

**FLORIDA COURTS E-FILING AUTHORITY
BOARD OF DIRECTORS
AGENDA REQUEST**

DATE: April 12, 2018

TO: Honorable Chairman Smith and Members of the Board

FROM: Lynn M. Hoshihara, Esq., General Counsel

SUBJECT: **Browser Support Policy**

STATEMENT OF ISSUE:

At the February 27, 2018, the Board requested staff to work on a policy on discontinuing support for outdated browsers. Attached for the Board's consideration is a draft Browser Support Policy.

BACKGROUND AND ANALYSIS:

As explained by the Portal Technical Team, currently when an older browser is supported it means that computers that run the older versions of the browser have to be kept on-site so that each Release and each Hot Fix can be tested as Portal updates are deployed to production. If any errors are found when operating in any of the older version, the Portal team has to correct the error so it works in the unsupported browser, as well as in the current browser.

When someone uses an old browser they usually run on an older version of Windows. Those older versions of Windows are not compatible with all the Security Updates that are put out on a regular basis for the newer operating systems. That leaves those older versions of Windows open to security threats.

According to Microsoft, "beginning January 12, 2016, only the most current version of Internet Explorer available for a supported operating system will receive technical supports and security updates. Internet Explorer 11 is the last version of Internet Explorer, and will continue to receive security updates, compatibility fixes, and technical support on Windows 7, Windows 8.1, and Windows 10. After January 12, 2016, Microsoft will no longer provide security updates or technical support for older versions of Internet Explorer. Security updates patch vulnerabilities that may be exploited by malware, helping to keep users and their data safer. Regular security updates help protect computers from malicious attacks, so upgrading and staying current is important."

The Portal is developed to operate best on the most current version of Internet Explorer, which is currently Internet Explorer 11.

FINANCIAL IMPACT:

Financial impact might be felt by the filers that have old outdated versions of Windows or their operating systems which will not support a newer browser. Using older versions, however, could pose a possible security threat to those older computers.

CLERK IMPACT:

It is our understanding that Clerks' offices do not have older equipment or systems, thus, there would be little to no impact.

RECOMMENDATION: Pending discussion, adopt the proposed policy as provided.

FLORIDA COURTS E-FILING AUTHORITY

BROWSER SUPPORT POLICY

PURPOSE

The Florida Courts E-Filing Authority (the “Authority”) is committed to making the Florida Courts E-Filing Portal (the “Portal”) accessible and consistent across all supported browsers. However, it is not always possible or practical to fully test and validate updates to the Portal using every available operating system and browser combination.

For example, the latest version of the Internet Explorer (“IE”) is currently IE 11. In January 2016 Microsoft discontinued providing security updates or technical support for older versions of IE. These security updates help protect against common threats and this Policy will maximize the Portal’s security and ability to support filers.

SUPPORTED BROWSERS

The Portal will discontinue supporting a browser version six (6) months upon the vendor de-supporting such browser.

NOTICES

A notice shall be posted on the Portal for no less than 90 days notifying filers of the pending discontinuation of support for an outdated browser version.