Proposed Conceptual Process for Changes to the Florida Courts E-Filing Portal

- Use the current HEAT system for processing requests for assistance relating to the Portal, with minor changes to add a drop down system so that users who visit the website can indicate a reason why they are contacting the Service Desk, such as "Assistance Needed," or "Suggest change." The drop down system would also allow the requester to specify who they are by role; e.g., Judge, clerk, lawyer, process server, pro se filer.

- If the request is for assistance, it would be routed to the Service Desk, as a Tier 1 task. More complex assistance would be handled by a higher level service desk group, as a Tier 2 effort.

- When a request for a <u>change</u> is received, it would be routed to the Portal Projects team, as a Tier 3 assignment. This team will evaluate tickets to confirm the nature of the request (bug or enhancement) and the urgency of the request. On occasion, a bug is reported that has a significant impact on users that must be corrected as soon as possible. These modifications are scheduled with urgency. If the item is not urgent, the items are organized and researched to develop a high-level scope and definition often due to deadlines given by FCTC, Supreme Court or Authority Board.

- The Portal Projects teams will develop a high-level proposed software release plan and present it to the Strategic IT Planning Committee, a subcommittee of the FCCC Technology Committee. The IT Strategic Planning Committee would act as a Tier 4 level review group. Some requests will be presented to the committee that have been analyzed but have not been included in the proposed software release plan and will be passed to the committee for action.

- The IT Strategic Planning Committee will receive the list and scope of outstanding tickets, proposed high-level software release plan, and requests requiring their review to be able to provide a proposal to the Florida Courts E-Filing Authority Board of Directors. This team will propose portal software release dates and portal enhancements to the Authority. This team will consult with the Authority Board Legal Counsel when needed and will escalate items to The Technology Committee when needed.

- The Florida Courts E-Filing Authority will receive a report from the IT Strategic Planning Committee including proposed enhancements and a release schedule and a list of items for requiring direction, including policy type changes and any requested change for use of the portal for non-case file filings.

- The Board would get a monthly report of all requested changes and an opportunity to review those requests at a regular board meeting.

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In governance of Florida's eFiling portal, the statewide access point for electronic transmission of court records, www.myflcourtaccess.com.