

Chapter 27

TECHNOLOGY AND LEGAL PROFESSION*

27.1 INTRODUCTION

With the advancement of modern technologies, the judiciary has promoted the use of relevant technology in the courts to render efficient services to all citizens of Malaysia. This includes e-Filing, e-Service, e-court system, Queue Management System, e-Courts Finance, e-Lelong, e-Jamin, e-Jurubahasa, e-Daily Report, e-Arahan Amalan, e-Integrity Sistem, eBench Book, and Case Recording and Transcribing (CRT). Furthermore, with artificial intelligence (AI) tools for legal matters, lawyers are obligated to learn to use such tools well, as it can simplify their legal tasks. Hence, they will need to reskill themselves to stay relevant and employable. Also, with the advancement of new technologies, much of the routine work of lawyers will be handled by automated expert systems. For example, the provision of basic compliance advice in several areas of law will be managed initially by various artificial intelligence systems. These systems will route more complex legal questions to the right lawyer or legal resource. Also worth noting is the current global trend of embracing the Metaverse and its possible adoption in the legal world. The future may see the creation of a “metacourt system” that integrates all services related to the administration of justice. Not to be overlooked is the prevalence of cybercrime and cybersecurity incidents, which have grown exponentially, affecting various sectors and legal firms holding client’s personal data, thus making them particularly vulnerable.

Be that as it may, with the implementation of technology in the delivery of justice and the expansion of the courtroom beyond the physical four walls, members of the legal profession must prepare themselves and learn to adopt technology. There is no alternative. “Adapt or be dropped”.¹ Previously, one could experience great success in the profession if he worked hard, understanding the law, and advocating efficiently for clients. However, future law practice will require skills far beyond the knowledge of the law. In fact, senior lawyers who have been in practice for many years are now beginning to realise that the “old way” is no longer sufficient. Having said the above, this Chapter discusses technology in the delivery of justice system and how members of the legal profession to adapt and embrace changes to keep pace with a rapidly evolving world.

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1 *Per Tun Richard Malanjum, former Chief Justice of Malaysia, at the Opening of the Legal Year 2019.*