National Center for Technology and Dispute Resolution

- Manage ODR.INFO
- Organize annual meeting
  - 2020 conference in Dublin May 4-5
  - Until this year, oriented around private sector
- International Journal of Online Dispute Resolution
- Annual all-online Cyberweek conference
  www.odr.info/cyberweek
- Books
  - The New Handshake: Online Dispute Resolution and the Future of Consumer Protection
  - Digital Justice: Technology and the Internet of Disputes
- International Council of Online Dispute Resolution – icodr.org
Two Observations of Day One

• Relatively simple disputes
  – Following in footsteps of private sector
    • eBay – 60 million disputes resolved
    • Alibaba – 100 million disputes resolved

• Relatively simple use of technology
  – No mention of artificial intelligence, machine learning, blockchain, smart contracts, algorithms
  – No cross-border issues
  – Little discussion of ethical issues
The future

• All new technologies generate disputes
  – Example: Electronic health records differ from paper records

• All new technologies require new approaches to resolution
  – New approaches to manage and process information

• New technologies should be employed to prevent disputes