

## Service Disruption Communications Policy

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This policy is to be used in the event there is a service disruption to the Florida Courts E-Filing Portal (“Portal”) which impacts Portal users. This policy shall be implemented in addition to the existing Civitek Emergency Downtime Plan.

### **Definitions**

“Service Disruption” means a change, update, maintenance, downtime, or service interruption that has an impact on any of the users of the Portal. The term “user” includes both filers and those who receive and process filings.

### **Identified Systems/Areas and Responsible Party**

The following systems/areas have been identified as having an impact to the overall uptime of the Portal:

<b>System/Area</b>	<b>Internal/External</b>	<b>Designated Responsible Party</b>
Clerk’s Office internet provider	External	Clerk’s Office
FCCC/CiviTek internet provider	External	FCCC/CiviTek CAB Librarian
CiviTek Systems*	Internal	FCCC/CiviTek CAB Librarian
E-Portal Software Update (includes Portal subcontractors, such as Granicus, Cybersource, Microsoft, Cisco)	External	CiviTek Portal Program Manager

\*Civitek Systems can include the Florida Courts E-Filing Portal, Portal review, MyFLCounty, FCCC Network, FCCC email, and payment processing systems.

### **User Impact**

Service Disruptions can have a serious impact on Portal users, in particular those who rely on 24-hour service:

- Clerks of Court, which includes Trial Court Clerks, the Supreme Court Clerk and the Appellate Court Clerks
- Courts
- Judicial Staff
- Court Technology Officers
- Attorneys
- Pro Se Filers
- E-commerce and online transaction processing systems

- State Agencies

A Service Disruption can affect each user type differently and each type can be sensitive to particular aspects of the disruption. Some users are more affected by the length of a disruption; to that user type, it matters how much time it takes to recover from a problem. Other user types are sensitive to the timing of a disruption. For example, outages during peak hours affect certain users more than at other times.

### **Scope of Disruption**

Once a Service Disruption has been identified, the scope of the disruption shall be provided by the designated responsible party for the System/Area.

- 1) Description – what is the identified issue that is causing the disruption
- 2) Impact – identify who is impacted by the disruption
- 3) Urgency – identify the urgency of fixing the disruption
- 4) Cause – identify what the cause of the disruption is, if known
- 5) Corrective Action – what corrective actions are being done to fix the disruption
- 6) ETA – what is the estimated time to fix the disruption

### **Reporting A Service Disruption**

In the event that any CiviTek staff, FCCC staff, or any other user is made aware that there is a Service Disruption, it must be immediately reported to the E-Portal Service Desk at 850-577-4609 or email [support@myflcourtagency.com](mailto:support@myflcourtagency.com) so that the disruption can be tracked by the E-Portal Service Desk.

In the event the E-Filing Portal Service Desk Supervisor (“Supervisor”) is aware of a higher than usual call volume delineating the same issue within the first 2 (two) hours of initial escalation, or if a third party batch filer calls, the Supervisor shall notify the FCCC E-Filing Authority Administrator.

If the Portal is down, the existing *Civitek Emergency Downtime Plan* procedures shall be implemented.

### **Follow-up Reporting**

If the Service Disruption is not resolved within 4 (four) hours of initial escalation, the designated responsible party shall provide as much information as can be identified in the scope of disruption to the Supervisor or designee.

The designated responsible party shall continue to provide updated information every hour on the hour until the Service Disruption is resolved. The Supervisor shall send the scope of the

Service Disruption information to the Portal Program Manager and the FCCC E-Filing Authority Administrator.

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.

### **Board Escalation Process**

The FCCC E-Filing Authority Administrator shall consult and meet with the FCCC Director of Information Technology, or designee, and the Chairman of the Florida Courts E-Filing Authority to review any Service Disruption issue that extends beyond four (4) hours. Additionally, they will decide if and when to send emails to the E-Filing Authority Board, post a news feed item, and/or communicate with the E-Filing Authority Board, Clerks of the various Court, Courts, Court Technology Officers, Filers, State Agencies and any other effected parties.

The FCCC E-Filing Authority Administrator shall coordinate the written content of any external message regarding a Service Disruption with the FCCC Director of Administrative and Member Services, the Director of Legislative and Communications, the FCCC Director of Information Technology, the Executive Director, General Counsel and the Chairman of the E-Filing Authority.

### **Protocol for Sending External Messages**

The following list is in order of those who will receive emails about Portal issues.

- 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