



The Florida Courts E-Filing Authority Minutes

Florida Courts E-Filing Authority Board of Directors met on October 28, 2013, at 9:00 a.m. EDT by WebEx. The following members were present: Tim Smith, Putnam County Clerk, Chair; Tara Green, Clay County Clerk, Secretary/Treasurer; Tom Hall, Clerk, Supreme Court; Bob Inzer, Leon County Clerk; Alex Alford, Walton County Clerk; Sharon Bock, Esq., Palm Beach County Clerk; Karen Rushing, Sarasota County Clerk; and Lynn Hoshihara, Esq., Authority General Counsel. Joseph E. Smith, St. Lucie County Clerk, Vice Chair; was not in attendance. A quorum was present.

- I. Mr. Tim Smith, Chair, opened the meeting at 9:08 a.m. EDT with a roll call. He welcomed those in attendance. He reminded everyone that the special meeting was to consider the draft policy for portal support services.
- II. Mr. Smith asked for a motion to adopt the agenda. Mr. Don Barbee moved adoption of the agenda. Ms. Karen Rushing seconded the motion. The motion passed.
- III. Mr. Tim Smith recognized Ms. Lynn Hoshihara, Esq., Authority General Counsel, to present the supplemental agreement. She explained that the present agreement was modeled after the Information Technical Infrastructure Library (ITIL) and the agreement sets forth the procedures and policies for additional services.

Mr. Smith recognized Mr. Tom Hall who began a discussion of issues, specifically the Help Desk provisions. He suggested that there needed to be real, live people answering the phones. Mr. Melvin Cox agreed that tweaks could be made to the language. He explained, too, that the Service Desk would not be fully staffed until February 1, 2014, so suggested that there be periods of reassessment. He commented that as other user groups come on, that the provisions of the agreement related to the service desk would have to be revisited. Mr. Hall commented that he was comfortable with the agreement if that was the case. Mr. Cox expressed that all involved agreed that the document would have to be revisited as operations changed.

Ms. Hoshihara noted that the agreement called for the Authority and Association to review the document every 90 days. Ms. Tara Green asked if that timeframe could be

reduced to every 30 days for the first year, instead of 90 days. Mr. Tim Smith suggested it become part of the monthly reports at the Authority meetings.

Mr. Tim Smith opened a discussion about service desk calls and the varying time zones.

He asked Mr. Cox and staff to monitor when the calls were coming in to see if calls were coming at other times. Ms. Brenda Standish offered to provide to the board a report during the first 30 days of the number of calls and emails, and when they came in.

Ms. Sharon Bock told the board that she agreed with the 30-day review. She noted that the reference also needed revision on page 4 to the 30-day timeframe. She also spoke to the need for differing modality, or, different modes of support, e.g., live chat.

Ms. Hoshihara commented that the language in the agreement anticipates expansion of the differing methods of “help.”

There was discussion of the meaning of the wording on page 2, “Help Desk support upon request,” and potentially needing to better separate text on help desk services to better delineate the varying services between support provided to Clerks’ office and that provided to filers. There was general discussion of the terms under Help Desk availability. Mr. Cox clarified that they did not envision live support for filers, but could do whatever the Authority felt was the best business decision.

The board discussed voting on an agreement without seeing the revisions. Ms. Hoshihara recommended the board vote on the document with acceptance of the following revisions:

- 1) Clarify the definition of the help desk;
- 2) Require monthly reporting;
- 3) Monitor call volumes;
- 4) Clarify after hours support;
- 5) Work on creating two different standards, one for technical support and one customer service support

She noted that would allow the work to begin November 1, 2013, and that she would bring back the amended document to the November meeting.

Mr. Hall moved to approve the Help Desk Policies and Procedures as presented with the list of revisions as suggested by Ms. Hoshihara. Ms. Karen Rushing seconded the motion. The motion passed.

Mr. Tim Smith asked if there were any questions from non-board members. Seeing none, he adjourned the meeting at 9:43 a.m.