



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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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@myflcourtaaccess.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~~ initiating 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
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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	icmshep@circuit8.org	----
9	Chris Murphy	IT-PortalNotifications@ninthcircuit.org	cmurphy@ninthcircuit.org
10	Brian Franza	CourtTechnology@jud10.flcourts.org	BFranza@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	syspamadmin@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	cjishelp@ca.cjis20.org

Prepared by OSCA-OIT Staff September 2025