Escambia County Clerk Survey Response Details

Response Details

Page 1

Name of County	ESCAMBIA
Name of Clerk	Ernie Lee MAGAHA
Name of CTO	Lendy Davis
Survey Completed By	Lendy Davis
Email Address	lfdavis@escambiaclerk.com
Telephone Number	850-595-0171
Name of Chief Judge	Terry D TERRELL

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
No

What has been your experience so far with the ePortal that would be beneficial to share?
The ePortal works as designed and approved.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Better financial/transaction tracking, summary, and reporting for attorneys by case number, date(s), counties, and document type(s)

What format documents are you receiving through the ePortal?
Word
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
None known.

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF
DMS/TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
We will comply with requirements upon the completion of the implementation of Pioneer Benchmark case maintenance system.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
No

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
Yes

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The ePortal notifies the filer via email and via updating the filing's status as shown on the filers "My Filings" section of the ePortal. Attorneys also have online access to court records and documents in our county on which they are the attorney of record.

Page 6

Are you protecting the system from unauthorized network intrusion and

malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
We currently email the attorney if any such condition occurs.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Manual review of the document.

How is the filer identified?
The filer is identified through the ePortal and by the signature(s) on the filed document(s)

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
We will scan the documents and docket the entry

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Photographs are currently stored as TIFF, 300 dpi, B/W or Grayscale. Photographs will be stored as PDF, 300 dpi, B/W or Grayscale with Benchmark CMS.

Please explain how you are dealing with documents and/or information that are exempt from public access.
Our current and future CMS allows us to set the viewing security level by docket code and/or by individual docket entry.

How do you deal with documents where the filer has indicated the filing is an emergency?
We process the filings from the ePortal in the same manner and priority as if the document was delivered by a walk-in customer or received in the mail.

Page 9

How will you handle paper submissions in court?
We will scan the documents and docket the entry manually into our CMS.

How will they be scanned and stored?
Paper submissions will be scanned with scanners at 300 dpi B/W as TIFF files in the current CMS and as PDF files in the future CMS.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Public computers are located in each of the Clerk's five locations in the county.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Our CMS allows us to set the viewing security level by docket code and/or by individual docket entry.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
TBD. We are working with Pioneer Benchmark on their electronic filing functionality.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Failures of the ePortal will have to be addressed by the ePortal staff or governing board. Failures due to the loss of network/internet connection locally can be addressed by obtaining alternate network/internet connection from other local agencies on the county WAN.

Please describe your plans to deal with failures.
We will notify the ePortal staff to post an informational news alert on the ePortal to announce when the failure begins and announce when our connection to the ePortal is restored. We will notify the judiciary, post such announcements on our website, and we will work with the local Bar to inform attorneys of any such situations.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
We currently provide the courts with complete access to all case management data and reports via our secure internet/intranet.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
We have used onine services to evaluate our website(s) and court records search for Section 508 / ADA compliance.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?

We have used onine services to evaluate our website(s) and court records search for Section 508 / ADA compliance.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
None. The Clerk accepts the document(s) as filed through the ePortal as-is. Any compliance issue with the accessibility requirements will be addressed by the court.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
We have not received any such complaints. We do have the ability to quickly modify our website and court records search to accommodate any such request. Any complaint on the electronic filing system (ePortal) will have to be addressed by the ePortal staff and/or governing board.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

In which court division(s) are paper files still available?
Circuit Civil

Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Electronic documents are available to the court immediately after docketing is complete.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
N/A

What is the retrieval time for a single document?
N/A

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Escambia County Court Survey Response Details

Response Details

Page 1

Name of County	Escambia
Name of Clerk	Ernie Lee Magaha
Name of CTO	Craig Van Brussel
Survey Completed By	Craig Van Brussel
Email Address	craig.vanbrussel@flcourts1.gov
Telephone Number	(850) 595-4403
Name of Chief Judge	Terry Terrell

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?

Yes

In which court division(s) are paper files still available?

Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Okaloosa County Clerk Survey Response Details

Response Details

Page 1

Name of County	Okaloosa
Name of Clerk	Don Howard
Name of CTO	Robbie Brown
Survey Completed By	Robbie Brown
Email Address	rbrown@clerkofcourts.cc
Telephone Number	850-689-5000 x-3305
Name of Chief Judge	Judeg Terrell

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
No

What has been your experience so far with the ePortal that would be beneficial to share?
This has been a very positive experience thus far. The attorneys I have spoken with love the ability to e-file thier documents and the number of e-filings increases every week.

Are there any areas of the ePortal that need improvement or further development?
No

What format documents are you receiving through the ePortal?
Word
PDF

Page 3

Are you complying with the 25 MB size limitation?

Yes

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Our CMS vendor, Pioneer Technology Group, is working on that for us and they tell me they will will be able to comply with this requirement soon.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
No

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Once we accept the filing in our case management system a notification is sent back to the portal that the filing has been accepted locally. At that point the portal will e-mail the filer notifying them that their filing has been accepted and processed.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?

Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
No

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
If a filing is deemed to be in error it is placed into a Pending Queue at the portal and the filer is notified of this and the problem.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
We trust that whatever is received atthe protal is a legitimate document its integrity is sound.

How is the filer identified?
The filer is notified once the portal has received thier filing and again once it has been accepted at the local Case Management System.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
That has yet to be determined.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.

They will be stored electronically and placed in a TIFF format.

Please explain how you are dealing with documents and/or information that are exempt from public access.
The Case Management system we use (Benchmark) sets up security that keeps documents and information flagged as exempt from public view.

How do you deal with documents where the filer has indicated the filing is an emergency?
We currently handle those the same way as non-emergency filings, they are processed as we receive them. To date we have been able to process all e-filings we receive on a given day during the work week which means we do not have a large backlog of e-filings at any point during a day.

Page 9

How will you handle paper submissions in court?
We will take those submissions from the court back to our office and process them manually in our CMS.

How will they be scanned and stored?
They will be scanned locally and stored in the same location as all other documents.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
The public pc's are located in the public areas adjacent to the Clerk office.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Our current CMS has the ability to create unique roles that can be configured to allow access to douments and information in many specific ways.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties may be added at the portal level now.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
We can tell immediately if a filing does not process in our local system. We

then contact FACC and alert them to the problem and then we will manullay print out the douments from the portal and process them manually in our CMS.

Please describe your plans to deal with failures.
If a filing fails to be processed in our local system we willprint out the documents at theportal level and manually process them locally.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
We provide a web based portal with a login and a password that offers real time data.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
None at present.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Off site storage of all our data in the event the courthouse is destroyed or rendered unuseable. We have a redundant power system along with a diesel generator for power.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing

conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
The portal is editing the documents submitted for accessibility requirements.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
The judges in our county have direct access to us and have been instructed to contact us in the event they or their staff cannot view court data. We also monitor the availabilityof our web access programs.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic

County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
They are available immeditately upon acceptance into our local case management system.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
From our case management system a case can be retrieved in 2 seconds or less.

What is the retrieval time for a single document?
You can access a document from our case management system from the docket tab in about 2 to 3 seconds.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Okaloosa County Court Survey Response Details

Response Details

Page 1

Name of County	Okaloosa
Name of Clerk	Don Howard
Name of CTO	Craig Van Brussel
Survey Completed By	Craig Van Brussel
Email Address	craig.vanbrussel@flcourts1.gov
Telephone Number	(850) 595-4406
Name of Chief Judge	Terry Terrell

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?

Yes

In which court division(s) are paper files still available?

Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Santa Rosa County Clerk Survey Response Details

Response Details

Page 1

Name of County	Santa Rosa
Name of Clerk	Mary Johnson
Name of CTO	Robin Wright
Survey Completed By	Adair Cotton
Email Address	cottona@flcjn.net
Telephone Number	850-981-5536
Name of Chief Judge	T Terrell

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency

Probate

What has been your experience so far with the ePortal that would be beneficial to share?
We are very pleased with the progress this system has allowed us to proceed with our path to a paperless court system.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Criminal and Appealate eFiling, optional subscription service for attorneys and state agencies.

What format documents are you receiving through the ePortal?
Word
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
once

Have you received single files larger than 25MB?
Yes

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Local TIFF images can be converted to searchable documents for viewing on demand, in compliance with statutory requirements. Per our eFiling approval letter from the Court, we will continue to provide paper documents to the judiciary until such time as the judiciary elects to implement an electronic viewer system.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

If not, what elements would you like to see included in the electronic envelope?
N/A

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The eFiler is automatically notified by email once the case and associated documents have been successfully reviewed, accepted, and the import to the local case maintenance system has been completed. If it is a new case, the case number is provided in the automatic email notification. These notifications are also available to the eFiler from within the ePortal Notifications screen.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?

Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Any filing that requires correction is moved into a Pending Queue. The clerk reviewer indicates the deficiency and the eFiler is notified via automatic email that the filing requires corrections, including the reasons indicated during the review process. If the filing is corrected within 5 business days, it is reviewed and completed and the eFiler is notified via the normal methods. If it is not corrected within 5 business days, or cannot be corrected, it is Filed for Judicial Review and the eFiler is notified of this action via automatic email.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
When the document is accepted in the local CMS, an additional date/time stamp is affixed to the bottom of the document. As dictated by the Court, the official filing date/time is the one affixed by the ePortal on the upper right corner of the document.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
The ePortal uses a 128-Bit Secure Sockets Layer (SSL) certificate to establish a private communication channel that enables encryption of the data during transmission of the filing. The SSL certificate consists of a public key and a private key. The public key is used to encrypt the information and the private key is used to decipher it. This public/private key encryption ensures that filings are not corrupted or changed during transmission. When a filer communicates with the ePortal, a SSL handshake authenticates the ePortal (Web site) and the filer (using a Web browser). The ePortal also verifies that all required fields are present in order to allow submission of the filing. The ePortal also validates the filing to ensure that the filing complies with ECF standard. The filing is presented to the clerk electronically for visual inspection and validation of the data and image.

How is the filer identified?
The filer is identified by their ePortal credentials including name and email address

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
SAME

Please explain how you are dealing with documents and/or information that are exempt from public access.
If a filer electronically files a document containing information identified as exempt from public access pursuant to Rule 2.420, Florida Rules of Judicial Administration and applicable statute, the filer shall indicate that the document contains confidential information by placing the notation “confidential” in the comments section. Documents that are exempt or claimed to be exempt from public access shall be processed pursuant to Rule 2.420. When the exempt document is filed with the local CMS, it will be flagged in the same manner as current paper filings. Our case management application is coded to mark exempt filings as confidential and flags the image as confidential.

How do you deal with documents where the filer has indicated the filing is an emergency?
If they are marked emergency, they are worked as our first priority.

Page 9

How will you handle paper submissions in court?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will they be scanned and stored?
TIFF format

Will they be searchable?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
courthouse

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?

By level of security authorization.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties may be added on the “Parties” tab of the ePortal for new and/or existing cases.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
ePortal operational staff monitor this and alert us to any potential failures. Since the ePortal has already received the filing, it has been date/time stamped and there is no effect on the due date.

Please describe your plans to deal with failures.
Enhanced capability has been added to the ePortal to allow County Administrators to “re-push” filings where problems are encountered. The ePortal operational staff also assists in these operations, as required.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
CCIS and other local web applications where applicable.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
The ePortal is required to be fully ADA Compliant. Our development vendor is required to meet the Supreme Court’s ADA standards in our contractual Statement of Work.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software

purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
During the product development, our developers used Accessibility tools that are part of Microsoft Visual Studio 2008 . You can find more information on Accessibility support in ASP.Net at http://msdn.microsoft.com/en-us/library/ms228004.aspx . Our developers also used the Web Accessibility toolbar (http://www.visionaustralia.org.au/ais/toolbar/) for Internet Explorer to verify accessibility during development. The ePortal application is tested with the “AccVerify” tool from HiSoftware http://www.hisoftware.com/products/accverify.html and also uses Jaws for Windows Screen Reader software from Freedom Scientific with Internet Explorer.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
None at this time.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?

Any issues are addressed through normal communication channels; such as website, email, and phone calls.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
seconds

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
seconds

What is the retrieval time for a single document?
seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Santa Rosa County Court Survey Response Details

Response Details

Page 1

Name of County	Santa Rosa
Name of Clerk	Mary Johnson
Name of CTO	Craig Van Brussel
Survey Completed By	Craig Van Brussel
Email Address	craig.vanbrussel@flcourts1.gov
Telephone Number	(850) 595-4406
Name of Chief Judge	Terry Terrell

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and

document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Once completed in the eportal, almost immediately in most instances, otherwise less than 15 minutes.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Immediate

What is the retrieval time for a single document?
Immediate

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Walton County Clerk Survey Response Details

Response Details

Page 1

Name of County	WALTON
Name of Clerk	MARTHA INGLE
Name of CTO	LINDA WARREN
Survey Completed By	LINDA WARREN
Email Address	WARLINDA@CO.WALTON.FL.US
Telephone Number	8509517233
Name of Chief Judge	TERRY TERRELL

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Civil Traffic
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.

Yes, the ability to efile traffic and criminal cases electronically. Currently, we can only accept edocuments filed in existing cases in both of these areas. Also need improvement on ePortal and Clericus to execute additional monies due for filings on existing cases - reopens, summons, appeals, pro hac vice, etc.

What format documents are you receiving through the ePortal?
Word
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
ePortal sends a second email to the filer.

Page 6

Are you protecting the system from unauthorized network intrusion and

malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
We email details to filer via the portal.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
We have an additional date and time stamp at the bottom of the document in addition to the received date stamp at top.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
We still require paper follow-up by the filer.

How is the filer identified?
Same as above.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Docket, scan and file them in the case file. Future plans are the batch file the documents by date received.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Photo's are stored as tiff files.

Please explain how you are dealing with documents and/or information that are exempt from public access.
We redact the exempt portion of the document and/or make the filing confidential, which excludes the image from public record.

How do you deal with documents where the filer has indicated the filing is an emergency?
We expedite the filing.

Page 9

How will you handle paper submissions in court?
We will follow the standards set forth by the legislature and CCOC.

How will they be scanned and stored?
They will be scanned into the same case maintenance and image depository that the efiled documents are stored. We will store the paper within the case file and eventually batch store the document by date received.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Computers are located at our main courthouse and annex location.

Will your system have the means to provide higher role based electronic access?
No

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
EPortal and Clericus interface allows additional parties to be added by the filer.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?

Florida Association of Court Clerks emails our office with any filings that have not processed for more than 3days. These filings were all issues where we had manually processed the files and the efilings were still not released from the ePortal.

Please describe your plans to deal with failures.
Same as above. If a filing will not close when worked electronically or manually, we contact FACC to help us clear the filing.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
We offer real time document processing via CCIS. In addition Attorney's of record, Judges and assistants, Jail, Sheriff, State Attorney, Public Defender, Guardian Ad Litem, DJJ, and Child Support Enforcement subscribe to WEBCC (a local system) that allows access to all Walton County cases and images real time.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
Walton County has case and progress dockets online for public searches.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Our system is checked for accuracy and availability regulary.

Have you conducted any tests of the accessibility of the data created by

or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
Yes

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Email thru the ePortal is available to communicate or we contact the attorney directly by phone.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
We encourage them to contact us immediately if there is an issue that needs addressing and worth together for a solution.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Civil Traffic
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

In which court division(s) are paper files still available?

Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately upon accepting the efiling.

Have your system(s) improved the workflow and document management services to the court?
No

Page 14

What is the retrieval time for an electronic case?
Seconds

What is the retrieval time for a single document?
Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Walton County Court Survey Response Details

Response Details

Page 1

Name of County	Walton
Name of Clerk	Martha Ingle
Name of CTO	Craig Van Brussel
Survey Completed By	Craig Van Brussel
Email Address	craig.vanbrussel@flcourts1.gov
Telephone Number	(850) 595-4406
Name of Chief Judge	Terry Terrell

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?

Yes

In which court division(s) are paper files still available?

Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Franklin County Clerk Survey Response Details

Response Details

Page 1

Name of County	Franklin
Name of Clerk	Marcia M. Johnson
Name of CTO	n/a
Survey Completed By	Marcia M. Johnson
Email Address	mmjohnson@franklinclerk.com
Telephone Number	850-653-8861, ext. 103
Name of Chief Judge	Charles Francis

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
We find it to be beneficial to the attorney filing.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Criminal and Apellate eFiling and optional subscription services for attorneys.

What format documents are you receiving through the ePortal?
Word
PDF
WordPerfect

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
PDF
TIFF
Accepted PDFs received from the ePortal are converted to TIFF format for storage. All documents are stored as TIFF, but readily accessible via the Clerk's local CMS. Additionally, local TIFF images can be converted to searchable documents for viewing on demand.

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Local TIFF images can be converted to searchable documents for viewing on demand, in compliance with statutory requirements. Per our eFiling approval letter from the Court, we will continue to provide paper documents to the judiciary until such time as the judiciary elects to implement an electronic viewer system.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the

filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The eFiler is automatically notified by email once the case and associated documents have been successfully reviewed, accepted, and the import to the local case maintenance system has been complete. If it is a new case, the case number is provided in the automatic email notification. These notifications are also available to the eFiler from within the ePortal Notifications screen.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Any filing that requires correction is moved into a Pending Queue. The clerk reviewer indicates the deficiency and the eFiler is notified via automatic email

that the filing requires corrections, including the reasons indicated during the review process. If the filing is corrected within 5 business days, it is reviewed and completed and the eFiler is notified via the normal methods. If it is not corrected within 5 business days, or cannot be corrected, it is Filed for Judicial Review and the eFiler is notified of this action via automatic email.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?

Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?

When the document is accepted in the local CMS, an additional date/time stamp is affixed to the bottom of the document. As dictated by the Court, the official filing date/time is the one affixed by the ePortal on the upper right corner of the document.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?

The ePortal uses a 128-Bit Secure Sockets Layer (SSL) certificate to establish a private communication channel that enables encryption of the data during transmission of the filing. The SSL certificate consists of a public key and a private key. The public key is used to encrypt the information and the private key is used to decipher it. This public/private key encryption ensures that filings are not corrupted or changed during transmission. When a filer communicates with the ePortal, a SSL handshake authenticates the ePortal (Web Site) and the filer (using a Web browser). The ePortal also verifies that all required fields are present in order to allow submission of the filing. The ePortal also validates the filing to ensure that the filing complies with ECF standard. The filing is presented to the clerk electronically for visual inspection and validation of the data and image.

How is the filer identified?

The filer is identified by their ePortal credentials including name and email address.

Does the local clerk system allow for the printing of electronic files on demand as needed?

Yes

How will you handle the submission of non-electronic documents or exhibits?

Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
We haven't experienced this as yet, and would probably copy and scan them as above, but we would check with the other counties in our circuit on this process.

Please explain how you are dealing with documents and/or information that are exempt from public access.
If a filer electronically files a document containing information identified as exempt from public access pursuant to Rule 2.420, Florida Rules of Judicial Administration and applicable statute, the filer shall indicate that the document contains confidential information by placing the notation "confidential" in the comments section. Documents that are exempt or claimed to be exempt from public access shall be processed pursuant to Rule 2.420. When the exempt document is filed with the local CMS, it will be flagged in the same manner as current paper filings. Our case management application is coded to mark exempt filings as confidential and flags the image as confidential.

How do you deal with documents where the filer has indicated the filing is an emergency?
If they are marked emergency, they are worked as our first priority.

Page 9

How will you handle paper submissions in court?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will they be scanned and stored?
TIFF format. Local TIFF images can be converted to searchable documents for viewing on demand, in compliance with statutory requirements. Per our eFiling approval letter from the Court, we will continue to provide paper documents to the judiciary until such time as the judiciary elects to implement an electronic viewer system.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing
Until such time eFiling is offered to the public via the ePortal

If public computers are provided, where will the computers be located?
At our courthouse

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
By level of security authorization

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties may be added on the “Parties” tab of the ePortal for new and/or existing cases.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
ePortal operational staff monitor this and alert us to any potential failures. Since the ePortal has already received the filing, it has been date/time stamped and there is no effect on the due date.

Please describe your plans to deal with failures.
Enhanced capability has been added to the ePortal to allow County Administrators to “re-push” filings where problems are encountered. The ePortal operational staff also assists in these operations, as required.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
CCIS and other local web applications where applicable.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
The ePortal is required to be fully ADA Compliant. Our development vendor is

required to meet the Supreme Court's ADA standards in our contractual Statement of Work.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?

Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?

During the product development, our developers used Accessibility tools that are part of Microsoft Visual Studio 2008. You can find more information on Accessibility support in ASP.Net at http://msdn.microsoft.com/en-us/library/ms22804.aspx. Our developers also used the Web Accessibility toolbar (http://www.visionaustralia.org.au/ais/toolbar/) for Internet Explorer to verify accessibility during development. The ePortal application is tested with the "AccVerify" tool from HiSoftware http://www.hisoftware.com/products/accverify.html and also uses Jaws for Windows Screen Reader software from Freedom Scientific with Internet Explorer.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?

Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?

No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?

No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?

No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?

None at this time.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Any issues are addressed through normal communication channels such as website, email, and telephone calls.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately via both CCIS and other applicable local websites.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Seconds

What is the retrieval time for a single document?
Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Franklin County Court Survey Response Details

Response Details

Page 1

Name of County	Franklin
Name of Clerk	Marcia Johnson
Name of CTO	Danny Davis
Survey Completed By	Isaac Shuler
Email Address	shuleri@leoncountyfl.gov
Telephone Number	850-577-8065
Name of Chief Judge	Hon. Charles Francis

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?

Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Access to electronic documents is through CCIS.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Seconds

What is the retrieval time for a single document?
Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Gadsden County Clerk Survey Response Details

Response Details

Page 1

Name of County	Gadsden
Name of Clerk	Nicholas Thomas
Name of CTO	Stephanie Sunday
Survey Completed By	Glenda McPherson
Email Address	gmc@gadsdenclerk.com
Telephone Number	850-875-8601 x 224
Name of Chief Judge	Charles Francis

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
No

What has been your experience so far with the ePortal that would be beneficial to share?
5. No CMS does not interface directly now but it will soon. 7. Everything has been working, but there are some changes that we would like to see happen. See question 9.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
The notification process needs to be changed. It would be nice to have the deputy clerks notified in the division they work instead of the administrator of the system. For example, if a Circuit Civil filing comes in, all users within that department/division are notified. While the Clerk's offices continue to have a paper office, printing out the pleadings from e-portal and placing them in a file, the placement of "electronically filed date" is in the line of the hole punch;

therefore, the date is no longer on the paper. When binding in file you don't know what was filed first, second, etc as date is missing. Can this be changed ASAP. When we go paperless the placement of the "electronically filed date" will not be an issue. The electronic stamp does not state the county in which the filer has filed its paper.

What format documents are you receiving through the ePortal?
Word
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Our documents are available for searching through the web or by public computer found in the courthouse. Documents are available to people outside of courthouse through our website. We can assist anyone with special needs. We are in accordance with the accessibility requirements that are set forth in these sections of the Florida Statutes.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
No

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
No

If not, what elements would you like to see included in the electronic envelope?
3. No, our system isn't seamless. Case has to be entered into our system to generate a case number and then case number is entered into the e-port. 4. Case numbers can be generated in the near future when we allow interaction between the e-portal and our civil system.

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
No

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
1. Notifications are provided to us through the e-portal. In the future our CMS system will provide this notification. 3. The e-portal system provided by FCCC notifies our filers when their documents have been reviewed and officially placed in our case management system.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
The deputy clerk will email the attorney which filed the case and then return

the filing to the common queue so the attorney can make changes as needed. This is how we were told to handle this by FCCC so I believe this process does not conflict with rules or standards.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
None

How is the filer identified?
Through signatures on the documents and the FILED BY provided in the e-portal.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
As usual, it will be scanned and imaged as other documents are.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
TIFF File like usual. If cannot be scanned it will be maintained as is. If scanned, we will still maintain the images as is in the case file.

Please explain how you are dealing with documents and/or information that are exempt from public access.
Certain document types are case types are marked confidential so the images are not provided to the public as well as other sensitive information on the case. Images that are provided to the public are redacted.

How do you deal with documents where the filer has indicated the filing is an emergency?
Like every other emergency document, not treated any different.

Page 9

How will you handle paper submissions in court?
Stamp that says filed in court, date, stamped and docketed.

How will they be scanned and stored?
They are stored as a TIFF file.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or

computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
In our recording division.

Will your system have the means to provide higher role based electronic access?
No

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
It will be verified and either accepted or returned for corrections just like initial filings.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
FCCC does not have a way to contact us that a filing did not go through. If we do not receive a filing and the filer states they did so, the IT Department will notify FCCC.

Please describe your plans to deal with failures.
Contact FCCC to discuss the failure and how to resolve.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Remote access to our system or they may look at information provided through CCIS.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
No

Is remote access available to other parties or agencies?
No

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
We have taken all the necessary measures to allow access to our technology system for persons with disabilities.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
We have tested access to our system from a public computer to ensure our data is available to the public and persons with disabilities.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
6. All e-filing applications submitted for approval include a "Statement of Accessibility/Certification". 7. Our vendor does this. 9. The deputy clerk will notify the filer by phone or email to let them know.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?

We handle complaints or concerns as they come in. We will address these in meetings with department heads and the Clerk.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
3 days, but this usually happens in 24 hours. We are not a paperless office. We've been scanning documents for years now and they are immediately accessible to the courts.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Immediate

What is the retrieval time for a single document?
24 hours.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
No

Jefferson County Clerk Survey Response Details

Response Details

Page 1

Name of County	JEFFERSON
Name of Clerk	KIRK REAMS
Name of CTO	JOHNNIE ABRON, (IT COORDINATOR, CLERK'S OFFICE)
Survey Completed By	TYLER MCNEILL, CHIEF DEPUTY CLERK
Email Address	TMCNEILL@JEFFERSONCLERK.COM
Telephone Number	850-342-0218 X231
Name of Chief Judge	CHARLES A FRANCIS

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
CRIMINAL AND APPELLATE EFILING AND OPTIONAL SUBSCRIPTION

SERVICES FOR ATTORNEYS.

What format documents are you receiving through the ePortal?
Word
PDF
WORD PERFECT

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
NO

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Local TIFF images can be converted to searchable documents for viewing on demand, in compliance with statutory requirements. Per our eFiling approval letter from the Court, we will continue to provide paper documents to the judiciary until such time as the judiciary elects to implement an electronic viewer system.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
Yes

The ePortal acknowledges the receipt of a filing within the notification

part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The eFiling is automatically notified by mail once the case and associated documents have been successfully reviewed, accepted, and the import to the local case maintenance system has been completed. If it is a new case, the case number is provided in the automatic email notification. These notifications are also available to the eFiling from within the ePortal notifications screen.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Any filing that requires correction is moved into a pending queue. The clerk reviewer indicates the deficiency and the efiler is notified via automatic email that the filing requires corrections, including the reasons indicated during the review process. If the filing is corrected within five business days, it is reviewed and completed and the efiling is notified via the normal methods. If it is not corrected within five business days, or cannot be corrected, it is Filed for Judicial Review and the efiler is notified of this action via automatic email.

The filing is deemed filed on the date and time the electronic filing is

received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
Yes. There is common, uniform ePortal date/timestamp in the upper right corner period. Additionally, a second date/timestamp is added to the document when it is accepted into the local CMS.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
The ePortal uses a 128-BIT Secure Sockets Layer (SSL) certificate to establish a private communication channel that enables encryption of the data during transmission of the filing. The SSL certificate consists of a public key and a private key. The public key is used to encrypt the information and the private key is used to decipher it. This public/private key encryption ensures that filings are not corrupted or changed during transmission. When a filer communicates with the ePortal, an SSL handshakes authenticates the ePortal (Web site) and the filer (using a Web browser). The ePortal also verifies that all required fields are present in order to allow submission of the filing. The ePortal also validates the filing to ensure that the filing complies with ECF standard. The filing is presented to the clerk electronically for visual inspection and validation of the data and image.

How is the filer identified?
The filer is identified by their ePortal credentials, including name and email address.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Paper documents are scanned using high quality document scanners, reviewed and saved in the existing CMS and document managing system. This method is the standard method for converting paper to electronic (TIFF) images.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
TIFF FORMAT

Please explain how you are dealing with documents and/or information that are exempt from public access.
If a filer electronically files a document containing information identified as exempt from public access pursuant to Rule 2.420, Florida Rules of Judicial

Administration and applicable statute, the filer shall indicate that the document contains confidential information by placing the notification “confidential” in the comments section. Documents that are exempt or claim to be exempt from public access shall be processed pursuant to Rule 2.420. When the exempt document is filed with the local CMS, it will be flagged in the same manner as current paper filings. Our case management application is coded to mark exempt filings as confidential and flags the image as confidential.

How do you deal with documents where the filer has indicated the filing is an emergency?
If they are marked emergency, they are worked as our first priority.

Page 9

How will you handle paper submissions in court?
Paper documents are scanned using high quality document scanners, reviewed and saved in the existing CMS and document management system. This method is the standard method from converting paper to electronic (TIFF) images.

How will they be scanned and stored?
TIFF format.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
AT THE COURTHOUSE

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
BY LEVEL OF SECURITY AUTHORIZATION.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties may be added on the “Parties” tab of the ePortal for new and/or existing cases.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?

ePortal operational staff monitor this and alert us to any potential failures. Since the ePortal has already received the filing, it has been date/timestamped and there is no effect on the due date.

Please describe your plans to deal with failures.
Enhanced capability has been added to the ePortal to allow county administrators to “re-push” filings were problems are encountered. The ePortal operational staff also assist in these operations, as required.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
CCIS AND OTHER LOCAL WEB APPLICATIONS WHERE APPLICABLE

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
The ePortal is required to be fully ADA compliant. Our development vendor is required to meet the Supreme Court’s ADA standards and our contractual statement of work.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
During the product development, our developers used Accessibility Tools that are part of Microsoft Visual Studio 2008. You can find more information on Accessibility support in ASP.Net at http://msdn.microsoft.com/en-us/library/ms228004.aspx. Our developers also used the Web Accessibility toolbar (http://www.visionaustralia.org/au/ais/toolbar/) for Internet Explorer to

verify accessibility during development. The ePortal application is tested with the “AccVerify” tool from HiSoftware http://www.hisoftware.com/products/accverify.html and also uses Jaws for Windows Screen Reader software from Freedom Scientific with Internet Explorer.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
NOT AT THIS TIME

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
ANY ISSUES ARE ADDRESSED THROUGH NORMAL COMMUNICATION CHANNELS, SUCH AS WEBSITE, EMAIL AND PHONE CALLS.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil

Family (Domestic Relation)
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
IMMEDIATELY VIA BOTH CCIS AND OTHER APPLICABLE LOCAL WEBSTIES.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
SECONDS

What is the retrieval time for a single document?
SECONDS

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Jefferson County Court Survey Response Details

Response Details

Page 1

Name of County	Jefferson
Name of Clerk	Kirk Reams
Name of CTO	Danny Davis
Survey Completed By	Isaac Shuler
Email Address	ishuler@yahoo.com
Telephone Number	850-577-8065
Name of Chief Judge	Hon. Charles Francis

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?

Immediately via both CCIS and other local websites. CCIS access is dependent on when upload is preformed

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
seconds

What is the retrieval time for a single document?
seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Leon County Clerk Survey Response Details

Response Details

Page 1

Name of County	Leon
Name of Clerk	Bob Inzer
Name of CTO	Sene Bauman
Survey Completed By	Gypsy Bailey
Email Address	GBailey@leoncountyfl.gov
Telephone Number	8505774011
Name of Chief Judge	Charles Francis

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
Yes

If yes, please list.
WE HAVE ELECTRONIC PROCESSES ON OUR “JUDICIAL WEBSITE” (LOCALLY DEVELOPED): (a) JUDICIAL ORDERS OF DISMISSAL FOR FAILURE TO SERVE/PROSECUTE; (b) MENTAL HEALTH FILINGS FROM THE PUBLIC DEFENDER’S OFFICE AND LOCAL FACILITIES; (c) E-CITATIONS FROM FHP AND TPD; (d) CASE MANAGEMENT ORDERS FROM CASE MANAGERS. WE ALSO SHARE A CRIMINAL APPLICATION – JIS – IN WHICH THE LCSO CREATES NEW CASES UPON BOOKING, SO THAT WHEN PAPERWORK REACHES OUR OFFICE, THE CASE ALREADY EXISTS FOR DOCKETING.

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
THE PORTAL IS AN EVOLUTIONARY PRODUCT AND AS EXPECTED WAS NOT FULLY FUNCTIONAL WHEN OPENED. THERE HAVE BEEN MANY ENHANCEMENTS THAT HAVE BEEN MADE AND MANY THAT HAVE BEEN REQUESTED THAT ARE STILL IN PROCESS. WE HAVE SPENT SIGNIFICANT RECOURCES PROVIDING EDUCATION AND TRAINING TO LOCAL ATTORNEYS. THE FREQUENT CHANGES AND ENHANCEMENTS PROVIDE SOME ADDITIONAL COMPLEXITY TO OUR TRAINING EFFORTS. IN RETROSPECT, MORE WORK AND THOUGHT SHOULD HAVE BEEN SPENT IN THE BEGINNING BEFORE CLERKS STARTED E-FILING TO CREATE A COMMON TEMPLATE FOR THE PORTAL WITH EACH COUNTY MAKING THE MODIFICATIONS AS REQUIRED FOR LOCAL ISSUES. IN THAT NO STANDARD TEMPLATE WAS CREATED, EACH COUNTY CREATED THEIR OWN UNIQUE STRUCTURE THAT RESULTS IN A DIFFERENT LOOK AND FEEL FOR ATTORNEYS FIIING IN MULTIPLE COUNTIES.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
THE E-PORTAL AUTHORITY IS A PUBLIC ENTITY AND AS SUCH ANY DISCUSSION BETWEEN PORTAL MEMBERS REGARDING ISSUES THAT MAY BE BROUGHT BEFORE THE ENTITY WOULD BE A VIOLATION OF THE SUNSHIINE LAW UNLESS PUBLIC NOTICE WAS PROVIDED IN ADVANCE AND OPPORTUNITIES FOR THE PUBLIC TO PARTICIATE GIVEN. AS A RESULT THE AUTHORITY HAS TRANSFERRED APPROVAL OF ALL ENHANCEMENTS TO ONE CLERK. THE AUTHORITY MEMBERS ARE THEREFORE NOT ENGAGED IN MAKING DECISIONS REGARDING WHAT ENHANCEMENTS WILL BE MADE OR THE PRIORITIES OF SUCH ENHANCEMENTS. WE ARE NOT SURE THAT THE AUTHORITY HAS DEVELOPED AND ADOPTED A COMPREHENSIVE PLAN IDENTIFYING WHAT THE FULL SCOPE OF THE PORTAL WILL BE.

What format documents are you receiving through the ePortal?
Word
PDF
Word Perfect as of 08/20/12

Page 3

Are you complying with the 25 MB size limitation?
No

If so, has the size limitation caused any problems?
THE REQUIREMENT IS ON THE FILER. THERE IS NO POPUP MESSAGE/STOP REGARDING A SUBMISSION ON THE PORTAL THAT

MAY EXCEED THE LIMIT, BUT THAT SHOULD BE SERIOUSLY CONSIDERED. FURTHER, THE SIZE OF THE SUBMISSION IS NOT SHOWN TO US WHEN WE PROCESS THE DOCUMENT ON THE PORTAL. WHEN A FILING GETS HUNG ON THE PORTAL AND FCCC NOTIFIES US THIS IS DUE TO SIZE, WE RETURN THE FILING TO THE FILER VIA THE PENDING QUEUE.

Have you received single files larger than 25MB?
Yes

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
WE WILL WORK WITH OUR VENDOR TO INSURE COMPLIANCE WITH THESE REQUIREMENTS WHEN OR AFTER WE GO LIVE IN OUR NEW CASE MAINTENANCE APPLICATION, BENCHMARK.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
WE RELY ON THE FINAL PORTAL NOTIFICATION THAT RESULTS FROM THE SEND BACK SERVICE WE USE. IT TELLS THE FILER THAT THE DOCUMENT HAS BEEN PROCESSED LOCALLY. IF THE FILER WANTS TO VIEW THE CASE AND PROGRESS DOCKET ENTRIES, HE/SHE CAN SIGN ON TO THE JUDICIAL WEBSITE TO VIEW THE CASE, PROGRESS

DOCKET ENTRIES, AND IMAGES.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
AS OF 08/20/12, THE PORTAL HAS PENDING QUEUE FUNCTIONALITY THAT PERMITS US TO RETURN FILINGS, PROVIDING REASONS FOR THE RETURN, AND PERMITS EFILERS TO RESUBMIT AFTER CORRECTING THE ISSUES AND STILL RETAIN THE ORIGINAL STAMPED FILED DATE.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
LOCALLY WE HAVE SECURITY LEVELS IN OUR APPLICATION. CONCERNING ECITATIONS, WE HAVE A SECURITY GATE.

How is the filer identified?
IDENTITY IS ESTABLISHED AT THE PORTAL AND SENT IN THE XML TO US, AS NOTED IN OUR ELECTRONIC FILING APPLICATION DATED 02/26/10 SENT TO THOMAS HALL AT THE FLORIDA SUPREME COURT.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
CONCERNING DOCUMENTS, WE WILL CONTINUE TO ACCEPT, DOCKET AND FILE THEM AS WE CURRENTLY DO; WHEN WE GO LIVE ON OUR NEW CASE MAINTENANCE APPLICATION, WE WILL ACCEPT, SCAN, DOCKET AND FILE THE PAPER IN THE PAPER FILE. CONCERNING EXHIBITS, WE WILL CONTINUE AS WE CURRENTLY DO, I.E., KEEP FILE SIZED EXHIBITS IN FILES TO THE EXTENT POSSIBLE, OTHERWISE IN THE EVIDENCE VAULT. OUR JUDICIARY STILL ONLY USES PAPER FILES EVEN IN CASES THAT ARE AVAILABLE TO THEM ELECTRONICALLY.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
WE HAVE NOT HAD PHOTOGRAPHS ELECTRONICALLY FILED – ONLY ON CD, WHICH WE STORE IN THE FILE. IF THEY ARE SUBMITTED ELECTRONICALLY, WE WILL STORE ELECTRONICALLY.

Please explain how you are dealing with documents and/or information that are exempt from public access.
IN THE PAPER WORLD, CONFIDENTIAL INFORMATION IS REDACTED BEFORE THE FILE/INFORMATION IS PRESENTED TO THE PUBLIC. IF A DOCUMENT IS CONFIDENTIAL, IT IS PLACED ON A NON-PLEADING SIDE OF THE FILE WHICH IS REMOVED PRIOR TO PUBLIC VIEWING. IN THE ELECTRONIC WORLD, WE DO NOT HAVE IMAGES ON OUR PUBLIC WEBSITE BUT INSTEAD PROVIDE THEM ON A FREE SUBSCRIPTION WEBSITE BASED ON RIGHTS AND ROLES TO JUDGES, ATTORNEYS AND AGENCIES. ON THAT WEBSITE, CONFIDENTIAL FILES ARE ACCESSIBLE ONLY AS PROVIDED BY LAW.

How do you deal with documents where the filer has indicated the filing is an emergency?
THESE ARE FLAGGED ON THE PORTAL, NOTIFYING US OF THEIR EMERGENCY NATURE. WE CHECK OUR LOCAL RULES TO INSURE THEY ARE IN FACT EMERGENCIES; IF THEY ARE NOT, WE CONTACT THE FILER TO ASK QUESTIONS. IF THEY ARE, WE PRINT AND TAKE THE FILE TO THE JUDGE, SINCE OUR JUDICIARY STILL DEMANDS PAPER FILES.

How will you handle paper submissions in court?
AFTER COURT, WE WILL SCAN THE DOCUMENTS TO THE FILE, ATTACHING THE IMAGES TO PROGRESS DOCKET ENTRIES.

How will they be scanned and stored?
AFTER COURT, WE WILL SCAN THE DOCUMENTS TO THE FILE, ATTACHING THE IMAGES TO PROGRESS DOCKET ENTRIES.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing
Filing

If public computers are provided, where will the computers be located?
IN OUR CENTRALIZED HELP CENTER, LOCATED INSIDE OUR MAIN LOBBY.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
ROLE BASED SECURITY ACCESS.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
OUR LOCAL PROCESSING OF ELECTRONIC FILING PERMITS US TO ADD A PARTY AFTER CASE INITIATION. WE DO SO UPON COURT ORDER, AND WHEN COUNTER CLAIMS, CROSS CLAIMS OR THIRD PARTY COMPLAINTS ARE FILED.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
WE HAVE A LOCAL POLICY THAT THOSE WHO PROCESS EFILINGS FOLLOW. DAILY WE RUN FILING REPORTS ON THE PORTAL TO CHECK THE STATUS OF FILINGS SUBMITTED. THE STATUS INDICATED TELLS US WHETHER FILINGS ARE “HUNG” ON THE PORTAL AND THUS CANNOT COME DOWN TO US LOCALLY FOR PROCESSING. WHEN THAT HAPPENS, WE NOTIFY CIVI-TEK OF THE PORTAL ISSUE AND WORK WITH THAT ENTITY TO RESOLVE THE ISSUE. TO INSURE THAT WE MEET TIME STANDARDS, WE PROCESS THE EFILING MANUALLY ON THE PORTAL.

Please describe your plans to deal with failures.
WE HAVE A LOCAL POLICY THAT THOSE WHO PROCESS EFILINGS

FOLLOW. DAILY WE RUN FILING REPORTS ON THE PORTAL TO CHECK THE STATUS OF FILINGS SUBMITTED. THE STATUS INDICATED TELLS US WHETHER FILINGS ARE “HUNG” ON THE PORTAL AND THUS CANNOT COME DOWN TO US LOCALLY FOR PROCESSING. WHEN THAT HAPPENS, WE NOTIFY CIVI-TEK OF THE PORTAL ISSUE AND WORK WITH THAT ENTITY TO RESOLVE THE ISSUE. TO INSURE THAT WE MEET TIME STANDARDS, WE PROCESS THE EFILING MANUALLY ON THE PORTAL.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
WE HAVE PROVIDED SUCH ACCESS TO THE JUDICIARY FOR YEARS THROUGH OUR JUDICIAL WEBSITE.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
No

What steps have you taken to ensure the accessibility of your technology system(s)?
OUR CURRENT APPLICATION IS NOT AND WE WILL BE WORKING WITH THE VENDOR FOR OUR NEW APPLICATION TO INSURE COMPLIANCE AS REQUIRED BY LAW.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
OUR CURRENT APPLICATION IS NOT AND WE WILL BE WORKING WITH THE VENDOR FOR OUR NEW APPLICATION TO INSURE COMPLIANCE AS REQUIRED BY LAW.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
WE HAVE NOT DEVELOPED SUCH PROCEDURES AND BELIEVE THAT THIS IS NOT A MINISTERIAL FUNCTION THAT SHOULD BE DONE BY THE CLERK. WERE WE TO MAKE SUCH DETERMINATION, WE HAVE NO AUTHORITY NOT TO ACCEPT WHAT IS SUBMITTED BY THE FILER.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
WE HAVE NOT DEVELOPED SUCH PROCEDURES.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
WITHIN THE 48 HOURS PERFORMANCE STANDARD WE ARE REQUIRED TO MEET, EXCEPT THAT EMERGENCY DOCUMENTS ARE HANDLED IMMEDIATELY. AFTER IMPLEMENTATION OF OUR NEW CASE MANAGEMENT SYSTEM THAT WILL PROVIDE A MORE INTEGRATED APPLICATION OF THE E-PORTAL, WE WILL REVIEW THE CURRENT PERFORMANCE STANDARDS TO DETERMINE WHETHER DIFFERENT STANDARDS SHOULD BE ADPOTED FOR ELECTRONIC FILINGS.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
BOTH THE COUNTY AND OUR OFFICE HAVE A GIGABYTE BACKBONE. HOWEVER, WE BELIEVE THIS QUESTION IS NOT APPLICABLE, AS THE SECOND JUDICIAL CIRCUIT IS IN THE PROCESS OF REVIEWING CAPS-COMPLIANT APPLICATIONS FOR USE BY THE JUDICIARY IN THE COURTROOM. THEY HAVE NOT MADE THEIR SELECTION AND WE ARE NOT AWARE OF THE RETRIEVAL TIMES FOR SUCH APPLICATIONS.
ALL YES/NO QUESTIONS BELOW ARE ANSWERED AFFIRMATIVELY WITHOUT KNOWLEDGE, BASED ON OUR UNDERSTANDING THAT ANY APPLICATION SELECTED BY THE JUDICIARY WILL HAVE TO MEET THESE REQUIREMENTS AS PART OF CAPS.

What is the retrieval time for a single document?
BOTH THE COUNTY AND OUR OFFICE HAVE A GIGABYTE BACKBONE. HOWEVER, WE BELIEVE THIS QUESTION IS NOT APPLICABLE, AS THE SECOND JUDICIAL CIRCUIT IS IN THE PROCESS OF REVIEWING CAPS-COMPLIANT APPLICATIONS FOR USE BY THE JUDICIARY IN THE COURTROOM. THEY HAVE NOT MADE THEIR SELECTION AND WE ARE NOT AWARE OF THE RETRIEVAL TIMES FOR SUCH APPLICATIONS.
ALL YES/NO QUESTIONS BELOW ARE ANSWERED AFFIRMATIVELY WITHOUT KNOWLEDGE, BASED ON OUR UNDERSTANDING THAT ANY APPLICATION SELECTED BY THE JUDICIARY WILL HAVE TO MEET THESE REQUIREMENTS AS PART OF CAPS.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Liberty County Clerk Survey Response Details

Response Details

Page 1

Name of County	Liberty
Name of Clerk	Robert Hill
Name of CTO	FCCC
Survey Completed By	Kathleen E. Brown
Email Address	kbrown@libertyclerk.com
Telephone Number	850-643-2215
Name of Chief Judge	Charles Francis

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
We find it to be beneficial to the attorney filing

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Criminal and Appellate eFiling and optional subscription services for attorneys

What format documents are you receiving through the ePortal?

Word
PDF
WordPerfect

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
Accepted PDF's received from the e-Portal are converted to TIFF format for storage. All documents are stored as TIFF, but readily accessible via the Clerk's local CMS. Additionally, local TIFF images can be converted to searchable documents for viewing on demand.

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Local TIFF images can be converted to searchable documents for viewing on demand, in compliance with statutory requirements. Per our e-Filing approval letter from the Court, we will continue to provide paper documents to the judiciary until such time as the judiciary elects to implement an electronic viewer system

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The e-Filer is automatically notified by email once the case and associated documents have been successfully reviewed, accepted, and the import to the local case maintenance system has been complete. If it is a new case, the case number is provided in the automatic email notification. These notifications are also available to the eFiler from within the ePortal Notifications screen.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Any filing that requires correction is moved into a Pending Queue. The clerk reviewer indicates the deficiency and the eFiler is notified automatic email that the filing requires corrections, including the reasons indicated during the review process. If the filing is corrected within 5 business days, it is reviewed and completed and the eFiler is notified via the normal methods. If it is not corrected within 5 business days, or cannot be corrected, it is Filed for Judicial Review and the eFiler is notified of this action via automatic email.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
There is the common, uniform ePortal date/time stamp in the upper right corner. Additionally, a second date/time stamp is added to the document when it is accepted into the local CMS.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
The ePortal uses a 128-Bit Secure Sockets Layer (SSL) certificate to establish a private communication channel that enables encryption of the data during transmission of the filing. The SSL certificate consists of a public key and a private key. the public key is used to encrypt the information and the private key is used to decipher it. This public/private key encryption ensures that filings are not corrupted or changed during transmission. When a filer communicates with the ePortal, a SSL handshake authenticates the ePortal(Web Site) and the filer (using a Web browser). The ePortal also verifies that all required fields are present in order to allow submission of the filing. The ePortal also validates the filing to ensure that the filing complies with ECF standard. The filing is presented to the clerk electronically for visual inspection and validation of the data and image.

How is the filer identified?
The filer is identified by their ePortal credentials including name and email address.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
We haven't experienced this as yet, and would probably copy and scan them as above, but we would check with the other counties in our circuit on this process.

Please explain how you are dealing with documents and/or information

that are exempt from public access.
If a filer electronically files a document containing information identified as exempt from public access pursuant to Rule 2.420, Florida Rules of Judicial Administration and applicable statute, the filer shall indicate that the document contains confidential information by placing the notation "confidential" in the comments section. Documents that are exempt or claimed to be exempt from public access shall be processed pursuant to Rule 2.420. When the exempt document is filed with the local CMS, it will be flagged in the same manner as current paper filings. Our case management application is coded to mark exempt filings as confidential and flags the image as confidential.

How do you deal with documents where the filer has indicated the filing is an emergency?
If they are marked emergency, they are worked as our first priority.

Page 9

How will you handle paper submissions in court?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will they be scanned and stored?
TIFF format

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
At our courthouse

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
By level of security authorization.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties may be added on the "Parties" tab of the ePortal for new and/or

existing cases.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
ePortal operational staff monitor this and alert us to any potential failures. Since the ePortal has already received the filing, it has been date/time stamped and there is no effect on the due date.

Please describe your plans to deal with failures.
Enhanced capability has been added to the ePortal to allow County Administrators to "re-push" filings where problems are encountered. The ePortal operational staff also assists in these operations, as required.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
CCIS and other local web applications where applicable.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
The ePortal is required to be fully ADA Compliant. Our development vendor is required to meet the Standard Court's ADA standards in our contractual Statement of Work.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
During the product development, our developers used Accessibility tools that

are part of Microsoft Visual Studio 2008. You can find more information on Accessibility support in ASP.Net at http://msdn.microsoft.com/enus/library/ms22804.aspx. Our developers also used the Web Accessibility toolbar (http://www.visionaustralia.org.au/ais/toolbar/) for Internet Explorer to verify accessibility during development. The ePortal application is tested with the "AccVerify" tool from HiSoftware http://www.hisoftware.com/products/accverify.html and also uses Jaws for Windows Screen Reader software from Freedom Scientific with Internet Explorer.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
None at this time.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Any issues are addressed through normal communication channels such as website, email, and telephone calls.

Page 13

Have all electronic processes that involve the judiciary been approved

by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately via both CCIS and other applicable local websites.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Seconds

What is the retrieval time for a single document?
Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Liberty County Court Survey Response Details

Response Details

Page 1

Name of County	Liberty
Name of Clerk	Kathy Brown
Name of CTO	Danny Davis
Survey Completed By	Isaac Shuler
Email Address	shuleri@leoncountyfl.gov
Telephone Number	850-509-9136
Name of Chief Judge	Hon. Charles Francis

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
access to records is via CCIS, so access to records is based on when files are upload

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for a single document?
Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Wakulla County Court Survey Response Details

Response Details

Page 1

Name of County	Wakulla
Name of Clerk	Brent X Thurmond
Name of CTO	Danny Davis
Survey Completed By	Isaac Shuler
Email Address	shuleri@leoncountyfl.gov
Telephone Number	850-577-8065
Name of Chief Judge	Hon. Charles Francis

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Access to documents is usually done through CCIS. As such time frame varies do to upload schedule

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Varies, access is through CCIS. But is almost done in a matter of seconds.

What is the retrieval time for a single document?
Varies, access is through CCIS. But is almost done in a matter of seconds.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Columbia County Clerk Survey Response Details

Response Details

Page 1

Name of County	Columbia
Name of Clerk	P. DeWitt Cason
Name of CTO	Patricia Perry
Survey Completed By	Brady Clark
Email Address	bclark@columbiaclerk.com
Telephone Number	3867582169
Name of Chief Judge	Leandra Johnson

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
County Civil
County Criminal
Criminal Traffic

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
County Civil
County Criminal
Criminal Traffic

What has been your experience so far with the ePortal that would be beneficial to share?
It has saved a lot of time. Clerks spend about 10 minutes a day accepting cases, compared to an hour or so putting cases into the system. It is a lot more efficient.

Are there any areas of the ePortal that need improvement or further development?
No

What format documents are you receiving through the ePortal?
Word

PDF
TIFF

Page 3

Are you complying with the 25 MB size limitation?
Yes

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
We use our CMS to search through documents.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
Yes

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The ePortal sends an automatic email to the filer notifying them.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
When a filing is rejected, we state a reason why, that is emailed to the filer.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
It is placed at the top of the paper, and is in our system as the official filed time.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Visual inspection

How is the filer identified?
Name, address, bar number

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?

Manually brought or sent to us.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
electronically, tiff

Please explain how you are dealing with documents and/or information that are exempt from public access.
redaction and access restrictions

How do you deal with documents where the filer has indicated the filing is an emergency?
we work on that case immediately

Page 9

How will you handle paper submissions in court?
the same as we always have

How will they be scanned and stored?
with a scanner into our case management system

Will they be searchable?
No

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
No

If public computers are provided, where will the computers be located?
in our recording department

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
user account permission and group policy lockdown

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
in our case management system

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
automated from the eportal

Please describe your plans to deal with failures.
we deal directly with the filer

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
web interface

Is remote access available to the judiciary and court staff?
No

Is remote access available to attorneys?
No

Is remote access available to other parties or agencies?
No

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
our computers have accessibility options, and can always be assisted by our staff

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
our staff is trained to help disabled people

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs

or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
none

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
complaints can be sent to chief deputy or clerk

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
County Civil
County Criminal
Criminal Traffic

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
within two days

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
10 minutes

What is the retrieval time for a single document?
5 minutes

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

Columbia County Court Survey Response Details

Response Details

Page 1

Name of County	Columbia
Name of Clerk	P. Dewitt Cason
Name of CTO	John Lake
Survey Completed By	Duane Bestoso / Brady Clark
Email Address	bestoso.duane@jud3.flcourts.org
Telephone Number	386-754-7025 / 386-758-2169
Name of Chief Judge	Leandra Johnson

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
It works flawlessly. Cuts work for Clerk's and for Attorneys, much faster.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Case codes aren't relevant or in depth enough. Attorneys are modifying the case codes.

What format documents are you receiving through the ePortal?
Word
PDF

Page 3

Are you complying with the 25 MB size limitation?
No

If so, has the size limitation caused any problems?
Not sure

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Unknown, Tiff format is not OCR.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
By E-mail sent automatically to the filer when the case is modified.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Via E-mail from e-Portal.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
Super-text at the top of the paper or scan.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Visual, proof read.

How is the filer identified?
Bar number and Name.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Manually added to the case.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Scanned to TIFF format.

Please explain how you are dealing with documents and/or information that are exempt from public access.
Sealed and redacted.

How do you deal with documents where the filer has indicated the filing is an emergency?
No e-Portal emergency filing. Emergency filing must be filed manually with the Clerk.

Page 9

How will you handle paper submissions in court?
Scan to TIFF.

How will they be scanned and stored?
Document Scanner, stored to CCIS database, maps to the case.

Will they be searchable?
No

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Clerk's customer service lobby.

Will your system have the means to provide higher role based electronic access?
No

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Manually.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
E-mail to IT Tech from ePortal. Attorneys call the Clerk's Office as well.

Please describe your plans to deal with failures.
Request the send file manually. Report failure and request fixes via the FACC Helpdesk.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Electronic

Is remote access available to the judiciary and court staff?
No

Is remote access available to attorneys?
No

Is remote access available to other parties or agencies?
No

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
IT Tech verified functionality.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
None

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online

applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
Yes

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
None

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Talk to Deputy Clerk first, then the Clerk.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
24 Hours

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
10 minutes

What is the retrieval time for a single document?
30 minutes

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Dixie County Clerk & Court Survey Response Details

Response Details

Page 1

Name of County	Dixie
Name of Clerk	Dana Johnson
Name of CTO	John Lake
Survey Completed By	D. Bestoso D. Johnson
Email Address	bestoso.duane@jud3.flcourts.org
Telephone Number	386-754-7025 352-498-1200
Name of Chief Judge	Leandra Johnson

Page 2

Are you presently receiving filings through the ePortal?
No

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
No

What has been your experience so far with the ePortal that would be beneficial to share?
Not using it at this time.

Are there any areas of the ePortal that need improvement or further development?
No

What format documents are you receiving through the ePortal?
Not using it at this time.

Page 3

Are you complying with the 25 MB size limitation?
No

If so, has the size limitation caused any problems?
Not using it at this time.

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
Not using it at this time.

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility

requirements in sections 282.601-282.606, Florida Statutes?
Not using it at this time.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
No

Do you receive this information from the ePortal?
No

Are the data elements included in the electronic envelope sufficient to open a case?
No

If not, what elements would you like to see included in the electronic envelope?
Not using it at this time.

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
No

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Not using it at this time.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
No

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
No

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
No

Are you ensuring the integrity of the data (e.g., access control)?
No

Are you satisfying the statutory requirements of data retention?

No

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
No

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
No

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Not using it at this time.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
Not using it at this time.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Not using it at this time.

How is the filer identified?
Not using it at this time.

Does the local clerk system allow for the printing of electronic files on demand as needed?
No

How will you handle the submission of non-electronic documents or exhibits?
Not using it at this time.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Not using it at this time.

Please explain how you are dealing with documents and/or information that are exempt from public access.
Not using it at this time.

How do you deal with documents where the filer has indicated the filing is an emergency?
Not using it at this time.

Page 9

How will you handle paper submissions in court?
Not using it at this time.

How will they be scanned and stored?
Not using it at this time.

Will they be searchable?
No

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
No

What functionality will the public be provided with electronic access?
Not using it at this time.

If public computers are provided, where will the computers be located?
Not using it at this time.

Will your system have the means to provide higher role based electronic access?
No

If yes, how will this be accomplished?
Not using it at this time.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Not using it at this time.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Not using it at this time.

Please describe your plans to deal with failures.
Not using it at this time.

Will you provide access to case management data to the court(s) in your circuit?
No

What type of data feeds do you provide?
Not using it at this time.

Is remote access available to the judiciary and court staff?
No

Is remote access available to attorneys?
No

Is remote access available to other parties or agencies?
No

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
No

What steps have you taken to ensure the accessibility of your technology system(s)?
Not using it at this time.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Not using it at this time.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Not using it at this time.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Not using it at this time.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
No

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Not using it at this time.

Have your system(s) improved the workflow and document management services to the court?
No

Page 14

What is the retrieval time for an electronic case?
Not using it at this time.

What is the retrieval time for a single document?
1 hour

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?

No

Do system(s) allow a single user to view multiple documents simultaneously?

No

Hamilton County Clerk Survey Response Details

Response Details

Page 1

Name of County	Hamilton
Name of Clerk	Greg Godwin
Name of CTO	Greg Godwin
Survey Completed By	Kristy Morgan/FACC
Email Address	morgank@flcjn.net
Telephone Number	386-792-6815
Name of Chief Judge	Leandra Johnson

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Probate

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Criminal and Appellate eFiling and optional subscription services for attorneys.

What format documents are you receiving through the ePortal?
Word
PDF
TIFF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?

No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
Accepted PDF's received from the ePortal are converted to TIFF format for storage. All documents are stored as TIFF, but readily accessible via the Clerk's local CMS. Additionally, local TIFF images can be converted to searchable documents for viewing on demand.

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Local TIFF images can be converted to searchable documents for viewing on demand, in compliance with statutory requirements. Per our eFiling approval letter from the Court, we will continue to provide paper documents to the judiciary until such time as the judiciary elects to implement an electronic viewer system.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The eFiler is automatically notified by email once the case and associated documents have been successfully reviewed, accepted, and the import to the local case maintenance system has been completed. If it is a new case, the case number is provided in the automatic email notification. These notifications are also available to the eFiler from within the ePortal

Notifications screen.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Any filing that requires correction is moved into a Pending Queue. The clerk reviewer indicates the deficiency and the eFiler is notified via automatic email that the filing requires corrections, including the reasons indicated during the review process. If the filing is corrected within 5 business days, it is reviewed and completed and the eFiler is notified via the normal methods. If it is not corrected within 5 business days, or cannot be corrected, it is Filed for Judicial Review and the eFiler is notified of this action via automatic email.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
Yes. There is the common, uniform ePortal date/time stamp in the upper right corner. Additionally, a second date/time stamp is added to the document

when it is accepted into the local CMS.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
The ePortal uses a 128-Bit Secure Sockets Layer (SSL) certificate to establish a private communication channel that enables encryption of the data during transmission of the filing. The SSL certificate consists of a public key and a private key. The public key is used to encrypt the information and the private key is used to decipher it. This public/private key encryption ensures that filings are not corrupted or changed during transmission. When a filer communicates with the ePortal, a SSL handshake authenticates the ePortal (Web site) and the filer (using a Web browser). The ePortal also verifies that all required fields are present in order to allow submission of the filing. The ePortal also validates the filing to ensure that the filing complies with ECF standard. The filing is presented to the clerk electronically for visual inspection and validation of the data and image.

How is the filer identified?
The filer is identified by their ePortal credentials including name and email address.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
We still retain a paper file at this time so the photographs will be stored in the paper file.

Please explain how you are dealing with documents and/or information that are exempt from public access.
If a filer electronically files a document containing information identified as exempt from public access pursuant to Rule 2.420, Florida Rules of Judicial Administration and applicable statute, the filer shall indicate that the document contains confidential information by placing the notation “confidential” in the comments section. Documents that are exempt or claimed to be exempt from public access shall be processed pursuant to Rule 2.420. When the exempt document is filed with the local CMS, it will be flagged in the same manner as current paper filings. Our case management application is coded to mark exempt filings as confidential and flags the image

as confidential.

How do you deal with documents where the filer has indicated the filing is an emergency?
If they are marked emergency, they are worked as our first priority

Page 9

How will you handle paper submissions in court?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will they be scanned and stored?
TIFF format

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
At our courthouse

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
By level of security authorization

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties may be added on the “Parties” tab of the ePortal for new and/or existing cases.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
ePortal operational staff monitor this and alert us to any potential failures. Since the ePortal has already received the filing, it has been date/time stamped and there is no effect on the due date.

Please describe your plans to deal with failures.
Enhanced capability has been added to the ePortal to allow County Administrators to “re-push” filings where problems are encountered. The ePortal operational staff also assists in these operations, as required.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
CCIS and other local web applications where applicable.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
The ePortal is required to be fully ADA Compliant. Our development vendor is required to meet the Supreme Court's ADA standards in our contractual Statement of Work.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
During the product development, our developers used Accessibility tools that are part of Microsoft Visual Studio 2008 . You can find more information on Accessibility support in ASP.Net at http://msdn.microsoft.com/en-us/library/ms228004.aspx . Our developers also used the Web Accessibility toolbar (http://www.visionaustralia.org.au/ais/toolbar/) for Internet Explorer to verify accessibility during development. The ePortal application is tested with the "AccVerify" tool from HiSoftware http://www.hisoftware.com/products/accverify.html and also uses Jaws for Windows Screen Reader software from Freedom Scientific with Internet Explorer.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online

applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
None at this time.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Any issues are addressed through normal communication channels; such as website, email, and phone calls.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic

Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately via both CCIS and other applicable local websites.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Seconds

What is the retrieval time for a single document?
Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Hamilton County Court Survey Response Details

Response Details

Page 1

Name of County	Hamilton
Name of Clerk	W. Greg Godwin
Name of CTO	John Lake
Survey Completed By	Brian Hawkins
Email Address	hawkins.brian@jud3.flcourts.org
Telephone Number	386-758-2163
Name of Chief Judge	Leandra Johnson

Page 2

If so, for what court divisions?
Circuit Civil
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
speed

Are there any areas of the ePortal that need improvement or further development?
No

What format documents are you receiving through the ePortal?
Word

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
no

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
Word

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Handled by the program.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
No

Do you receive this information from the ePortal?
No

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
e-mail

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
rejection notification

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
user credentials

How is the filer identified?
user credentials

Does the local clerk system allow for the printing of electronic files on demand as needed?
No

How will you handle the submission of non-electronic documents or exhibits?
they will be accepted

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
physical copy

Please explain how you are dealing with documents and/or information that are exempt from public access.
not in the e-portal

How do you deal with documents where the filer has indicated the filing is an emergency?
treated like any emercency.

Page 9

How will you handle paper submissions in court?
kept in paper form

How will they be scanned and stored?
they will not be

Will they be searchable?
No

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
No

What functionality will the public be provided with electronic access?
Filing

If public computers are provided, where will the computers be located?
on site

Will your system have the means to provide higher role based electronic access?
No

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
added by the clerk

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
not sure

Please describe your plans to deal with failures.
not sure

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
none

Is remote access available to the judiciary and court staff?
No

Is remote access available to other parties or agencies?
No

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and

Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
none

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
none

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
e-mail notification

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
call the Clerk

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Probate

In which court division(s) are paper files still available?
Circuit Civil
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
immediatley

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
na

What is the retrieval time for a single document?
na

Can system(s) print on demand?
No

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

Lafayette County Clerk & Court Survey Response Details

Response Details

Page 1

Name of County	Lafayette
Name of Clerk	Ricky Lyons
Name of CTO	John Lake
Survey Completed By	D. Bestoso & H. Owens
Email Address	bestoso.duane@jud3.flcourts.org
Telephone Number	386-754-7025 386-294-1600
Name of Chief Judge	Leandra Johnson

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Civil Traffic
County Civil
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Civil Traffic
County Civil
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
It has worked well.

Are there any areas of the ePortal that need improvement or further development?
No

What format documents are you receiving through the ePortal?
Unknown

Page 3

Are you complying with the 25 MB size limitation?

No

If so, has the size limitation caused any problems?
Unknown

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
No changes are made to the documents. They are stored in whatever format that we recieve then in.

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Unknown

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
Yes

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
They normally don't notify the filer as the files are normally received physically from the filer. The filer must look in CCIS to check the status of filings.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption,

redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Corrupted files are rejected back to the filer to send again or bring in manually.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
Manual stamp on physical paper.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
They view it and accept it.

How is the filer identified?
Company Name of the Law Firm is on the top of the paperwork.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Manually scanned into CCIS.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
PDF

Please explain how you are dealing with documents and/or information that are exempt from public access.
Don't scan confidential documents.

How do you deal with documents where the filer has indicated the filing is an emergency?
Print it and physically take it to the Judge.

Page 9

How will you handle paper submissions in court?
Manually scan into CCIS.

How will they be scanned and stored?
PDF in CMS.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing
Filing

If public computers are provided, where will the computers be located?
Lobby in the Clerk's office.

Will your system have the means to provide higher role based electronic access?
No

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Unknown, not done yet.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Unknown

Please describe your plans to deal with failures.
Manually call the filer.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
CCIS

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
No

What steps have you taken to ensure the accessibility of your technology system(s)?
Unknown, no local IT staff.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Unknown, no local IT staff.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications

comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Unknown, no local IT staff.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Unknown, no local IT staff.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
No

What court division(s) are presently receiving electronic case files?
Circuit Civil
Civil Traffic
County Civil
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
No

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
24 hours or less.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Immediate if able to e-mail it to the requester. 48 hours if it has to be physically mailed.

What is the retrieval time for a single document?
10 minutes.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Madison County Court Survey Response Details

Response Details

Page 1

Name of County	Madison
Name of Clerk	Tim Sanders
Name of CTO	John Lake
Survey Completed By	Brian Hawkins
Email Address	hawkins.brian@jud3.flcourts.org
Telephone Number	386-758-2163
Name of Chief Judge	Leandra Johnson

Page 2

If so, for what court divisions?
Circuit Civil
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
No

What has been your experience so far with the ePortal that would be beneficial to share?
automation

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Better training

What format documents are you receiving through the ePortal?
Word

Page 3

In what format(s) are you storing documents?
Word

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Don't know

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
Yes

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Don't know

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
contact filer

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Don't know

How is the filer identified?
name

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
filed

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
filed

Please explain how you are dealing with documents and/or information that are exempt from public access.
kept fron public access

How do you deal with documents where the filer has indicated the filing is an emergency?
processed as an emergency

Page 9

How will you handle paper submissions in court?
placed in court file

How will they be scanned and stored?
scanned to database

Will they be searchable?
Yes

If public computers are provided, where will the computers be located?
Don't know

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Don't know

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Call FACC

Please describe your plans to deal with failures.
Don't know

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Don't know

Is remote access available to the judiciary and court staff?
No

Is remote access available to attorneys?
No

Is remote access available to other parties or agencies?
No

Page 11

What steps have you taken to ensure the accessibility of your technology system(s)?
Don't know

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Don't know

Page 12

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Don't know

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Don't know

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used

to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
immediatley

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
NA

What is the retrieval time for a single document?
NA

Can system(s) print on demand?
No

Can system(s) print selected pages or parts of pages?
No

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

Suwannee County Clerk Survey Response Details

Response Details

Page 1

Name of County	Suwannee
Name of Clerk	Barry A. Baker
Name of CTO	Linc Schofield
Survey Completed By	Darlene Daniels
Email Address	darlened@suwclerk.org
Telephone Number	386-362-0523
Name of Chief Judge	Leandra Johnson

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
You should have a good working knowledge of the ePortal so that you can help filers navigate it.

Are there any areas of the ePortal that need improvement or further

development?
Yes

If yes, please explain.
E-filing for Appellate and Criminal. Also, optional subscription services for attorneys.

What format documents are you receiving through the ePortal?
Word
PDF
Word Perfect

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No.

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF
All documents are stored at TIFF, but accessible via the Clerk's local CMS. Local TIFF images can be converted to searchable documents for viewing on demand.

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
In compliance with statutory requirements, local TIFF images can be converted to searchable documents for viewing on demand. Per our eFiling approval letter from the court, we will continue to provide paper documents to the judiciary until such time as the judiciary elects to implement an electronic viewer system.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

If not, what elements would you like to see included in the electronic envelope?

N/A

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The eFiler is automatically notified by email once the case and associated documents have been successfully reviewed, accepted, and the import to the local case maintenance system has been completed. If it is a new case, the case number is provided in the automatic email notification. These notifications are also available to the eFiler from within the ePortal Notifications Screen.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing

in the wrong county, corrupted files, or conflicts with rules or standards?
Any filing that requires correction is moved into a Pending Queue. The clerk reviewer indicates the deficiency and the eFiler is notified via automatic email that the filing requires corrections, incuding the reasons indicated during the review process. If the filing is corrected within 5 business days, it is reviewed and completed and the eFiler is notified via the normal methods. If it is not corrected within 5 business days, or cannot be corrected, it is filed for Judicial Review and the eFiler is notified of this action via automatic email.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
When the document is accepted in the local CMS, an additional date/time stamp is affixed to the bottom of the document. As dictated by the Court, the official filing date/time is the one affixed by the ePortal on the upper right corner of the document.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
You cannot alter an efiled document. The document is viewable only within the ePortal. The ePortal uses a 128-Bit Secure Sockets Layer (SSL) certificate to establish a private communication channel that enables encryption of the data during transmission of the filing. The SSL certificate consists of a public key and a private key. The public key is used to encrypt the information and the private key is used to decipher it. This public/private key encryption ensures that filings are not corrupted or changed during transmission. Then a filer communicates with the ePortal, a SSL handshake authenticates the ePortal (Web site) and the filer (using a Web browser). The ePortal also verifies that all required fields are present in order to allow submission of the filing. The ePortal also validates the filing to ensure that the filing complies with ECF standard. The filing is presented to the clerk electronically for visual inspection and validation of the data and image.

How is the filer identified?
The filer is identified by their ePortal credentials including name and email address.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?

Paper documents are scanned using high-quality scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Same as above.

Please explain how you are dealing with documents and/or information that are exempt from public access.
If a filer electronically files a document containing information identified as exempt from access pursuant to Rule 2.420, Florida Rules of Judicial Administration and applicable statute, the filer shall indicate that the document contains confidential information by placing the notation "confidential" in the comments section. Documents that are exempt or claimed to be exempt from public access shall be processed pursuant to Rule 2.420. When the exempt document is filed with the local CMS, it will be flagged in the same manner as current paper filings. Our case management application is coded to mark exempt filing as confidential and flags the image as confidential.

How do you deal with documents where the filer has indicated the filing is an emergency?
Emergency filings are worked as our first priority.

Page 9

How will you handle paper submissions in court?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will they be scanned and stored?
TIFF format.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
In our courthouse.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
By level of security authorization.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties may be added on the "Parties" tab of the ePortal for new and/or existing cases.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
ePortal operational staff monitor this and alert us to any potential failures. Since the ePortal has already received the filing, it has been date/time stamped and there is no effect on the due date.

Please describe your plans to deal with failures.
Enhanced capability has been added to the ePortal to allow County Administrators to "re-push" filings where problems are encountered. The ePortal operational staff also assists in these operations as required.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
CCIS and other local web applications where applicable.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
The ePortal is required to be fully ADA Compliant. Our development vendor is required to meet the Supreme Court's ADA standards in our contractual Statement of Work.

Have you conducted any tests of the accessibility of your technology

system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
During the product development, our developers used Accessibility tools that are part of Microsoft Visual Studio 2008. You can find more information on Accessibility support in ASP.Net at http://msdn.microsoft.com/en-us/library/ms228004.aspx. Our developers also used the Web Accessibility toolbar (http://www.visionaustralia.org.au/ais/toolbar/) for Internet Explorer to verify accessibility during development. the ePortal application is tested with the "AccVerify" tool from HiSoftware http://www.hisoftware.com/products/accverify.html and also uses Jaws for Windows Screen Reader software from Freedom Scientific with Internet Explorer.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

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Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
None at this time.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the

data available through those systems?
Any issues are addressed through normal communication channels; such as website, email, and phone calls.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Civil Traffic
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately via both CCIS and other applicable local websites.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Seconds

What is the retrieval time for a single document?
Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Suwannee County Court Survey Response Details

Response Details

Page 1

Name of County	Suwannee
Name of Clerk	Barry Baker
Name of CTO	John Lake
Survey Completed By	Not able to contact anyone in the Clerk's Office
Email Address	lake.john@jud3.flcourts.org
Telephone Number	386-362-0500
Name of Chief Judge	Leandra Johnson

Page 2

If yes, please list.
Not able to contact anyone in the Clerk's Office

What has been your experience so far with the ePortal that would be beneficial to share?
Not able to contact anyone in the Clerk's Office

If yes, please explain.
Not able to contact anyone in the Clerk's Office

Page 3

If so, has the size limitation caused any problems?
Not able to contact anyone in the Clerk's Office

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Not able to contact anyone in the Clerk's Office

Page 4

If not, what elements would you like to see included in the electronic envelope?
Not able to contact anyone in the Clerk's Office

Page 5

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Not able to contact anyone in the Clerk's Office

Page 7

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Not able to contact anyone in the Clerk's Office

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
Not able to contact anyone in the Clerk's Office

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Not able to contact anyone in the Clerk's Office

How is the filer identified?
Not able to contact anyone in the Clerk's Office

How will you handle the submission of non-electronic documents or exhibits?
Not able to contact anyone in the Clerk's Office

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Not able to contact anyone in the Clerk's Office

Please explain how you are dealing with documents and/or information that are exempt from public access.
Not able to contact anyone in the Clerk's Office

How do you deal with documents where the filer has indicated the filing is an emergency?
Not able to contact anyone in the Clerk's Office

Page 9

How will you handle paper submissions in court?
Not able to contact anyone in the Clerk's Office

How will they be scanned and stored?
Not able to contact anyone in the Clerk's Office

If public computers are provided, where will the computers be located?
Not able to contact anyone in the Clerk's Office

If yes, how will this be accomplished?
Not able to contact anyone in the Clerk's Office

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?

Not able to contact anyone in the Clerk's Office

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Not able to contact anyone in the Clerk's Office

Please describe your plans to deal with failures.
Not able to contact anyone in the Clerk's Office

What type of data feeds do you provide?
Not able to contact anyone in the Clerk's Office

Page 11

What steps have you taken to ensure the accessibility of your technology system(s)?
Not able to contact anyone in the Clerk's Office

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Not able to contact anyone in the Clerk's Office

Page 12

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Not able to contact anyone in the Clerk's Office

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Not able to contact anyone in the Clerk's Office

Page 13

How soon after filing are electronic documents available to the court?
Not able to contact anyone in the Clerk's Office

Page 14

What is the retrieval time for an electronic case?
Not able to contact anyone in the Clerk's Office

What is the retrieval time for a single document?
Not able to contact anyone in the Clerk's Office

Taylor County Clerk & Court Survey Response Details

Response Details

Page 1

Name of County	Taylor
Name of Clerk	Annie Mae Murphy
Name of CTO	John Lake
Survey Completed By	John Lake / Gary Knowles
Email Address	lake.john@jud3.flcourts.org
Telephone Number	386-719-7413
Name of Chief Judge	Leandra Johnson

Page 2

Are you presently receiving filings through the ePortal?
No

Do you directly receive electronic filings from any other source other than the ePortal?
No

If yes, please list.
Target Start Date, 9-28-2012.

Does your CMS interface directly with the ePortal?
No

What has been your experience so far with the ePortal that would be beneficial to share?
Target Start Date, 9-28-2012.

Are there any areas of the ePortal that need improvement or further development?
No

If yes, please explain.
Target Start Date, 9-28-2012.

What format documents are you receiving through the ePortal?
Target Start Date, 9-28-2012.

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If so, has the size limitation caused any problems?
Target Start Date, 9-28-2012.

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
Target Start Date, 9-28-2012.

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Target Start Date, 9-28-2012.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
No

Do you receive this information from the ePortal?
No

Are the data elements included in the electronic envelope sufficient to open a case?
No

If not, what elements would you like to see included in the electronic envelope?
Target Start Date, 9-28-2012.

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
No

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Target Start Date, 9-28-2012.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
No

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
No

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
No

Are you ensuring the integrity of the data (e.g., access control)?
No

Are you satisfying the statutory requirements of data retention?
No

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
No

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
No

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Target Start Date, 9-28-2012.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
Target Start Date, 9-28-2012.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Target Start Date, 9-28-2012.

How is the filer identified?
Target Start Date, 9-28-2012.

Does the local clerk system allow for the printing of electronic files on demand as needed?
No

How will you handle the submission of non-electronic documents or exhibits?
Target Start Date, 9-28-2012.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Target Start Date, 9-28-2012.

Please explain how you are dealing with documents and/or information that are exempt from public access.
Target Start Date, 9-28-2012.

How do you deal with documents where the filer has indicated the filing is an emergency?

Target Start Date, 9-28-2012.

Page 9

How will you handle paper submissions in court?
Target Start Date, 9-28-2012.

How will they be scanned and stored?
Target Start Date, 9-28-2012.

Will they be searchable?
No

What functionality will the public be provided with electronic access?
Target Start Date, 9-28-2012.

If public computers are provided, where will the computers be located?
Target Start Date, 9-28-2012.

Will your system have the means to provide higher role based electronic access?
No

If yes, how will this be accomplished?
Target Start Date, 9-28-2012.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Target Start Date, 9-28-2012.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Target Start Date, 9-28-2012.

Please describe your plans to deal with failures.
Target Start Date, 9-28-2012.

Will you provide access to case management data to the court(s) in your circuit?
No

What type of data feeds do you provide?
Target Start Date, 9-28-2012.

Is remote access available to the judiciary and court staff?
No

Is remote access available to attorneys?
No

Is remote access available to other parties or agencies?
No

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
No

What steps have you taken to ensure the accessibility of your technology system(s)?
Target Start Date, 9-28-2012.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Target Start Date, 9-28-2012.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Target Start Date, 9-28-2012.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other

persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Target Start Date, 9-28-2012.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
No

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
No

Do you have the ability to deliver a paper file if requested?
No

How soon after filing are electronic documents available to the court?
Target Start Date, 9-28-2012.

Have your system(s) improved the workflow and document management services to the court?
No

Page 14

What is the retrieval time for an electronic case?
Target Start Date, 9-28-2012.

What is the retrieval time for a single document?
Target Start Date, 9-28-2012.

Can system(s) print on demand?
No

Can system(s) print selected pages or parts of pages?
No

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

Duval County Clerk & Court Survey Response Details

Response Details

Page 1

Name of County	Duval
Name of Clerk	Jim Fuller
Name of CTO	Mike Smith
Survey Completed By	Mike Smith/Jill Misra Clerk IT Manager
Email Address	mikejs@coj.net
Telephone Number	904-962-4599
Name of Chief Judge	Donald Moran

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
Yes

If yes, please list.
FHP Civil Traffic Citations and Soon JSO Civil Traffic Citations

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
Slightly less foot traffic and parking requirements. Efiling in general will help the Duval Clerk and Courts realize the paperless court initiative currently in progress.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Filers have expressed the desire to not have to put in the party identifier and branch on existing cases since these fields vary from county to county. One county uses XXXX another may us 0000 in the party identifier. The Clerk's office would like to have the filer notified up front that a scanned images is not scanned correctly. The preferred format of a scanned image would be 300 DPI 8 1/2 by 11 when scanning documents

What format documents are you receiving through the ePortal?
Word
PDF
TIFF
RTF

Page 3

Are you complying with the 25 MB size limitation?
No

If so, has the size limitation caused any problems?
Yes. The incorrect scan settings has caused the filings to be greater than 25 mb's.

Have you received single files larger than 25MB?
Yes

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Our WEB application will convert the TIFF images into searchable PDF's

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

If not, what elements would you like to see included in the electronic envelope?
N/A

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
No

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Once the filing is approved and added to the CMS there is a transaction sent back to the ePortal. The ePortal then sends the filer updates the filers log and sends an email notification to the filer. For new cases the newly assigned case number is sent in the ePortal email and is updated in the filers log. The filer can then sign on to the CMS WEB system and view the filing

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
When transactions are submitted to the county from the ePortal they are placed into an eFiling workflow queue. Each department review the filings and

approves and places them into a pending queue. When a filing is placed into a pending queue the clerk will place a comment on the transaction as to why the filing was placed into a pending status. This comment is then sent back to the eportal. The eportal updates the transaction with the comment and changes the status to Pending. The ePortal emails the filer notifying them with the reason. The filer has the option of correcting the filing. If the filer has not corrected the filing within five days the department contacts the filer and determines what should be done with the pending filing.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
NO not on the document. When the transaction is processed is logged and audited in the CMS.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
There is no way beyond visual inspection of the obvious to determine whether a hard copy or electronic copy is altered.

How is the filer identified?
Bar number and unique login credentials.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
We docket them to the case. If it is a document that is time sensitive, we could scan it on for the attorney so that the image would be there immediately. If it wasn't time sensitive it would go through the normal channels. Evidence is handled as submitted (CD, DVD, hard copy if not 8.5 X 11, etc.)

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Stored as received. We currently do not store any digital photo's in the CMS.

Please explain how you are dealing with documents and/or information that are exempt from public access.
The documents are flagged in the CMS as NON-Public secure documents.

How do you deal with documents where the filer has indicated the filing is an emergency?
The filing is highlighted in red the CMS workflow queue.

Page 9

How will you handle paper submissions in court?
Because of budget cuts, the in-court processing is an unattainable concept.

How will they be scanned and stored?
The papers will be scanned to the correct case and verified for accuracy at a later date.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
1. Will the public be able to access electronic files by web portal or computers that may be provided to the public for access? (Yes/No) YES. We do not have physical files. If someone wants to view a document or file they can go to any available public access computer and view the pleadings. If they want to see a docket list, they can view that using any computer with internet access. 2. What functionality will the public be provided with electronic access (viewing, filing, other)? If someone wanted to view the actual electronic image of any pleading they could use our public access computer or purchase a copy of any pleading from our copy center. If they needed something docketed and filed immediately, they could deliver it to our office and we could easily assist them with the filing. Our office also has classes to assist attorneys with the transition from paper filing to electronic filings. If public computers are provided, where will the computers be located? Each department will have computers for the public to view files. They have staff members that can walk them through the public search process and assist them with viewing pleadings

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Security roles have been defined. The application has the ability to define a security role for each agency or department or group. Security levels are defined down to specific docket codes, statutes, case types, court types, attorney of record, etc.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?

After an initial pleading is filed and a case is opened the clerks must go to the parties screen and add the actual physically parties. We only add physical parties to the case.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
If an attorney is having a problem with the ePortal, typically they will call our office to report the problem. In most cases there is a simple solution to the problem. If the pleading says that it is “validating” or is not showing up in the queue, we get the reference number and notify the appropriate person. From there, they contact the ePortal, and the issue is typically solved within a few minutes. The ePortal resubmits the transaction to the CMS system.

Please describe your plans to deal with failures.
Contact the ePortal.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
WEB base system.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
No

What steps have you taken to ensure the accessibility of your technology system(s)?
CTO is working with city ADA contact.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?

CTO is working with city ADA contact.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
This responsibility, aside from obvious compatibility, should reside with the ePortal.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Open communication and cooperation between Courts and Clerk. Email and phone

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal

Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
No

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
We try to clear out the queue multiple times a day. The pleadings that are filed electronically will almost always be available on the docket within the hour. The documents are available to the court real-time after scanning.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Immediately when entered into CMS

What is the retrieval time for a single document?
Immediately when entered into CMS

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Nassau County Clerk Survey Response Details

Response Details

Page 1

Name of County	Nassau
Name of Clerk	John A. Crawford
Name of CTO	Mitchell Keiter
Survey Completed By	Mitchell Keiter
Email Address	mkeiter@nassauclerk.com
Telephone Number	904-548-4575
Name of Chief Judge	Donald Moran

Page 2

Are you presently receiving filings through the ePortal?
No

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Criminal and Appellate eFiling and optional subscription service for attorneys.

What format documents are you receiving through the ePortal?
Word
PDF
WordPerfect

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Local TIFF images can be converted to searchable documents for viewing on Demand, in compliance with statutory requirements. Per our eFiling approval letter from the Court, we will continue to provide paper documents to the judiciary until such time as the judiciary elects to implement and electronic viewer system.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
Yes

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The eFiler is automatically notified by email once the case and associated documents have been successfully reviewed, accepted, and the import to the local case maintenance system has been completed. If it is a new case, the case number is provided in the automatic email notification. These

notifications are also available to the eFiler from within the ePortal Notifications screen.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Any filing that requires correction is moved into a Pending Queue. The clerk reviewer indicates the deficiency and the eFiler is notified via automatic email that the filing requires corrections, including the reasons indicated during the review process. If the filing is corrected within 5 business days, it is reviewed and completed and the eFiler is notified via the formal methods. If it is not corrected within 5 business days, or cannot be corrected, it is filed for Judicial Review and the eFiler is notified of this action via automatic email.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
When the document is accepted in the local CMS, an additional date/time

stamp is affixed to the bottom of the document. As dictated by the Court, the official filing date/time is the one affixed by the ePortal on the upper right corner of the document.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
The ePortal uses a 128-Bit Secure Sockets Layer (SSL)certificate to establish a private communication channel that enables encryption of the data during transmission of the filing. The SSL certificate consists of a public key and a private key. The public key is used to encrypt the information and the private key is used to decipher it. This public/private key encryption ensures that filings are not corrupted or changed during the transmission. When a filer communicates with the ePortal, a SSL handshake authenticates the ePortal (Web site) and the filer (using a Web browser). The ePortal also verifies that all required fields are present in order to allow submission of the filing. The ePortal also validates the filing to ensure that the filing complies with the ECF standard. The Filing is presented to the clerk electronically for visual inspection and validation of the data and image.

How is the filer identified?
The filer is identified by their ePortal credentials including name and email address

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Same as above

Please explain how you are dealing with documents and/or information that are exempt from public access.
If a filer electronically files a document containing information identified as exempt from public access pursuant to Rule 2.420, Florida Rules of Judicial administration and applicable statute, the filer shall indicate that the document contains confidential information by placing the notation “confidential” in the comments section. Documents that are exempt or claimed to be exempt from public access shall be processed pursuant to Rule 2.420. When the exempt document is filed with the local CMS, it will be flagged in the same manner as current paper filings. Our case management application is coded to mark

exempt filings as confidential and flags the image as confidential.

How do you deal with documents where the filer has indicated the filing is an emergency?
If they are marked emergency, they are worked as our first priority.

Page 9

How will you handle paper submissions in court?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will they be scanned and stored?
TIFF format

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
At our courthouse

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
By level of security authorization.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties may be added on the “Parties” tab of the ePortal for new and/or existing cases.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
ePortal operational staff monitor this and alert us to any potential failures. Since the ePortal has already received the filing, it has been date/time stamped and there is not effect on the due date.

Please describe your plans to deal with failures.
Enhanced capability has been added to the ePortal to allow County administrators to “repush” filings where problems are encountered. The ePortal operational staff also assists in these operations, as required.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
CCIS and other local web applications where applicable.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
The ePortal is required to be fully ADA Compliant. Our development vendor is required to meet the Supreme Court's ADA standards in our contractual Statement of Work.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
During the product development, our developers used Accessibility tools that are part of Microsoft Visual Studio 2008. You can find more information on accessibility support in ASP.Net at http://msdn.microsoft.com/en-us/libraryms228004.aspx our developers also used the Web Accessibility toolbar (http://www.visionaustralia.org.au/ais/toolbar/) for Internet Explorer to verify accessibility during development. The ePortal application is tested with the "AccVerify" tool from HiSoftward http://www.hisoftware.com/products/accverify.html and also uses Jaws for windows Screen Reader software from Freedom Scientific with Internet Explorer.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online

applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Not at this time.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Any issues are addressed through normal communication channels; such as website, email, and phone calls.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency

Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Once the process is implemented they will be available immediately

Page 14

What is the retrieval time for an electronic case?
Seconds

What is the retrieval time for a single document?
Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
No

Citrus County Clerk Survey Response Details

Response Details

Page 1

Name of County	Citrus
Name of Clerk	Betty Strifler
Name of CTO	Keith Heisner
Survey Completed By	Keith Heisner
Email Address	kheisner@clerk.citrus.fl.us
Telephone Number	352-341-6497
Name of Chief Judge	Daniel B Merritt Sr

Page 2

Are you presently receiving filings through the ePortal?
No

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
No

What has been your experience so far with the ePortal that would be beneficial to share?
We are just beginning to configure and test the portal functionality. I will be better prepared to complete this survey in the next month or two. Our plans are to be live by the end of October.

Are there any areas of the ePortal that need improvement or further development?
No

What format documents are you receiving through the ePortal?
None at this time

Page 3

Are you complying with the 25 MB size limitation?
Yes

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Our vendor has scheduled this upgrade in a future release

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Thru integration between the local CMS and ePortal

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
The ePortal utilizes a pending queue and notifies the filer of errors by email

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
The systems is secured thru ePortal authentication, communication is thru the firewall protected dedicated ClerkNet special circuit.

How is the filer identified?
The filer must go thru the ePortal authentication process

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
We accept docket and scan the paper documents. Other non-paper documents are stored as evidence.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Photographs are currently stored in the paper files

Please explain how you are dealing with documents and/or information that are exempt from public access.
We redact exempt information and place confidential filings in an envelope which is removed prior to public viewing.

Page 9

How will you handle paper submissions in court?
we will scan and docket paper submissions

How will they be scanned and stored?
Using an integrated imaging module in our CMS

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Inside the courthouse lobby and a public access area within the Clerk's Office next to the front counter

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Rights and roles based on security groups in the local CMS

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Not known at this time

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
The ePortal provides filing reports

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
1) Direct read-only access to the DB 2) Access to the remote access applicaiton 3) Logins to the local CMS

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
No

What steps have you taken to ensure the accessibility of your technology system(s)?
Our vendor is working on a new release.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
none

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
None

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

In which court division(s) are paper files still available?

Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Within the 48 performance standards

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
We currently do not deliver case files electronically in the courtroom

What is the retrieval time for a single document?
We currently do not deliver case files electronically in the courtroom

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Citrus County Court Survey Response Details

Response Details

Page 1

Name of County	Citrus
Name of Clerk	Betty Strifler
Name of CTO	Jonathan Lin
Survey Completed By	Jonathan Lin
Email Address	jlin@circuit5.org
Telephone Number	352-401-6707
Name of Chief Judge	Daniel B Merritt, Sr

Page 12

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?

Yes

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?

Yes

Has the judiciary in your county approved any system that is being used to deliver electronic case files?

Yes

Hernando County Clerk Survey Response Details

Response Details

Page 1

Name of County	Hernando
Name of Clerk	Karen Nicolai
Name of CTO	Doug Chorvat
Survey Completed By	Don Barbee
Email Address	dbarbee@hernandocounty.us
Telephone Number	352-540-6246
Name of Chief Judge	Merritt Sr.

Page 2

Are you presently receiving filings through the ePortal?
No

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
Easy to use, simple interface. Very limited experience thus far.

Are there any areas of the ePortal that need improvement or further development?
No

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
We are not actively e-filing

Have you received single files larger than 25MB?
No

How will you comply with the requirement for documents to be

searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Unknown as we are not actively e-filing.

Page 9

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing
Filing

Will your system have the means to provide higher role based electronic access?
No

Page 10

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Currently each judge/judicial staff have access to our CMS environment and CCIS.

Is remote access available to the judiciary and court staff?
No

Is remote access available to attorneys?
No

Is remote access available to other parties or agencies?
No

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
No

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

Page 13

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do you have the ability to deliver a paper file if requested?
Yes

Hernando County Court Survey Response Details

Response Details

Page 1

Name of County	Hernando
Name of Clerk	Karen Nicolai
Name of CTO	Jonathan Lin
Survey Completed By	Jonathan Lin
Email Address	jlin@circuit5.org
Telephone Number	352-401-6707
Name of Chief Judge	Daniel B Merritt, Sr

Page 12

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?

Yes

Lake County Clerk Survey Response Details

Response Details

Page 1

Name of County	Lake
Name of Clerk	Neil Kelly
Name of CTO	Jon Lin
Survey Completed By	Denise Bell (for Mr. Kelly)
Email Address	dbell@lakecountyclerk.org
Telephone Number	352-742-4123
Name of Chief Judge	Daniel B Merritt Sr

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?

We've seen general enthusiasm on part of those using the system. We would like for the Clerk to have more options on what we can do with poor image quality submissions due to the negative impact this will have on the integrity of the court record.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Filers need more options when processing a filing that the Clerk has sent to the Pending Queue. Our attorneys have requested the ability to forward the filing to a differnt county as well as the ability to completely withdraw a filing.

What format documents are you receiving through the ePortal?
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
As documents are redacted we are retaining the OCR content for searchability.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the

filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Through our interface with the ePortal.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Via the ePortal's Pending Queue Functionality. We supplement this with phone calls to the filer when appropriate.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and

identified separately as to not confuse the filer on the official filing time?
Our local stamp is in a different location and simply adds the County and Clerk's name to the stamp. However the date and time are pulled from the XML, so they reflect the ePortal's official time stamp.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Once received, the internal security inherent in our software and the database blob space where the images are stored tracks any attempts at or legitimate changes.

How is the filer identified?
Via the ePortal.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
These will be scanned locally and the originals will be maintained as exhibits.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Currently we are maintaining original photos. We intend to store in either JPG or PDF format in the future.

Please explain how you are dealing with documents and/or information that are exempt from public access.
Our local CMS and DMS include functionality for this security.

How do you deal with documents where the filer has indicated the filing is an emergency?
We recognize this from the ePortal's initial email and give these filings priority processing.

Page 9

How will you handle paper submissions in court?
We will accept these and manually scan them into our system.

How will they be scanned and stored?
Using a scanner in the court room connected directly to our CMS and DMS.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?

Viewing

If public computers are provided, where will the computers be located?
In our public reading room, located within the courthouse.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Through a secure version of our public access program that complies with judicial policy.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Through our interface with the ePortal.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
1) Routine monitoring of the status of filings at the ePortal. 2) Tracking each and every eFiling notification email.

Please describe your plans to deal with failures.
The new "resend" feature at the ePortal has allowed us to resolve any submissions that initially fail.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Direct access to our CMS; CCIS; State Reporting; ICMS database access by our local circuit CTO.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
We look to the ePortal for this compliance.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
We have followed industry best practices in designing our website and public access interfaces.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
Yes

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
We rely on the ePortal.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
We have a single point of contact who coordinates all local answers. Links are easily accessible on our site. We also rely on the ePortal.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
No

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately upon processing.

Have your system(s) improved the workflow and document management services to the court?
No

Page 14

What is the retrieval time for an electronic case?
In compliance with standards.

What is the retrieval time for a single document?

In compliance with standards.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Lake County Court Survey Response Details

Response Details

Page 1

Name of County	Lake
Name of Clerk	Neil Kelly
Name of CTO	Jonathan Lin
Survey Completed By	Jonathan Lin
Email Address	jlin@circuit5.org
Telephone Number	352-401-6707
Name of Chief Judge	Daniel B Merritt, Sr

Page 12

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?

Yes

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?

Yes

Has the judiciary in your county approved any system that is being used to deliver electronic case files?

Yes

Marion County Clerk Survey Response Details

Response Details

Page 1

Name of County	Marion
Name of Clerk	David R. Ellspermann
Name of CTO	Laurie Monroe
Survey Completed By	Maribeth Hudson
Email Address	maribeth@marioncountyclerk.org
Telephone Number	352-671-5607
Name of Chief Judge	Daniel B. Merritt

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Case number field should require the use of the numbering system mandated by the Supreme Court Administrative Order from 1998 and be broken down into separate fields - 2 character county number (drop down to choose number), 4 character year, 2 character case type (drop down to choose case type, 6 character sequential number 4 character Party/Defendant Identifier and 2 character branch location.

What format documents are you receiving through the ePortal?
TIFF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Our e-filing vendor (Computing System Innovations) has a searchable PDF module that we can purchase

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?

Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
The department supervisor or the local e-portal Administrtor contact the filer when documents are filed in the wrong county or corrupt.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
The CSI date and timestamp wording states it is from the CSI Intellidact system and it runs vertical along the left hand margin of the page. This feature is a configurable option and can be switched on or off.

Page 8

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Documents or exhibits filed by non-electronic means will be imaged the same way we are imaging every paper document currently being filed in this Clerk's office.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
They are scanned and saved as a TIFF

Please explain how you are dealing with documents and/or information that are exempt from public access.

Information that is exempt from public access is currently redacted using CSI Intellidact redaction functionality and the redacted version of the document is available for public view – there is also an un-redacted version image of the document with is only available to groups with a certain level of security such as Judges and Clerk's office Managers. Documents that are exempt from public access are sealed in our image database and are not available to view by the public but can be viewed by groups with certain levels of secure access.

How do you deal with documents where the filer has indicated the filing is an emergency?
Depending on the department either the Judge's office assigned to the case or in the Family area the Family Law office is immediately informed of the emergency filing.

Page 9

How will you handle paper submissions in court?
All paper documents filed since 2008 are imaged by clerk staff.

How will they be scanned and stored?
Scanned by Clerk staff and stored in our image database. We are also still keeping paper files.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

If public computers are provided, where will the computers be located?
Each court department has a public access computer.

Page 10

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
None at this time.

Please describe your plans to deal with failures.
It is the opposing party's responsibility to object or bring the failure to the Courts' attention.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Nothing currently - we have not had a request for this type of access.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

What steps have you taken to ensure the accessibility of your technology system(s)?
Our e-filing vendor, CSI< is planning to deliver a solution for ADA compliance to all their e-filing customers.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
No

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
No

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
The next day

Page 14

What is the retrieval time for an electronic case?
Instantaneous

What is the retrieval time for a single document?
Instantaneous

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
No

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

Marion County Court Survey Response Details

Response Details

Page 1

Name of County	Marion
Name of Clerk	David Ellspermann
Name of CTO	Jonathan Lin
Survey Completed By	Jonathan Lin
Email Address	jlin@circuit5.org
Telephone Number	352-401-6707
Name of Chief Judge	Daniel B Merritt, Sr

Page 12

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?

Yes

Sumter County Clerk Survey Response Details

Response Details

Page 1

Name of County	SUMTER
Name of Clerk	GLORIA R HAYWARD
Name of CTO	Gloria R Hayward
Survey Completed By	GLORIA R HAYWARD
Email Address	sumterclerk@sumterclerk.com
Telephone Number	352569-6619
Name of Chief Judge	DANIEL MERRITT, SR

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?

We are early in the process so I don't have anything at this time

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Criminal and Appellate eFiling and optional subscription services for our attorneys

What format documents are you receiving through the ePortal?
Word
PDF
WordPerfect

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Accepted PDF's received from the ePortal are converted to TIFF format for storage. All documents are stored as TIFF, but readily accessible via the Clerk's local CMS. Additionally, local TIFF images can be converted to searchable documents for viewing on demand.. Local TIFF images can be converted to searchable documents for viewing on demand, in compliance with statutory requirements. Per our defiling approval letter from the Court, we will continue to provide paper documents to the judiciary until such time as the judiciary elects to implement an electronic viewer system

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

If not, what elements would you like to see included in the electronic envelope?

N/A

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
Yes

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The eFiler is automatically notified by email once the case and associated documents have been successfully reviewed, accepted, and the import to the local case maintenance system has been completed. If it is a new case, the case number is provided in the automatic email notification. These notifications are also available to the eFiler from within the ePortal Notifications screen

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing

in the wrong county, corrupted files, or conflicts with rules or standards?
Any filing that requires correction is moved into a pending queue. The Clerk reviewer indicates the deficiency and the eFiler is notified via automatic email that the filing requires correction, including the reasons indicated during the review process. If the filing is corrected within 5 business days, it is reviewed and completed and the eFiler is notified via the normal methods. If it is not corrected within 5 business days, or cannot be corrected, it is filed for judicial review and the eFiler is notified of the action via automatic email

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
There is the common, uniform ePortal date/time stamp in the upper right corner. Additionally, a second date/time stamp is added to the document when it is accepted into the local CMS ? When the document is accepted in the local CMS. An additional date/time stamp is affixed to the bottom of the document. As dictated by the Court, the official filing date/time is the one affixed by the ePortal on the upper right corner of the document.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
The ePortal uses a 128-Bit Secure Sockets Layer (SSL) certificate to establish a private communication channel that enables encryption of the data during transmission of the filing. The SSL certificate consists of a public key and a private key. The public key is used to encrypt the information and the private key is used to decipher it. The public/private key encryption ensures that filings are not corrupted or changed during transmission. When a filer communicates with the ePortal, a SSL handshake authenticates the ePortal (Web site) and the filer (using a Web browser). The ePortal also verifies that all required fields are present in order to allow submission of the filing. The ePortal also validates the filing to ensure that the filing complies with ECF standard. The filing is presented to the clerk electronically for visual inspection and validation of the data and image.

How is the filer identified?
The filer is identified by their ePortal credentials including name and email address.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or

exhibits?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Managements System. This method is the standard method for converting paper to electronic (TIFF) images.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
tiff or jpeg

Please explain how you are dealing with documents and/or information that are exempt from public access.
If a filer electronically files a document containing information identified as exempt from public access pursuant to Rule 2.420, Florida Rules of Judicial Administration and applicable statute, the filer shall indicate that the document contains confidential information by placing the notation "confidential" in the comments section. Documents that are exempt or claimed to be exempt from public access hall be processed pursuant to Rule 2.420. When the exempt document is filed with the local CMS, it will be flagged in the same manner as current paper filings. Our case management application is coded to mark exempt filings as confidential and flags the image as confidential.

How do you deal with documents where the filer has indicated the filing is an emergency?
If they are marked emergency, they are worked as our first priority

Page 9

How will you handle paper submissions in court?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will they be scanned and stored?
TIFF format

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Yes, unless exempt by Rule or Florida Statute. The ePortal provides Web based access for all filers. The ePortal provides access to filings " in progress" only. Once the filings is accepted and filed in the local CMS/DMS,

this becomes the official court record just like the current paper process. Permanent access to these documents will be provided through existing methods – local web sites and CCIS links.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
By level of security authorization

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties may be added on the “Parties” tab of the ePortal for new and/or existing cases.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
ePortal operational staff monitor this and alert us to any potential failures. Since the ePortal has already received the filing, it has been date/time stamped and there is no effect on the due date

Please describe your plans to deal with failures.
Enhanced capability has been added to the ePortal to allow County Administrators to “re-push” filings where problems are encountered. The ePortal operational staff also assists in these operations, as required

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
CCIS and other local web applications where applicable.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?

The ePortal is required to be fully ADA Compliant. Our development vendor is required to meet the Supreme Court's ADA standards in our contractual Statement of Work

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
During the product development, our developers used Accessibility tools that are part of Microsoft Visual Studio 2008 . You can find more information on Accessibility support in ASP.Net at http://msdn.microsoft.com/en-us/library/ms228004.aspx . Our developers also used the Web Accessibility toolbar (http://www.visionaustralia.org.au/ais/toolbar/) for Internet Explorer to verify accessibility during development. The ePortal application is tested with the "AccVerify" tool from HiSoftware http://www.hisoftware.com/products/accverify.html and also uses Jaws for Windows Screen Reader software from Freedom Scientific with Internet Explorer

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
None at this time

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Any issues are addressed through normal communication channels: such as website, email, and phone calls.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately via both CCIS and other applicable local websites.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Seconds

What is the retrieval time for a single document?
Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
No

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Sumter County Court Survey Response Details

Response Details

Page 1

Name of County	Sumter
Name of Clerk	Gloria Hayward
Name of CTO	Jonathan Lin
Survey Completed By	Jonathan Lin
Email Address	jlin@circuit5.org
Telephone Number	352-401-6707
Name of Chief Judge	Daniel B Merritt, Sr

Page 12

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?

Yes

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?

Yes

Has the judiciary in your county approved any system that is being used to deliver electronic case files?

Yes

Pasco County Clerk Survey Response Details

Response Details

Page 1

Name of County	Pasco
Name of Clerk	Paula S. O'Neil, Ph.D.
Name of CTO	Ken Nelson
Survey Completed By	Nikki Alvarez-Sowles
Email Address	nalvarez@pascoclerk.com
Telephone Number	727-847-8199
Name of Chief Judge	J. Thomas McGrady

Page 2

Are you presently receiving filings through the ePortal?
No

Do you directly receive electronic filings from any other source other than the ePortal?
Yes

If yes, please list.
LexisNexis currently acts as an efiling portal for Probate, Guardianship, and Mental Health cases.

Does your CMS interface directly with the ePortal?
No

What has been your experience so far with the ePortal that would be beneficial to share?
The Clerk's Office uses the ePortal for eRecording and is satisfied with its usability, functionality, and reliability. This Office is currently in the midst of a multiyear conversion process from a 1970s era mainframe system to CLERICUS. Once installed, CLERICUS will interface directly with the eportal. Answers to the questions in this survey reflect what the answers will be once CLERICUS is interfaced with the ePortal and the current efiling system established with LexisNexis.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Criminal and Appellate eFiling and optional subscription services for attorneys.

What format documents are you receiving through the ePortal?
Word
PDF

TIFF
Word Perfect

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No.

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF
PDF in LexisNexis

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Local TIFF images can be converted to searchable documents for viewing on demand, in compliance with statutory requirements The Clerk's Office will continue to provide paper documents to the judiciary until such time as the judiciary elects to implement the Court Application Processing System (CAPS). The issue of accessibility begins with the authors of the documents. Word documents that are not generated with the proper accessibility features enabled, or do not adhere to specific formatting guidelines, impair accessibility. With LexisNexis a large percentage of submitted documents are scanned. Again this impairs accessibility. Documents submitted as scanned images or in a non-accessible format can be converted into searchable PDF, but will not convert into properly tagged, fully compliant PDF files. For public access, the Clerk's Office is in discussion with ADA consultants to determine the best way to overcome these inherent limitations. While the Clerk's Office maintains the case record, pursuant to the Functional Requirements of the Court Application Processing System (CAPS), the Court System must be able to search electronic case documents and provide for court accessibility in accordance with section 508 of the Rehabilitation Act of 1978.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

If not, what elements would you like to see included in the electronic envelope?
The answers to 1, 2, and 3 reflect the response once efiling through the portal is in place. However, this Office is familiar with the data elements included in the electronic envelop, which are sufficient to open a case.

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
Yes

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The eFiler is automatically notified by email once the case and associated documents have been successfully reviewed, accepted, and imported to the local case maintenance system. This is accomplished via a web service communication from the case maintenance system to the ePortal. The ePortal then notifies the filer via email. For question #1, if you are referring to the filer, yes notification is provided to the filer upon receipt of filing.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Once CLERICUS is implemented, ePortal filings that require correction are moved into a Pending Queue. The clerk reviewer indicates the deficiency, and the eFiler is notified via automatic email that the filing requires corrections, including the reasons indicated during the review process. If the filing is corrected within 5 business days, it is reviewed and completed and the eFiler is notified via the normal methods. If it is not corrected within 5 business days, or cannot be corrected, it is filed for Judicial Review and the eFiler is notified of this action via automatic email. For LexisNexis, the clerk review function provides the reason(s) the filing cannot be processed. The filer is notified via email from the LexisNexis Portal and can view the details of the message in their current activity list within LexisNexis.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
Once CLERICUS is implemented, during acceptance of the document in the local CMS, an additional date/time stamp will be affixed to the bottom of the document. As dictated by the Court, the official filing date/time will be the one affixed by the ePortal on the upper right corner of the document. For filings received through LexisNexis, only the filing date/time stamp is used. The date/time of the document’s entry into the local CMS is recorded in the docket record.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Both LexisNexis and the ePortal support Secure Socket Layer encryption using a public/private key combination to transmit the data. The public key is used to encrypt the information and the private key is used to decipher it. This public/private key encryption ensures that filings are not corrupted or changed during transmission. Filings from the ePortal undergo an automated validation review at the portal level before transmission of the data. The filing is presented to the Clerk’s Office electronically for visual inspection and validation of the data and image. Upon receipt of a filing from the LexisNexis portal, verification programs review the content of the data envelop and the image to verify completeness and to log the documents unique signature and

ID. The data and the image are visually inspected before docketing into the local case maintenance system.

How is the filer identified?
Once the ePortal is implemented, identity will be based on the filer's ePortal credentials, including name and email address. For LexisNexis, the filer is identified by their LexisNexis credentials.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Paper documents are scanned using high-quality document scanners, then reviewed and saved in the existing CMS and Document Management System.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Photographs are stored in the form and format in which they are received and are logged into the evidence tracking system.

Please explain how you are dealing with documents and/or information that are exempt from public access.
Information contained within a document that is exempt from public access will be redacted before being made available for public viewing. Documents that are exempt in their entirety will be marked as confidential within the document management system and will not be available for public access without a court order.

How do you deal with documents where the filer has indicated the filing is an emergency?
If the filer has marked the filing as an emergency it is treated as a priority document and is processed immediately.

Page 9

How will you handle paper submissions in court?
Paper documents will be converted to an electronic format using high-quality document scanners. They will be reviewed and saved in the existing CMS and Document Management System.

How will they be scanned and stored?
TIFF format. TIFF images can be converted to searchable documents for viewing on demand.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Within the various Clerk's Office locations.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
By level of security authorization.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
At the ePortal, parties may be added on the "Parties" tab for new and/or existing cases. On LexisNexis, portal filers may add Parties under the Case and Party Tab.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
ePortal operational staff monitor this and alert the Clerk's Office to any potential failures. Since the ePortal has already received the filing, it has been date/time stamped and there is no effect on the due date. With LexisNexis, local integration programs check for filings on the LexisNexis File Transfer Protocol (FTP) Server. The programs check for new filings every two minutes. Another program monitors how long it has been since the integration program has run. The information gathered by the monitoring program is displayed on a web page. It alerts the Clerk's Office if the program or communications have timed out, if duplicate filings are found, or if subsequent filings are missing case numbers. The Clerk's Office then contacts the LexisNexis help desk. The Help Desk will make corrections and repost the filings on their FTP server. Then the Clerk's Office will receive and accept the filing.

Please describe your plans to deal with failures.
The ePortal will allows local clerk administrators to "re-push" filings where problems are encountered. The ePortal operational staff also assists in these operations, as required. In eRecording through the ePortal, this recovery method has proved to be effective. For LexisNexis, a local communications program auto-recovers and retries file transmissions until all the data declared in the original manifest is received. If the issue is not communications related, the LexisNexis support staff assist in the reprocessing of filings through their staging servers.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?

The Clerk's Office currently provides direct access to FACTS case maintenance system for Civil, Probate, Guardianship, Mental Health and Family Law. There is a website providing case information on non-restricted cases. Data from FACTS is fed to CCIS. Moving forward to CLERICUS, the Clerk's Office will continue to provide access to the courts. The Clerk's Office is committed to providing a data feed to any Court Application Processing System (CAPS). CLERICUS will continue to feed data to CCIS. LexisNexis is a web-based application accessible from any browser.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
The ePortal is required to be fully ADA Compliant. The development vendor is required to meet the Supreme Court's ADA standards in the contractual Statement of Work.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
The Clerk's Office has asked ADA consultants to review the flow of documents into court records systems and to make recommendations to ensure the accessibility of data in a manner that does not require the Clerk or court to take any action that would fundamentally alter the nature of Clerk or court programs, services, or activities, or that would impose an undue financial or administrative burden on the Clerk or courts.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing

conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
The Office does not have a procedure at this time.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
The procedure is posted at http://www.pascoclerk.com/public-ada-act.asp.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Civil Traffic
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency

Juvenile Dependency

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately, for the LexisNexis Portal, via the LexisNexis File and Serve Website. Future electronic documents flowing through the ePortal will be available immediately for the courts via CCIS, immediately within the Case Maintenance System, and within 5 minutes after docketing in the Court Application Processing System (CAPS) via integration.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Seconds

What is the retrieval time for a single document?
Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Pasco County Court Survey Response Details

Response Details

Page 1

Name of County	Pasco
Name of Clerk	Paula O'Neil
Name of CTO	Ken Nelson
Survey Completed By	Ken Nelson
Email Address	nelsonke@jud6.org
Telephone Number	727-464-3826
Name of Chief Judge	J. Thomas McGrady, Chief Judge

Page 2

Are you presently receiving filings through the ePortal?
No

Do you directly receive electronic filings from any other source other than the ePortal?
Yes

If yes, please list.
Lexus Nexus for Probate. In the following responses answers pertaining to e-filing are based on the Lexus Nexus Probate solution only. The Pasco County Clerk has not applied to connect to the Portal at this time.

Does your CMS interface directly with the ePortal?
No

What has been your experience so far with the ePortal that would be beneficial to share?
None. Pasco has no approved e-filing plan for the Portal.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Ability for Pro Se people to file through the Portal.

What format documents are you receiving through the ePortal?
Word
PDF
TIFF

Page 3

If so, has the size limitation caused any problems?
Unknown. Needs response from the Clerk.

In what format(s) are you storing documents?

Clerk response needed

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Clerk response needed

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
No

Do you receive this information from the ePortal?
No

If not, what elements would you like to see included in the electronic envelope?
Unknown

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Clerk response needed.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Page 7

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Clerk response needed

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
Clerk response needed

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Clerk response needed

How is the filer identified?
They must have an account with Lexus Nexus

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Clerk response needed.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Clerk response needed.

Please explain how you are dealing with documents and/or information that are exempt from public access.
Clerk response needed

How do you deal with documents where the filer has indicated the filing is an emergency?
Clerk response needed

Page 9

How will you handle paper submissions in court?
Clerk response needed

Will they be searchable?
No

What functionality will the public be provided with electronic access?
Clerk response needed

If public computers are provided, where will the computers be located?
Clerk response needed

If yes, how will this be accomplished?
Clerk response needed

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Clerk response needed

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?

Clerk response needed

Please describe your plans to deal with failures.
Clerk response needed

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Clerk response needed

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
No

What steps have you taken to ensure the accessibility of your technology system(s)?
Clerk response needed

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Clerk response needed

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Clerk response needed

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Clerk response needed

Page 13

What court division(s) are presently receiving electronic case files?
Probate

In which court division(s) are paper files still available?

Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Clerk response needed

Page 14

What is the retrieval time for an electronic case?
Clerk response needed

What is the retrieval time for a single document?
Clerk response needed

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Pinellas County Clerk Survey Response Details

Response Details

Page 1

Name of County	Pinellas County
Name of Clerk	Ken Burke
Name of CTO	Neal Fuhler
Survey Completed By	Jeff Gates
Email Address	jgates@pinellascounty.org
Telephone Number	727-464-4815
Name of Chief Judge	Honorable J. Thomas McGrady

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

If yes, please list.
N/A

Does your CMS interface directly with the ePortal?
No

What has been your experience so far with the ePortal that would be beneficial to share?
Attorneys have responded positively to the e-Filing project. The Court has had no problem with the documents that have been e-filed. The FCCC staff has always been very helpful and goes the extra mile to help us with our problems.

Are there any areas of the ePortal that need improvement or further development?
No

What format documents are you receiving through the ePortal?
Word
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?

No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
In accordance with the accessibility requirements in these sections we are ensuring those with a disability are given access to the system.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

If not, what elements would you like to see included in the electronic envelope?
None

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
No

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The e-Portal sends an electronic notification to the e-filer subsequent to Local Review acceptance.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
The Pend reason is documented in our Local Review Client and this pend reason is communicated to the e-Portal which transmits a pend message to the e-filer.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
Our Local Review Client places a Time/Date stamp on the document signifying when it arrived in the review queue. It is positioned vertically on the left margin of the image with the Pinellas Clerk name to identify it separately from the ePortal stamp. The ePortal stamp is considered the official stamp.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
None. Authentication of users is performed by the ePortal. The link between the ePortal and the Clerk’s Office is restricted to the ePortal’s address(es) and is encrypted.

How is the filer identified?

The filer is identified by an account maintained at the ePortal.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
The Clerk will scan all non-electronic documents submitted in paper format. If the exhibit is not in paper format it will be logged and secured in a safe location.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Original photographs will be logged and stored in a safe location.

Please explain how you are dealing with documents and/or information that are exempt from public access.
All documents are reviewed for information to be redacted as mandated by Florida statute before they are made available to the public. Once this information has been redacted the document(s) is made available to the public. Sealed documents are exempt from public access and are not available for public view.

How do you deal with documents where the filer has indicated the filing is an emergency?
We expedite the processing of the e-filed documents.

Page 9

How will you handle paper submissions in court?
The document(s) will be accepted for file retention by the court clerk. These documents will be scanned and stored electronically as part of the electronic file and stored in the same database with other scanned documents.

How will they be scanned and stored?
Scanning takes place in batch scanning applications. Once scanning is completed, the images are stored in the document database.

Will they be searchable?
No

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
They will be located in the customer service area at each Clerk’s office.

Will your system have the means to provide higher role based electronic access?

Yes

If yes, how will this be accomplished?
The Odyssey Public Records CMS application provides the ability to distinguish attorney of record, anonymous public access user, internal user and has the security to assign a variety of configurable access levels.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Currently, additional parties are added manually to our legacy system. With the new CMS system, the ability to view additional parties is currently being designed.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
The ePortal Administrator monitors the incoming eFiling queue to verify that all items have reached the local review client. The Pinellas Clerk's Office would submit a heat ticket to the FCCC e-Portal Support Center when a failure is discovered. We have already used this process successfully.

Please describe your plans to deal with failures.
The Pinellas Clerk's Office will immediately contact the e-Portal Support Center to obtain information about the cause of failure and will then contact attorneys if appropriate.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
N/A. The system being introduced is not a Clerk-only CMS. Functionality such as data feeds are provided by the County IT organization at the direction of the agencies responsible for the various data types stored therein. Generally this is in the form of XML files or web services. Sufficient flexibility exists in all current and planned systems to accommodate reasonable needs.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal

Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
Our relevant technology systems are vendor products, including the CMS now being installed as a multi-agency project. Accessibility has been a requirement and written assurance has been given.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
We have the ability to OCR non-accessible documents on demand, in fairly large batches if need be. However, while all of our document management systems are capable of storing searchable PDF files, none of them, including the new CMS system being introduced, allow our operators to work with them in the normal course of work at this time. Our new CMS system cannot itself produce searchable documents even though it can store them. Upgrades to that system and our other major workflow system (Probate) in 2013 will permit the necessary functionality to address this issue more fully.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
None

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
These concerns are addressed through a consolidated CJIS Board.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
All documents are processed and available within 3 business days.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
2 to 5 seconds

What is the retrieval time for a single document?
1 to 3 seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Pinellas County Court Survey Response Details

Response Details

Page 1

Name of County	Pinellas
Name of Clerk	Ken Burke, Clerk of the Court
Name of CTO	Ken Nelson
Survey Completed By	Ken Nelson
Email Address	nelsonke@jud6.org
Telephone Number	727-464-3826
Name of Chief Judge	J. Thomas McGrady, Chief Judge

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
Yes

If yes, please list.
Traffic

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
We are still in a pilot for probate with just 4 attorneys. So far the clerk has reported no issues with documents coming through the Portal. From the Court the only problem is that the images are still coming in as TIFF and are not searchable.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
The Portal is still not able to accept filings from Pro Se individuals.

What format documents are you receiving through the ePortal?
TIFF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
Unknown. Need to verify this from the Clerk's response

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Need to verify this from the Clerk's response

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
No

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
No

If not, what elements would you like to see included in the electronic envelope?
Unknown. Need to verify this from the Clerk's response

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
No

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Need to verify this from the Clerk's response.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?

Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
No

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Unknown. Need to verify this from the Clerk’s response

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
Need to verify this from the Clerk’s response

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Unknown. Need to verify this from the Clerk’s response

How is the filer identified?
Unknown. Need to verify this from the Clerk’s response

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or

exhibits?
According to Rule

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
This is being evaluated now

Please explain how you are dealing with documents and/or information that are exempt from public access.
Unknown. Need to verify this from the Clerk's response

How do you deal with documents where the filer has indicated the filing is an emergency?
Unknown. Need to verify this from the Clerk's response

Page 9

How will you handle paper submissions in court?
Presently in probate they are scanned in to the system. In Odyssey civil they will also be scanned and stored until they can be received electronically.

How will they be scanned and stored?
In probate they are scanned and store in TIFF format.

Will they be searchable?
No

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Viewing CMS data and electronic documents. Electronic documents will be redacted by the clerk as necessary. They will be provided in the clerks office and security will all then access to public data only.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
The security built into the CMS.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
People with the proper security will be able to add parties as necessary

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Unknown. The clerk will need to respond to this.

Please describe your plans to deal with failures.
Unknown. The clerk will need to respond to this.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Direct access to the CMS

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
No

What steps have you taken to ensure the accessibility of your technology system(s)?
Probate stores TIFF images and these are not accessible

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
This is clerks' responsibility

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
Yes

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Unknown

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
CTO Staff provide training and support to judges and court staff.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
No

What court division(s) are presently receiving electronic case files?
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?

Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Unknown. The clerk will need to respond to this.

Have your system(s) improved the workflow and document management services to the court?
No

Page 14

What is the retrieval time for an electronic case?
Unknown at this time. The only system presently working is Probate. It is in a different application then the new case management system.

What is the retrieval time for a single document?
Unknown at the time for Probate.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

Putnam County Clerk Survey Response Details

Response Details

Page 1

Name of County	Putnam County
Name of Clerk	Tim Smith
Name of CTO	Keith Mehl
Survey Completed By	Keith Mehl
Email Address	keith.mehl@putnam-fl.com
Telephone Number	386-326-7624
Name of Chief Judge	William Parsons

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Criminal and Appellate eFiling and optional subscription services for attorneys.

What format documents are you receiving through the ePortal?
Word
PDF
WordPerfect

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Local TIFF images can be converted to searchable documents for viewing on demand, in compliance with statutory requirements. Per our eFiling approval letter from the Court, we will continue to provide paper documents to the judiciary until such time as the judiciary elects to implement an electronic viewer system.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document

has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The eFiler is automatically notified by email once the case and associated documents have been successfully reviewed, accepted, and the import to the local case maintenance system has been completed. If it is a new case, the case number is provided in the automatic email notification. These notifications are also available to the eFiler from within the ePortal Notifications screen.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Any filing that requires correction is moved into a Pending Queue. The clerk reviewer indicates the deficiency and the eFiler is notified via automatic email that the filing requires corrections, including the reasons indicated during the review process. If the filing is corrected within 5 business days, it is reviewed and completed and the eFiler is notified via the normal methods. If it is not corrected within 5 business days, or cannot be corrected, it is filed for Judicial Review and the eFiler is notified of this action via automatic email.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps

to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
When the document is accepted in the local CMS, an additional date/time stamp is affixed to the bottom of the document. As dictated by the Court, the official filing date/time is the one affixed by the ePortal on the upper right corner of the document.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
The ePortal uses a 128-Bit Secure Sockets Layer (SSL) certificate to establish a private communication channel that enables encryption of the data during transmission of the filing. The SSL certificate consists of a public key and a private key. The public key is used to encrypt the information and the private key is used to decipher it. This public/private key encryption ensures that filings are not corrupted or changed during transmission. When a filer communicates with the ePortal, a SSL handshake authenticates the ePortal (Web site) and the filer (using a Web browser). The ePortal also verifies that all required fields are present in order to allow submission of the filing. The ePortal also validates the filing to ensure that the filing complies with ECF standard. The filing is presented to the clerk electronically for visual inspection and validation of the data and image.

How is the filer identified?
The filer is identified by their ePortal credentials including name and email address.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
The photographs are stored in a secured room. They are not stored electronically.

Please explain how you are dealing with documents and/or information that are exempt from public access.
If a filer electronically files a document containing information identified as

exempt from public access pursuant to Rule 2.420, Florida Rules of Judicial Administration and applicable statute, the filer shall indicate that the document contains confidential information by placing the notation “confidential” in the comments section. Documents that are exempt or claimed to be exempt from public access shall be processed pursuant to Rule 2.420. When the exempt document is filed with the local CMS, it will be flagged in the same manner as current paper filings. Our case management application is coded to mark exempt filings as confidential and flags the image as confidential.

How do you deal with documents where the filer has indicated the filing is an emergency?
If they are marked emergency, they are worked as our first priority.

Page 9

How will you handle paper submissions in court?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will they be scanned and stored?
TIFF format

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
At our courthouse

If yes, how will this be accomplished?
By level of security authorization.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties may be added on the “Parties” tab of the ePortal for new and/or existing cases.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
ePortal operational staff monitor this and alert us to any potential failures. Since the ePortal has already received the filing, it has been date/time

stamped and there is no effect on the due date.

Please describe your plans to deal with failures.
Enhanced capability has been added to the ePortal to allow County Administrators to “re-push” filings where problems are encountered. The ePortal operational staff also assists in these operations, as required.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
CCIS and our local web applications.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
The ePortal is required to be fully ADA Compliant. Our development vendor is required to meet the Supreme Court’s ADA standards in our contractual Statement of Work.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
During the product development, our developers used Accessibility tools that are part of Microsoft Visual Studio 2008 . You can find more information on Accessibility support in ASP.Net at http://msdn.microsoft.com/en-us/library/ms228004.aspx . Our developers also used the Web Accessibility toolbar (http://www.visionaustralia.org.au/ais/toolbar/) for Internet Explorer to verify accessibility during development. The ePortal application is tested with the “AccVerify” tool from HiSoftware

http://www.hisoftware.com/products/accverify.html and also uses Jaws for Windows Screen Reader software from Freedom Scientific with Internet Explorer.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
None at this time.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Any issues are addressed through normal communication channels; such as website, email, and phone calls.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil

County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately via both CCIS and other applicable local websites.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Seconds

What is the retrieval time for a single document?
Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?

Yes

Do system(s) allow a single user to view multiple documents simultaneously?

Yes

St Johns County Clerk Survey Response Details

Response Details

Page 1

Name of County	St. Johns
Name of Clerk	Cheryl Strickland
Name of CTO	Mark Dearing
Survey Completed By	Mark Dearing
Email Address	mdearing@sjccoc.us
Telephone Number	904-819-3611
Name of Chief Judge	Parsons

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
Yes

If yes, please list.
If e-citations from the County Sheriff (via SmartCop application) and FHP are considered e-filings, then YES.

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
Still getting some error messages when trying to verify case numbers. Some of our older Domestic Relations cases have a “CA” case type, so it is not straight forward for attorneys to file documents on those cases. Sometimes images do not get converted, so we have to print the image from the portal, then scan into the case management system.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
When certain errors occur, the filer must start all over in the entry process, instead of just correcting the part that errored out and continuing. Also, it takes a long time for the filing fees to reach the Clerk's office.

What format documents are you receiving through the ePortal?
Word
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
Not yet

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
PDF
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
I DO NOT KNOW – please provide the specific excerpt(s) that require the documents to be searchable and tagged. I could not find that requirement in the sections stated above. I could not find an explanation as to how that would be accomplished. Please provide further information.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?

Yes

Is this in addition to the notification provided by the ePortal?
Yes

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
A service monitoring the CMS sends a message to the ePortal and the ePortal sends the message to the filer's email address.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
The filers are emailed directly by the clerk processing the document.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?

Accepted Date/Time is stored in the database, not stamped on the document image.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Thru network security. We Assume the envelope (XML) package has been sent from the portal is unaltered, based on the security between the portal and our CMS polling service.

How is the filer identified?
Filers are registered via the ePortal. Filer is identified at the ePortal based on their login credentials.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Paper documents are scanned directly into the case management system and a docket entry is made, identifying the type of document and any other pertinent information regarding the document. Other types of exhibits or evidence may be photographed and docketed as a reference to the original. These types of documents/exhibits are stored in a secured area for their statutory life span.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Original photographs will be scanned into pdf or tiff format. Some may require photocopying reduction techniques in order to scan them into the cms. Originals are stored in a secured area and are maintained for the statutory required time period.

Please explain how you are dealing with documents and/or information that are exempt from public access.
The documents are “flagged” in the CMS as “confidential” and are not viewable unless the person accessing the case is in a “role” that allows such access.

How do you deal with documents where the filer has indicated the filing is an emergency?
Those documents are submitted immediately via email to the appropriate Judicial Office for immediate review and access.

Page 9

How will you handle paper submissions in court?
We have scanners in the courtrooms and the documents can be scanned into the CMS at that time.

How will they be scanned and stored?
They are scanned by the court clerk and stored as tiff or pdf files.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
We have 2 locations in our courthouse complex, with 4 public access terminals in each location.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Parties with login credentials (attorneys, public defenders, judges, LEO's, etc) are assigned to "roles". Each role entitles that person to certain access or denies access to case information/documents, based on their particular circumstances. For example, Judges are allowed to see sealed and confidential documents, while attorneys may not.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
They are added to the CMS manually by the clerk processing the documents, based on the information filed in the case documents.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
The clerk processing the filings compares the email notification of filings with the filings received by the CMS and reports the errors to the Vendor and FACC

Please describe your plans to deal with failures.
Depending on where the failure occurs, we notify FACC support, or our Vendor support staff, or the filer.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
The access is provided via a web interface that the Judiciary and Agencies can log into.

Is remote access available to the judiciary and court staff?

Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
We have public kiosks in handicap accessible rooms. We have ASL trained staff on hand that help the hearing impaired/deaf parties. We have staff on hand to assist visually impaired parties.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
The data is accessible via any web browser

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
If we knew what the accessibility requirements were that the survey is referring to, we would notify the filer immediately by email, and ask them to correct the document.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
They contact us by email, phone or in person. If the complaint or concern is legitimate, we try to resolve the issue by suggesting improvements/enhancements to the system to the appropriate vendor. We do not require a formal procedure for receiving complaints or suggestions from the judicial staff or agencies that we interact with.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
No

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
within seconds of being processed and accepted into our local cms

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
seconds

What is the retrieval time for a single document?
seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Alachua County Clerk Survey Response Details

Response Details

Page 1

Name of County	Alachua
Name of Clerk	J.K. Irby
Name of CTO	James Parramore
Survey Completed By	Jean Sperbeck
Email Address	jas@alachuaclerk.org
Telephone Number	(352) 337-6142
Name of Chief Judge	Hon. Robert Roundtree

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
No

Are there any areas of the ePortal that need improvement or further development?
Yes

What format documents are you receiving through the ePortal?
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No.

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility

requirements in sections 282.601-282.606, Florida Statutes?
Not yet determined.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
No

Do you receive this information from the ePortal?
No

If not, what elements would you like to see included in the electronic envelope?
Unknown

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
ePortal sends email with this information when document has been reviewed and accepted

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Email is sent to filer with a followup phone call.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
The ePortal date and time runs along the top, the clerk's seal is affixed in a different location and looks completely different. Unknown whether some filers may be confused. Information on Clerk's eFiling information web page makes it clear the official filing time is that affixed by the ePortal.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
All documents received through the ePortal are PDF and thus cannot be altered.

How is the filer identified?
ePortal provides identification.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Same as is handled now. The documents are hand-clocked and then scanned, the paper documents are stored in a paper file.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Same as other non-electronic documents. They are stored in .jpg format.

Please explain how you are dealing with documents and/or information that are exempt from public access.
There are security levels in place.

How do you deal with documents where the filer has indicated the filing is an emergency?
These are processed out-of-turn, put on the case maintenence system immediately, and sent to judge if judicial action is requested.

Page 9

How will you handle paper submissions in court?
Accept them, manually time-stamp them, scan them, and put them in a paper file.

How will they be scanned and stored?
With high-volume scanners we are currently using. The paper documents will continue to be maintained in paper files until the court authorizes going paperless. The scanned document will be maintained in the case maintenance system as a .tif file

Will they be searchable?
No

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
In the Clerk's public access area, on the first floor of the courthouse.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Security levels based on group accessing, case type, and docket code types.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Additional parties can only be added manually at this time.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Email support@flclerks.com and contact FCCC support by phone.

Please describe your plans to deal with failures.
Any failure would have to be resolved by ePortal staff, as our office does not have a direct interface with the ePortal, so any failure would be on the ePortal. Parties unabile to eFile will be advised they can fax pleadings as our office has authority to accept filings by fax.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
The courts already have access and are using the ICMS system developed by Court Administration.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

What steps have you taken to ensure the accessibility of your technology system(s)?
We only accept filings through the ePortal, which we understand complies with ADA

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
None. The Clerk's office is required to accept filings, not allowed to filter.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the

data available through those systems?
The Clerk's Office has an ADA policy and grievance procedure.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
No

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
72 hours

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
We only provide single document access by case.

What is the retrieval time for a single document?
Immediatly.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

Baker County Clerk Survey Response Details

Response Details

Page 1

Name of County	Baker
Name of Clerk	Al Fraser
Name of CTO	Clint Shivers
Survey Completed By	Clint Shivers
Email Address	al.fraser@bakercountyfl.org
Telephone Number	9042598113
Name of Chief Judge	Robert E. Roundtree, Jr.

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Civil Traffic
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Criminal and Appellate eFiling and optional subscription services for attorneys

What format documents are you receiving through the ePortal?

Word
PDF
WordPerfect

Page 3

Are you complying with the 25 MB size limitation?
Yes

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Local TIFF images can be converted to searchable documents for viewing on demand, in compliance with statutory requirements. Per our eFiling approval letter from the Court, we will continue to provide paper documents to the judiciary until such time as the judiciary elects to implement an electronic viewer system.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The eFiler is automatically notified by email once the case and associated documents have been successfully reviewed, accepted, and the import to the local case maintenance system has been completed. If it is a new case, the

case number is provided in the automatic email notification. These notifications are also available to the eFiler from within the ePortal Notifications screen.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Any filing that requires correction is moved into a Pending Queue. The clerk reviewer indicates the deficiency and the eFiler is notified via automatic email that the filing requires corrections, including the reasons indicated during the review process. If the filing is corrected within 5 business days, it is reviewed and completed and the eFiler is notified via the normal methods. If it is not corrected within 5 business days, or cannot be corrected, it is Filed for Judicial Review and the eFiler is notified of this action via automatic email.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
When the document is accepted in the local CMS, an additional date/time stamp is affixed to the bottom of the document. As dictated by the Court, the

official filing date/time is the one affixed by the ePortal on the upper right corner of the document.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
The ePortal uses a 128-Bit Secure Sockets Layer (SSL) certificate to establish a private communication channel that enables encryption of the data during transmission of the filing. The SSL certificate consists of a public key and a private key. The public key is used to encrypt the information and the private key is used to decipher it. This public/private key encryption ensures that filings are not corrupted or changed during transmission. When a filer communicates with the ePortal, a SSL handshake authenticates the ePortal (Web site) and the filer (using a Web browser). The ePortal also verifies that all required fields are present in order to allow submission of the filing. The ePortal also validates the filing to ensure that the filing complies with ECF standard. The filing is presented to the clerk electronically for visual inspection and validation of the data and image.

How is the filer identified?
The filer is identified by their ePortal credentials including name and email address

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Photographs will be entered into the image store alongside the documents stored digitally in TIFF format.

Please explain how you are dealing with documents and/or information that are exempt from public access.
If a filer electronically files a document containing information identified as exempt from public access pursuant to Rule 2.420, Florida Rules of Judicial Administration and applicable statute, the filer shall indicate that the document contains confidential information by placing the notation “confidential” in the comments section. Documents that are exempt or claimed to be exempt from public access shall be processed pursuant to Rule 2.420. When the exempt document is filed with the local CMS, it will be flagged in the same manner as current paper filings. Our case management application is coded to mark exempt filings as confidential and flags the image

as confidential.

How do you deal with documents where the filer has indicated the filing is an emergency?
If they are marked emergency, they are worked as our first priority

Page 9

How will you handle paper submissions in court?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will they be scanned and stored?
TIFF format

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Clerk of Court's lobby

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
By level of security authorization

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties may be added on the “Parties” tab of the ePortal for new and/or existing cases

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
ePortal operational staff monitor this and alert us to any potential failures. Since the ePortal has already received the filing, it has been date/time stamped and there is no effect on the due date.

Please describe your plans to deal with failures.
Enhanced capability has been added to the ePortal to allow County Administrators to “re-push” filings where problems are encountered. The ePortal operational staff also assists in these operations, as required

Will you provide access to case management data to the court(s) in your

circuit?
Yes

What type of data feeds do you provide?
CCIS and other local web applications where applicable

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
The ePortal is required to be fully ADA Compliant. Our development vendor is required to meet the Supreme Court's ADA standards in our contractual Statement of Work

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
During the product development, our developers used Accessibility tools that are part of Microsoft Visual Studio 2008 . You can find more information on Accessibility support in ASP.Net at http://msdn.microsoft.com/en-us/library/ms228004.aspx . Our developers also used the Web Accessibility toolbar (http://www.visionaustralia.org.au/ais/toolbar/) for Internet Explorer to verify accessibility during development. The ePortal application is tested with the "AccVerify" tool from HiSoftware http://www.hisoftware.com/products/accverify.html and also uses Jaws for Windows Screen Reader software from Freedom Scientific with Internet Explorer

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through

some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Not at this time

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Any issues are addressed through normal communication channels; such as website, email, and phone calls

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Civil Traffic
County Civil
Criminal Traffic
Family (Domestic Relation)
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil

County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately via both CCIS and other applicable local websites

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Seconds

What is the retrieval time for a single document?
Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Gilchrist County Clerk Survey Response Details

Response Details

Page 1

Name of County	Gilchrist
Name of Clerk	Joseph W. Gilliam
Name of CTO	Denise Troyer / Stan Ramsey
Survey Completed By	Joseph W. Gilliam
Email Address	joeg@gilchrist.fl.us
Telephone Number	352-463-3170
Name of Chief Judge	Hon. Robert E. Rountree

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Civil Traffic
County Civil
Family (Domestic Relation)
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
Still learning system, will save staff time and money when fully implemented

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Criminal and Appellate eFiling and optional subscription services for attorneys

What format documents are you receiving through the ePortal?
Word
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
NO

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
PDF
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Local TIFF images can be converted to searchable documents for viewing on demand, in compliance with statutory requirements. Per our eFiling approval letter from the Court. We will continue to provide paper documents to the Court until such time as the Judiciary elects to implement an electronic viewer system.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document

has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The eFilier is automatically notified by email once the case and associated documents have been successfully reviewed, accepted, and the import to the local case maintenance system has been completed. If it is a new case, the case number is provides in the automatic email notification.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Any filing that requires correction is moved into a Pending Queue. The deputy clerk indicates the deficiency and the eFilier is notified via automatic email that the filing requires corrections, including the reasons. If the filing is corrected within 5 business days, it is reviewed and completed and the eFilier is notified via the normal methods. If it is not corrected or cannot be corrected, it is filied for Judicial reviedw and the eFilier is notified of this action via automatic email.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and

identified separately as to not confuse the filer on the official filing time?
There is the common, uniform ePortal date/time stamp in the upper right corner. Additionally, a second date/time stamp is added to the document when it is accepted into the our CMS.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
The ePortal uses a 128-Bit Secure Sockets Layer (SSL) certificate to establish a private communication channel that enables encryption of the data during transmission of the filing. The SSL certificate consists of a public key and a private key. The public key is used to encrypt the information and the private key is used to decipher it. This public/public key encryption ensures that filings are not corrupted or changed during transmission. When a filer communicated with the ePortal, a SSL handshake authenticats the ePortal (web site) and the filer. the ePortal also validates the filing to ensure that the filing complies with ECF standard. The filing is presented to the clerk electronically for visual inspection and validation of the data and image.

How is the filer identified?
The Filer is identified by their ePortal credentials including Name and eMail address.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Paper documents are scanned, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
At this time will continued to be stored in the paper file.

Please explain how you are dealing with documents and/or information that are exempt from public access.
If a filer electonically files a document containing information identified as exempt from public access pursuant to Rule 2.420, the filer shall indicate that the document contains confidential information by placing the notation "confidential" in the comments section. Documents that are exempt or claimed to be exempt from public access shall be processed pursuant to Rule 2.420. It will be flagged in the same manner as current paper filings. Our application is coded to mark exempt filings as confidential and flags the image as confidential.

How do you deal with documents where the filer has indicated the filing is an emergency?
When mark as emergency, they are worked as our first priority.

Page 9

How will you handle paper submissions in court?
paper documents are scanned using document scanners, reviewed and saved in existing CMS and Document system. This method is the standard method for converting paper to electronic (TIFF) images.

How will they be scanned and stored?
TIFF format

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Courthouse clerk's office/ law library

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
By level of security authorization

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties may be added on the "Parties" tab of the ePortal for new and /or existing cases

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
ePortal operational staff monitor this and alert us to any potential failures. Since the ePortal has already received the filing, it has been date/time stamped and there is no effect on the due date

Please describe your plans to deal with failures.
Enhanced capability has been added to the ePortal to allow County Administrators to "re-push" filings where problems are encountered. the ePortal operational staff also assists in these operations, as required.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
CCIS and other local web applications where applicable

Is remote access available to the judiciary and court staff?

Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
The ePortal is required to be fully ADA compliant. Our development vendor is required to meet the Supreme Court's ADA srtandards.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
During the product development, our developers used Accessibility tools that are part of Microsoft Visual Studio 2008. they also used Web Accessibility toolbar for internet Explorer to verify accessibility during development. the ePortal application is tested with the "AccVerify" tool from HiSoftware

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?

No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
None at this time

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Any issues are addressed through normal communication channels; such as website, email or phone calls

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Civil Traffic
County Civil
Family (Domestic Relation)
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
seconds, normally

What is the retrieval time for a single document?
Seconds, normally

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
No

Levy County Clerk Survey Response Details

Response Details

Page 1

Name of County	LEVY
Name of Clerk	DANNY J. SHIPP
Name of CTO	?
Survey Completed By	DEANNA DOBBINS
Email Address	dobbins-deanna@circuit8.org
Telephone Number	352-486-5266 x 255
Name of Chief Judge	ROBERT ROUNDTREE

Page 2

Are you presently receiving filings through the ePortal?
No

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

If yes, please explain.
CAN NOT ANSWER HAVE NOT HAD OPPORTUNITY

What format documents are you receiving through the ePortal?
Word

Page 3

If so, has the size limitation caused any problems?
CAN'T ANSWER AT THIS TIME

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
ALL DOCUMENTS WILL GO INTO OUR CMS

Page 4

If not, what elements would you like to see included in the electronic

envelope?
CAN NOT ANSWER AT THIS TIME

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
Yes

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
WE HAVE NOT EXPERIENCE THIS ASPECT YET BUT PLAN WOULD BE MOST LIKELY EMAIL NOTIFICATION

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
PERSONAL CALL OR EMAIL

The filing is deemed filed on the date and time the electronic filing is

received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
AT THIS TIME I DON'T THINK WE WILL DUPLICATE TIME STAMP

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
AGAIN SORRY HAVEN'T EXPERIENCED

How is the filer identified?
BY LOG IN

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
NOT WORKED ALL DETAILS OUT BUT PLAN TO TRY TO HANDLE AS OTHER COUNTIES

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
NOT SURE AT THIS POINT

Please explain how you are dealing with documents and/or information that are exempt from public access.
OUR CMS HANDLES THIS

How do you deal with documents where the filer has indicated the filing is an emergency?
SAME AS IF IT WERE WALKED IN OR RECIEVED IN THE MAIL

Page 9

How will you handle paper submissions in court?
AFTER WE HAVE BEEN APPROVED BY SC THEN AT THIS TIME WE WILL STILL KEEP ALL PAPER DOCUMENTS AND FILE ACCORDING TO DATE, NO CASE FILE (HOPEFULLY WILL BE AT THIS TIME)

How will they be scanned and stored?
WITHIN OUR CMS

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?

Viewing

If public computers are provided, where will the computers be located?
IN CIVIL DIVISION AT THIS TIME

Will your system have the means to provide higher role based electronic access?
No

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
AS BEFORE THEY WOULD FILE APPOPRIATE DOCUMENTS AND I BELIEVE ON THE PORTAL THEY CAN ADD PARTIES

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
NONE HAVE NOT GOT TO THIS POINT

Please describe your plans to deal with failures.
STILL WORKING ON

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
THEY HAVE ACCESS TO OUR CMS

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
WEB BASED THEY CAN VIEW FILING OR FILE ONLINE (IN NEAR FUTURE)

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with

various types of disabilities, or through some other means?
No

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
Yes

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
AGAIN STILL WORKING PROGRESS BUT EMAIL OR PHONE CALL

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
WE HANDLE AS THEY COME

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
No

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)

Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
CAN'T ANSWER NOT AT THIS POINT

Page 14

What is the retrieval time for an electronic case?
CAN'T ANSWER

What is the retrieval time for a single document?
CAN'T ANWER

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
No

Union County Clerk Survey Response Details

Response Details

Page 1

Name of County	Union
Name of Clerk	Regina H Parrish
Name of CTO	FACC Technical Assistance Program
Survey Completed By	Kimberlie Riggs
Email Address	ker@circuit8.org
Telephone Number	386-496-3711
Name of Chief Judge	Robert E. Roundtree Jr.

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Delinquency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
Easy to use and to commuicate with attorneys who are submitting the pleadings.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Criminal and Appellate eFiling and optional subscription services for attorneys.

What format documents are you receiving through the ePortal?
Word
PDF
TIFF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF
Accepted PDF's received from the ePortal are converted to TIFF format for storage. All documents are stored as TIFF, but readily accessible via the Clerk's local CMS. Additionally, local TIFF images can be converted to searchable documents for viewing on demand.

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Local TIFF images can be converted to searchable documents for viewing on demand, in compliance with statutory requirements. Per our eFiling approval letter from the Court, we will continue to provide paper documents to the judiciary until such time as the judiciary elects to implement an electronic viewer system.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

If not, what elements would you like to see included in the electronic envelope?
N/A

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The eFiler is automatically notified by email once the case and associated documents have been successfully reviewed, accepted, and the import to the local case maintenance system has been completed. If it is a new case, the case number is provided in the automatic email notification. These notifications are also available to the eFiler from within the ePortal Notifications screen.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Any filing that requires correction is moved into a Pending Queue. The clerk reviewer indicates the deficiency and the eFiler is notified via automatic email

that the filing requires corrections, including the reasons indicated during the review process. If the filing is corrected within 5 business days, it is reviewed and completed and the eFiler is notified via the normal methods. If it is not corrected within 5 business days, or cannot be corrected, it is Filed for Judicial Review and the eFiler is notified of this action via automatic email.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
When the document is accepted in the local CMS, an additional date/time stamp is affixed to the bottom of the document. As dictated by the Court, the official filing date/time is the one affixed by the ePortal on the upper right corner of the document.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
The ePortal uses a 128-Bit Secure Sockets Layer (SSL) certificate to establish a private communication channel that enables encryption of the data during transmission of the filing. The SSL certificate consists of a public key and a private key. The public key is used to encrypt the information and the private key is used to decipher it. This public/private key encryption ensures that filings are not corrupted or changed during transmission. When a filer communicates with the ePortal, a SSL handshake authenticates the ePortal (Web site) and the filer (using a Web browser). The ePortal also verifies that all required fields are present in order to allow submission of the filing. The ePortal also validates the filing to ensure that the filing complies with ECF standard. The filing is presented to the clerk electronically for visual inspection and validation of the data and image.

How is the filer identified?
The filer is identified by their ePortal credentials including name and email address.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.

Photographs will be printed on photo paper using a laserprinter and maintained in the court file.

Please explain how you are dealing with documents and/or information that are exempt from public access.
If a filer electronically files a document containing information identified as exempt from public access pursuant to Rule 2.420, Florida Rules of Judicial Administration and applicable statute, the filer shall indicate that the document contains confidential information by placing the notation "confidential" in the comments section. Documents that are exempt or claimed to be exempt from public access shall be processed pursuant to Rule 2.420. When the exempt document is filed with the local CMS, it will be flagged in the same manner as current paper filings. Our case management application is coded to mark exempt filings as confidential and flags the image as confidential.

How do you deal with documents where the filer has indicated the filing is an emergency?
If they are marked emergency, they are worked as our first priority

Page 9

How will you handle paper submissions in court?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will they be scanned and stored?
TIFF format

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
At our courthouse

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
By level of security authorization.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?

Parties may be added on the "Parties" tab of the ePortal for new and/or existing cases.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
ePortal operational staff monitor this and alert us to any potential failures. Since the ePortal has already received the filing, it has been date/time stamped and there is no effect on the due date.

Please describe your plans to deal with failures.
Enhanced capability has been added to the ePortal to allow County Administrators to “re-push” filings where problems are encountered. The ePortal operational staff also assists in these operations, as required.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
CCIS and other local web applications where applicable.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
The ePortal is required to be fully ADA Compliant. Our development vendor is required to meet the Supreme Court’s ADA standards in our contractual Statement of Work.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
During the product development, our developers used Accessibility tools that are part of Microsoft Visual Studio 2008 . You can find more information on

Accessibility support in ASP.Net at http://msdn.microsoft.com/en-us/library/ms228004.aspx . Our developers also used the Web Accessibility toolbar (http://www.visionaustralia.org.au/ais/toolbar/) for Internet Explorer to verify accessibility during development. The ePortal application is tested with the “AccVerify” tool from HiSoftware http://www.hisoftware.com/products/accverify.html and also uses Jaws for Windows Screen Reader software from Freedom Scientific with Internet Explorer.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Not at this time.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Any issues are addressed through normal communication channels; such as website, email, and phone calls.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?

Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately via both CCIS and other applicable local websites.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Seconds

What is the retrieval time for a single document?
Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Orange County Clerk Survey Response Details

Response Details

Page 1

Name of County	Orange County
Name of Clerk	Lydia Gardner
Name of CTO	Dr. Repps Galusha
Survey Completed By	Deb Ivankow
Email Address	deb.ivankow@myorangeclerk.com
Telephone Number	407.836.6322
Name of Chief Judge	Belvin Perry, Jr.

Page 2

Are you presently receiving filings through the ePortal?
No

Do you directly receive electronic filings from any other source other than the ePortal?
Yes

If yes, please list.
Tybera EFlex application

Does your CMS interface directly with the ePortal?
No

What has been your experience so far with the ePortal that would be beneficial to share?
Far less functionality than our current EFlex application.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Notification of service; ability to view other party filed documents; automatic summons issuance; ability to send proposed orders to the assigned Judge.

What format documents are you receiving through the ePortal?
None

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No, filers submit documents broken down into 4 MB file size.

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
PDF
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
We will have to undertake a project to insure all documents are searchable and tagged.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
No

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
We don't use ePortal at this time. Our current EFlex application sends email notification that the document has been filed with the case number. When a document is first submitted the filer is provided a link to a page that contains the filer ID number and the tracking number.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster

recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
The submissions are stopped in clerk review and email notification is sent to the filer.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Documents are submitted in PDF format.

How is the filer identified?
The filer is either tied to a valid Florida Bar number of if the filer is pro se, they are linked to their party ID number in their specific case in our Case Maintenance System.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Currently, we accept paper or other media (e.g. CDs) form.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
We currently do not accept photographs unless scanned in as PDF or TIFF documents. Original photos are filed with the paper court file.

Please explain how you are dealing with documents and/or information that are exempt from public access.
Qualified documents are redacted and/or sealed from public access.

How do you deal with documents where the filer has indicated the filing is an emergency?
The filings are flagged by the filer as an emergency and indicated in clerk review as an emergency for immediate action.

Page 9

How will you handle paper submissions in court?
Paper submissions are received by the clerk and scanned into the Case Maintenance System and made available in EFlex full case history docket.

How will they be scanned and stored?
They are scanned in by the clerk into the Case Maintenance System on an archival appliance.

Will they be searchable?
No

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing on site.

If public computers are provided, where will the computers be located?
In the viewing rooms located at the courthouse.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Accomplished through separate websites which require credentials and authentication for higher level access for attorneys, agencies, the judiciary and court staff. The public has on-site access to view redacted documents in cases that have not been sealed or designated non-public.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
With the filing of certain documents, the filer can add parties. They cannot delete or remove a party.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
We are not currently live on the ePortal.

Please describe your plans to deal with failures.

Not yet determined as we are in the process of implementing.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
We provide a website and access to our Case Maintenance System.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

What steps have you taken to ensure the accessibility of your technology system(s)?
We obtain agreement by contract with our vendors (including our EFlex vendor) that systems and applications are ADA compliant. Post-installation issues are dealt with on a case by case basis. Our EFlex vendor conducted ADA testing of the accessibility of the application. In our experience, specifically with EFlex, the Supreme Court requirement that documents are in a secured, high fidelity non-alterable format does not allow visually impaired users to employ the most efficient electronic screen readers. Therefore, while we believe EFlex is ADA compliant we have questions about availability for those with visual handicaps.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Software vendors are required to insure ADA compliance. Upon request, customers have been provided CDs of documents, we have read documents to customers at our viewing rooms, and in general, deal with issues on a case by case basis depending on the request by a disabled customer.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
We are not currently live on ePortal.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
EFlex users including judges, court staff, parties and other persons are provided access to ECF (EFlex) Support.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used

to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
When approved, documents are available immediately.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Retrieval is immediate for the average size case; some large case records can take 10-15 seconds to retrieve.

What is the retrieval time for a single document?
Retrieval time for small documents is immediate; large documents can take 10-15 seconds to retrieve.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Florida Supreme Court Standards for Electronic Access to the Courts Survey

Adopted June 2009
Adopted modifications February 2012

Version 7.0

We are requesting that you take a few minutes to complete this survey. The purpose of this survey is to identify the portions of the Standards for Electronic Access to the Courts published in AOSC09-30 and later revisions that are in use in each county and circuit. It is hoped that the CTO's and Clerks will provide to the Florida Courts Technology Commission (FCTC) a snapshot of what is happening with electronic filing in the trial courts.

The FCTC will continue to research and discuss all of the ramifications of implementing electronic filing and the means of effecting electronic filing throughout the state so that the people's access to their courts will not be limited by a transition to this new means of transmitting and storing records.

As a convenience, the survey has been provided in Word format along with a link to the Standards for Electronic Access to the Courts. The Word document cannot be submitted in place of the electronic survey. Once you have gathered the requested information, please complete the survey online.

Thank you in advance for your time and assistance.

Name of County	Orange
Name of Clerk	Lydia Gardner
Name of CTO	Brett Arquette
Survey Completed by	Lisa Shorten
Contact Information	407-836-2470
Date Completed	
Name of Chief Judge	Belvin Perry

2.0 FLORIDA COURTS E-PORTAL

1. Are you presently receiving filings through the e-Portal? (Yes/No)

2. If so, for what court types (Circuit Civil, Circuit Criminal, Civil Traffic, County Civil, County Criminal, Criminal Traffic, Family (Domestic Relation), Juvenile Delinquency, Juvenile Dependency, Probate)?

3. Do you directly receive e-filings from any other source other than the ePortal? (Yes/No)

4. If yes, please list. Clerks ECF System by Tybera

5. Does your CMS interface directly with the Portal? (Yes/No)

6. If so, what divisions (Circuit Civil, Circuit Criminal, Civil Traffic, County Civil, County Criminal, Criminal Traffic, Family (Domestic Relation), Juvenile Delinquency, Juvenile Dependency, Probate)?

7. What has been your experience so far with the ePortal that would be beneficial to share? N/A

8. Are there any areas of the portal that need improvement or further development? (Yes/No) N/A

9. If yes, please explain. Presently the e-portal has no ability for the parties to file proposed orders and for the court to file those orders back to the parties.

2.1. E-PORTAL FUNCTIONALITY

1. What format documents are you receiving from the Portal (Word, PDF, TIFF, Other)? N/A

Documents are stored in the Clerks CMS in tiff.

3.0 REQUESTS FOR ELECTRONIC TRANSMISSION AND FILING OF DOCUMENTS

3.1.1. Size of Filing

1. Are you complying with the 25MB size limitation? (Yes/No)

2. If so, has the size limitation caused any problems? NO

3. Have you received single files larger that 25MB? (Yes/No)

3.1.2. Document Format

1. In what format or formats are you storing documents (Word, PDF, TIFF, Other)?

2. How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes? Clerk presently has no ability to search electronic documents.

3.1.3. Electronic Filing Envelop – Data Accompanying Submitted Documents

1. Do you utilize the information contained in the electronic filing envelope for case creation? (Yes/No) N/A
2. Do you receive this information from the ePortal? (Yes/No) N/A
3. Are the data elements included in the electronic envelope sufficient to open a case? (Yes/No) N/A
4. If not, what elements would you like to see included? N/A

3.1.5. Electronic Notification of Receipt

1. Does your electronic filing system provide an electronic notification when you have received the filing? (Yes/No)
2. Is this in addition to the notification provided by the ePortal? (Yes/No) N/A
3. The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers? N/A

3.1.6. Security - Clerk issues - N/A

1. Are you protecting the system from unauthorized network intrusion and malware (e.g. virus, worms, trojans)? (Yes/No)
2. Are you ensuring the confidentiality of data (e.g., encryption, redaction)? (Yes/No)
3. Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)? (Yes/No)
4. Are you ensuring the integrity of the data (e.g., access control)? (Yes/No)
5. Are you satisfying the statutory requirements of data retention? (Yes/No)
6. Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public? (Yes/No)

3.1.10. Court Control of Court Documents – Data Storage

1. Are you in compliance with the requirement on the location of original court data and the location of copies of the data? (Yes/No)

3.1.11 Local Document Receiving Process

1. What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?

3.1.12 Time Stamp

1. The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system? (Yes/No)

2. If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?

3.1.13 Document Fidelity and Authenticity

1. What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?

2. How is the filer identified?

3. Does the local clerk system allow for the printing of electronic files on demand as needed? (Yes/No)

3.1.15. Exhibit

1. How will you handle the submission of non-electronic documents or exhibits?

2. How will photographs be stored? If they are stored electronically please indicate the format that can be stored.

3.1.16 Documents Exempt from Public Access

1. Please explain how you are dealing with documents and/or information that are exempt from public access.

3.1.17. Emergency Filing

1. How do you deal with documents where the filer has indicated the filing is an emergency?

3.1.19. Accommodation of Paper Submissions

Questions in 3.1.19 are referring to the conversion of paper documents in active court files as well as future paper documents from people who cannot electronically file.

1. How will you handle paper submissions in Court?

2. How will they be scanned and stored?

3. Will they be searchable? (Yes/No)

3.1.20. Public Access

1. Will the public be able to access electronic files by web portal or computers that may be provided to the public for access? (Yes/No)

2. What functionality will the public be provided with electronic access (viewing, filing, other)?

3. If public computers are provided, where will the computers be located?

4. Will your system have the means to provide higher role based electronic access? (Yes/No)

5. If yes, how will this be accomplished?

3.1.22. Adding a Party

1. How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?

3.2.1. Determination of Failure and Effect on Due Date

1. What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?

2. Please describe you plans to deal with failures.

3.3 CONSIDERATION OF RECOMMENDED COURT REQUIREMENTS

3.3.2 Access to the Judiciary and Court Staff

1. Will you provide access to case management data to the court(s) in your circuit? (Yes/No) N/A
2. What type of data feeds do you provide?
3. Is remote access available to the judiciary and court staff? (Yes/No)
4. Is remote access available to attorneys? (Yes/No)
5. Is remote access available to other parties or agencies? (Yes/No)

3.4. ADA AND TECHNOLOGY COMPLIANCE

1. Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
2. What steps have you taken to ensure the accessibility of your technology system(s)?
3. Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means? (Yes/No)
4. What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
5. Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means? (Yes/No)
6. Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents? (Yes/No)
7. Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws? (Yes/No)

8. Have you provided training that will enable your staff to determine whether an electronic document is accessible? (Yes/No)

9. What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?

10. What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?

4.0 ELECTRONIC PROCESSES – JUDICIAL

1. Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation? (Yes/No)

4.1. Delivery of Electronic Case Files

1. What court division(s) are presently receiving electronic case files (Circuit Civil, Circuit Criminal, Civil Traffic, County Civil, County Criminal, Criminal Traffic, Family (Domestic Relation), Juvenile Delinquency, Juvenile Dependency, Probate)?

2. In which court division(s) are paper files still available (Circuit Civil, Circuit Criminal, Civil Traffic, County Civil, County Criminal, Criminal Traffic, Family (Domestic Relation), Juvenile Delinquency, Juvenile Dependency, Probate)?

3. Has the judiciary in your county approved any system that is being used to deliver electronic case files? (Yes/No)

4. Do systems you have installed provide electronic workflow and document management? (Yes/No)

5. Do you have the ability to deliver a paper file if requested? (Yes/No)

6. How soon after filing are electronic documents available to the court?

7. Have your system(s) improved the workflow and document management services to the court? (Yes/No)

4.2. Courtroom Delivery and Functionality

1. What is the retrieval time for an electronic case? ~~3-5~~ 5-10 seconds depending on size of case

2. What is the retrieval time for a single document? 3-5 seconds depending on size of document

3. Can system(s) print on demand? (Yes/No)
4. Can system(s) print selected pages or parts of pages? (Yes/No)
5. Are individual documents searchable? (Yes/No)
6. Do system(s) allow for searching across all documents in a case? (Yes/No)
7. Do system(s) allow a single user to view multiple documents simultaneously? (Yes/No)

Osceola County Clerk Survey Response Details

Response Details

Page 1

Name of County	Osceola County
Name of Clerk	Malcolm Thompson
Name of CTO	John Overstreet
Survey Completed By	John Overstreet
Email Address	jovestreet@osceolaclerk.org
Telephone Number	4077423475
Name of Chief Judge	Belvin Perry

Page 2

Are you presently receiving filings through the ePortal?
No

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
No

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
No

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original

court data and the location of copies of the data?
Yes

Page 8

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Images are stored as TIFF images.

Please explain how you are dealing with documents and/or information that are exempt from public access.
The Clerk is manually redacting all documents prior to disbursing to the public.

Page 9

How will you handle paper submissions in court?
Documents produced during the Court session will be scanned.

How will they be scanned and stored?
They will be scanned using a high speed scanner and processed in batch.

Will they be searchable?
No

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
The computers are provided in the public information room

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Higher role based electronic access will be provided using a login for the Judiciary and Attorney of Record.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
The document adding the new party will be reviewed by the Clerk and the new party will be manually added.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
The Clerk provides access to the case maintenance application.

Is remote access available to the judiciary and court staff?
No

Is remote access available to attorneys?
No

Is remote access available to other parties or agencies?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and

document management?
No

Do you have the ability to deliver a paper file if requested?
Yes

Page 14

What is the retrieval time for an electronic case?
Documents are viewable within one minute of opening.

What is the retrieval time for a single document?
Documents are viewable within one minute of opening.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Hardee County Clerk Survey Response Details

Response Details

Page 1

Name of County	Hardee
Name of Clerk	B. Hugh Bradley
Name of CTO	Don Faulkner
Survey Completed By	Edwina Murphy
Email Address	emurphy@hardeeclerk.com
Telephone Number	863-773-4174 ext. 237
Name of Chief Judge	William Bruce Smith

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
Saves time on adding new cases and case maintenance.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Criminal & Appellate e-Filing and option subscription services for attorneys. There are a few technical issues but FCCC advise they will be corrected when we are converted to Clericus.

What format documents are you receiving through the ePortal?
Word
PDF
Word Perfect

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
TIFF images will be converted to searchable documents for viewing on demand.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification

part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
When the clerk reviews, accepts and the document is imported into the CMS system the ePortal notifies the filer that the filing has been accepted. If a new case is filed the filer will be notified of the new case number by email.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
The portal notifies the filer by email if the filing is rejected and provides an explanation. The filing should be corrected within 5 business days, it will then be reviewed and if accepted the filer will be notified by the ePortal.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
The additional date/time stamp is affixed to the bottom of the document.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
The ePortal uses a 128-Bit Secure Sockets Layer (SSL) certificate to establish a private communication channel with the filer.

How is the filer identified?
By their authenticated credentials (login I.D. & password.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Paper documents will be scanned into the existing CMS System. Exhibits that can be scanned are scanned into the CMS system; Exhibit that cannot be scanned will be maintained in the CMS system and stored in the evidence room.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Electronically-TIFF

Please explain how you are dealing with documents and/or information that are exempt from public access.
If the document is exempt from public access it is maintain and scanned into the CMS system as confidential. Other information like social security and bank accounts numbers are redacted by our redaction software or manually redacted.

How do you deal with documents where the filer has indicated the filing is an emergency?
They are processed immediately

Page 9

How will you handle paper submissions in court?
They will be accepted and scanned into the CMS system after court.

How will they be scanned and stored?
Scanned into CMS System & stored as a TIFF file.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

Filing

If public computers are provided, where will the computers be located?
Clerk's Office

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Software security.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties may be added on the ePortal under the “Parties” tab for new and existing cases

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
The ePortal notifies the filer if the filing is not received and they are advised to notify FCCC ePortal operational staff. If the filer advises the Clerk’s office we call FCCC.

Please describe your plans to deal with failures.
Contact FCCC ePortal operational staff.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
CCIS and access to our CMS system

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
No

Is remote access available to other parties or agencies?
No

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What steps have you taken to ensure the accessibility of your technology system(s)?
“FCCC has provided the following”: The ePortal is required to be fully ADA Compliant. Our development vendor is required to meet the Supreme Court’s ADA standards in our contractual Statement of Work

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software

purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
“FCCC has provided the following”: During the product development, our developers used Accessibility tools that are part of Microsoft Visual Studio 2008. You can find more information on Accessibility support in ASP.Net at http://msdn.microsoft.com/en-us/library/ms228004.aspx. Our developers also used the Web Accessibility toolbar (http://www.visionaustralia.org.au/ais/toolbar/) for Internet Explorer to verify accessibility during development. The ePortal application is tested with the “AccVerify” tool from HiSoftware http://www.hisoftware.com/products/accverify.html and also uses Jaws for Windows Screen Reader software from Freedom Scientific with Internet Explorer.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
"FCCC has provided the following”: None at this time.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the

data available through those systems?
"FCCC has provided the following": Any issued are addressed through normal communication channels; such as website, email and phone calls

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately via CMS system.

Have your system(s) improved the workflow and document management services to the court?
No

Page 14

What is the retrieval time for an electronic case?
Seconds.

What is the retrieval time for a single document?
Seconds.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
No

Highlands County Clerk Survey Response Details

Response Details

Page 1

Name of County	Highlands
Name of Clerk	Robert W. Germaine
Name of CTO	Jerome Kaszubowski
Survey Completed By	Darlene Stoelton
Email Address	dstoelton@hcclerk.org
Telephone Number	863-402-6751
Name of Chief Judge	William B. Smith

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
Working very well on the Clerk side, but for the filer it would be more convenient to have uniform case filing types and uniform docket codes throughout the State.

Are there any areas of the ePortal that need improvement or further

development?
Yes

If yes, please explain.
Criminal and appellate eFiling Optional subscription services for attorneys

What format documents are you receiving through the ePortal?
Word
PDF
WirdPerfect

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
TIFF images can be converted to searchable documents for viewing on demand which is in compliance with statutory requirements. Per our eFiling approval letter from the Court, we will continue to provide paper documents to the judiciary until such time as the judiciary elects to implement an electronic viewer system OR agree to use Clericus in the CourtRoom and Chambers.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The eFiler is automatically notified by email of the review and acceptance of document. If document is a new case the eFiler is automatically notified of acceptance and case number assigned. The eFiler can also check from within the ePortal at the Notification screen.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Any filing that requires correction is moved into a "pending queue" where clerk makes notation of deficiency and eFiler is notified via email of the finding. If corrected w/in 5 days it is reviewed, completed and processed through normal methods. If not corrected it is placed in "Judicial Review" file and eFiler is notified of this action via automatic email.

The filing is deemed filed on the date and time the electronic filing is

received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
When document is accepted in Clericus an additional date/time stamp is affixed to the bottom of the document (to include the UCN). As dictated by the Court, the official filing date/time stamp is the one affixed by the ePortal on the upper right corner of the document.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
The ePortal uses a 128 bit secure sockets layer (SSL) certificate to establish a private communication channel that enables encryption of the data during transmission of the filing. The SSL certificate consists of a public key and a private key. The public key is used to encrypt the information and the private key is used to decipher it. This public/private key encryption ensures that filings are not corrupted or changed during transmission. When a filer communicates with the ePortal, a SSL handshake authenticates the ePortal (Web site) and the filer (using a Web browser). The ePortal also verifies that all required fields are present in order to allow submission of the filing. The ePortal also validates the filing to ensure that the filing complies with ECF standard. We (the Clerk) then visually inspect and validate the image and data.

How is the filer identified?
By their ePortal registration (name & email address)

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Paper documents are scanned using Fujitsu fi-6130 high quality document scanners, reviewed and saved into Clericus. This method is the standard method for converting paper to TIFF images.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Originals will be retained - we will not be scanning or imaging photographs.

Please explain how you are dealing with documents and/or information that are exempt from public access.
If a document is eFiled and it contains exempt/confidential information (per Rule 2.420, Fl Rules of Jud Adm) the filer must indicate said confidential information by placing a notation "confidential" in the comments section.

Exempt eFiled documents are processed pursuant to Rule 2.420 the same as paper filings.Clericus codes the exempt filings as confidential and flags the image or any part thereof as confidential.

How do you deal with documents where the filer has indicated the filing is an emergency?
Emergency eFiled documents are given first priority and handled ASAP

Page 9

How will you handle paper submissions in court?
Paper documents are scanned using Fujitsu-6130 scanners, reviewed and saved as a TIFF image in Clericus.

How will they be scanned and stored?
TIFF format

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
at our Courthouse in the Law Library, 430 S. Commerce Ave. Sebring,FL

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
by level of security authorization

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties may be added on the "Parties" tab of the ePortal for any new or any existing case.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
ePortal operational staff monitor this and alert us to any potential failures. Since the ePortal has already received the filing, it has been date/time stamped and there is no effect on the due date.

Please describe your plans to deal with failures.
We can "re-push" a problem filing. ePortal operational staff also assists in these operations when needed.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Clericus, CCIS and other local web applications where applicable.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
The ePortal is required to be fully ADA compliant. Our development vendor is required to meet the Supreme Court's ADA standards in our contractual Statement of Work.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
The ePortal application is tested with "AccVerify" tool from HiSoftware and also uses Jaws for Windows Screen Reader software from Freedom Scientific with Internet Explorer.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
none at this time

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
normal communication channels: telephone calls, emails, etc.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
immediately

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
seconds

What is the retrieval time for a single document?
seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
No

Highlands County Clerk Survey Response Details

Response Details

Page 1

Name of County	Highlands
Name of Clerk	Bob Germaine
Name of CTO	Jerome Kaszubowski
Survey Completed By	Bob Germaine
Email Address	rgermaine@hcclerk.org
Telephone Number	863-402-6566
Name of Chief Judge	Bruce Smith

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Civil Traffic
County Civil
Family (Domestic Relation)
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
Just getting started. Should save substantial time for our employees.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Common Codes need to be used for all Counties for easy use for Attorneys and accuracy in filings. Does not make sense for every County to have individual codes.

What format documents are you receiving through the ePortal?
TIFF

Page 3

Are you complying with the 25 MB size limitation?
Yes

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
All public (non-exempt) case records (not document images) are posted to the Internet for public viewing.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Not currently sending a notice. Filer has the capability to view filings on Internet to check for successful filing.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
filings are rejected.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Department directors are responsible for posting electronic filings.

How is the filer identified?
Attorney bar number.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Manually as in the past. Same as evidence.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Same as exhibits.

Please explain how you are dealing with documents and/or information that are exempt from public access.
Redaction and security settings prevent unauthorized access.

How do you deal with documents where the filer has indicated the filing is an emergency?
Same as with paper. Process immediately.

Page 9

How will you handle paper submissions in court?
court clerks will scan and attach to the case.

How will they be scanned and stored?
via fujitsu scanners attached to the court maintenance (Clericus) system, on a Hitachi SAN replicated to our offsite faclilty.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing
Filing

If public computers are provided, where will the computers be located?
Courthouse self help office.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Court maintenance system (Clericus) security.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
via ePortal or paper, and staff/court director review of each filing.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Report incident to the Florida Court Clerks and Comptrollers (aka FACC) via service desk.

Please describe your plans to deal with failures.
Report problems to eFiling authority board. Request filer to resubmit.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
query znd report access via a Citrix front-end.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
No

What steps have you taken to ensure the accessibility of your technology system(s)?
Intenet access is provided. We are considering other technologies pending sufficient funding.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?

No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
document will be rejected.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Handled directly by the Clerk on a case by case basis and to date there have been no complaints.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil

Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
a few minutes

What is the retrieval time for a single document?
a few seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

Polk County Clerk Survey Response Details

Response Details

Page 1

Name of County	Polk
Name of Clerk	Richard M. Weiss
Name of CTO	Michael Phelps
Survey Completed By	Michael Phelps
Email Address	mikephelps@polk-county.net
Telephone Number	863-534-5814
Name of Chief Judge	Smith

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
In reference to the administration side, the user appreciates the technology to apply a docket code to multiple case types. The support staff is responsive, especially once there was a separation between the filers and the clerk-side.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
The filer should not be able to file on an existing case without validating against the local CMS or CCIS. Also, there are additional improvements that could still be made to make the portal friendlier for users and administrators.

What format documents are you receiving through the ePortal?
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No.

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
PDF
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Polk County's documents are in the CMS in TIFF format, although the PDFs are stored in the database when eFiled. As such, the contents of the documents are not searchable. The index and corresponding case information is, of course. We are examining our options, but as long as digital imaging of paper documents is required, there may be an undue burden in making the contents of those documents searchable. Even using an OCR system with a high rate of success will misinterpret the contents of documents some of the time, ensuring that document content retrieval will be unreliable by that same percentage and/or prohibitively expensive. It's a complex and difficult issue not easily solved by current technology.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

If not, what elements would you like to see included in the electronic envelope?
While sufficient, it would be beneficial to include or require the filer to include the addresses and all parties.

Page 5

Does your electronic filing system provide electronic notification to the filer

once you have received the filing?
No

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The portal handles it.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
We contact the filer and ask them to give us something in writing as to directions with the filing and act accordingly. For filings that conflicts with rules and standards, we leave that up to the courts to decide.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?

The received date and time is affixed to the bottom of the document, along with the case number.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
None, similarly to when a document is transported via standard mail or electronically mailed through the public Internet.

How is the filer identified?
Via the mechanisms in the ePortal.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Submissions are handled over the counter and via the mail. If appropriate, it would then be scanned into our CMS.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Photographs that are evidence are placed in evidence. Photographs that are submitted on the case are scanned and stored as TIFF images. The original photos are retained.

Please explain how you are dealing with documents and/or information that are exempt from public access.
We do not allow the public to see it. All interfaces with our CMS's have limiters in place that prevent the public from seeing documents designated as confidential. Also, all of our documents are redacted via software.

How do you deal with documents where the filer has indicated the filing is an emergency?
We notify the department management staff that an emergency filing was indicated on the filing by forwarding the email from the portal that identifies the filing as an emergency. The department management then acts accordingly. Our experience has been there are attorneys that mark everything as an emergency filing perhaps because there is no standard designated for emergency filings.

Page 9

How will you handle paper submissions in court?
We have a well-established electronic CMS suited for paper submissions.

How will they be scanned and stored?
Scanned using our existing conventions; stored in a TIFF format in an SQL database.

Will they be searchable?
No

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
In the departments themselves.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
It is currently done via the security in the CMS. We see no reason that would change.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Assuming you have the leave of the court to do so, our CMS will allow additional parties to be added to the case.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
We have a process in place to match the filings received at the portal with the filings received at CMS. Additionally, the attorney can notify us if there is a problem. Also, FACC provides a weekly email providing filings that are pending for an extended period of time.

Please describe your plans to deal with failures.
We report them to the FACC Support to rescind the filing. When appropriate, we contact the attorney.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Access to the CMS via local application, remote application and web interface. When appropriate, various data extracts.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
A review of actual requirements requires additional research, as the State and Federal laws mentioned in question 1 of this section do not define the requirements. However, they do all lead to the set of requirements as listed in CFR Part 1194 available here (http://ecfr.gpoaccess.gov/cgi/t/text/textidx?c=ecfr&rgn=div5&view=text&node=36:3.0.9.1.9&idno=36#36:3.0.9.1.9.2.5.1) Polk has used these requirements to create a checklist of items that all systems will be tested against. As of this writing, all systems have not been put through this checklist, but we intend on devoting efforts on this before the end of the year.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
As mentioned in question 2 of this section, an ADA checklist has been written to ensure compliance. If each system passes an item on the checklist OR can be demonstrated to create a hardship on our office, it is considered compliant. Again, as of this writing not all systems have been put through the checklist, but we intend on devoting efforts to this before the end of the year.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?

Yes

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
None. The Clerk's Office accepts all documents filed through the ePortal as is required by law.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
We have an open door policy; appropriate parties should feel free to contact our Clerk at any time. We would then take appropriate action.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Criminal
Civil Traffic
County Criminal
Criminal Traffic
Juvenile Delinquency
Juvenile Dependency

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Within the current legislative time standards. For clarification, immediately upon final processing (verification).

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Close to instant.

What is the retrieval time for a single document?
Less than a second.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

Miami Dade Clerk Survey Response Details

Response Details

Page 1

Name of County	Miami-Dade
Name of Clerk	Harvey Ruvin
Name of CTO	Thomas G. James
Survey Completed By	Laurie Reaves
Email Address	LLF@miamidade.gov
Telephone Number	305-349-5903
Name of Chief Judge	Joel Brown

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Family (Domestic Relation)

What has been your experience so far with the ePortal that would be beneficial to share?
Need for more inclusion in requirements gathering in support of quarterly release changes and standards committees so as to minimize impacts to business processes in place since January 2011.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
ePortal should include provision for eService. Should be flexible enough to accommodate differences in how circuits manage/organize/process cases. Miami-Dade has requested changes/improvements in the reopen and financial reconciliation processes and has pointed out the need for more rapid turnaround of requests when production changes are introduced and when enhancements are required to accommodate the significant volumes of

efilings anticipated in the Eleventh Circuit. More efficient code maintenance capability (system configuration) would make supporting the ePortal easier for large counties. The ePortal should provide judicial queues to facilitate the management of the Judicial Review process since problematic efiled documents cannot be rejected. Statewide sign-on process should be extended to pro se and the judiciary.

What format documents are you receiving through the ePortal?
Word
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
When Miami-Dade implements its automated redaction solution court papers will be automatically converted to searchable PDF format.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
No

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
Yes

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
via the ePortal

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Clerk communications via the ePortal

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
Data only; no affixed

Page 8

What process does the clerk use to ensure the authenticity of the

electronically filed document and that it is unaltered?
ePortal functionality

How is the filer identified?
By Florida Bar Numbers and IP Address

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Current business process

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
TIFF

Please explain how you are dealing with documents and/or information that are exempt from public access.
Through application security and operational procedures

How do you deal with documents where the filer has indicated the filing is an emergency?
Current business process requires that the filing be hand-delivered to the appropriate judicial chambers.

Page 9

How will you handle paper submissions in court?
For Civil court types other than Family (Odyssey) the current process is to maintain paper files. When Odyssey is rolled out to all Civil court areas all documents received on paper will be scanned and retained electronically.

How will they be scanned and stored?
Current processes will be emplooyed using high-speed batch scanners and documents will be stored in the document managment system associatd with each case maintenance system.

Will they be searchable?
No

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
courthouses

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
application security

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
When the respective motion is filed with our office it is docketed/processed in the local CMS.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Service (Heat) ticket opened with the FACC Help Desk and notification to COC operations.

Please describe your plans to deal with failures.
Contact FACC Help desk and create service ticket.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
on line

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
Provided wheel-chair accessible kiosks in court houses, make available personnel via our local ADA compliance office, e.g. staff readers for the blind.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Use of ADA compliant web development techniques in close coordintation with our local ADA compliance officer to facilitate access as requested.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
Yes

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Via Alt text and a site disclaimer/notice that provides the filer with contact information for the ADA coordinator.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
We publish the contact information for our ADA coordinator.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Family (Domestic Relation)

Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Upon filing within the respective case file.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
See response from 11th Judicial Circuit for all section 4.2 questions

Miami Dade Court Survey Response Details

Response Details

Page 1

Name of County	Miami-Dade
Name of Clerk	Harvey Ruvin
Name of CTO	Lupe Gonzalez
Survey Completed By	Lupe Gonzalez
Email Address	lgonzalez@jud11.flcourts.org
Telephone Number	(305)349-5607
Name of Chief Judge	Joel H. Brown

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Family (Domestic Relation)
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Family (Domestic Relation)

What has been your experience so far with the ePortal that would be beneficial to share?
Function of the Clerk of Courts

If yes, please explain.
Function of the Clerk of Courts

What format documents are you receiving through the ePortal?
Word
PDF

Page 3

If so, has the size limitation caused any problems?
Function of the Clerk of Courts

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be

searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Function of the Clerk of Courts

Page 4

If not, what elements would you like to see included in the electronic envelope?
Function of the Clerk of Courts

Page 5

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Function of the Clerk of Courts

Page 7

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Function of the Clerk of Courts

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
Function of the Clerk of Courts

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Function of the Clerk of Courts

How is the filer identified?
Function of the Clerk of Courts

How will you handle the submission of non-electronic documents or exhibits?
Function of the Clerk of Courts

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Function of the Clerk of Courts

Please explain how you are dealing with documents and/or information that are exempt from public access.
Function of the Clerk of Courts

How do you deal with documents where the filer has indicated the filing

is an emergency?
Function of the Clerk of Courts

Page 9

How will you handle paper submissions in court?
Function of the Clerk of Courts

How will they be scanned and stored?
Function of the Clerk of Courts

If public computers are provided, where will the computers be located?
Function of the Clerk of Courts

If yes, how will this be accomplished?
Function of the Clerk of Courts

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Function of the Clerk of Courts

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Function of the Clerk of Courts

Please describe your plans to deal with failures.
Function of the Clerk of Courts

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Function of the Clerk of Courts

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
No

Page 11

What steps have you taken to ensure the accessibility of your technology system(s)?
Function of the Clerk of Courts

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Function of the Clerk of Courts

Page 12

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Function of the Clerk of Courts

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Function of the Clerk of Courts

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Family (Domestic Relation)

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Approximately 8 hours

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Approximately 4 seconds

What is the retrieval time for a single document?
Approximately 4 seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

DeSoto County Clerk Survey Response Details

Response Details

Page 1

Name of County	DeSoto
Name of Clerk	Mitzie W. McGavic
Name of CTO	Jonathan Works
Survey Completed By	Mitzie W. McGavic
Email Address	mitzie.mcgavic@desotoclerk.com
Telephone Number	863-993-4876
Name of Chief Judge	Andrew Owens

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
We are in TEST stage.

Are there any areas of the ePortal that need improvement or further

development?
No

What format documents are you receiving through the ePortal?
Word
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
Word
PDF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Will be in compliance

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption,

redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Procedures with ePortal

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
ePortal process

Does the local clerk system allow for the printing of electronic files on demand as needed?
No

How will you handle the submission of non-electronic documents or exhibits?
Will scan upon receipt

Please explain how you are dealing with documents and/or information that are exempt from public access.
System exempts docs marked private

How do you deal with documents where the filer has indicated the filing is an emergency?
Have not had any

Page 9

How will you handle paper submissions in court?
Will scan upon receipt

How will they be scanned and stored?
Scanned via Clericus

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
In Office

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Do not know as we have not needed this yet. I would assume my deputy clerks will add once we are notified

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
ePortal procedures

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
They have access to my system now plus CCIs

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
No

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and

Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
ePortal

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Will address when complaint is received

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

In which court division(s) are paper files still available?
Circuit Civil

Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately

Page 14

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

DeSoto County Court Survey Response Details

Response Details

Page 1

Name of County	DeSoto
Name of Clerk	Mitzie McGavic
Name of CTO	Dennis Menendez
Survey Completed By	Dennis Menendez
Email Address	dmenendez@jud12.flcourts.org
Telephone Number	941-861-7817
Name of Chief Judge	Andrew Owens

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
No

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
DeSoto soes not currently have an electronic judge viewer. They are expected to implement aiSmartBench in the near future. They just recently implemented Clericus. The JA'a use Clericus but the Judges do not.

Have your system(s) improved the workflow and document management services to the court?
No

Page 14

What is the retrieval time for an electronic case?
N/A

What is the retrieval time for a single document?
N/A

Can system(s) print on demand?
No

Can system(s) print selected pages or parts of pages?
No

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

Manatee County Clerk Survey Response Details

Response Details

Page 1

Name of County	Manatee
Name of Clerk	Chips Shore
Name of CTO	Dennis Menendez
Survey Completed By	Chips
Email Address	chips.shore@manateeclerk.com
Telephone Number	941-741-4002
Name of Chief Judge	Owens

Page 2

Are you presently receiving filings through the ePortal?
No

Do you directly receive electronic filings from any other source other than the ePortal?
Yes

If yes, please list.
our local portal. we will go on the facc portal after veterens day when we go live on clericus. we accept efilings in all divisions including criminal, averaging 4,000/month

Does your CMS interface directly with the ePortal?
No

What has been your experience so far with the ePortal that would be beneficial to share?
our cms will interface after veterns day when we go live on clericus.

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
no

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
through the "manatee model" i.e. "aiSmartBench"

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
No

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

If not, what elements would you like to see included in the electronic envelope?
none, we prefer to work as we do now in paper and docket etc ourselves. we tried the other way and found out that 70% of the time we had to redo the information sent in.

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
Yes

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
we do not at this time go through the facc portal we use our own. we will be switching veterns day when we go live on clericus

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
e-mail or phone call

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
we reduce the size and place at the top, same with recording

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
we know what mavchine it came from, other wise i do not understand this question.

How is the filer identified?
by name, bar number subscription

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
we will scan and enter in to our cms, all scanning is up front

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
jpeg

Please explain how you are dealing with documents and/or information that are exempt from public access.
use a security matrix

How do you deal with documents where the filer has indicated the filing is an emergency?
file and notify court

Page 9

How will you handle paper submissions in court?
scan and file

How will they be scanned and stored?
same as all others

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing
Filing

If public computers are provided, where will the computers be located?
in main office, in 2 other locations as kiosks

Will your system have the means to provide higher role based electronic access?
Yes

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
throught the cms

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
have not had the problem

Please describe your plans to deal with failures.
dont expect failures, we have been doing this through our portal for 10+ years without a failure

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
mirrowed

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
all the latest accepted standards

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
Yes

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
none at this time

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the

data available through those systems?
have not had this problem

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
immediately

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
depends on size of file,

What is the retrieval time for a single document?
under one second

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Manatee County Clerk Survey Response Details

Response Details

Page 1

Name of County	Manatee
Name of Clerk	Chips Shore
Name of CTO	Carole Pettijohn
Survey Completed By	Jeff Taylor
Email Address	jeff.taylor@manateeclerk.com
Telephone Number	941.749.1800
Name of Chief Judge	Andrew Owens

Page 2

Are you presently receiving filings through the ePortal?
No

Do you directly receive electronic filings from any other source other than the ePortal?
Yes

If yes, please list.
Since 2008, we have been using a system that operates through our clerk website with more than 3500 attorneys subscribed for e-filing. We do nearly 45% of all of our filings electronically through this site. We anticipate going on the ePortal by November, 2012.

Does your CMS interface directly with the ePortal?
No

What has been your experience so far with the ePortal that would be beneficial to share?
During testing, we found the Review Client to be inadequate for any type of volume. Embedding the image window on the same screen as the data capture is not user friendly. Also, the Simple e-filing with fees needs a lot of work.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Simple e-file with fees Review Client piece Navigation when first logging in as a filer (user should loging and select the county they wish to e-file, not choose e-file or simple)

Page 3

Are you complying with the 25 MB size limitation?

Yes

Have you received single files larger than 25MB?
Yes

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Use a 3rd party OCR software

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
No

Do you receive this information from the ePortal?
No

Are the data elements included in the electronic envelope sufficient to open a case?
No

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Reject the filing with a message indicating "filed in wrong county." The other way we handle this is through a direct phone call.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
In certain cases, we can compare the converted TIFF file to the original .DOC or .PDF that was submitted.

How is the filer identified?
Phone or email

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Scan into the electronic case file

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Color TIFFs

Please explain how you are dealing with documents and/or information that are exempt from public access.
Supplying the document with a hightened security that prevents the document from being viewable

How do you deal with documents where the filer has indicated the filing is an emergency?
Means nothing to us

Page 9

How will you handle paper submissions in court?
Scan into electronic case system

How will they be scanned and stored?
Scanned in the courtroom and stored as a TIFF

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing
Filing

If public computers are provided, where will the computers be located?
In the clerk's office Public Access area

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
See the Manatee Matrix

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Added directly to the CMS during review

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
N/A

Please describe your plans to deal with failures.
Depends on how the ePortal will transmit and alert the clerk to failures

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
In court, judge application called aiSmartBench

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
No

Is remote access available to other parties or agencies?
No

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
No

What steps have you taken to ensure the accessibility of your technology system(s)?
Changing CMS systems to Clericus

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
Yes

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Email or phone call

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the

data available through those systems?
Case by case basis. We look at each issue individually and determine whether something is indeed incorrect and we change the secuirty or accessibility from within the CMS.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Depends... usually between 20 minutes to 2 hours

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Less than 1 minute

What is the retrieval time for a single document?
Less than 1 minute

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?

Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Manatee County Court Survey Response Details

Response Details

Page 1

Name of County	Manatee
Name of Clerk	Chips Shore
Name of CTO	Dennis Menendez
Survey Completed By	Dennis Menendez
Email Address	dmenendez@jud12.flcourts.org
Telephone Number	941-861-7817
Name of Chief Judge	Andrew Owens

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and

document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
This is from the Clerk: Depends on your definition of “filing”… If you define filing as, “once the document is docketed on the case,” then you are looking at 20 minutes before it appears in aiSmartBench and immediately in eDocket. If your definition of filing is, “once the document is submitted via e-file or once we accept it across the counter in paper,” then you are looking at anywhere between 20 minutes to 3 days depending on many variables.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
3-5 seconds

What is the retrieval time for a single document?
Once the case is loaded, retieval time for a single document is almost instantaneous.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Sarasota County Clerk Survey Response Details

Response Details

Page 1

Name of County	Sarasota County
Name of Clerk	Karen E. Rushing
Name of CTO	David Winiecki
Survey Completed By	Sean Cooper
Email Address	smcooper@scgov.net
Telephone Number	(941) 861-7774
Name of Chief Judge	Andrew Owens

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Juvenile Dependency

Do you directly receive electronic filings from any other source other than the ePortal?
Yes

If yes, please list.
CourtView E-Filing solution

Does your CMS interface directly with the ePortal?
No

What has been your experience so far with the ePortal that would be beneficial to share?
We have had no experience to date.

Are there any areas of the ePortal that need improvement or further development?
No

Page 3

Are you complying with the 25 MB size limitation?
No

If so, has the size limitation caused any problems?
No. We have no file size limitation with our current solution. When we integrate with the portal, we will be complying with the 25 MB size limitation

Have you received single files larger than 25MB?
Yes

In what format(s) are you storing documents?
PDF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Benchmark will install an Optical Character Recognition (OCR) engine that will index the contents of every image that gets electronically filed or scanned into the Clerk's CMS. A document search feature within the user interface will allow searching within a docket or within an image. These two components will help us remain in compliance with 282.601-282.606

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
No

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

If not, what elements would you like to see included in the electronic envelope?
Yes, within our current e-filing solution. We cannot speak for the Portal as we have not initiated a case there yet.

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
Yes

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Once a filing has been accepted (saved into the CMS), a second email notification is sent to the filer alerting them that the filing has been reviewed and accepted. The email also contains pertinent information such as case number and filing reference numbers

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
We reject the filing electronically and provide the filer with a rejection reason. This is done thru our current e-filing solution.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
We have yet to see a filing come thru the Portal, so we are not sure how it will look, or how it will be identified as to not confuse the filer.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
We only accept PDF documents at this time. The secure nature of a PDF document ensures authenticity.

How is the filer identified?
The Firm and/or Attorney name will be displayed on the document

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
We have the ability to scan any non-electronic document into the case within the CMS.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Photos will be stored electronically in JPEG format

Please explain how you are dealing with documents and/or information that are exempt from public access.
Documents / Images that are confidential in nature can be restricted from public access via application security. A matrix that governs party / agency access based on statutory authority can be referenced in the event confidential information is requested by said party / agency.

How do you deal with documents where the filer has indicated the filing is an emergency?
There is no mechanism in our current system that places priority on filings.

Page 9

How will you handle paper submissions in court?
The paper will be docketed and scanned into the CMS after court

How will they be scanned and stored?
The paper will be docketed and scanned into the CMS after court

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
The Public Access area within the Clerk's office

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
System permissions will be granted based upon users statutorily authorized access. Roles will be created and applied to common or "like" users. For example, (judges, state attorneys etc.)

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?

We receive an e-filing amending the parties on the case. Clerk staff manually updates the party information within the CMS.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
A daily reconciliation process will be instituted with the Portal support group (FCCC) to ensure that all filings are accounted for between the portal and the local CMS.

Please describe your plans to deal with failures.
Failures will be addressed with the help desk at the Portal, while keeping the filer informed of the issue.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Electronic Dockets, CMS search capabilities, Electronic signature functionality

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
No

What steps have you taken to ensure the accessibility of your technology system(s)?
None

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
None

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online

applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
None

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
We provide feedback channels (email, phone) for our users to provide us with ways to enhance our service.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency

Probate

In which court division(s) are paper files still available?
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Currently, electronic documents are available in court the following day. Once we migrate to Benchmark the electronic documents will be available “Real Time” (instantaneously).

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Less than 3 seconds

What is the retrieval time for a single document?
Less than 3 seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
No

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

Sarasota County Court Survey Response Details

Response Details

Page 1

Name of County	Sarasota
Name of Clerk	Karen Rushing
Name of CTO	Dennis Menendez
Survey Completed By	Dennis Menendez
Email Address	dmenendez@jud12.flcourts.org
Telephone Number	941-861-7817
Name of Chief Judge	Andrew Owens

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Clerk currently uses Courtview, documents typically available next business day. When Benchmark goes live documents will be available real time.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
3 seconds or less

What is the retrieval time for a single document?
3 seconds or less

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
No

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

Hillsborough County Clerk Survey Response Details

Response Details

Page 1

Name of County	Hillsborough
Name of Clerk	Pat Frank
Name of CTO	Ramin Kouzehkanani
Survey Completed By	Douglas Bakke and Ramin Kouzehkanani
Email Address	ramin@hillsclerk.com
Telephone Number	8133077010
Name of Chief Judge	Manuel Menendez, Jr.

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
We believe the Portal is a fantastic vehicle for a "no wrong door" centralization of filings, potential standardization and increased data integrity

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
We recommend the creation of a traditional users group - perhaps a representative samle of large, medium and small counties - to periodically meet and discuss potential enhancements and improvements as we all begin to use the Portal more.

What format documents are you receiving through the ePortal?
PDF
TIFF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
Not Yet

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
PDF
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Our Case Maintenance System currently provides for limited search capability. However, we plan to further enhance this capability to include full index searching for key words.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
No

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?

Our CMS is connected to the Portal and this allows for dynamic updates of the CMS, the Portal generates "filing submitted" and "filing completed" emails back to the filer.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
We use the "pending queue" withing the e-Filing Portal and send notification to the filer.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
We accept the filing through the e-Filing Portal and process directly to the CMS.

How is the filer identified?

The filer is identified through their log-in credentials through the e-Filing Portal.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
We have not established our business process at this time.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
We have not established our business process at this time.

Please explain how you are dealing with documents and/or information that are exempt from public access.
Confidential documents are maintained under seal or segregated from the court file. Appropriate security protocols are enabled for data within the CMS.

How do you deal with documents where the filer has indicated the filing is an emergency?
We comply with local administrative orders for the handling of emergency filings.

Page 9

How will you handle paper submissions in court?
They will be scanned and attached to the appropriate docket entry in the CMS.

How will they be scanned and stored?
They will be scanned and attached to the appropriate docket entry in the CMS. - ALSO, regarding the question below, number 3 under this section, the documents will be searchable once they are passed through our redaction software and are OCR'd.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

If public computers are provided, where will the computers be located?
Regarding the functionality question above - The public will have free access to all non-confidential/sealed court records. Ultimately, pc's/scanner kiosks will be set up to allow pro-se litigants to e-File documents. The computers will be located in public file viewing areas or other public lobbies.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Through security-based access to our system.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
We are using the e-Filing Portal which currently allows for this functionality.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
We monitor and log service tickets appropriately.

Please describe your plans to deal with failures.
At this time, we would rely on the FACC or our CMS vendor to re-establish system connectivity in the event of an outage. We would have alternate methods for submissions such as facsimile transmissions.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
We provied access to both data and images from our CMS to support the judiciary's Case Management System. All judges and judicial assistants have log-ins for our CMS.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
We currently utilize two vendors, the FCCC and Tyler Technologies. They have represented that they are ADA compliant and we rely on that representation.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software

purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Our new case maintenance system is ADA compliant per our vendor, Tyler Technologies and our website is Bobby tested.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
We comply with the ruling under Musmacher v. McDonough 969 So.2nd1101 and all documents are accepted and attached to the local CMS.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
We have a designated ADA Coordinator who may be reached via phone, mail or email correspondence.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal

Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Do systems you have installed provide electronic workflow and document management?
No

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediatley. In addition, to answer the question regarding the judiciary approving any system that is being used to deliver electronic case files, we are not yet delivering electronic case files. To answer the question below: our systems are not fully implemented.

Page 14

What is the retrieval time for an electronic case?
2-10 seconds (approximate)

What is the retrieval time for a single document?
2-10 seconds (approximate) Answer to question regarding are individual documents searchable: some

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

Bay County Clerk Survey Response Details

Response Details

Page 1

Name of County	Bay
Name of Clerk	Bill Kinsaul
Name of CTO	Mike Sharp
Survey Completed By	Jody Walls
Email Address	jwalls@baycoclerk.com
Telephone Number	8507475242
Name of Chief Judge	McClellan

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
Yes

If yes, please list.
Benchmark Portal

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
Overall good. Would like to see image validations at time of upload.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Attorney interface--if a matching case is NOT found it should not allow the filer to continue.

What format documents are you receiving through the ePortal?
Word
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
no

Have you received single files larger than 25MB?
Yes

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Our CMS vendor is evaluating those statues and related FCTC rules for ADA compliance.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
No

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
System has "my filings" link to show live status of all e-filings and document reference numbers. Much better than email that can be deleted or mis-filed.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
From Benchmark Portal we call the attorney. From FACC portal--we move to a pending que with detailed information for correcting.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
This is stored in a database table and is not displayed to users.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
At submission, exact date/time is stored in server database for comparison to date/time of image.

How is the filer identified?
private login name and password with user allowed to change password as needed.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
submitter will provide manually to clerk for processing.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Tiff and JPEG are stored electronically.

Please explain how you are dealing with documents and/or information that are exempt from public access.
The case management system has complex security levels for providing or restricting access to cases and documents filed on cases.

How do you deal with documents where the filer has indicated the filing is an emergency?
The FACC ePortal flag is passed onto Clerks to alert them of the request.

Page 9

How will you handle paper submissions in court?
The same way they were handled prior to efiling.

How will they be scanned and stored?
scanned into the case management system.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
several location throughout the courthouses are already available.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
The CMS has complex security levels for providing or restricting access to cases and documents.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Instruments authorizing additional parties will be reviewed by Clerk after submission and clerk will add parties.

What procedure(s) do you have in place to determine and report the

failure to receive electronic filings from the ePortal?
Daily review of status report.

Please describe your plans to deal with failures.
We manually process the filing by printing (to PDF) from the ePortal and importing into the CMS.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
All agencies and judicial staff have access to our secure website.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
Public terminals are ADA compliant.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Public terminals are accessible and ADA compliant.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for

accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
Yes

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
we call them

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
The IT email is available on the website.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency

Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
immediately after acceptance by Clerk.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Immediate after Clerk acceptance.

What is the retrieval time for a single document?
Immediate after Clerk acceptance.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Calhoun County Clerk Survey Response Details

Response Details

Page 1

Name of County	Calhoun
Name of Clerk	Ruth W. Attaway
Name of CTO	FACC
Survey Completed By	Nona Borelli
Email Address	traffic@calhounclerk.com
Telephone Number	850-674-4545
Name of Chief Judge	Hentz McClellan

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
It has saved us some time.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Criminal and Appellate eFiling and optional subscription services for attorneys

What format documents are you receiving through the ePortal?
Word
PDF
WordPerfect

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Local TIFF images can be converted to searchable documents for viewing on demand, in compliance with statutory requirements. Per our eFiling approval letter from the Court, we will continue to provide paper documents to the judiciary until such time as the judiciary elects to implement an electronic viewer system.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The eFiler is automatically notified by email once the case and associated

documents have been successfully reviewed, accepted, and the import to the local case maintenance system has been completed. If it is a new case, the case number is provided in the automatic email notification. These notifications are also available to the eFiler from within the ePortal Notifications screen.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Any filing that requires correction is moved into a Pending Queue. The clerk reviewer indicates the deficiency and the eFiler is notified via automatic email that the filing requires corrections, including the reasons indicated during the review process. If the filing is corrected within 5 business days, it is reviewed and completed and the eFiler is notified via the normal methods. If it is not corrected within 5 business days, or cannot be corrected, it is Filed for Judicial Review and the eFiler is notified of this action via automatic email.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
When the document is accepted in the local CMS, an additional date/time

stamp is affixed to the bottom of the document. As dictated by the Court, the official filing date/time is the one affixed by the ePortal on the upper right corner of the document.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
The ePortal uses a 128-Bit Secure Sockets Layer (SSL) certificate to establish a private communication channel that enables encryption of the data during transmission of the filing. The SSL certificate consists of a public key and a private key. The public key is used to encrypt the information and the private key is used to decipher it. This public/private key encryption ensures that filings are not corrupted or changed during transmission. When a filer communicates with the ePortal, a SSL handshake authenticates the ePortal (Web Site) and the filer (using a Web browser). The ePortal also verifies that all required fields are present in order to allow submission of the filing. The ePortal also validates the filing to ensure that the filing complies with ECF standard. The filing is presented to the clerk electonically for visual inspection and validation of the data and image.

How is the filer identified?
The filer is identified by their ePortal credentials including name and email address.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Photograph documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting photograph to electronic (TIFF) images. May also be placed in the court file.

Please explain how you are dealing with documents and/or information that are exempt from public access.
If a filer electronically files a document containing information identified as exempt from public access pursuant to Rule 2.420, Florida Rules of Judicial Administration and applicable statute, the filer shall indicate that the document contains confidential information by placing the notation "confidential" in the comments section. Documents that are exempt or claimed to be exempt from public access shall be processed pursuant to Rule 2.420. When the exempt document is filed with the local CMS, it will be

flagged in the same manner as current paper filings. Our case management application is coded to mark exempt filings as confidential and flags the image as confidential.

How do you deal with documents where the filer has indicated the filing is an emergency?
If they are marked emergency, they are worked as our first priority.

Page 9

How will you handle paper submissions in court?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will they be scanned and stored?
TIFF format

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
In the public access of the Clerk's Office.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
By level of security authorization.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties may be added on the "Parties" tab of the ePortal for new and/or existing cases.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
ePortal operational staff monitor this and alert us to any potential failures. Since the ePortal has already received the filing, it has been date/time stamped and there is no effect on the due date.

Please describe your plans to deal with failures.
Enhanced capability has been added to the ePortal to allow County Adminstrators to "re-push" filings where problems are encountered. The ePortal operational staff also assists in these operations, as required.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
CCIS and other local web applications where applicable.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
The ePortal is required to be fully ADA Compliant. Our Development vendor is required to meet the Supreme Court's ADA standards in our contractual Statement of Work.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
During the product development, our developers used Accessibility tools that are part of Microsoft Visual Studio 2008. You can find more information on Accessibility support in ASP.Net at http://msdn.microsoft.com/en-us/library/ms228004.aspx. Our developers also used the Web Accessbility toolbar (http://www.visionaustralia.org.au/ais/toolbar/) for internet Explorer to verify accessibility during development. The ePortal applicatons is tested with the "AccVerify" tool from HiSoftware http://www.hisoftware.com/products/accverify.html and also uses Jaws for Windows Screen Reader software from Freedom Scientific with Internet Explorer.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through

some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Not at this time.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Any issues are addressed through normal communication channels; such as website, email, and phone calls.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)

Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately via both CCIS and other applicable local websites.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Seconds

What is the retrieval time for a single document?
Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Gulf County Clerk Survey Response Details

Response Details

Page 1

Name of County	GULF
Name of Clerk	REBICCA L NORRIS
Name of CTO	TRACY THARPE
Survey Completed By	TONYA KNOX/TRACY THARPE
Email Address	tknox@gulfclerk.com
Telephone Number	850-229-6112
Name of Chief Judge	HON. HENZ MCCELLAN

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
It saves time and is convenient for the attorneys

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Criminal and Appellate eFiling and optional subscription services for attorneys.

What format documents are you receiving through the ePortal?

Word
PDF
word perfect

Page 3

Are you complying with the 25 MB size limitation?
Yes

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Local TIFF images can be converted to searchable documents for viewing on demand, in compliance with statutory requirements. Per our eFiling approval letter from the Court, we will continue to provide paper documents to the judiciary until such time as the judiciary elects to implement an electronic viewer system.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The eFiler is automatically notified by email once the case and associated documents have been successfully reviewed, accepted, and the import to the local case maintenance system has been completed. If it is a new case, the case number is provided in the automatic email notification. These

notifications are also available to the eFiler from within the ePortal Notifications screen.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Any filing that requires correction is moved into a Pending Queue. The clerk reviewer indicates the deficiency and the eFiler is notified via automatic email that the filing requires corrections, including the reasons indicated during the review process. If the filing is corrected within 5 business days, it is reviewed and completed and the eFiler is notified via the normal methods. If it is not corrected within 5 business days, or cannot be corrected, it is Filed for Judicial Review and the eFiler is notified of this action via automatic email.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
When the document is accepted in the local CMS, an additional date/time stamp is affixed to the bottom of the document. As dictated by the Court, the official filing date/time is the one affixed by the ePortal on the upper right corner of the document.

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
The ePortal uses a 128-Bit Secure Sockets Layer (SSL) certificate to establish a private communication channel that enables encryption of the data during transmission of the filing. The SSL certificate consists of a public key and a private key. The public key is used to encrypt the information and the private key is used to decipher it. This public/private key encryption ensures that filings are not corrupted or changed during transmission. When a filer communicates with the ePortal, a SSL handshake authenticates the ePortal (Web site) and the filer (using a Web browser). The ePortal also verifies that all required fields are present in order to allow submission of the filing. The ePortal also validates the filing to ensure that the filing complies with ECF standard. The filing is presented to the clerk electronically for visual inspection and validation of the data and image.

How is the filer identified?
The filer is identified by their ePortal credentials including name and email address

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Photographs are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

Please explain how you are dealing with documents and/or information that are exempt from public access.
If a filer electronically files a document containing information identified as exempt from public access pursuant to Rule 2.420, Florida Rules of Judicial Administration and applicable statute, the filer shall indicate that the document contains confidential information by placing the notation “confidential” in the comments section. Documents that are exempt or claimed to be exempt from public access shall be processed pursuant to Rule 2.420. When the exempt document is filed with the local CMS, it will be flagged in the same manner as current paper filings. Our case management application is coded to mark exempt filings as confidential and flags the image as confidential.

How do you deal with documents where the filer has indicated the filing is an emergency?
If they are marked emergency, they are worked as our first priority

Page 9

How will you handle paper submissions in court?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will they be scanned and stored?
TIFF format

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Courthouse

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
By level of security authorization.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties may be added on the “Parties” tab of the ePortal for new and/or existing cases.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
ePortal operational staff monitor this and alert us to any potential failures. Since the ePortal has already received the filing, it has been date/time stamped and there is no effect on the due date.

Please describe your plans to deal with failures.
Enhanced capability has been added to the ePortal to allow County Administrators to “re-push” filings where problems are encountered. The ePortal operational staff also assists in these operations, as required.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
CCIS and other local web applications where applicable

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
The ePortal is required to be fully ADA Compliant. Our development vendor is required to meet the Supreme Court's ADA standards in our contractual Statement of Work.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
During the product development, our developers used Accessibility tools that are part of Microsoft Visual Studio 2008 . You can find more information on Accessibility support in ASP.Net at http://msdn.microsoft.com/en-us/library/ms228004.aspx . Our developers also used the Web Accessibility toolbar (http://www.visionaustralia.org.au/ais/toolbar/)

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs

or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Not at this time.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Any issues are addressed through normal communication channels; such as website, email, and phone calls.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately via both CCIS and other applicable local websites.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Seconds

What is the retrieval time for a single document?
Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
No

Holmes County Clerk Survey Response Details

Response Details

Page 1

Name of County	HOLMES
Name of Clerk	CODY TAYLOR
Name of CTO	UNK
Survey Completed By	DIANE EATON
Email Address	deaton@holmesclerk.com
Telephone Number	850-547-1100
Name of Chief Judge	HENTZ MCCLELLAN

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Family (Domestic Relation)
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Family (Domestic Relation)
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
There is an issue with new case filings transferring over into Clericus directly. All information is not transferring over.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
New case filings seem to be having the most problems. They do not transfer over and the same methods are not being used each time to process. FCC is continuing to work to eliminate issues.

What format documents are you receiving through the ePortal?
PDF
TIFF

Page 3

In what format(s) are you storing documents?
PDF
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
FCCC

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
Yes

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The system automatically notifies the filer.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
We must either call or email the filer of any errors.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
FCCC

How is the filer identified?
THE eportal notification has their names attached to email.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
We will file them manually.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
They can be scanned into the database.

Please explain how you are dealing with documents and/or information that are exempt from public access.
They are marked "confidential" when docketing.

How do you deal with documents where the filer has indicated the filing is an emergency?
Give them priority when filing.

Page 9

How will you handle paper submissions in court?
They will be file stamped and docketed and scanned into case.

How will they be scanned and stored?
Using a scanner.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Courthouse

Will your system have the means to provide higher role based electronic access?
No

If yes, how will this be accomplished?
Unsure at this time

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Can add manually.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Either by email or telephone call.

Please describe your plans to deal with failures.
Contact filer of errors.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
FCCC

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
No

Is remote access available to other parties or agencies?
No

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your

technology system(s)?
FCCC

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
FCCC

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
Yes

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Through email or telephone contact

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
None

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?

Circuit Civil
Family (Domestic Relation)
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Unsure

What is the retrieval time for a single document?
Unsure

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
No

Washington County Clerk Survey Response Details

Response Details

Page 1

Name of County	Washington
Name of Clerk	Linda H. Cook
Name of CTO	FACC Staff
Survey Completed By	Tanya M Wheeler
Email Address	twheeler@washingtonclerk.com
Telephone Number	850-638-6009
Name of Chief Judge	Hentz McClellan

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Criminal and Appellate eFiling and optional subscription services for attorneys.

What format documents are you receiving through the ePortal?
Word
PDF

WordPerfect

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
Accepted PDF's received from the ePortal are converted to TIFF format for storage. All documents are stored as TIFF, but readily accessible via the Clerk's local CMS. Additionally, local TIFF images can be converted to searchable documents for viewing on demand.

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Local TIFF images can be converted to searchable documents for viewing on demand, in compliance with statutory requirements. Per our eFiling approval letter from the Court, we will continue to provide paper documents to the judiciary until such time as the judiciary elects to implement an electronic viewer system.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The eFiler is automatically notified by email once the case and associated

documents have been successfully reviewed, accepted, and the import to the local case maintenance system has been completed. If it is a new case, the case number is provided in the automatic email notification. These notifications are also available to the eFiler from within the ePortal Notifications screen.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Any filing that requires correction is moved into a Pending Queue. The clerk reviewer indicates the deficiency and the eFiler is notified via automatic email that the filing requires corrections, including the reasons indicated during the review process. If the filing is corrected within 5 business days, it is reviewed and completed and the eFiler is notified via the normal methods. If it is not corrected within 5 business days, or cannot be corrected, it is Filed for Judicial Review and the eFiler is notified of this action via automatic email.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
There is the common, uniform ePortal date/time stamp in the upper right

corner. Additionally, a second date/time stamp is added to the document when it is accepted into the local CMS. When the document is accepted in the local CMS, an additional date/time stamp is affixed to the bottom of the document. As dictated by the Court, the official filing date/time is the one affixed by the ePortal on the upper right corner of the document.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
The ePortal uses a 128-Bit Secure Sockets Layer (SSL) certificate to establish a private communication channel that enables encryption of the data during transmission of the filing. The SSL certificate consists of a public key and a private key. The public key is used to encrypt the information and the private key is used to decipher it. This public/private key encryption ensures that filings are not corrupted or changed during transmission. When a filer communicates with the ePortal, a SSL handshake authenticates the ePortal (Web site) and the filer (using a Web browser). The ePortal also verifies that all required fields are present in order to allow submission of the filing. The ePortal also validates the filing to ensure that the filing complies with ECF standard. The filing is presented to the clerk electronically for visual inspection and validation of the data and image.

How is the filer identified?
The filer is identified by their ePortal credentials including name and email address.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

Please explain how you are dealing with documents and/or information that are exempt from public access.
If a filer electronically files a document containing information identified as exempt from public access pursuant to Rule 2.420, Florida Rules of Judicial Administration and applicable statute, the filer shall indicate that the document contains confidential information by placing the notation “confidential” in the comments section. Documents that are exempt or claimed to be exempt from public access shall be processed pursuant to Rule 2.420. When the exempt document is filed with the local CMS, it will be flagged in the same manner as current paper filings. Our case management application is coded to mark exempt filings as confidential and flags the image as confidential.

How do you deal with documents where the filer has indicated the filing

is an emergency?
If they are marked emergency, they are worked as our first priority.

Page 9

How will you handle paper submissions in court?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will they be scanned and stored?
TIFF format

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
At our courthouse

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
By level of security authorization.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties may be added on the "Parties" tab of the ePortal for new and/or existing cases.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
ePortal operational staff monitor this and alert us to any potential failures. Since the ePortal has already received the filing, it has been date/time stamped and there is no effect on the due date.

Please describe your plans to deal with failures.
Enhanced capability has been added to the ePortal to allow County Administrators to “re-push” filings where problems are encountered. The ePortal operational staff also assists in these operations, as required.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?

CCIS and other local web applications where applicable.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
The ePortal is required to be fully ADA Compliant. Our development vendor is required to meet the Supreme Court's ADA standards in our contractual Statement of Work.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
During the product development, our developers used Accessibility tools that are part of Microsoft Visual Studio 2008 . You can find more information on Accessibility support in ASP.Net at http://msdn.microsoft.com/en-us/library/ms228004.aspx . Our developers also used the Web Accessibility toolbar (http://www.visionaustralia.org.au/ais/toolbar/) for Internet Explorer to verify accessibility during development. The ePortal application is tested with the "AccVerify" tool from HiSoftware http://www.hisoftware.com/products/accverify.html and also uses Jaws for Windows Screen Reader software from Freedom Scientific with Internet Explorer.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
NOt at this time.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Any issues are addressed through normal communication channels; such as website, email, and phone calls.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Family (Domestic Relation)
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately via both CCIS and other applicable local websites.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Seconds

What is the retrieval time for a single document?
Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Palm Beach County Clerk Survey Response Details

Response Details

Page 1

Name of County	Palm Beach
Name of Clerk	Sharon R. Bock
Name of CTO	Noel Chessman
Survey Completed By	Mark E. Cain
Email Address	mcain@mypalmbeachclerk.com
Telephone Number	561-355-6638
Name of Chief Judge	Peter Blanc

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
No

If so, for what court divisions?
Circuit Civil

What has been your experience so far with the ePortal that would be beneficial to share?
• Filers, who recognize that they filed a document in error, should have the ability to remove documents from the pending queue. • The service option should be fully functional to give filers the ability of completing service through the ePortal. Until it is fully operational, the ePortal should clearly notify the filer that the service function is not yet available. • The additional fee function, used for summons, time-share unit totals, and additional defendants, should not allow the filer to by-pass the required fees. • Filers should have the ability to save in-process filings on the ePortal prior to completion. Currently, filers must either complete and submit a filing or cancel the filing and reenter. • The purpose and function of the Judicial queue (which receives documents that have been pending more than 5 days) should be clearly defined.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
• Filers, who recognize that they filed a document in error, should have the ability to remove documents from the pending queue. • The service option

should be fully functional to give filers the ability of completing service through the ePortal. Until it is fully operational, the ePortal should clearly notify the filer that the service function is not yet available. • The additional fee function, used for summons, time-share unit totals, and additional defendants, should not allow the filer to by-pass the required fees. • Filers should have the ability to save in-process filings on the ePortal prior to completion. Currently, filers must either complete and submit a filing or cancel the filing and reenter. • The purpose and function of the Judicial queue (which receives documents that have been pending more than 5 days) should be clearly defined.

What format documents are you receiving through the ePortal?
Word
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
We have contracted with Computing Systems Innovations to convert documents to searchable PDFs as part of the redaction/privacy information minimization process. Information that is being redacted will have the data category name inserted into the text layer so ADA readers will function on the SPDF documents and the reviewer will also be aware of the removal of information, keeping the reading in context.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
Yes

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Once the Clerk reviews the eFile document and inputs it into the CMS (dockets, redacts and closes the submission), the data is transmitted to the ePortal. The ePortal then notifies the filer that the document has been accepted and provides the new local case number to the filer.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Currently, filers are notified of errors directly by the Clerk processing the filing. We will be transitioning to notification via the Eportal's pending queue.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
The Clerk relies on the statewide ePortal encrytion method assigned FACC ID to ensure authenticity of documents.

How is the filer identified?
The filer is identified by the FACC ID on the efiled documents.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Non-electronic documents are accepted at all Clerk locations where they are processed.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Photos, which are efiled or scanned, will be stored manually in the electronic docket as a TIFF.

Please explain how you are dealing with documents and/or information that are exempt from public access.
1) All privacy information (ie SS#) is redacted pursuant to rule 2.420. 2) All Notices of Confidentiality are processed according to statute. 3) All documents sealed pursuant to court order are secured in an envelope and electronic version of document is secured from view.

How do you deal with documents where the filer has indicated the filing is an emergency?
Filings identified as emergency at the ePortal are automatically designated as emergency filings. The Clerk reviews and forwards documents to the court if labeled emergency in either the heading or body of the document.

Page 9

How will you handle paper submissions in court?
Clerk will follow current procedures by accepting document and then scanning, docketing, redacting and filing same.

How will they be scanned and stored?
By using our combined validation software and stored in our trakman repository.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing
Printing

If public computers are provided, where will the computers be located?
Computers are located in counter areas of each department at the Clerk's office.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Currently, the Clerk's office as a high level electronic access in criminal courts pursuant to the Showcase CMS. Civil courts will transition to Showcase in 2013/2014.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
The Clerk will add parties into the CMS based on the file document when applicable.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Clerk IT, along with the vendor, monitors the filings and reports failures to operations.

Please describe your plans to deal with failures.
When the failure happens in the Clerk system and the documents are in the Clerk's queues, we can resubmit through our software. When the failures are in the statewide ePortal FACC is contacted for resubmission.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
SQL queries.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
No

Is remote access available to other parties or agencies?

Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
No

What steps have you taken to ensure the accessibility of your technology system(s)?
All our processing and network infrastructure is designed to provide 24 x 7 x 365 processing and five 9's uptime. Systems are virtualized and all processing/network components are of current technology, redundant, and of fault tolerant and high availablity modem architectures. Data protection/continuity is provided by an enterprise CommVault environment that performs automatic protection and migration of data from active production to our remote disaster recovery facility.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
We are actively working with a vendor to ensure that the accessibility of our data will be in compliance with current mandates.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?

No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
In all circumstances, unless there is a fatal processing error, documents that are submitted to the ePortal will be transformed into an ADA compliant document. In the case of failed submission errors the filer is notified of the errors and prompted to resubmit.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Managers and supervisors are assigned to review and respond to issues and complaints immediately.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Our goal is to process with an established state standards (3 days) established.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
One to three seconds.

What is the retrieval time for a single document?
One to three seconds.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Monroe County Court Survey Response Details

Response Details

Page 1

Name of County	Monroe
Name of Clerk	Danny Kolhage
Name of CTO	Gerald Land
Survey Completed By	Holly Elomina/Gerald Land
Email Address	holly.elomina@keyscourts.net
Telephone Number	305-292-3423
Name of Chief Judge	David J. Audlin, Jr.

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Family (Domestic Relation)

Do you directly receive electronic filings from any other source other than the ePortal?
No

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Family (Domestic Relation)

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?

No

Do systems you have installed provide electronic workflow and document management?
No

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
depends on division--usually within one to two days

Page 14

What is the retrieval time for a single document?
depends on document size--small documents take seconds, larger documents such as voluminous complaints take much longer.

Can system(s) print on demand?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

Broward County Clerk Survey Response Details

Response Details

Page 1

Name of County	Broward
Name of Clerk	Howard C. Forman
Name of CTO	Ernie Nardo
Survey Completed By	Deborah Hitchcock
Email Address	dhitchcock@browardclerk.org
Telephone Number	954-831-5559
Name of Chief Judge	Peter M. Weinstein

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Family (Domestic Relation)
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
No

What has been your experience so far with the ePortal that would be beneficial to share?
Filers can file in multiple jurisdictions without having to interface with individual county EFM's or EFSP's.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
• Issuance processes to return the issued documents to the filers - summons, writs, garnishments, etc. • eService for filers to serve on existing cases. • Filer of record needs to be able to view confidential cases from the FACC to CCIS database so they will know they are filing on the correct cases. • Ordering of true and certified copy via portal – payment options for # copies, type, envelopes, et al.

What format documents are you receiving through the ePortal?
Word
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
Initially did cause substantial issues that required software customization for our CMS and DMS.

Have you received single files larger than 25MB?
Yes

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
eFilers will need to provide their scanned filings in a searchable, tagged format. Florida Supreme Court Standards for Electronic Access to the Courts 3.1.2 provides that any information that will become part of, or is related to, a court case file, and which is being transmitted electronically to the clerk or courts must be described in a format that can be rendered with high fidelity to originals and is searchable, tagged and complies with accessibility requirements in Chapter 282.601-606. Broward's CMS product, Tyler Odyssey 2012 version, will support searchable PDF. This version will be scheduled for future deployment. Our local review software and backend DMS for document storage will be reconfigured to accept and store the searchable PDF format.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

If not, what elements would you like to see included in the electronic envelope?
Attorney party needs to be addressed as they are considered participants in our Odyssey CMS and not primary parties.

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?

Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The ePortal supports the following electronic notification: Acceptance of filing including filing id number and case identification data and pended status. The Clerk does not send separate notifications.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Erroneous electronic filings are placed in the eFiling Portal in a Pending Queue status. The filer receives notification of this status with instructional information why the filing is not acceptable. The Pending Queue is accessible to the eFiler who can make revisions and resubmit the filing with the corrections needed. The limitation with the Portal's Pending Queue is that the filer cannot retract a filing submitted to the wrong jurisdiction.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
The additional time stamp is placed in the left margin with different wording than the portal timestamp. The portal time stamp is located in the top right margin.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
The ePortal uses a 128-Bit Secure Sockets Layer (SSL) certificate to establish a private communication channel that enables encryption of the data during transmission of the filing. The SSL certificate consists of a public key and a private key. The public key is used to encrypt the information and the private key is used to decipher it. This public/private key encryption ensures that filings are not corrupted or changed during transmission. When a filer communicates with the Portal, a SSL handshake authenticates the Portal website and the filer.

How is the filer identified?
The filing party uses a secure login to the FACC Portal system. Individual Florida Bar members register to use the system and receive authentication credentials (login ID, password) upon validation of their online registration. The system will verify that the attorney is in good standing and will validate against an electronic list provided by the Florida bar. The person to whom the user name is assigned is responsible for any documents filed using that user name and password.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Non-electronic documents and exhibits are received through the mail, in person and from court sessions. Documents are stored in the hard-copy court file. Exhibits are stored in the court file or retained by the Evidence Division in secure locations depending on applicable requirements.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Photographs are currently being stored in hard copy format. Our Document Management System (DMS) is capable of storing in multiple formats, such as JPEG or BMP.

Please explain how you are dealing with documents and/or information that are exempt from public access.
Florida Rules do not yet allow access to document imaged via the Clerk's website. Confidential data is not posted on the website. Courthouse Clerk kiosk's are accessible to the public, but access to confidential data is restricted via security settings in our CMS PA website.

How do you deal with documents where the filer has indicated the filing is an emergency?
In the paper world, the divisions forward filings indicated as emergencies to a clerk assigned to take immediate action. For eFiled documents, we do not receive an indicator of emergency filing, but if it is brought to our attention by the attorney contacting the clerk, it is researched and expedited if still pending filing.

Page 9

How will you handle paper submissions in court?
Paper submissions on fully electronic case files will be scanned post-court.

How will they be scanned and stored?
Broward uses a Kofax Capture scan process, validation via CSI Intellidact software and storage via a process that links the document to the event in the Tyler Odyssey CMS and passes the document through to our Hyland OnBase DMS repository.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Within the division lobby areas or in a location adjacent to the division offices.

Will your system have the means to provide higher role based electronic access?
No

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
On New Case eFilings, parties are added at the time of the initiating pleading. On Existing Cases, new parties are not added via the eFiling portal, but are added in our CMS through a user workflow process.

What procedure(s) do you have in place to determine and report the

failure to receive electronic filings from the ePortal?
Error messages are generated by our 3rd party eFiling integration software for failures in the eFiling Input module that unpacks FACC XML, creates a Kofax batch and sends to the Indellidact validation queues for processing.

Please describe your plans to deal with failures.
Errors detected by the eFiling Input module are researched by the clerk or vendor support desk and appropriate action is taken to either report the error to the Portal support desk or reset the filing to import, as applicable.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
SQL replication DB2 journaling

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
No

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
No

What steps have you taken to ensure the accessibility of your technology system(s)?
Assessment of requirements

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Assessment of requirements

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through

some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
None

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Public and Customer Service procedures that include how to address issues related to the accessibility of electronic filing.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used

to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately upon acceptance by the Clerk.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
0 to 5 seconds

What is the retrieval time for a single document?
0 to 3 seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

Broward County Court Survey Response Details

Response Details

Page 1

Name of County	Broward
Name of Clerk	Howard C. Forman
Name of CTO	Sunny Nemade
Survey Completed By	Sunny Nemade
Email Address	snemade@17th.flcourts.org
Telephone Number	9548317000
Name of Chief Judge	Peter M. Weinstein

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Family (Domestic Relation)
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Family (Domestic Relation)
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
ePortal is slow to develop. Does not provide eService or enough data elements for Case management.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Broward County had better e-filing system with third party vendor. We used to receive smart forms via them, and did not require additional data entry for Courts Case Management System. After implementation of ePortal, we are not receiving the required data elements.

What format documents are you receiving through the ePortal?
Word

PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
Word
PDF
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Clerk process the documents via third party vendor (CSI) for redaction and making documents searchable and tagged. The original is never changed. The original is protected and a redacted copy is added for public use. There is an optional human QC step. The software has the capability to set different levels of "trust" that a particular document was redacted properly or needs attention from an operator.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
No

If not, what elements would you like to see included in the electronic envelope?
Deferred to Clerk of Court

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
No

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Deferred to Clerk of Court

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Deferred to Clerk of Court

How is the filer identified?
Deferred to Clerk of Court

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or

exhibits?
Scan the documents

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Scan the documents(Currently in TIFF format)

Please explain how you are dealing with documents and/or information that are exempt from public access.
Clerk process the documents via third party vendor (CSI) for redaction and making documents searchable and tagged. The original is never changed. The original is protected and a redacted copy is added for public use. There is an optional human QC step. The software has the capability to set different levels of "trust" that a particular document was redacted properly or needs attention from an operator.

How do you deal with documents where the filer has indicated the filing is an emergency?
Deferred to Clerk of Court

Page 9

How will you handle paper submissions in court?
Scan the documents

How will they be scanned and stored?
Scanned in window, stored with same efiling documents

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
In Lobby, next to Clerks windows

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
by Subscription

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Deferred to Clerk of Court

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Deferred to Clerk of Court

Please describe your plans to deal with failures.
Deferred to Clerk of Court

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Replica of DB

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

What steps have you taken to ensure the accessibility of your technology system(s)?
Deferred to Clerk of Court

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Deferred to Clerk of Court

Page 12

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Deferred to Clerk of Court

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Deferred to Clerk of Court

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?

Circuit Civil
Family (Domestic Relation)
Probate

In which court division(s) are paper files still available?
Circuit Civil
Family (Domestic Relation)
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
No

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
24 Hrs (As soon as filing is accepted by Clerk)

Have your system(s) improved the workflow and document management services to the court?
No

Page 14

What is the retrieval time for an electronic case?
5-15 min

What is the retrieval time for a single document?
2 min

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

Brevard County Clerk Survey Response Details

Response Details

Page 1

Name of County	Brevard
Name of Clerk	Mitch Needelman
Name of CTO	Cindy Rabe
Survey Completed By	Pam Lanier
Email Address	pam.lanier@brevardclerk.us
Telephone Number	(321) 637-6509
Name of Chief Judge	Alan Dickey

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
No

What has been your experience so far with the ePortal that would be beneficial to share?
The ePortal is very convenient and easy to follow.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
We suggest the following functionality: 1. eService 2. Ability to reject a pleading 3. Ability to file on cases 2010 and older using the former case types 4. Ability to access money reports via the ePortal instead of going to another site

What format documents are you receiving through the ePortal?
PDF

Page 3

Are you complying with the 25 MB size limitation?

Yes

If so, has the size limitation caused any problems?
NO

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Currently documents are not searchable, any future practices will be determined after our software conversion.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
No

Do you receive this information from the ePortal?
No

Are the data elements included in the electronic envelope sufficient to open a case?
No

If not, what elements would you like to see included in the electronic envelope?
No, documents are manually updated to our case management system and to our imaging application. This process will not be utilized until we complete our imaging software conversion.

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Once a pleading has been accepted/filed, a notification is automatically sent to the filer which is part of the notification process via the ePortal. At this time, Brevard County sends an email when a new case is filed and accepted to notify the filer of the newly assigned case number. Once we convert to new

software this process will be discontinued because the notification generated from the ePortal will include this information.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
The electronic filing is placed in the Pending queue for reference and the filer receives notification by email via the ePortal that the pleading cannot be filed in our county and the reasoning why it cannot be accepted.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
At this time, Brevard County manually affixes a time stamp to the document to identify the filing time with our county. Once we convert to new software, this process will occur electronically and be placed at the bottom of the pleading to differentiate the time of acceptance from the ePortal date that is placed on the top of the document.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
There has not been any directive or mechanism provided to verify unless we are contacted by the proposed filer.

How is the filer identified?
By name and bar number.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Brevard County will continue to accept these documents or exhibits as we currently receive them, by mail, over the counter or filed in open court.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
If received electronically, photographs will be stored as a TIFF file.

Please explain how you are dealing with documents and/or information that are exempt from public access.
Case types that are exempt are not accessible to the public. Documents are processed through an automatic redaction process and when received with a Notice of Confidential Filing, the identified information as referenced in Rule 2.420 receives an additional manual review for redaction.

How do you deal with documents where the filer has indicated the filing is an emergency?
Documents that are filed as an emergency are identified in the ePortal with an exclamation point indicator. When reviewing pleadings, clerks are required to review and process these pleadings first. If it is determined that the filing was not an emergency filing, we have sent notifications to the filer to use the emergency filing indicator only when applicable as deemed by court practices.

Page 9

How will you handle paper submissions in court?
Brevard County has been scanning documents for all case types in their entirety since 2008. We will continue this process with all pleadings received in paper format.

How will they be scanned and stored?
Our current software requires documents to be scanned in 300 DPI and stored as a TIFF file. Our practices are based on the Florida Administrative Code - Electronic Keeping 1B26.003.

Will they be searchable?

Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
No

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Brevard County has three branch offices and two satellite offices with computers available for public access.

Will your system have the means to provide higher role based electronic access?
No

If yes, how will this be accomplished?
We currently provide a subscription service for attorneys and other government agencies; however, at this time we do not provide this service to the general public.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
In the ePortal, additional parties can be added to an existing case when filing a pleading and the applicable fee will be assessed.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Without notification of the filer, there is not a mechanism in place to determine if a pleading was not filed. If we were to be advised of this issue, we would attempt to recreate and resolve in the testing database and if unsuccessful or additional assistance is required we would contact the Florida Court Clerks and Comptrollers support desk for assistance in resolving.

Please describe your plans to deal with failures.
Brevard County began e-filing on June 29, 2012, being that the process is fairly new, we are continuously reviewing and tuning our processes.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Real time access to our case management system.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?

Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
No additional steps have been taken at this current time. Options would be reviewed upon request.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
An assessment has not been completed.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility

requirements?
The electronic filing is placed in the Pending queue for reference and the filer receives notification by email via the ePortal that the pleading cannot be filed and the reasoning why it cannot be accepted.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Complaints of this nature would be addressed by a designee of the Clerk and/or Chief Deputy.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
At this present time, e-filed document images are available within one day of being updated to the case management system. Once our software conversion is implemented this time is expected to be reduced.

Have your system(s) improved the workflow and document management services to the court?
No

Page 14

What is the retrieval time for an electronic case?
1-2 Seconds

What is the retrieval time for a single document?
2-3 Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Brevard County Court Survey Response Details

Response Details

Page 1

Name of County	Brevard
Name of Clerk	Mitch Needelman
Name of CTO	Wayne Fountain
Survey Completed By	Wayne Fountain
Email Address	wayne.fountain@flcourts18.org
Telephone Number	407-665-4909
Name of Chief Judge	Alan Dickey

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
No

What has been your experience so far with the ePortal that would be beneficial to share?
From Clerk The ePortal is very convenient and easy to follow.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
From Clerk We suggest the following functionality: eService Ability to reject a pleading Ability to file on cases 2010 and older using the former case types Ability to access money reports via the ePortal instead of going to another site

What format documents are you receiving through the ePortal?
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
From Clerk Currently documents are not searchable, any future practices will be determined after our software conversion.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
No

Do you receive this information from the ePortal?
No

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
From Clerk Once a pleading has been accepted/filed, a notification is automatically sent to the filer which is part of the notification process via the ePortal. At this time, Brevard County sends an email when a new case is filed and accepted to notify the filer of the newly assigned case number. Once we convert to new software this process will be discontinued because the notification generated from the ePortal will include this information.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?

Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
From Clerk The electronic filing is placed in the Pending queue for reference and the filer receives notification by email via the ePortal that the pleading cannot be filed in our county and the reasoning why it cannot be accepted.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
From Clerk At this time, Brevard County manually affixes a time stamp to the document to identify the filing time with our county. Once we convert to new software, this process will occur electronically and be placed at the bottom of the pleading to differentiate the time of acceptance from the ePortal date that is placed on the top of the document.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
From Clerk There has not been any directive or mechanism provided to verify unless we are contacted by the proposed filer.

How is the filer identified?
Name and Bar No.

Does the local clerk system allow for the printing of electronic files on

demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
From Clerk Brevard County will continue to accept these documents or exhibits as we currently receive them, by mail, over the counter or filed in open court.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
From Clerk If received electronically, photographs will be stored as a TIFF file.

Please explain how you are dealing with documents and/or information that are exempt from public access.
From Clerk Case types that are exempt are not accessible to the public. Documents are processed through an automatic redaction process and when received with a Notice of Confidential Filing, the identified information as referenced in Rule 2.420 receives an additional manual review for redaction.

How do you deal with documents where the filer has indicated the filing is an emergency?
From Clerk Documents that are filed as an emergency are identified in the ePortal with an exclamation point indicator. When reviewing pleadings, clerks are required to review and process these pleadings first. If it is determined that the filing was not an emergency filing, we have sent notifications to the filer to use the emergency filing indicator only when applicable as deemed by court practices.

Page 9

How will you handle paper submissions in court?
From Clerk Brevard County has been scanning documents for all case types in their entirety since 2008. We will continue this process with all pleadings received in paper format.

How will they be scanned and stored?
From Clerk Our current software requires documents to be scanned in 300 DPI and stored as a TIFF file. Our practices are based on the Florida Administrative Code - Electronic Keeping 1B26.003.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?

From Clerk Brevard County has three branch offices and two satellite offices with computers available for public access.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
From Clerk We currently provide a subscription service for attorneys and other government agencies; however, at this time we do not provide this service to the general public.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
From Clerk In the ePortal, additional parties can be added to an existing case when filing a pleading and the applicable fee will be assessed.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
From Clerk Without notification of the filer, there is not a mechanism in place to determine if a pleading was not filed. If we were to be advised of this issue, we would attempt to recreate and resolve in the testing database and if unsuccessful or additional assistance is required we would contact the Florida Court Clerks and Comptrollers support desk for assistance in resolving.

Please describe your plans to deal with failures.
From Clerk Brevard County began e-filing on June 29, 2012, being that the process is fairly new, we are continuously reviewing and tuning our processes

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
From Clerk Real time access to our case management system.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

What steps have you taken to ensure the accessibility of your technology system(s)?
From Clerk No additional steps have been taken at this current time. Options would be reviewed upon request.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
None

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
From Clerk ? The electronic filing is placed in the Pending queue for reference and the filer receives notification by email via the ePortal that the pleading cannot be filed and the reasoning why it cannot be accepted.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
From Clerk Complaints of this nature would be addressed by a designee of the Clerk and/or Chief Deputy.

Page 13

Have all electronic processes that involve the judiciary been approved

by the judiciary prior to implementation?
No

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
From Clerk At this present time, e-filed document images are available within one day of being updated to the case management system. Once our software conversion is implemented this time is expected to be reduced.

Have your system(s) improved the workflow and document management services to the court?
No

Page 14

What is the retrieval time for an electronic case?
1-2 seconds

What is the retrieval time for a single document?
3-4 seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Seminole County Clerk Survey Response Details

Response Details

Page 1

Name of County	Seminole
Name of Clerk	Maryanne Morse
Name of CTO	Shahid Khoja
Survey Completed By	Shahid Khoja
Email Address	skhoja@seminoleclerk.org
Telephone Number	407-665-4418
Name of Chief Judge	Judge Alan A. Dickey

Page 2

Are you presently receiving filings through the ePortal?
No

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
No

What has been your experience so far with the ePortal that would be beneficial to share?
e-Portal is still evolving. Its running much more smoothly now than before but still lacks functionalists that could benefit Clerks or attorneys. Response to support call and emails has greatly improved. Seminole Phase I, (subsequent e-filings) pilot will begin on September 24, 2012) with Circuit Civil, County civil, Family (Domestic Relations) and Probate divisions.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
• e-Portal doesn't allow accepting partial subsequent eFiling. We have to either accept all documents or return all documents even though issue may be with one document only. This could negatively impact our performance measurement reports if attorneys don't re-file in timely manner. • Once documents status changed to 'Judicial Review', it cannot be changed to pending queue again. This doesn't allow any room for errors or mistakes • Pending queues on ePortal doesn't easily identify reasons it was pended. • Reopens are not possible at this time because fees are calculated 90 days after original disposition date which ePortal cannot handle. • Email notifications cannot be customized to include county specific details. • Sometimes case number cannot be verified even though they existed in CCIS. e-Portal Heat Ticket # 00354059

What format documents are you receiving through the ePortal?
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
Seminole has not encounter any problems

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Seminole is using ADA compliance browser for his case management systems but due to security reasons we don't allow individual documents searches. Staff are always available to assist when a request is made.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
No

If not, what elements would you like to see included in the electronic envelope?
We're not creating new cases in Phase I. We're only accepting existing/subsequent e-filings.

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document

has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Seminole uses local review application. Filers are notified immediately using e-Portal notifications service when filings are accepted, returned to pending queue or send to judicial review with reference information and reasons.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Seminole uses local review application. We notify e-Portal with reasons when e-filings are submitted in Wrong County or have other issues. e-Portal notification service sends email alters to filer immediately including reasons why it was returned.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
Seminole will use same electronic filing date if it’s submitted during normal

business hour. Seminole will use next business date when filed after hours, weekends or holidays. No additional date and time stamp will be placed on the document.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Seminole e-filing phase I pilot will require attorneys to submit paper copies of electronically filed documents for a period of 90 days to ensure the authenticity of the documents. Documents will also be verified by clerks during indexing, validation and redaction process in local case management system.

How is the filer identified?
Filer names are clearly displayed in local review application at all times.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Seminole scans all non-electronic documents using local scanning system. These documents also have to go through validation, indexing and redaction process before they're available in local case management system.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Seminole scans all photographs using local scanning system. These photographs are stored as TIFF format in the database and available via local case management system.

Please explain how you are dealing with documents and/or information that are exempt from public access.
Seminole local case management system has capability to exclude cases and documents exempt from public access.

How do you deal with documents where the filer has indicated the filing is an emergency?
These documents will be placed in emergency queue in local case management system with highest priority to ensure that they're validated and indexed immediately.

Page 9

How will you handle paper submissions in court?
Seminole scans every paper documents it receives using local scanning system.

How will they be scanned and stored?
Paper submissions are manually scanned, validated, indexed and redacted

before its store in the database and available in local case management system.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Computers with viewing access are placed in public area of the courthouse.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Logins and passwords are required to gain additional access to local case management systems.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Filer will be able to add parties using e-Portal or file paperwork directly at the court house.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Seminole use local review application for e-filing but all division supervisors will have access to admin e-Portal to monitor e-filings and report errors and failures.

Please describe your plans to deal with failures.
Seminole will be able re-submit the document using admin e-Portal or engage FACC e-filing support team for assistance and re-submission of the documents.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Judiciary and court staffs are required to login to local case management system to gain access to additional functionality and resources.

Is remote access available to the judiciary and court staff?
No

Is remote access available to attorneys?
No

Is remote access available to other parties or agencies?
No

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
Seminole is using ADA compliance browser for his case management system. Clerks are always available to assist when a request is made.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
None at this time.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures are in place to notify a filer if a document submitted

through the ePortal does not comply with the accessibility requirements?
Seminole can return the e-filing if necessary.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Seminole has not received any complaints but will take all necessary steps to resolve complaints or concerns

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Family (Domestic Relation)
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Once electronic document is validated and indexed, they’re immediately available to the court.

Have your system(s) improved the workflow and document management services to the court?

Yes

Page 14

What is the retrieval time for an electronic case?
Instant

What is the retrieval time for a single document?
Instant

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Seminole County Court Survey Response Details

Response Details

Page 1

Name of County	Seminole
Name of Clerk	Maryanne Morse
Name of CTO	Wayne Fountain
Survey Completed By	Wayne Fountain
Email Address	wayne.fountain@flcourts18.org
Telephone Number	407-665-4909
Name of Chief Judge	Alan Dickey

Page 2

Are you presently receiving filings through the ePortal?
No

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
No

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
as recieved by clerk ... • ePortal doesn't allow accepting partial subsequent eFiling. We have to either accept all documents or return all documents even though issue may be with one document only. This could negatively impact our performance measurement reports if attorneys don't re-file in timely manner. • Once documents status changed to 'Judicial Review', it cannot be changed to pending queue again. This doesn't allow any room for errors or mistakes • Pending queues on ePortal doesn't easily identify reasons it was pended. • Reopens are not possible at this time because fees are calculated 90 days after original disposition date which ePortal cannot handle. • Email notifications cannot be customized to include county specific details. • Sometimes case number cannot be verified even though they existed in CCIS. ePortal Heat Ticket # 00354059

What format documents are you receiving through the ePortal?
PDF

Page 3

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Yes

If so, has the size limitation caused any problems?
No

Have you received single files larger than 25MB?
No

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TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
From Clerks office.. Seminole is using ADA compliance browser for his case management systems but due to security reasons we don't allow individual documents searches. Clerks are always available to assist when a request is made.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
No

If not, what elements would you like to see included in the electronic envelope?
Not creating new cases in Phase I.

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Recieved from clerk... Seminole uses local review application. Filers are notified immediately using ePortal notifications service when filing are accepted, returned to pending queue or send to judicial review with reference information and reasons.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
From Clerk... Seminole uses local review application. We notify ePortal with reasons when e-filings are submitted in Wrong County or have other issues. ePortal notification service sends email alters to filer including reasons why it was returned.

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If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
Seminole will use same electronic filing date if it’s submitted during normal business hour. Seminole will use next business date when filed after hours, weekends or holidays.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?

From Clerk ... Seminole e-filing phase I pilot requires attorneys to submit paper copies of electronically filed documents for a period of 90 days to ensure the authenticity of the documents. It will also be verified by clerks during indexing, validation and redaction process in local case management system.

How is the filer identified?
Filer names are clearly displayed in local review application at all times.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Scans all non-electronic documents using local scanning system. These documents also have to go through validation, indexing and redaction process before they're available in local case management system.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Scans all photographs using local scanning system. These photographs are stored as TIFF format in the database and available via local case management system.

Please explain how you are dealing with documents and/or information that are exempt from public access.
Local case management system has capability to exclude cases and documents exempt from public access.

How do you deal with documents where the filer has indicated the filing is an emergency?
Documents are placed in emergency queue in local case management system with highest priority to ensure that they're validated and indexed immediately.

Page 9

How will you handle paper submissions in court?
scan every paper documents it receives using local scanning system.

How will they be scanned and stored?
Paper submissions are manually scanned, validated, indexed and redacted before its store in the database and available in local case management system.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Computers with viewing access are placed in public area of the courthouse.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Logins and passwords are required to gain additional access to local case management systems.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Filer will be able to add parties using ePortal or file paperwork directly at the court house.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
use local review application for eFiling but all division supervisors will have access to admin ePortal to monitor eFilings and report errors and failures.

Please describe your plans to deal with failures.
will be able re-submit the document using admin ePortal or engage FACC eFiling support team for assistance and re-submission of the documents.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Judiciary and court staffs are required to login to local case management system to gain access to additional functionality and resources.

Is remote access available to the judiciary and court staff?
No

Is remote access available to attorneys?
No

Is remote access available to other parties or agencies?
No

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?

Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
ADA compliance browser for his case management system. Clerks are always available to assist when a request is made.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Don't create or store accessibility data at this time.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
can return the e-filing if necessary

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
not received any complaints but we'll take all necessary steps to resolve complaints or concerns

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Family (Domestic Relation)
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Once electronic document is validated and indexed, they're immediately available to the court.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Instant

What is the retrieval time for a single document?
Instant

Can system(s) print on demand?

Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Indian River County Clerk Survey Response Details

Response Details

Page 1

Name of County	Indian River
Name of Clerk	Jeffrey R Smith
Name of CTO	Gary Tummond
Survey Completed By	Gary Tummond
Email Address	gtummond@clerk.indian-river.org
Telephone Number	7722261216
Name of Chief Judge	Steven J Levin

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Probate

What format documents are you receiving through the ePortal?
Word
PDF
TIFF

Page 3

Are you complying with the 25 MB size limitation?
No

If so, has the size limitation caused any problems?
That is a Filer requirement that would be handled by the portal

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?

PDF
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
We have contracted with a company, CSI, to both provide redaction and creation of searchable PDF documents.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
No

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The portal is notifed by the CMS and the portal handles the notification to the filer.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Documents found in error at the Portal are placed into a “Pending Queue” notifying the filer providing for the reason of the return and permitting the filer to correct and resubmit.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Locally maintained application security levels.

How is the filer identified?
The identity of the filer is established by the Portal and transmitted to the Clerk within the XML package.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
We will continue to use the current process.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
We will continue to use the current process.

Please explain how you are dealing with documents and/or information that are exempt from public access.
Currently documents are manually redacted but we are implementing an automated redaction process also we do not provide document images by way of a public website. All confidential case access is only as provided by law.

How do you deal with documents where the filer has indicated the filing is an emergency?
Filed in person.

Page 9

How will you handle paper submissions in court?
We will continue to use the current process.

How will they be scanned and stored?
We will continue to use the current process.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
In the courthouse public access area. Access to court cases without images is available to the public via public website.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Role Based

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
We will continue to use the current process.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
The person accepting the filing from the portal also accepts the filing at the CMS. If a failure occurs, that failure is reported to portal for resolution.

Please describe your plans to deal with failures.
See 3.2.1(1)

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
CCIS

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
Vendor Tested

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
None. Tested by Vendor

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted

through the ePortal does not comply with the accessibility requirements?
None. It is our belief that the responsibility is with the filer.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
There is no formal procedure but as the Clerk and staff can be and are contacted directly with any problems, issues, or concerns.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?

Immediate

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Seconds

What is the retrieval time for a single document?
Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Indian River County Court Survey Response Details

Response Details

Page 1

Name of County	Indian River
Name of Clerk	Jeffrey R. Smith
Name of CTO	Steve Shaw
Survey Completed By	Steve Shaw
Email Address	shaws@circuit19.org
Telephone Number	772-528-2158
Name of Chief Judge	Steven J. Levin

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
No

What has been your experience so far with the ePortal that would be beneficial to share?
It seems as though the clerk's offices are using something that has not been thoroughly tested and finalized. To them, it feels like an incomplete "beta" application. See below.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
A more completely developed portal application should be finalized. Criminal and Civil divisions should be more thoroughly tested and made available.

What format documents are you receiving through the ePortal?
PDF
TIFF
Documents are received from the e-Portal in PDF then converted to TIFF.

Page 3

Are you complying with the 25 MB size limitation?

Yes

If so, has the size limitation caused any problems?
This is e-Portal controlled. Unknown if single files larger than 25MB have been received.

In what format(s) are you storing documents?
PDF
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
No automated accessibility consideration has been provided at this time. Documents can be read to individuals by staff if required to assist with accessibility compliance.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
No

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Clerk CMS updates the portal, then the portal notifies the filer.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
The CMS from a "pending queue" notifies the portal of acceptance or rejection with note, and then the filer is notified from the portal.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Initial authenticity is a portal responsibility. Transport integrity is maintained by industry standard security protocol.

How is the filer identified?
For now, only Florida Bar participants can e-file. The Florida Bar number is the unique identifier.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Documents will be scanned then added to CMS. If the exhibit is not scan able, it will be processed using current work flow processes.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
If the photograph is part of an electronic document, it will be stored as a TIFF file. If not digitized, it will be scanned and stored as TIFF. If the exhibit is not

scan able, it will be processed as normal physical evidence.

Please explain how you are dealing with documents and/or information that are exempt from public access.
The CMS was designed with rules for tiered levels of access that restrict viewing of specific documents and prohibit viewing of certain content through techniques such as redaction.

How do you deal with documents where the filer has indicated the filing is an emergency?
Emergency documents can be filed at the local clerk's office in order to expedite the work flow.

Page 9

How will you handle paper submissions in court?
Paper submissions will be time stamped, scanned, and then entered into the case file.

How will they be scanned and stored?
They will manually be scanned, stored as TIFF, then converted to PDF for display. They will not be searchable immediately, but should be in the future with a vendor add-in.

Will they be searchable?
No

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Public computers will be located at the clerk's office in multiple divisions.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Role based tiered levels will be provided by the CMS.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
The clerk CMS allows parties to be added.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Clerk managers will be able to receive and send notifications associated with failures.

Please describe your plans to deal with failures.

When a problem is determined, it is report to the portal.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Access is currently browser based. Future data feeds will more than likely be pushed or pulled from the clerk CMS if requested by the court.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
There have been no steps taken at this time unless the e-Portal or vendor provided CMS provides this compliance.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Accessibility was a vendor design requirement. No testing has occurred locally associated with this requirement.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and

electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
No procedure at this time, unless the e-Portal provides notification.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Complaints concerning accessibility can be addressed through normal communication methods with staff, supervisors, and managers. The 19th Judicial Circuit Court website also has additional ADA contact information.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Family (Domestic Relation)
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Normally same day.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Within seconds.

What is the retrieval time for a single document?
Within seconds.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Martin County Clerk Survey Response Details

Response Details

Page 1

Name of County	Martin
Name of Clerk	Marsha Ewing
Name of CTO	Francine Beckstead
Survey Completed By	David Goodman
Email Address	dgoodman@martin.fl.us
Telephone Number	772-288-5982
Name of Chief Judge	Levin

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
It was a slow start with some hard work to get it working together with the CMS system

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Criminal and Appellate eFiling and optional subscription services for attorneys.

What format documents are you receiving through the ePortal?
Word
PDF
Word Perfect

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
no

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Accepted PDF's received from the ePortal are converted to TIFF format for storage. All documents are stored as TIFF, but readily accessible via the Clerk's local CMS. Additionally, local TIFF images can be converted to searchable documents for viewing on demand.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document

has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The eFiler is automatically notified by email once the case and associated documents have been successfully reviewed, accepted, and the import to the local case maintenance system has been completed. If it is a new case, the case number is provided in the automatic email notification. These notifications are also available to the eFiler from within the ePortal Notifications screen

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Any filing that requires correction is moved into a Pending Queue. The clerk reviewer indicates the deficiency and the eFiler is notified via automatic email that the filing requires corrections, including the reasons indicated during the review process. If the filing is corrected within 5 business days, it is reviewed and completed and the eFiler is notified via the normal methods. If it is not corrected within 5 business days, or cannot be corrected, it is Filed for Judicial Review and the eFiler is notified of this action via automatic email.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?

Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
There is the common, uniform ePortal date/time stamp in the upper right corner. Additionally, a second date/time stamp is added to the document when it is accepted into the local CMS.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
The ePortal uses a 128-Bit Secure Sockets Layer (SSL) certificate to establish a private communication channel that enables encryption of the data during transmission of the filing. The SSL certificate consists of a public key and a private key. The public key is used to encrypt the information and the private key is used to decipher it. This public/private key encryption ensures that filings are not corrupted or changed during transmission. When a filer communicates with the ePortal, a SSL handshake authenticates the ePortal (Web site) and the filer (using a Web browser). The ePortal also verifies that all required fields are present in order to allow submission of the filing. The ePortal also validates the filing to ensure that the filing complies with ECF standard. The filing is presented to the clerk electronically for visual inspection and validation of the data and image.

How is the filer identified?
The filer is identified by their ePortal credentials including name and email address.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
We store a copy of the image as a tiff image in black and white while still keeping the original photographs as the originals.

Please explain how you are dealing with documents and/or information that are exempt from public access.
If a filer electronically files a document containing information identified as exempt from public access pursuant to Rule 2.420, Florida Rules of Judicial Administration and applicable statute, the filer shall indicate that the document contains confidential information by placing the notation “confidential” in the comments section. Documents that are exempt or

claimed to be exempt from public access shall be processed pursuant to Rule 2.420. When the exempt document is filed with the local CMS, it will be flagged in the same manner as current paper filings. Our case management application is coded to mark exempt filings as confidential and flags the image as confidential.

How do you deal with documents where the filer has indicated the filing is an emergency?
If they are marked emergency, they are worked as our first priority.

Page 9

How will you handle paper submissions in court?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images

How will they be scanned and stored?
TIFF format

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
At our courthouse

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
By level of security authorization.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties may be added on the “Parties” tab of the ePortal for new and/or existing cases.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
ePortal operational staff monitor this and alert us to any potential failures. Since the ePortal has already received the filing, it has been date/time stamped and there is no effect on the due date.

Please describe your plans to deal with failures.

Enhanced capability has been added to the ePortal to allow County Administrators to “re-push” filings where problems are encountered. The ePortal operational staff also assists in these operations, as required.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
CCIS and other local web applications where applicable.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
The ePortal is required to be fully ADA Compliant. Our development vendor is required to meet the Supreme Court’s ADA standards in our contractual Statement of Work.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
During the product development, our developers used Accessibility tools that are part of Microsoft Visual Studio 2008 . You can find more information on Accessibility support in ASP.Net at http://msdn.microsoft.com/en-us/library/ms228004.aspx . Our developers also used the Web Accessibility toolbar (http://www.visionaustralia.org.au/ais/toolbar/) for Internet Explorer to verify accessibility during development. The ePortal application is tested with the “AccVerify” tool from HiSoftware http://www.hisoftware.com/products/accverify.html and also uses Jaws for Windows Screen Reader software from Freedom Scientific with Internet Explorer.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Not at this time.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Any issues are addressed through normal communication channels; such as website, email, and phone calls.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Criminal
Civil Traffic

County Criminal
Criminal Traffic
Juvenile Delinquency

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately via both CCIS and other applicable local websites.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Seconds

What is the retrieval time for a single document?
Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Martin County Court Survey Response Details

Response Details

Page 1

Name of County	Martin
Name of Clerk	Marsha Ewing
Name of CTO	Steve Shaw
Survey Completed By	Steve Shaw
Email Address	shaws@circuit19.org
Telephone Number	772-528-2158
Name of Chief Judge	Steven J. Levin

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
When some images are received from the e-Portal, they are corrupt and have to be redone. A more completely developed portal application should be finalized. Criminal and Civil divisions should be more thoroughly tested and made available.

What format documents are you receiving through the ePortal?
TIFF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
This is portal controlled and cannot be configured by the local clerk's office.

In what format(s) are you storing documents?
PDF
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
FACC is handling this issue for CMS and the portal.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Clerk CMS updates the portal, then the portal notifies the filer.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster

recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
The CMS from a "pending queue" notifies the portal of acceptance or rejection with note, and then the filer is notified from the portal.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Initial authenticity is a portal responsibility. Transport integrity is maintained by industry standard security protocol.

How is the filer identified?
For now, only Florida Bar participants can e-file. The Florida Bar number is the unique identifier.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Documents will be scanned then added to CMS. If the exhibit is not scan able, it will be processed using current work flow processes.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
If the photograph is part of an electronic document, it will be stored as a TIFF file. If not digitized, it will be scanned and stored as TIFF. If the exhibit is not scan able, it will be processed as normal physical evidence.

Please explain how you are dealing with documents and/or information that are exempt from public access.
The CMS was designed with rules for tiered levels of access that restrict viewing of specific documents and prohibit viewing of certain content through techniques such as redaction.

How do you deal with documents where the filer has indicated the filing is an emergency?
Emergency documents can be filed at the local clerk's office in order to expedite the work flow.

Page 9

How will you handle paper submissions in court?
Paper submissions will be time stamped, scanned, and then entered into the case file.

How will they be scanned and stored?
They will manually be scanned, stored as TIFF, then converted to PDF for display. They will not be searchable immediately, but should be in the future with a vendor add-in.

Will they be searchable?
No

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Public computers will be located at the clerk's office in multiple divisions.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Role based tiered levels will be provided by the CMS.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
The clerk CMS allows parties to be added.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Clerk managers will be able to receive and send notifications associated with failures.

Will you provide access to case management data to the court(s) in your circuit?

Yes

What type of data feeds do you provide?
Access is currently browser based. Future data feeds will more than likely be pushed or pulled from the clerk CMS if requested by the court.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
No

What steps have you taken to ensure the accessibility of your technology system(s)?
There have been no steps taken at this time unless the e-Portal or vendor provided CMS provides this compliance.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Accessibility was a vendor design requirement. No testing has occurred locally associated with this requirement.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based

applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
No procedure at this time, unless the e-Portal provides notification.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Complaints concerning accessibility can be addressed through normal communication methods with staff, supervisors, and managers. The 19th Judicial Circuit Court website also has additional ADA contact information.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?

Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Normally same day.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Within seconds.

What is the retrieval time for a single document?
Within seconds.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Okeechobee County Clerk Survey Response Details

Response Details

Page 1

Name of County	Okeechobee
Name of Clerk	Sharon Robertson
Name of CTO	Allen Queen
Survey Completed By	Allen Queen
Email Address	alqueen@clerk.co.okeechobee.fl.us
Telephone Number	863.763.2131
Name of Chief Judge	Judge Levins

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Are there any areas of the ePortal that need improvement or further development?
No

What format documents are you receiving through the ePortal?
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
no

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
PDF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Local TIFF images can be converted to searchable documents for viewing on demand, in compliance with statutory requirements. Per our eFiling approval letter from the Court, we will continue to provide paper documents to the judiciary until such time as the judiciary elects to implement an electronic viewer system.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

If not, what elements would you like to see included in the electronic envelope?
N/A

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The eFiler is automatically notified by email once the case and associated documents have been successfully reviewed, accepted, and the import to the local case maintenance system has been completed. If it is a new case, the case number is provided in the automatic email notification. These notifications are also available to the eFiler from within the ePortal Notifications screen.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
No

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Any filing that requires correction is moved into a Pending Queue. The clerk reviewer indicates the deficiency and the eFiler is notified via automatic email that the filing requires corrections, including the reasons indicated during the review process. If the filing is corrected within 5 business days, it is reviewed and completed and the eFiler is notified via the normal methods. If it is not corrected within 5 business days, or cannot be corrected, it is Filed for Judicial Review and the eFiler is notified of this action via automatic email.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
There is the common, uniform ePortal date/time stamp in the upper right corner. Additionally, a second date/time stamp is added to the document when it is accepted into the local CMS.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?

The ePortal uses a 128-Bit Secure Sockets Layer (SSL) certificate to establish a private communication channel that enables encryption of the data during transmission of the filing. The SSL certificate consists of a public key and a private key. The public key is used to encrypt the information and the private key is used to decipher it. This public/private key encryption ensures that filings are not corrupted or changed during transmission. When a filer communicates with the ePortal, a SSL handshake authenticates the ePortal (Web site) and the filer (using a Web browser). The ePortal also verifies that all required fields are present in order to allow submission of the filing. The ePortal also validates the filing to ensure that the filing complies with ECF standard. The filing is presented to the clerk electronically for visual inspection and validation of the data and image.

How is the filer identified?
The filer is identified by their ePortal credentials including name and email address.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Tiff files, 300 dpi.

Please explain how you are dealing with documents and/or information that are exempt from public access.
If a filer electronically files a document containing information identified as exempt from public access pursuant to Rule 2.420, Florida Rules of Judicial Administration and applicable statute, the filer shall indicate that the document contains confidential information by placing the notation “confidential” in the comments section. Documents that are exempt or claimed to be exempt from public access shall be processed pursuant to Rule 2.420. When the exempt document is filed with the local CMS, it will be flagged in the same manner as current paper filings. Our case management application is coded to mark exempt filings as confidential and flags the image as confidential.

How do you deal with documents where the filer has indicated the filing is an emergency?
If they are marked emergency, they are worked as our first priority.

Page 9

How will you handle paper submissions in court?

Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will they be scanned and stored?
TIFF format

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing
Viewing, until which time eFiling is offered to the public via the ePortal.

If public computers are provided, where will the computers be located?
At our courthouse

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
By level of security authorization.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties may be added on the “Parties” tab of the ePortal for new and/or existing cases.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
ePortal operational staff monitor this and alert us to any potential failures. Since the ePortal has already received the filing, it has been date/time stamped and there is no effect on the due date.

Please describe your plans to deal with failures.
Enhanced capability has been added to the ePortal to allow County Administrators to “re-push” filings where problems are encountered. The ePortal operational staff also assists in these operations, as required.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
CCIS and other local web applications where applicable.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
The ePortal is required to be fully ADA Compliant. Our development vendor is required to meet the Supreme Court's ADA standards in our contractual Statement of Work.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Yes. During the product development, our developers used Accessibility tools that are part of Microsoft Visual Studio 2008 . You can find more information on Accessibility support in ASP.Net at http://msdn.microsoft.com/en-us/library/ms228004.aspx . Our developers also used the Web Accessibility toolbar (http://www.visionaustralia.org.au/ais/toolbar/) for Internet Explorer to verify accessibility during development. The ePortal application is tested with the "AccVerify" tool from HiSoftware http://www.hisoftware.com/products/accverify.html and also uses Jaws for Windows Screen Reader software from Freedom Scientific with Internet Explorer.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?

Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Not at this time.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Any issues are addressed through normal communication channels; such as website, email, and phone calls.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Seconds

What is the retrieval time for a single document?
Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Okeechobee County Court Survey Response Details

Response Details

Page 1

Name of County	Okeechobee
Name of Clerk	Sharon Robertson
Name of CTO	Steve Shaw
Survey Completed By	Steve Shaw
Email Address	shaws@circuit19.org
Telephone Number	772-528-2158
Name of Chief Judge	Steven J. Levin

Page 2

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
No

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
A more completely developed portal application should be finalized. Criminal and Civil divisions should be more thoroughly tested and made available.

What format documents are you receiving through the ePortal?
TIFF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
Unknown

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?

No automated accessibility consideration has been provided at this time. Documents can be read to individuals by staff if required to assist with accessibility compliance.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Clerk CMS updates the portal, then the portal notifies the filer.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
The CMS from a "pending queue" notifies the portal of acceptance or rejection with note, and then the filer is notified from the portal.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
CMS affixes a county specific county tag with the new date and time annotation.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Initial authenticity is a portal responsibility. Transport integrity is maintained by industry standard security protocol.

How is the filer identified?
For now, only Florida Bar participants can e-file. The Florida Bar number is the unique identifier.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Documents will be scanned then added to CMS. If the exhibit is not scan able, it will be processed using current work flow processes.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
If the photograph is part of an electronic document, it will be stored as a TIFF file. If not digitized, it will be scanned and stored as TIFF. If the exhibit is not scan able, it will be processed as normal physical evidence.

Please explain how you are dealing with documents and/or information that are exempt from public access.
The CMS was designed with rules for tiered levels of access that restrict viewing of specific documents and prohibit viewing of certain content through techniques such as redaction.

How do you deal with documents where the filer has indicated the filing is an emergency?
Emergency documents can be filed at the local clerk's office in order to expedite the work flow.

Page 9

How will you handle paper submissions in court?
Paper submissions will be time stamped, scanned, and then entered into the case file.

How will they be scanned and stored?
They will manually be scanned, stored as TIFF, then converted to PDF for display. They will not be searchable immediately, but should be in the future with a vendor add-in.

Will they be searchable?
No

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Public computers will be located at the clerk's office in multiple divisions.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Role based tiered levels will be provided by the CMS.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
The clerk CMS allows parties to be added.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Clerk managers will be able to receive and send notifications associated with failures.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Access is currently browser based. Future data feeds will more than likely be pushed or pulled from the clerk CMS if requested by the court.

Is remote access available to the judiciary and court staff?

Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
No

What steps have you taken to ensure the accessibility of your technology system(s)?
There have been no steps taken at this time unless the e-Portal or vendor provided CMS provides this compliance.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Accessibility was a vendor design requirement. No testing has occurred locally associated with this requirement.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine

whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
No procedure at this time, unless the e-Portal provides notification.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Complaints concerning accessibility can be addressed through normal communication methods with staff, supervisors, and managers. The 19th Judicial Circuit Court website also has additional ADA contact information.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Normally same day.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Within seconds.

What is the retrieval time for a single document?
Within seconds.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

St. Lucie County Clerk Survey Response Details

Response Details

Page 1

Name of County	St. Lucie
Name of Clerk	Joseph E. Smith
Name of CTO	Tanya Green
Survey Completed By	Rose Blaha
Email Address	blahar@stlucieclerk.com
Telephone Number	772-762-1977
Name of Chief Judge	Steven J. Levin

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Juvenile Dependency

What has been your experience so far with the ePortal that would be beneficial to share?
We are continually modifying workflow and our CMS to keep up with changes being made to the Portal. It is very hard to complete your testing period when the Portal is continually changing.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Administrative area, Pro Se filers, Standard Structure/Templates for case types, docket codes for all counties.

What format documents are you receiving through the ePortal?
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
The portal does not notify us of the size of the document. We accept whatever documents the portal accepts and sends on to our county.

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
PDF
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
We will provide staff assistance. We will work with our CMS vendor to comply with the requirment in the future.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
No

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Our CMS sends a message to the Portal, the Portal notifies the filer.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption,

redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
As of August20, the Portal has pending queue functionality. The pending queue allows us to pend the document providing a reason to the filer. The filers then have the ability to correct/resubmit their filings.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
The additional stamp includes county name.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Initial authenticity is at portal level. Our computer systems have security in place to protect documents being received from the portal.

How is the filer identified?
Filer identity is established at the portal. Currently Portal only allows Florida Bar members to register and file.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or

exhibits?
Documents will be scanned then added to CMS. Exhibits-will be accepted, scanned, and docketed as we currently process them. If exhibits are other than documents, we will continue to store them in our evidence vault.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
If photographs are submitted electronically, we will store them as TIFF.

Please explain how you are dealing with documents and/or information that are exempt from public access.
Document images are redacted before making available to the public. CMS has business rules and security levels that protect documents and information.

How do you deal with documents where the filer has indicated the filing is an emergency?
Emergency filings may be filed in the Clerk's office to expedite processing.

Page 9

How will you handle paper submissions in court?
After court, we scan documents and docket to case.

How will they be scanned and stored?
They will be manually scanned and stored in our CMS as a TIFF and converted to PDF for display. They will not be searchable, but we are working on a solution using OCR.

Will they be searchable?
No

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing
Printing

If public computers are provided, where will the computers be located?
Clerk's office has a research room with computers for the Public. We also have public access computers in the Law Library.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
CMS application, Role based security access levels.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?

Our CMS allows us to add parties. Subsequent filings through the Portal allows for parties to be added by the filer.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
We run status reports from the ePortal. If the Portal does not receive a message from our CMS that we have accepted the filing, FCCC emails us. FCCC will resubmit the filing if not received, or we resend our message if there was a communication error. We are always able to print the document and handle through our manual process.

Please describe your plans to deal with failures.
We are currently still in testing and have the paper documents. We can process them manually.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Push information from Clerk databases. We also provide web based access.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
No

What steps have you taken to ensure the accessibility of your technology system(s)?
We are working on a solution for some document types using OCR. We will continue to work with our CMS vendor to ensure future complinace.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
We are working on a solution for some document types using OCR. We will continue to work with our CMS vendor to ensure future complinace.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
We have not developed any procedures for this. Currently the Clerk's office does not have the ability to refuse a filing.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Complaints and concerns are handled on a case by case basis by Clerk Administration.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency

Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Within 48 hours as required by Performance Standards.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Within seconds

What is the retrieval time for a single document?
Within seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

St. Lucie County Court Survey Response Details

Response Details

Page 1

Name of County	Saint Lucie
Name of Clerk	Joseph E. Smith
Name of CTO	Steve Shaw
Survey Completed By	Steve Shaw
Email Address	shaws@circuit19.org
Telephone Number	772-528-2158
Name of Chief Judge	Steven J. Levin

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Juvenile Dependency

What has been your experience so far with the ePortal that would be beneficial to share?
It seems as though the clerk's offices are using something that has not been thoroughly tested and finalized. To them, it feels like an incomplete "beta" application. See below.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
A more completely developed portal application should be finalized. Criminal and Civil divisions should be more thoroughly tested and made available.

What format documents are you receiving through the ePortal?
PDF
TIFF
All documents are received as PDF converted to TIFF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
Large documents are divided into smaller documents. This can be a problem when the documents are used later.

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
PDF
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
No automated accessibility consideration has been provided at this time. Documents can be read to individuals by staff if required to assist with accessibility compliance.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
No

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
Clerk CMS updates the portal, then the portal notifies the filer.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?

Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
The CMS from a "pending queue" notifies the portal, and then the filer is notified from the portal.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
The original date and time stamps just indicate date and time. Additional date and time stamps specify Saint Lucie County to indicate they were added.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Initial authenticity is a portal responsibility. Transport integrity is maintained by industry standard security protocol.

How is the filer identified?
For now, only Florida Bar participants can e-file. The Florida Bar number is the unique identifier.

Does the local clerk system allow for the printing of electronic files on demand as needed?

Yes

How will you handle the submission of non-electronic documents or exhibits?
Documents will be scanned then added to CMS. If the exhibit is not scan able, it will be processed using current work flow processes.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
If the photograph is part of an electronic document, it will be stored as a TIFF file. If not digitized, it will be scanned and stored as TIFF. If the exhibit is not scan able, it will be processed as normal physical evidence.

Please explain how you are dealing with documents and/or information that are exempt from public access.
The CMS was designed with rules for tiered levels of access that restrict viewing of specific documents and prohibit viewing of certain content through techniques such as redaction.

How do you deal with documents where the filer has indicated the filing is an emergency?
Emergency documents can be filed at the local clerk's office in order to expedite the work flow.

Page 9

How will you handle paper submissions in court?
Paper submissions will be time stamped, scanned, and then entered into the case file.

How will they be scanned and stored?
They will manually be scanned, stored as TIFF, then converted to PDF for display. They will not be searchable immediately, but should be in the future with a vendor add-in.

Will they be searchable?
No

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Public computers will be located at the clerk's office in multiple divisions.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Role based tiered levels will be provided by the CMS.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
The clerk CMS allows parties to be added.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
A message is received from the e-Portal.

Please describe your plans to deal with failures.
Clerk managers will be able to to receive and send notifications associated with failures.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Access is currently browser based. Future data feeds will more than likely be pushed from the clerk CMS if requested by the court.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
No

What steps have you taken to ensure the accessibility of your technology system(s)?
There have been no steps taken at this time unless the e-Portal or vendor provided CMS provides this compliance.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Accessibility was a vendor design requirement. No testing has occurred locally associated with this requirement.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
No procedure at this time, unless the e-Portal provides notification.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Complaints concerning accessibility can be addressed through normal communication methods with staff, supervisors, and managers. The 19th Judicial Circuit Court website also has additional ADA contact information.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Civil Traffic
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

In which court division(s) are paper files still available?

Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
48 hours, but normally same day.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Within seconds.

What is the retrieval time for a single document?
Within seconds.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Charlotte County Clerk Survey Response Details

Response Details

Page 1

Name of County	CHARLOTTE
Name of Clerk	BARBARA T. SCOTT
Name of CTO	DAVID J. Lane
Survey Completed By	DAVID J. LANE
Email Address	david.lane@co.charlotte.fl.us
Telephone Number	941-637-2258
Name of Chief Judge	ROSMAN

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
If there is an issue with a filed document such as an incorrect county and after the issue has been resolved with the filer there is no way to remove the document from the pending list. It must be accepted into the county CMS and then deleted.

What format documents are you receiving through the ePortal?
Word

PDF
TIFF

Page 3

Are you complying with the 25 MB size limitation?
Yes

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Imaged documents are not searchable at this time.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The local CMS system notifies the ePortal of local acceptance. The ePortal in turn notifies the filer.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?

Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Contact the filer directly to resolve the issue.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
N/A

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Secure connection is used between the local CMS and the ePortal for transmission of the XML envelope and documents

How is the filer identified?
The filer is identified by the ePortal electronic filing system.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Will be scanned into the CMS

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Stored manually in case file.

Please explain how you are dealing with documents and/or information that are exempt from public access.
All documents pass through a redaction process. Role based security is in place within the local CMS.

How do you deal with documents where the filer has indicated the filing is an emergency?
Notification received from ePortal indicates filing has been flagged as emergency filing. Acceptance of the emergency filing is put to the top of the work queue.

Page 9

How will you handle paper submissions in court?
Paper submissions will be handled as normal business.

How will they be scanned and stored?
Scanned documents will be stored in the local CMS. Original documents will be maintained in hard copy.

Will they be searchable?
No

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Public computers are located within predefined areas at the Justice Center and our annex.

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Role based security and access already established within the CMS.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Additional party data contained with the XML envelope can be accepted into

the local CMS where parties are created.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Contact the FACC ePortal helpdesk and request retransmission of the filing.

Please describe your plans to deal with failures.
Manually obtain documents and data from ePortal and key into local CMS

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Web services between entities. Custom reports/data ran from web site with secure logins.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
Provide dedicated workstation

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
To installed dedicated workstation with software.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?

Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Deputy Clerk contacts filer by telephone

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
All complaints will be fielded by Clerk, Chief Deputy or IT Directory.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal

Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately after imaging or acceptance into the local CMS

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Real time as information is inputted into CMS.

What is the retrieval time for a single document?
Real-time as documents are imaged.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

Charlotte County Court Survey Response Details

Response Details

Page 1

Name of County	Charlotte
Name of Clerk	Barbara Scott
Name of CTO	Craig McLean
Survey Completed By	Craig Mclean
Email Address	cmclean@ca.cjis20.org
Telephone Number	239-533-1722
Name of Chief Judge	Rosman

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Criminal
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
I'm told that there is an issue with a filed document being filed incorrectly there is no way to remove the document from the pending list.

What format documents are you receiving through the ePortal?
Word
PDF
TIFF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Not in compliance yet. Pioneer is working on this issue.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
CMS notifies the ePortal of local acceptance, then the Portal notifies the filer.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Local clerk notifies the filer directly

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
secure connection between CMS and Portal

How is the filer identified?
Bar number through Portal

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
scanned in manually into CMS

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Stored manually in case file

Please explain how you are dealing with documents and/or information that are exempt from public access.
Documents are redacted and shown depending on Role Based Security

How do you deal with documents where the filer has indicated the filing is an emergency?
Portal notifies clerk and document is put to top of work queue

Page 9

How will you handle paper submissions in court?
Scanned in as part of normal business

How will they be scanned and stored?
manually scanned and paper saved, stored in CMS

Will they be searchable?
No

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
justice center and annex

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Role based security built into CMS

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Info coming in from envelope from Portal

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Contact the FACC portalhelpdesk and request retransmission of the filing.

Please describe your plans to deal with failures.
retransmitt the failed filings

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Web service and custom reports

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
in process to comply with standards

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Dedicated workstation with ADA software

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
clerk will contact filer by phone

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Monthly meetings with all entities to include all stakeholders

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and

document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately after acceptance into the clerk CMS

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
immediate

What is the retrieval time for a single document?
immediate

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

Collier County Clerk Survey Response Details

Response Details

Page 1

Name of County	Collier
Name of Clerk	Dwight E. Brock
Name of CTO	Marc Tougas
Survey Completed By	Lori Kraycik
Email Address	Lori.Kraycik@collierclerk.com
Telephone Number	239-252-8341
Name of Chief Judge	Honorable Judge Rosman

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Criminal
Civil Traffic
County Criminal
Criminal Traffic
Juvenile Delinquency
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Criminal
Civil Traffic
County Criminal
Criminal Traffic
Juvenile Delinquency
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
The portal has saved the clerk time and money. We have received positive feedback from our attorneys. Although with the Qtr. 1 enhancements to the portal we have had many questions regarding the case validation. Our biggest issue is that attorneys are not correcting the filings that have been set to pending. Instead they are re-filing the documents and the original filings are

left out in the queue. As a result the clerks are spending hours each week researching the filing to find out if the filing was re-filed at a later time. Additional training for the attorneys on how to correct the filings set to Pending would relieve many man hours on the part of the clerk.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
1. Allow the UCN validation routine to confirm the party on cases that are considered confidential and send the entire UCN to the local CMS. Currently if the party or case is considered confidential the portal displays % signs on the last 2 segments of the UCN and will not display the party name. This results in two separate issues: 1. The attorney is not sure if they have the correct case number. They are representing the party, know the case number and should be able to see the information in the secured portal. 2. The % signs are sent to the local CMS system and requires the clerk to correct the case number on every confidential case. 2. Enable the Clerk to export the docket codes, case types and division setup information from the ePortal to a spreadsheet or report. 3. Educate the attorney on how to use the Pending Queue and correct filings 4. Separate the fees in the data envelope: filing, # of summons, # of defendants, Reopen fees. 5. Simple E-Filing did not allow for the Qtr. 1 enhancement of “set file to Pending” for corrections by the attorney. As a workaround, the clerk had to configure access to existing filings so that the attorneys could correct the filing in the Pending Queue. As a result, we have complaints from attorneys: 1. The screens for simple e-file are different that what’s displayed in the Pending Queue, therefore they do not know how to correct the filings and are confused by the difference in the functionality. 2. Because the existing filings screen is accessible by attorneys many are trying to file a simple e-file in the existing filings screen and get hung up in the parties tab.

What format documents are you receiving through the ePortal?
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
At this time our filings have been below the 25MB size limitation. During testing we determined that we are capable of receiving larger files.

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Our vendor has provided searchable documents on the web. Our vendor has complied with the accessible requirements.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
No

If not, what elements would you like to see included in the electronic envelope?
We would like the fees to be separated. Currently the filing fee and summons, reopen, # of defendant's etc.. are sent in one field.

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The ePortal notifies the filer that the document has been filed. At this time we only accept filings on existing cases. Once new filings are implemented, it would be helpful of the notification from the ePortal sent the case number to the attorney

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Collier utilizes the functionality in the ePortal, by filling out the comments when a document is set to Pending for correction. Also, collier will call an attorney when a problem with filings reoccurs often.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
The date is saved in the database, not on the image.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Our documents are received through the ePortal, which authenticates the user and send the document to the Clerk in PDF. When the clerk reviews the eFiled document they verify that the attorney’s bar number is on the filing.

How is the filer identified?
Bar number

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?

As we do now, thorough mail or drop off. Once a filing is received it is scanned and saved in the local CMS.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
We are capable of storing PDF or Tiff

Please explain how you are dealing with documents and/or information that are exempt from public access.
The documents are redacted. Information will not be displayed in public inquiry if it falls under the Supreme Court definition of confidential.

How do you deal with documents where the filer has indicated the filing is an emergency?
The e-Portal sends an e-mail for each filing to the Clerk. The e-mail will indicate if the filing is an emergency. Our policy is that clerks will process emergency filings as soon as possible

Page 9

How will you handle paper submissions in court?
The documents will be scanned into our local CMS

How will they be scanned and stored?
The documents can be scanned in the courtroom or at the Clerk's desk. They are stored in our local CMS in Tiff format.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
In the lobby of the courthouse annex

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Through our local CMS

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
The parties are sent though the ePortal and our local CMS system will add the additional parties once the filing is verified and approved

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
We have to review the ePortal manually on a daily basis. When there is a problem the Clerk will determine if it is internal or FACC, if it is FACC, we report the problem to the FACC help desk.

Please describe your plans to deal with failures.
We will try to resend the filing via the ePortal. When this fails we report it to the FACC's help desk. Additionally, the clerk has the ability to review the document manually in the portal, accept it, print out the filing and then scan it into the local CMS.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
We currently maintain a CMS web service for various agencies consumption. i.e. States Attorney and County Sherriff.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
We have performed accessibility tests utilizing accessibility software, both Wave and MS narrator were used in testing

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
1. Forms are created using the standards 2. Various tests are performed. 3. Certification by the Supreme Court

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
Yes

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
None

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
To date we have not received any complaints, our Help desk and Call center would take any calls we might have. If a problem is found, the document and or software will be changed immediately. We meet monthly with the Judiciary and agencies to discuss technical improvements and any concerns that may arise.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Criminal
Civil Traffic
County Criminal
Criminal Traffic

Juvenile Delinquency
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
County Civil
Family (Domestic Relation)

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately upon filing within the local CMS

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Immediately

What is the retrieval time for a single document?
within 3 seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
No

Collier County Court Survey Response Details

Response Details

Page 1

Name of County	Collier County
Name of Clerk	Dwight Brock
Name of CTO	Craig McLean
Survey Completed By	Craig McLean
Email Address	cmclean@ca.cjis20.org
Telephone Number	230-332-3769
Name of Chief Judge	Rosman

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Criminal
Civil Traffic
County Criminal
Criminal Traffic
Juvenile Delinquency
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Criminal
Civil Traffic
County Criminal
Criminal Traffic
Juvenile Delinquency
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
Generally good experience, a little slow in adding new features Training lawyers to use the portal should be a priority

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Batch filing for criminal, regular filing for criminal

What format documents are you receiving through the ePortal?
Word
PDF
Word Perfect

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
Don't know...haven't seen any come through

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Aptitude Solutions has created a "on the fly" ocr engine

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
No

If not, what elements would you like to see included in the electronic envelope?
asked for Fees to be broken down into separate groups

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
No

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification

part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The ePortal sends all notifications

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
1. Portal notifies 2. fill out comment section

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
not affixed on document...data field in CMS

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?

Comes through the portal and electronically inserted through CMS

How is the filer identified?
Bar Number

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Store the originals

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Store the original

How do you deal with documents where the filer has indicated the filing is an emergency?
Through the Portal and take care of them first

Page 9

How will you handle paper submissions in court?
scan them in later...could scan in courtroom if judge approves

How will they be scanned and stored?
scanned to TIFF and stored in CMS

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
Lobby of the Clerk Courthouse Annex

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
through user rights

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
ePortal allows for adding additional parties. Anytime an order is given or filing the CMS adds

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Clerks look daily to see if there are any discrepencies

Please describe your plans to deal with failures.
Clerks check daily..Portal should send out notifications when down through another means rather than just not sending data

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Web service and CMS client Data feed if necessary

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
Compliliance with all the above

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
508 compliance test

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
Yes

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
None...through the Portal

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Monthly meetings with all stakeholders to discuss technical or business related issues. Also have helpdesk that answers calls

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Criminal
Civil Traffic
County Criminal
Criminal Traffic
Juvenile Delinquency
Juvenile Dependency
Probate

In which court division(s) are paper files still available?
Circuit Civil
County Civil
Family (Domestic Relation)

Has the judiciary in your county approved any system that is being used to deliver electronic case files?

Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Within 24 hours for paper Within a few hours for electronic filings

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Quick

What is the retrieval time for a single document?
Quick

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

Glades County Clerk Survey Response Details

Response Details

Page 1

Name of County	Glades
Name of Clerk	Joe Flint
Name of CTO	Craig McLean
Survey Completed By	Sandra Brown
Email Address	sbrown@gladesclerk.com
Telephone Number	863-946-6002
Name of Chief Judge	Jay B. Rosman

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
We have only received a few eFilings to date. The process works very well.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Criminal and Appellate eFiling and optional subscription services for attorneys.

What format documents are you receiving through the ePortal?
Word
PDF
WorkPerfect

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No.

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Local TIFF images can be converted to searchable documents for viewing on demand, in compliance with statutory requirements. Per our eFiling approval letter from the Court, we will continue to provide paper documents to the judiciary until such time as the judiciary elects to implement an electronic viewer system.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

If not, what elements would you like to see included in the electronic envelope?
N/A

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
The eFiler is automatically notified by email once the case and associated documents have been successfully reviewed, accepted, and the import to the local case maintenance system has been completed. If it is a new case, the case number is provided in the automatic email notification. These notifications are also available to the eFiler from within the ePortal Notifications screen.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Any filing that requires correction is moved into a Pending Queue. The clerk reviewer indicates the deficiency and the eFiler is notified via automatic email that the filing requires corrections, including the reasons indicated during the review process. If the filing is corrected within 5 business days, it is reviewed and completed and the eFiler is notified via the normal methods. If it is not corrected within 5 business days, or cannot be corrected, it is Filed for Judicial Review and the eFiler is notified of this action via automatic email.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
Yes

If an additional date and time stamp is used, how is it affixed and identified separately as to not confuse the filer on the official filing time?
When the document is accepted in the local CMS, an additional date/time stamp is affixed to the bottom of the document. As dictated by the Court, the official filing date/time is the one affixed by the ePortal on the upper right corner of the document.

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
The ePortal uses a 128-Bit Secure Sockets Layer (SSL) certificate to establish a private communication channel that enables encryption of the data during transmission of the filing. The SSL certificate consists of a public key and a private key. The public key is used to encrypt the information and the private key is used to decipher it. This public/private key encryption ensures that filings are not corrupted or changed during transmission. When a filer communicates with the ePortal, a SSL handshake authenticates the ePortal (Web site) and the filer (using a Web browser). The ePortal also verifies that all required fields are present in order to allow submission of the filing. The ePortal also validates the filing to ensure that the filing complies with ECF standard. The filing is presented to the clerk electronically for visual inspection and validation of the data and image.

How is the filer identified?
The filer is identified by their ePortal credentials including name and email address.

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Photographs will be stored in their original format.

Please explain how you are dealing with documents and/or information that are exempt from public access.

If a filer electronically files a document containing information identified as exempt from public access pursuant to Rule 2.420, Florida Rules of Judicial Administration and applicable statute, the filer shall indicate that the document contains confidential information by placing the notation “confidential” in the comments section. Documents that are exempt or claimed to be exempt from public access shall be processed pursuant to Rule 2.420. When the exempt document is filed with the local CMS, it will be flagged in the same manner as current paper filings. Our case management application is coded to mark exempt filings as confidential and flags the image as confidential.

How do you deal with documents where the filer has indicated the filing is an emergency?
If they are marked emergency, they are worked as our first priority.

Page 9

How will you handle paper submissions in court?
Paper documents are scanned using high-quality document scanners, reviewed and saved in the existing CMS and Document Management System. This method is the standard method for converting paper to electronic (TIFF) images.

How will they be scanned and stored?
TIFF format

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
At our courthouse

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
By level of security authorization.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties may be added on the “Parties” tab of the ePortal for new and/or existing cases.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
ePortal operational staff monitor this and alert us to any potential failures. Since the ePortal has already received the filing, it has been date/time stamped and there is no effect on the due date.

Please describe your plans to deal with failures.
Enhanced capability has been added to the ePortal to allow County Administrators to “re-push” filings where problems are encountered. The ePortal operational staff also assists in these operations, as required.

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
CCIS and other local web applicatons where applicable.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
The ePortal is required to be fully ADA Compliant. Our development vendor is required to meet the Supreme Court’s ADA standards in our contractual Statement of Work.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
During the product development, our developers used Accessibility tools that are part of Microsoft Visual Studio 2008 . You can find more information on Accessibility support in ASP.Net at http://msdn.microsoft.com/en-

us/library/ms228004.aspx . Our developers also used the Web Accessibility toolbar (http://www.visionaustralia.org.au/ais/toolbar/) for Internet Explorer to verify accessibility during development. The ePortal application is tested with the “AccVerify” tool from HiSoftware http://www.hisoftware.com/products/accverify.html and also uses Jaws for Windows Screen Reader software from Freedom Scientific with Internet Explorer.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
None at this time.

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Any issues are addressed through normal communication channels; such as website, email and phone calls.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?

Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
No

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Immediately via both CCIS and other applicable local websites.

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Seconds

What is the retrieval time for a single document?
Seconds

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Glades County Court Survey Response Details

Response Details

Page 1

Name of County	Glades
Name of Clerk	Flynt
Name of CTO	Craig Mclean
Survey Completed By	Craig McLean
Email Address	cmclean@ca.cjis20.org
Telephone Number	239-533-1722
Name of Chief Judge	Rosman

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
So far, so good

Are there any areas of the ePortal that need improvement or further development?
No

What format documents are you receiving through the ePortal?
Word
PDF
TIFF
word perfect

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Through FACC, we use their system

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
N/A

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
N/A

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Through FACC

How is the filer identified?
Bar number

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Paper will be scanned, exhibits stored as they are normally

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
original format

Please explain how you are dealing with documents and/or information that are exempt from public access.
Through redaction

How do you deal with documents where the filer has indicated the filing is an emergency?
immediately upon receipt

Page 9

How will you handle paper submissions in court?
Taken back and scanned in

How will they be scanned and stored?
Scanned into CMS, stored in CMS

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
clerk's office

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
role based security

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
N/A

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Through FACC

Please describe your plans to deal with failures.
N/A

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
CCIS

Is remote access available to the judiciary and court staff?
No

Is remote access available to attorneys?
No

Is remote access available to other parties or agencies?
No

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
No

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Through FACC

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Phone calls, personal contact, email

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
No

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
When scanned in, immediately, though mostly paper to the court

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Still paper

What is the retrieval time for a single document?
Still paper

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
No

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
No

Hendry County Clerk Survey Response Details

Response Details

Page 1

Name of County	Hendry
Name of Clerk	Barbara Butler
Name of CTO	George Padoll
Survey Completed By	George Padoll
Email Address	george@hendryclerk.org
Telephone Number	239-565-4089
Name of Chief Judge	James Sloan

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
Seems to be working OK.

Are there any areas of the ePortal that need improvement or further development?
No

What format documents are you receiving through the ePortal?
Word
PDF
TIFF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
Not that we are aware of.

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
Word
PDF
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
We expect to do whatever FACC puts in and are relying on them to have the correct procedures.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
No

Do you receive this information from the ePortal?
No

Are the data elements included in the electronic envelope sufficient to open a case?
No

If not, what elements would you like to see included in the electronic envelope?
Not doing yet, so don't know.

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
By procedure developed by FACC.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption,

redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Procedures put in place by FACC

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Normal Procedures Used Today

How is the filer identified?
Specific email address

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Same as always

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Jpeg if possible, tiff if not

Please explain how you are dealing with documents and/or information that are exempt from public access.
same as always

How do you deal with documents where the filer has indicated the filing is an emergency?
Same as always

Page 9

How will you handle paper submissions in court?
Same as always

How will they be scanned and stored?
Same as always

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
No

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
With implementation of Clericus system

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Clericus

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
just creating them

Please describe your plans to deal with failures.
See above

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Clericus and CCIS

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
No

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
Installing Clericus

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Using FACC test procedures

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
Yes

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility

requirements?
If documents are rejected, we call the filer

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Still creating these

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Family (Domestic Relation)
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
Next day on a new case, same day for updates

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
seconds

What is the retrieval time for a single document?
same

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
Yes

Do system(s) allow for searching across all documents in a case?
Yes

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Hendry County Court Survey Response Details

Response Details

Page 1

Name of County	Hendry
Name of Clerk	Barbara Butler
Name of CTO	Craig McLean
Survey Completed By	Craig McLean
Email Address	cmclean@ca.cjis20.org
Telephone Number	239-533-1722
Name of Chief Judge	Rosman

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
Seems to be working fine

Are there any areas of the ePortal that need improvement or further development?
Yes

What format documents are you receiving through the ePortal?
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
none

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Through the FACC portal

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?

Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
Call the filer, or email

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
Through the portal

How is the filer identified?
Bar number

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Same as paper, non electronic docs scanned in

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Manually in original format

Please explain how you are dealing with documents and/or information that are exempt from public access.
Redact information,

How do you deal with documents where the filer has indicated the filing is an emergency?
First in, First out basis

Page 9

How will you handle paper submissions in court?
Bring back and scan in Clerks office

How will they be scanned and stored?
Scanned and stored in CMS

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing

If public computers are provided, where will the computers be located?
clerk's office

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
Role based access according to use

Page 10

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Check each hour to see if not, call FACC

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Through FACC/CCIS

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?

Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
Through FACC

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?
Through FACC

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
No

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
Yes

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
Handled through FACC

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
Reported through email, phone calls and personal contact

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
County Civil
Family (Domestic Relation)
Probate

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
No

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
As soon as scanned, electronic immediately

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Judges use CCIS

What is the retrieval time for a single document?
fairly quickly

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Lee County Clerk Survey Response Details

Response Details

Page 1

Name of County	Lee County
Name of Clerk	Charlie Green
Name of CTO	Doris Maitland
Survey Completed By	Lisa DiDonato
Email Address	ldidonato@leeclerk.org
Telephone Number	239-533-2156
Name of Chief Judge	Honorable Jay B. Rosman

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
Providing business rules to the filers to coincide with the functionality of the Portal has prevented errors/issues.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
1) Codes should interface from CMS rather than input into ePortal. When changes are needed updates need to be made both in the CMS and the Portal. 2) Appeals not yet developed. 3) Processing of filings that constitute

re-opening of a case needs improvement/development. 4) Waiting on Criminal development. 5) Development needed in how confidential cases/parties are handled.

What format documents are you receiving through the ePortal?
PDF

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
No

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
Our upcoming CMS upgrade is to include SPDF capability.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
Yes

Is this in addition to the notification provided by the ePortal?
No

The ePortal acknowledges the receipt of a filing within the notification part of the ePortal. How does the clerk notify the filer after the document has been reviewed, officially placed into the case management system, assigned case numbers and/or document reference numbers?
When the filing is accepted in the Portal review screen the filer is sent a

notification by the Portal.

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?
Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
The release of the Portal that went into Production on 8/20/2012 includes pending queue functionality. In the review screen of the Portal the Clerk can mark a filing as needing to go to the pending queue and listing the error/reason for not accepting the filing. The filer receives an email notification including the reason entered by the Clerk. The Clerk then works with the filer on correcting the issue.

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
We only allow the FACC's IP address to connect to our eFiling server and we

can only respond back to the FACC's IP address.

How is the filer identified?
By the filer ePortal ID and Florida Bar Number

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
Exhibits will continue to be submitted in paper form and stored in paper form.

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
Exhibits will continue to be submitted in photographic form and stored in photographic form.

Please explain how you are dealing with documents and/or information that are exempt from public access.
This is handled by the security in our CMS system and associated processes such as redaction.

How do you deal with documents where the filer has indicated the filing is an emergency?
If the filer marks the filing as an emergency filing on the Portal we will review and follow our current procedures for emergency filings.

Page 9

How will you handle paper submissions in court?
We would scan the documents after the Court session.

How will they be scanned and stored?
It will be scanned using our current scanning process.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Kiosk

If public computers are provided, where will the computers be located?
Within the Clerk's Office

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
This is handles through document security groups attached to all documents filed.

Page 10

How will your electronic filing system facilitate the addition of parties after the initial pleading is filed?
Parties added on the Portal are added to our CMS system.

What procedure(s) do you have in place to determine and report the failure to receive electronic filings from the ePortal?
Filings not received are marked on the Portal as pending. After reviewing and determining we are missing a filing we would contact the FACC to resend the filing.

Please describe your plans to deal with failures.
See Section 3.1.22

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
Direct access to the Case Manager System and also Public/Attorney Access online.

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

What steps have you taken to ensure the accessibility of your technology system(s)?
We have a vendor product web-based for all attorneys to use.

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

What steps have you taken to ensure the accessibility of the data created by or stored in your system(s)?

We perform regression testing and defect remediation.

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
No

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
No

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures are in place to notify a filer if a document submitted through the ePortal does not comply with the accessibility requirements?
We investigate and call the appropriate parties when notification of an issue exits

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
We investigate and call the appropriate parties when notification of an issue exits

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Criminal
County Civil
County Criminal

In which court division(s) are paper files still available?
Circuit Civil

Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
Yes

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
As soon as they are available in our Case Management System

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
Within a couple of seconds as long as the nightly refresh occurred. Possibly take a little longer for a walk-in case.

What is the retrieval time for a single document?
Within a couple of seconds as long as the nightly refresh occurred. Possibly a little longer for a walk-in case.

Can system(s) print on demand?
Yes

Can system(s) print selected pages or parts of pages?
Yes

Are individual documents searchable?
No

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes

Lee County Court Survey Response Details

Response Details

Page 1

Name of County	Lee
Name of Clerk	Charlie Green
Name of CTO	Craig McLean
Survey Completed By	Craig McLean
Email Address	cmclean@ca.cjis20.org
Telephone Number	239-533-1722
Name of Chief Judge	Rosman

Page 2

Are you presently receiving filings through the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

Do you directly receive electronic filings from any other source other than the ePortal?
No

Does your CMS interface directly with the ePortal?
Yes

If so, for what court divisions?
Circuit Civil
County Civil
Family (Domestic Relation)
Juvenile Dependency
Probate

What has been your experience so far with the ePortal that would be beneficial to share?
So far the ePortal has been a work in progress. The FACC has been responsive to the clerk's needs.

Are there any areas of the ePortal that need improvement or further development?
Yes

If yes, please explain.
Criminal batch filing

What format documents are you receiving through the ePortal?

Word
PDF
word perfect

Page 3

Are you complying with the 25 MB size limitation?
Yes

If so, has the size limitation caused any problems?
no

Have you received single files larger than 25MB?
No

In what format(s) are you storing documents?
TIFF

How will you comply with the requirement for documents to be searchable and tagged in accordance with the accessibility requirements in sections 282.601-282.606, Florida Statutes?
upcoming release is PDF searchable capable.

Page 4

Do you utilize the information contained in the electronic filing envelope for case creation?
Yes

Do you receive this information from the ePortal?
Yes

Are the data elements included in the electronic envelope sufficient to open a case?
Yes

Page 5

Does your electronic filing system provide electronic notification to the filer once you have received the filing?
No

Is this in addition to the notification provided by the ePortal?
Yes

Page 6

Are you protecting the system from unauthorized network intrusion and malware (e.g., virus, worms, trojans)?
Yes

Are you ensuring the confidentiality of data (e.g., encryption, redaction)?

Yes

Are you ensuring the availability of data (e.g., backups, disaster recovery and contingency planning)?
Yes

Are you ensuring the integrity of the data (e.g., access control)?
Yes

Are you satisfying the statutory requirements of data retention?
Yes

Are you in compliance with the standards as they pertain to clerk computers maintained for use by the public?
Yes

Page 7

Are you in compliance with the requirement on the location of original court data and the location of copies of the data?
Yes

What procedures are in place to notify a filer of any errors such as filing in the wrong county, corrupted files, or conflicts with rules or standards?
rely on the portal functionality

The filing is deemed filed on the date and time the electronic filing is received at the ePortal. Do you use any additional date and time stamps to show when the filing is placed into the clerk's system?
No

Page 8

What process does the clerk use to ensure the authenticity of the electronically filed document and that it is unaltered?
it can't be altered, stored in TIFF or soon to be PDF

How is the filer identified?
through the portal by fla bar number

Does the local clerk system allow for the printing of electronic files on demand as needed?
Yes

How will you handle the submission of non-electronic documents or exhibits?
submitted in paper or photographs

How will photographs be stored? If they are stored electronically, please indicate the format in which they can be stored.
stored as photographs

Please explain how you are dealing with documents and/or information

that are exempt from public access.
Security rules allow public only to see redacted images.

Page 9

How will you handle paper submissions in court?
Taken in and then scanned later

How will they be scanned and stored?
scanned in CMS and stored in TIFF, next version will be PDF searchable documents.

Will they be searchable?
Yes

Will the public be able to access electronic files by web portal or computers that may be provided to the public for access?
Yes

What functionality will the public be provided with electronic access?
Viewing
Filing

If public computers are provided, where will the computers be located?
Clerk's office

Will your system have the means to provide higher role based electronic access?
Yes

If yes, how will this be accomplished?
based on user security

Page 10

Will you provide access to case management data to the court(s) in your circuit?
Yes

What type of data feeds do you provide?
data feeds through data warehouse

Is remote access available to the judiciary and court staff?
Yes

Is remote access available to attorneys?
Yes

Is remote access available to other parties or agencies?
Yes

Page 11

Is your electronic filing system accessible to persons with disabilities, in accordance with the requirements of state and federal law (e.g., the

Americans with Disabilities Act of 1990; section 504 of the federal Rehabilitation Act of 1973; sections 282.601-606, Florida Statutes; and Rules of Judicial Administration 2.525(g) and 2.526)?
Yes

Have you conducted any tests of the accessibility of your technology system(s), either through the use of online applications or software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Have you conducted any tests of the accessibility of the data created by or stored in your system(s), either through the use of online applications, software purchased by your office, through testing conducted by persons with various types of disabilities, or through some other means?
Yes

Page 12

Have you provided training for your staff on the legal requirements for accessibility of electronic filing and other technology systems and electronic documents?
Yes

Have you provided training for your IT staff on how to design web-based applications, electronic filing systems, and/or other relevant programs or systems in a manner that ensures those systems and applications comply with state and federal disability laws?
Yes

Have you provided training that will enable your staff to determine whether an electronic document is accessible?
Yes

What procedures does your office have in place to address complaints or concerns from judges, court staff, attorneys, parties, and other persons, about the accessibility of your electronic filing system(s) or the data available through those systems?
We meet weekly with the clerk staff to determine any issues that come up in court during our pilog sessions.

Page 13

Have all electronic processes that involve the judiciary been approved by the judiciary prior to implementation?
Yes

What court division(s) are presently receiving electronic case files?
Circuit Civil
Circuit Criminal

Civil Traffic
County Civil
County Criminal

In which court division(s) are paper files still available?
Circuit Civil
Circuit Criminal
Civil Traffic
County Civil
County Criminal
Criminal Traffic
Family (Domestic Relation)
Juvenile Delinquency
Juvenile Dependency
Probate

Has the judiciary in your county approved any system that is being used to deliver electronic case files?
Yes

Do systems you have installed provide electronic workflow and document management?
No

Do you have the ability to deliver a paper file if requested?
Yes

How soon after filing are electronic documents available to the court?
generally scanned in within 24 hours

Have your system(s) improved the workflow and document management services to the court?
Yes

Page 14

What is the retrieval time for an electronic case?
almost instantaneous on local court machine that has data downloaded the night before. Other documents can take a bit longer, say 10-15 seconds to pull up a "walk on" case

What is the retrieval time for a single document?
almost instantaneous on local court machine that has data downloaded the night before. Other documents can take a bit longer, say 10-15 seconds to pull up a "walk on" case

Can system(s) print on demand?
No

Can system(s) print selected pages or parts of pages?
No

Are individual documents searchable?

Yes

Do system(s) allow for searching across all documents in a case?
No

Do system(s) allow a single user to view multiple documents simultaneously?
Yes