#### CONTENTS

Acknowledgments xi
Foreword by Richard Susskind xiii

#### Introduction 1

"CONFLICT AS A GROWTH INDUSTRY": HOW MANY DISPUTES
ARE THERE? 4

What Is New? 6

The Growth of Online Disputes 8

Proliferation of Disputes in the 1990s 10

The Blurring of Online-Offline Boundaries 11

WHY TRADITIONAL DISPUTE RESOLUTION DOESN'T WORK FOR THE DIGITAL ERA 14

ONLINE DISPUTE PREVENTION 17

### PART I ONLINE DISPUTE RESOLUTION AND ACCESS TO JUSTICE

## CHAPTER 1. Online Dispute Resolution and Prevention: A Historical Overview 25

THE HISTORY OF ONLINE DISPUTES 25

The Early Years 25

More Users, More Disputes 29

THE EVOLUTION OF THE FIELD OF ODR: FROM "ONLINE ADR" TO ODR 33

From Tools to Systems 34

ODR Systems Design: The Dispute Resolution and Prevention Triangle 37 CHAPTER 2. Access to Digital Justice 39

ACCESS TO JUSTICE IN THE PRE-DIGITAL ERA 40

THE THREE WAVES OF THE ACCESS TO JUSTICE MOVEMENT 42

IMPROVING ACCESS TO JUSTICE THROUGH ODR 45

ONLINE DISPUTE RESOLUTION 46

ONLINE DISPUTE PREVENTION 51

# PART II BETWEEN DIGITAL INJUSTICE AND DIGITAL JUSTICE

CHAPTER 3. E-commerce and the Internet of Money

THE ORIGINS OF E-COMMERCE DISPUTES 58

Resolving Disputes 62

Preventing Disputes 66

Another Story and Lesson 75

CONCLUSION 79

CHAPTER 4. The Internet of On-Demand Healthcare 81

GENERATING DISPUTES 82

RESOLVING DISPUTES 97

PREVENTION OF MEDICAL ERRORS AND PREVENTION OF

CONFLICT 103

CONCLUSION 107

CHAPTER 5. The Challenge of Social and Anti-Social Media 109
INTRODUCTION 110
CONFLICT AS A GROWTH INDUSTRY 113
DISPUTE RESOLUTION AS A GROWTH INDUSTRY 116
CONFLICT PREVENTION 125
CONCLUSION 130

CHAPTER 6. Labor and the Network of Work 131

TECHNOLOGY AND THE NEW WORKPLACE 133

GENERATION OF DIGITAL DISPUTES IN THE NEW WORKPLACE 136

DISPUTE RESOLUTION IN THE DIGITAL WORKPLACE 139

DISPUTE PREVENTION IN THE DIGITAL WORKPLACE 146

CONCLUSION 148

CHAPTER 7. ODR in Courts and Other Public Institutions 149

GENERATING DISPUTES: NEW EXPECTATIONS BY CITIZENS,

NEW OBLIGATIONS OF PUBLIC INSTITUTIONS 150

DISPUTE RESOLUTION BY PUBLIC INSTITUTIONS: A FOCUS ON

COURTS 154

Technology as Case Management 155
E-government and Use of Technology by Courts 156
Technology as a Means for Transforming "Access to Justice" 156
ONLINE DISPUTE RESOLUTION IN COURTS 158
Early ODR Initiatives 158
Recent ODR Initiatives 159
DISPUTE PREVENTION BY COURTS AND PUBLIC INSTITUTIONS 165
CONCLUSION 167

Conclusion: The Present and Future of Digital Justice and the "Moving Frontier of Injustice" 171

LOOKING FORWARD 171

THE ROLE OF LAW AND COURTS 174

ADDRESSING THE DIGITAL JUSTICE GAP 177

Notes 181
Bibliography 219
Index 237