



Service Disruption Communications Plan

Version 2.[2-3](#)

[September 2025](#)January 2026

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 suggestions updates from the Portal Subcommittee members. Redefined and clarified communication timeline and frequency. Removed communication suspension at 5 p.m. |
| September 2025 | 2.2 | Added Appendix A – Court Distribution List for Portal Service Disruptions |
| <u>January 2026</u> | <u>2.3</u> | <u>Updated Section 6 “Reporting A Service Disruption” and Section 7 “Service Disruption Communications” to simplify and clarify roles in the reporting process.</u> |
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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. Service Disruption Communications..... | 6 |
| 8. Board Escalation Process | 7 |
| 9. Standard Pre-Approved Messages:..... | 7 |
| 10. Annual Review and Acknowledgment | 8 |
| Appendix A – Court Distribution List for Portal Service Disruptions | 9 |

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.

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 use the Portal.
- **User Groups:**
 - Clerks of Court (Trial, Appellate, and Supreme Court Clerks)
 - Courts and Judicial Staff
 - Court Technology Officers
 - Attorneys
 - Self-Represented Litigants
 - 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:

| 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, many with distinct sensitivities. For some, the length of an outage is crucial because extended downtime can severely 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 the 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

Upon identifying a service disruption, the party responsible for the affected system(s) will assess its scope and communicate the following details:

- 1) Description – Define the issue.
- 2) Impact – Specify who and what is affected.
- 3) Urgency – Indicate the priority level for resolving the disruption.
- 4) Cause – Identify the cause of the disruption, if known.
- 5) Corrective Action – Outline the steps being taken to resolve the issue.
- 6) Estimated Time of Resolution – identify when the system will resume normal processing (if known).

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@myflcourtaccess.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 is a statewide service disruption, causing significant impact to Portal service and functionality, the Director of IT Operations will be notified and will report the disruption to the Portal Program Manager ~~who will promptly notify the E-Portal Service Desk Supervisor and the Authority Administrator.~~

The IT Operations team has 30 minutes to troubleshoot the reported incident. If the incident is not resolved after 30 minutes, the Director of IT Operations will notify the Portal Program Manager and Emergency Response Coordinator(s) and the FCCC Chief Operating Officer. The Portal Program Manager will notify the Authority Administrator, and initiate Phase II External Reporting ~~will commence.~~

Phase II: External Reporting:

When Phase II External Reporting commences, the ePortal Technical Staff will initiate internal communications across departments using the Portal Emergency Communication Channel to ensure all technical teams are immediately informed of the issue and its ongoing status. The Portal Program Manager 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 and providing required incremental updates to external stakeholders until the issue is resolved.

7. 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 notification email to provide information about the issue and 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:

- The Crisis Communications Coordinator- IT Operations Director 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 send hourly email 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.

- If the application is available, the Portal Program Manager will direct the Portal team to post a message on the Portal newsfeed.

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:

- The Portal Program Manager will direct the Portal team to send an email to all registered filers to notify them of the outage and that troubleshooting is in process.

D. Issue Resolution

When the issue is resolved:

- The Portal Program Manager will direct the Portal team to 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 direct the Portal team to send an email to all registered filers to inform them the issue is resolved and the Portal's functionality is restored.

8. *Board Escalation Process*

If the Portal is experiencing a service disruption 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 (2) 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:*

Standard messages have been prepared and approved for use during service disruptions of 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 is currently unavailable. You will be notified when service is restored. 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 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. 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.

Appendix A – Court Distribution List for Portal Service Disruptions

Court Distribution List for Portal Service Disruptions

FCTC Chair Email Preference

| | | |
|------------|----------------------|--|
| FCTC Chair | Judge Martin Bidwill | jbidwill@17th.flcourts.org |
|------------|----------------------|--|

Supreme Court/DCA/OSCA Email Preference

| Department | Name | Email Preference |
|---------------------|---------------------------|--|
| Supreme Court Clerk | John Tomasino | Appellate-Portal-Notifications@flcourts.org |
| DCA | DCA System Administrators | |
| OSCA-OIT | Roosevelt Sawyer, Jr. | |
| OSCA-OIT | Alan Neubauer | |
| OSCA-OIT | Hetal Patel | |
| OSCA-OIT | OIT Appellate Case Mgmt. | |

Circuit/CTO Email Preference

| Circuit | CTO | Email Preference | Other included email |
|---------|-------------------|--|--|
| 1 | Craig Van Brussel | MIS@flcourts1.gov | --- |
| 2 | Isaac Shuler | CourtITSupport@leoncountyfl.gov | shuleri@leoncountyfl.gov |
| 3 | John Lake | help@jud3.flcourts.org | Lake.john@jud3.flcourts.org |
| 4 | Mike Smith | --- | mikejs@coj.net |
| 5 | John Neander | sysadmins@circuit5.org | jneander@circuit5.org |
| 6 | Jim Weaver | jweaver@jud6.org | bkling@jud6.org |
| 7 | Sarwar Siddiqui | --- | ssiddiqui@circuit7.org |
| 8 | Nathan Kidney | jcmshelp@circuit8.org | --- |
| 9 | Chris Murphy | IT-PortalNotifications@ninthcircuit.org | cmurphy@ninthcircuit.org |
| 10 | Brian Franzia | CourtTechnology@jud10.flcourts.org | BFranzia@jud10.flcourts.org |
| 11 | Robert Adelardi | appsalert@jud11.flcourts.org | radelardi@jud11.flcourts.org |
| 12 | Patrick McHugh | --- | pmchugh@jud12.flcourts.org |
| 13 | Kevin Bowen | helpdesk@fljud13.org | Kevin.Bowen@fljud13.org |
| 14 | Gary Hagan | techsupport@jud14.flcourts.org | HaganG@jud14.flcourts.org |
| 15 | Noel Chessman | CAD-PortalNotifications@pbcgov.org | NChessman@pbcgov.org |
| 16 | Carey Gibson | ITSupport@keyscourts.net | Carey.Gibson@keyscourts.net |
| 17 | Sunny Nemade | syspqmadmin@17th.flcourts.org | --- |
| 18 | Jen Pizarro | --- | Jen.pizarro@flcourts18.org |
| 19 | Marilyn Garcia | CourtSupport@circuit19.org | garciaM@circuit19.org |
| 20 | Stephen Childs | helpdesk@ca.cjis20.org | ciishelp@ca.cjis20.org |

Prepared by OSCA-OIT Staff September 2025