Citrix training on 26 March 2015.
26 March 2015	Effective day of Citrix training.
	Other IT issues
	<i>Explanation: the Defence experienced several IT problems, which have cost it valuable time.</i>
18 February 2015	Request to CSS to open an IT ticket on the case manager's behalf as they were unable to do so – their SAP number had not been communicated yet to CSS.
3 March 2015	Defence opened an IT ticket as Ringtail IEM, the necessary software to import evidence on Ringtail, was missing on both case managers' computers.
4 March 2015	Email sent to the Registry to update the <i>status quo</i> of the appointments of members of the new <i>Blé Goudé</i> team.
6 March 2015	Filing of the "Notification on <i>status quo</i> of Defence access to the software programs of the International Criminal Court" ICC-02/11-02/11-220.
17 March 2015	Email to CSS concerning a case manager who did not have managerial rights on her computer and could not open IT tickets.
17 March 2015	Case manager's computer became unusable due to its age, and had to be replaced. . She still was unable to open IT tickets, and had to ask the other case manager to open an IT ticket on her behalf.
20 March 2015	Still unable to open IT tickets, case manager requested the other case manager to do it on her behalf.

20 March 2015	The IT section installed IEM client on both case managers' computers.
27 March 2015	Email to the Registry concerning a very serious issue related to confidentiality with printers. The Defence is still waiting for the result of the investigation which has been referred to the Security service of the IT section.
8 April 2015	Defence was unable to send messages to the client through the correspondence computer.
10 April 2015	Defence realized that all the transcripts of the <i>Blé Goudé</i> case, pre-trial hearing included, have disappeared from Transcend and opened an IT ticket related to it.