



# **Service Disruption Communications Plan**

**Version 2.0**  
**September 5, 2024**

## Revision History

Date	Version	Description
Feb. 26, 2019	1.0	Initial Draft
September 4, 2024	2.0	Document revised to reflect current work environment, tools and practices. Also updated timing / frequency of communications and added a required annual review of the plan with key staff acknowledgement required.

## Table of Contents

1. Purpose .....	4
2. Definitions .....	4
3. Identified Systems and Responsible Parties .....	4
4. User Impact .....	5
5. Scope of Disruption .....	5
6. Reporting A Service Disruption.....	5
7. Status Communications.....	6
8. Board Escalation Process.....	6
9. Standard Pre-Approved Messages: .....	6
10. Protocol for Sending External Messages .....	7
11. Annual Review and Acknowledgment .....	7

### 1. Purpose

This plan outlines communication procedures to be used in the event of a service disruption to the Florida Courts E-Filing Portal (“Portal”). It supplements the existing Civitek Service Continuity and Communications Plan to ensure timely and effective communication to all impacted users.

### 2. Definitions

- **Service Disruption:** Any event or condition causing significant delay or degradation in service(s) which may include changes, updates, or unscheduled maintenance (that impacts accessibility and / or functionality for more than one hour) affecting user groups of the Portal.
- **User:** Filers, courts, clerks and any individuals who process filings through the Portal.
- **User Groups:**
  - Clerks of Court (Trial, Appellate, and Supreme Court Clerks)
  - Courts and Judicial Staff
  - Court Technology Officers
  - Attorneys and Pro Se Filers
  - E-commerce and online transaction systems
  - State and Local Agencies

### 3. Identified Systems and Responsible Parties

The following systems contribute to the overall uptime of the Portal:

<b>Systems</b>	<b>Responsible Party</b>
Clerk’s Office internet provider	Clerk’s Office
FCCC/CiviTek internet provider	FCCC/Civitek
CiviTek Systems*	FCCC/Civitek
E-Portal Software Update (includes Portal subcontractors, such as Granicus, Microsoft, etc.)	FCCC/Civitek

\* *Civitek Systems can include the Florida Courts E-Filing Portal, Portal review, Myfloridacounty.com, TCATS, CCIS, eCLERC, FCCC Network, FCCC email, and payment processing systems.*

#### **4. User Impact**

Service disruptions can have a substantial impact on Portal users, who rely on the application's 24/7 availability. The effects of a disruption vary by user group, each with distinct sensitivities. For some, the length of an outage is crucial, as extended downtime can severely hinder their work. Others are more affected by the timing, with disruptions during peak hours causing the greatest inconvenience. User groups that may be impacted by service disruptions are defined in Section 2 "Definitions".

#### **5. Scope of Disruption**

Once a Service Disruption has been identified, the scope of the disruption will be assessed and communicated by the responsible party for the System(s).

- 1) Description – define the issue.
- 2) Impact – identify who and what is impacted
- 3) Urgency – identify the urgency of fixing the disruption
- 4) Cause – identify what the cause of the disruption is, if known
- 5) Corrective Action – define the steps being taken to resolve the issue.
- 6) ETA – what is the estimated resolution time

#### **6. Reporting A Service Disruption**

##### **Phase I: Internal Reporting:**

Once an incident is reported to the E-Portal Service Desk at 850-577-4609, by email at [support@myflcourtagency.com](mailto:support@myflcourtagency.com), or through an uncommon increase in call volume, then the E-Portal technical staff will evaluate the incident to determine if the reported incident is localized or has a statewide impact to the Portal. If it is determined the incident qualifies as a statewide service disruption, causing significant impact to Portal service and functionality for user groups, the Director of IT Operations will be notified and then will report the possible disruption to the Portal Program Manager who will in turn notify the E-Portal Service Desk Supervisor and the Authority Administrator.

The IT Operations team has 30 minutes to troubleshoot the reported incident as stated in the Civitek Service Continuity and Communications Plan. If the incident is not resolved after 30 minutes, the Director of IT Operations will notify the Emergency Response Coordinator(s) and the FCCC Chief Operating Officer.

Then, external reporting will proceed as described below.

##### **Phase II: External Reporting:**

If the Portal is experiencing service disruption, the Civitek Service Continuity and Communication Plan procedures shall be implemented. The Emergency Response Coordinator(s) will notify the Crisis Communications Coordinator, who is responsible for

scheduling an internal briefing on the issue which will initiate the external messaging process as described in the Civitek Service Continuity and Communication Plan.

### **7. Status Communications**

If the Service Disruption is unresolved after one hour:

- A brief email will be sent to the Clerks of Court, the [Appellate-Portal-Notifications@flcourts.org](mailto:Appellate-Portal-Notifications@flcourts.org) group, and the Court Technology Officers distribution list to inform them that we are aware of an issue and actively troubleshooting it.

If the Service Disruption is unresolved after two hours:

- Post a message on the Portal newsfeed.
- Send an update to the clerks, Court Technology Offices, and Appellate Clerks.

If unresolved after four hours:

- The Crisis Communications Coordinator will provide hourly status updates to Civitek management team members including the Portal Program Manager, the E-Filing Portal Service Desk Supervisor, and the Authority Administrator until the issue is resolved.
- The Portal Program Manager will begin to provide hourly status updates to the clerks, Court Technology Offices, and Appellate Clerks.

If the Service Disruption continues after 5 p.m. Eastern Time, notifications shall be suspended until the following business day and then the reporting protocol will resume.

### **8. Board Escalation Process**

If the Portal is experiencing a service disruption and the Civitek Service Continuity and Communication Plan is activated, the Portal Program Manager and Authority Administrator will notify the E-Filing Authority Board.

If the event remains unresolved after four (4) hours, the Portal Program Manager and Authority Administrator shall consult and meet with the Director of IT Operations, the FCCC Chief Technology Officer, the FCCC Chief Operating Officer, and the Chair of the Florida Courts E-Filing Authority to review the issue and determine further communication.

### **9. Standard Pre-Approved Messages:**

The standard message found in the Civitek Service Continuity and Communications Plan should be used for service disruptions of [www.MyFlCourtAccess.com](http://www.MyFlCourtAccess.com) The Portal Program Manager must use the following pre-approved text:

- **Disruption Notice**

- **Subject:** E-FILING PORTAL DISRUPTION OF SERVICE

**Message:** The service [www.myFLCourtAccess.com](http://www.myFLCourtAccess.com) is currently unavailable. You will be notified when service is restored. Do not reply to this email. This email is for informational purposes only, and the address will not be monitored for responses.

- **Restoration Notice**

- **Subject:** E-FILING PORTAL SERVICE RESTORED

**Message:** The service [www.myFLCourtAccess.com](http://www.myFLCourtAccess.com) has been restored. Thank you for your patience. This email is for informational purposes only, and the address will not be monitored for responses.

#### **10. Protocol for Sending External Messages**

The Portal Program Manager will:

- Provide updates to the Courts using the [Appellate-Portal-Notifications@flcourts.org](mailto:Appellate-Portal-Notifications@flcourts.org) distribution list provided.
- Updated contact lists for the Board, Supreme Court Clerks, Court Technology Officers and the Court when provided with changes.
- Coordinate message distribution to all registered filers, and the news feed.
- Coordinate message distribution to the Clerks of Court with FCCC Member Services.
- Ensure newsfeed updates are posted if necessary.

The following groups will receive communications about Portal issues, in order of priority:

- E-Filing Authority Board of Directors
- All Clerks of Court, including Trial Court Clerks, the Supreme Court Clerk and the Appellate Court Clerks as members of the Authority
- Clerk's staff
- Florida Courts Technology Commission Chairman
- Chief Information Officer, Florida Supreme Court
- Court Technology Officers
- All registered filers, if necessary
- Newsfeed text posted, if necessary

#### **11. Annual Review and Acknowledgment**

This Service Disruption Plan will undergo an annual review to ensure its continued relevance, effectiveness, and alignment with organizational objectives. As part of this review process, any necessary updates will be incorporated and an updated plan provided and reviewed with the E-Filing Authority Board. Upon completion of the review, all key

staff members identified within the plan will be required to acknowledge their understanding of the plan and their specific responsibilities by signing off. This acknowledgment signifies that they have reviewed the updated plan and are prepared to fulfill their roles in the event of a service disruption.