



Service Disruption Communications Plan

Version 2.01

September 5, 2024December 6, 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.
December 6, 2024	2.1	Document revised to incorporate requested suggestions , updates from the FCTC meeting Portal Subcommittee members . Redefined and clarified communication timeline and frequency . Removed communication suspension at 5 p.m.

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1. Purpose

This plan establishes the communication protocols to be followed during a service disruption impacting the Florida Courts E-Filing Portal ("Portal"), ensuring a prompt and effective response while keeping all affected users informed. 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.

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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](#)
 - [Self-Represented Litigants](#)
 - E-commerce and online transaction systems
 - State and Local Agencies

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3. Identified Systems and Responsible Parties

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

Systems	Responsible Party
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-many~~ with distinct sensitivities. For some, the length of an outage is crucial ~~because-as~~ extended downtime can severely ~~hinder their work~~ create a backlog that impacts other parts of the court processes. Others are more affected by the timing, with disruptions during peak hours causing the greatest inconvenience and disruptions at the end of a day potentially resulting in missed deadlines. User groups that may be impacted by service disruptions are defined in Section 2 "Definitions".

5. Scope of Disruption

~~1) Once Upon identifying a service disruption, the responsible party for the affected system(s) will assess its scope and communicate the following details: a Service Disruption has been identified, the scope of the disruption will be assessed and communicated by the responsible party for the System(s).~~

~~2)1) Description – Define the issue.~~

~~3)2) Impact – identify Specify who and what is affected impacted.~~

~~4)3) Urgency – identify Indicate the urgency of fixing priority level for resolving the disruption.~~

~~5)4) Cause – identify what the cause of the disruption is, if known.~~

~~6)5) Corrective Action – define Outline the steps being taken to resolve the issue.~~

~~7)6) Estimated Time of Resolution (ETA) – identify when the system will resume normal processing (if known). 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, 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~~ promptly 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, and Phase II External Reporting will commence.

~~Then, external reporting will proceed as described below.~~

Phase II: External Reporting:

~~When Phase II External Reporting is commenced, 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 Service Disruption Communications

A. One Hour After Issue Escalation to Director of IT

If the Service Disruption is unresolved after one hour from the issue escalation to the Director of IT:

~~The Portal Program Manager will send a brief notification email to provide information about~~ will be sent to the Clerks of Court, the Appellate Portal Notifications@flcourts.org group, and the Court Technology Officers distribution list to inform them that we are aware of the an issue and actively to advise troubleshooting #it is in process. This email will be sent to the following stakeholders:

- E-Filing Authority Board of Directors
- All Clerks of Court, including Trial Court Clerks, the Supreme Court Clerk and the Appellate Court Clerks
- Court Technology Officers
- Florida Courts Technology Commission Chairman
- Chief Information Officer, Office of the State Courts Administrator (OSCA)

B. Two Hours After Issue Escalation to Director of IT

If the Service Disruption is unresolved after two hours from the issue escalation to the Director of IT:

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- 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.
- Post a message on the Portal newsfeed.
- The Portal Program Manager will begin send hourly email ~~Send an updates~~ to the stakeholders communicated to at the one hour designation (defined in "A" above). Hourly reporting will continue until the issue is resolved and the Portal's functionality is restored. ~~clerks, Court Technology Offices, and Appellate Clerks.~~
- If the application is available, the Portal Program Manager will direct the Portal team to post a message on the Portal newsfeed.

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C. Four Hours After Issue Escalation to Director of IT

If the Service Disruption is unresolved after four hours from the issue escalation to the Director of IT:

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If unresolved after four hours:

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- 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.~~ send an email to all registered filers to notify them of the outage and that troubleshooting is in process.

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D. Issue Resolution

When the issue is resolved:

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- The Portal Program Manager will send a final email update to the stakeholders communicated to at the one hour designation (defined in "A" above) to inform them the issue is resolved and the Portal's functionality is restored.
- The Portal Program Manager will send an email to all registered filers to notify them) to inform them the issue is resolved and the Portal's functionality is restored.

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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.

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8. Board Escalation Process

If the Portal is experiencing a service disruption ~~and the Civitek Service Continuity and Communication Plan is activated~~ and the process of hourly status updates are initiated, the Portal Program Manager and Authority Administrator will notify the E-Filing Authority Board.

If the event remains unresolved after ~~two~~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 messages have been prepared and approved for use found in the Civitek Service Continuity and Communications Plan should be used during for~~ service disruptions of www.MyFICourtAccess.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.myFICourtAccess.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.myFICourtAccess.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.

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~~10. Protocol for Sending External Messages~~

~~The Portal Program Manager will:~~

- ~~• Provide updates to the Courts using the Appellate-Portal-Notifications@flicourts.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~~

~~11.10. 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.