



Implementation Site Issues

From: Bob Inzer [mailto:BBInzer@leoncountyfl.gov]
Sent: Friday, June 17, 2011 10:21 AM
To: Lydia Gardner
Cc: Beth Allman
Subject: E Filing Portal

We are in the process of loading our data onto the portal and as such have spent a lot of time looking at how other clerks are loading their data. In doing so, we've noticed a few things that might improve the site. I was going to bring these up at Wednesday's meeting, but given the limited amount of time, I thought I would share them with you and FACC staff for your thoughts and review. Most of these are "nits and knats", but I think would improve the e-filing experience.

As Chairman, you might want to consider asking both Clerks and filers for suggestions of improvements to the site.

Here are some thoughts for your consideration.

1. When you are on the documents "tab", the square in which you choose the document group and document name obscures the other information. Perhaps the "real estate" on the page could be adjusted so that doesn't happen.
2. The "red" language on the documents page about which documents are required is not as noticeable as it could be. More visibility would assist filers.
3. While I have not seen a user manual, Alachua County told me today (and I have not had time to verify this on the FACC site) that FACC does have a user manual, w/ screen shots, for filers. If this is so, I would like to see it located online. On our internal judicial webpage, we put a users manual on line so filers can learn more about the site.
4. Scheduled and formalized communication from FACC to its Clerk customers, perhaps a weekly email that provides status reports of counties coming online, issues they have had that have been addressed, and provides relevant tidbits like on line users manual, and there is a new test site so don't use the old one anymore, problems and solutions that others are having, planned enhancements and schedule for rollout of those enhancements.

5. Provide the models that other counties have used for document groups and document names so that other clerks can choose from existing models or develop their own. with some dialogue as to the pros and cons of the various models.

6. It seems to me that there are pros and cons associated with simple file and not sure that we are providing clerks sufficient guidance for them to understand the pros and cons.

In the second circuit, we've been working on a solution that is circuit wide for all civil case types. We spent a lot of time looking at what other counties did on the central portal and trying to pick from among them what we thought would be the best of each. We will be sending this out to all Clerks for their information. For those that have not done any work yet on the portal, this may help them with a model that they can enter their data into a template and minimize their efforts.

Call me if you have any questions and I look forward to working with you in the future.

PS. It was good to see you doing so well. Keep up the good work.

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