CONTENTS

Introduction

PART I COURTS AND JUSTICE

1	Why courts matter	19
2	The case for change	27
3	Advances in technology	33
4	Outcome-thinking	47
5	Physical, virtual, online	55
6	Access to justice	65
7	Justice according to the law	71
8	Tackling injustice	87

12 Encouraging lingto

PART II IS COURT A SERVICE OR A PLACE?

9	The vision		95
10	Architecture		111
11	Online guidance		121
12	Containing disputes	* . The three works many hi	135
13	Online judging	us ted one linte to stake the e	143
14	Assisted argument	Entry and the steel ful	153
15	Law and code	cause I wram the screekeets th	159
16	Case studies		165