



Florida Courts E-Filing Authority Board 01/28/14

Service Desk Report December 2013



Service Desk Timeline

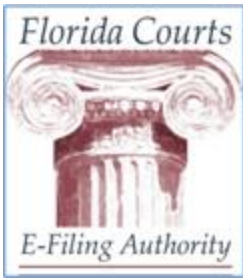
- **September 2013**
 - Authority approves Supplemental Agreement for Services
- **October 2013**
 - Authority approves Help Desk Policies and Procedures
- **October – November 2013**
 - FCCC hires Service Desk Staff and E-Portal Service Desk is established
- **December 2013**
 - Service Desk First Full Month of Operation (Initially Required by February 2014)



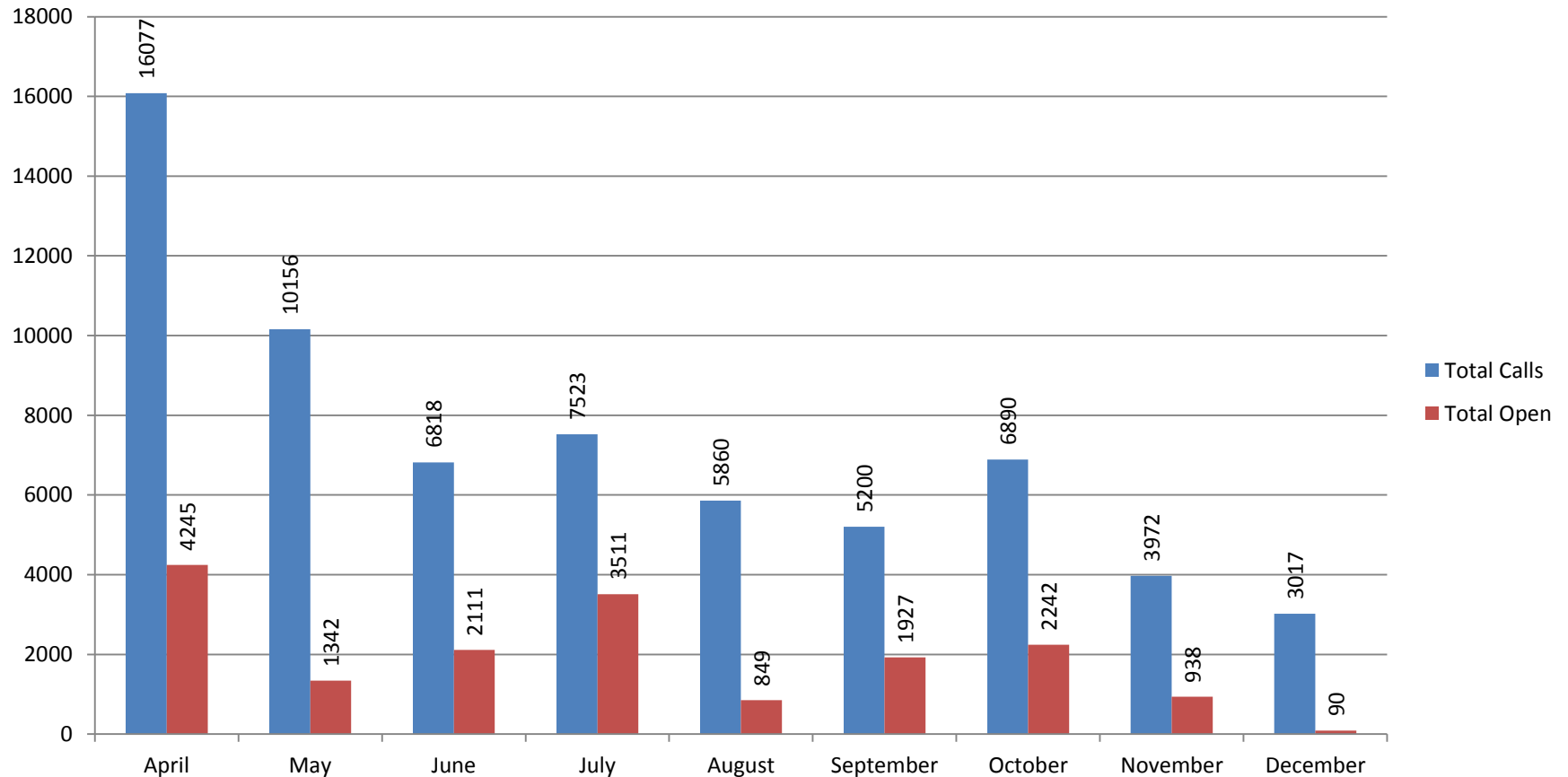
E-Portal Service Desk

Types of Incidents

- **Customer Service Incidents (Section 2)**
 - These are calls from Filers and the General Public. Calls are currently submitted via phone voice message or email. Calls may be submitted 24/7.
 - Initial Acknowledge Standard is 5 Business Days.
- **Technical and System Support Incidents (Section 3)**
 - These are typically calls from Clerks and other Stakeholders and could involve any aspect of system configuration and support. Calls are currently submitted via phone voice message or email. Calls may be submitted 24/7.
 - Initial Acknowledge Standard is 5 Business Days.

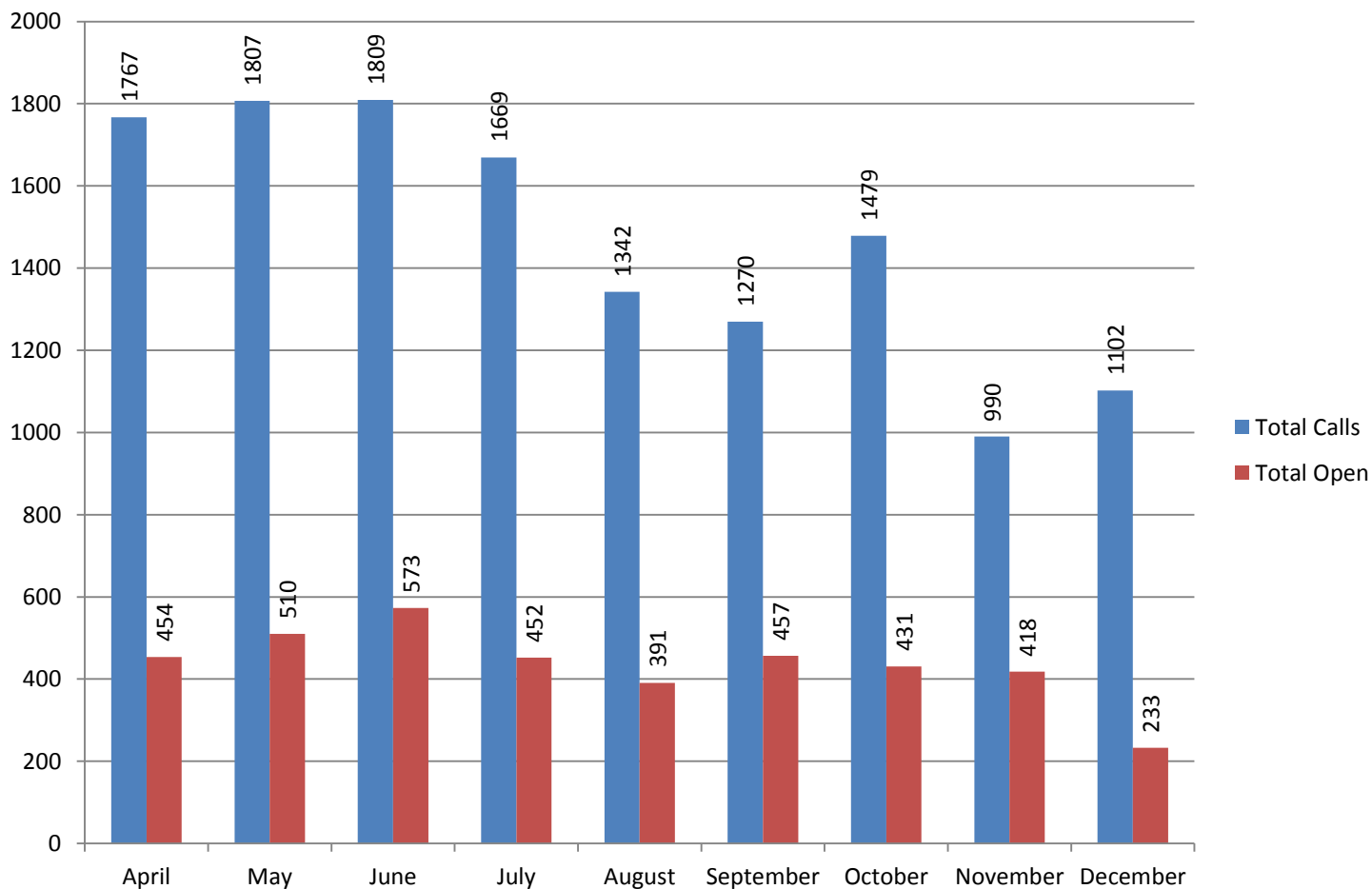


Open Customer Service Incidents At Each Month End- 2013



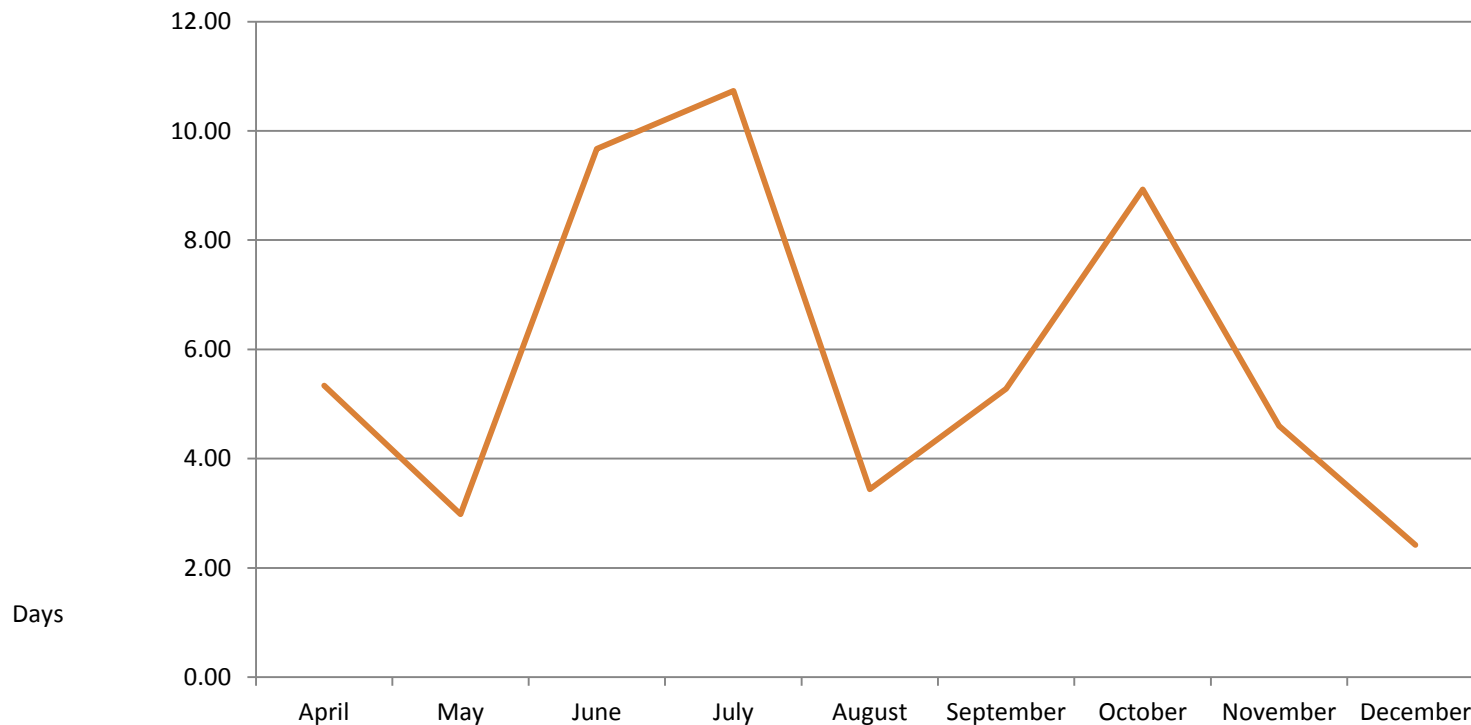


Open Technical/System Support Incidents At Each Month End- 2013



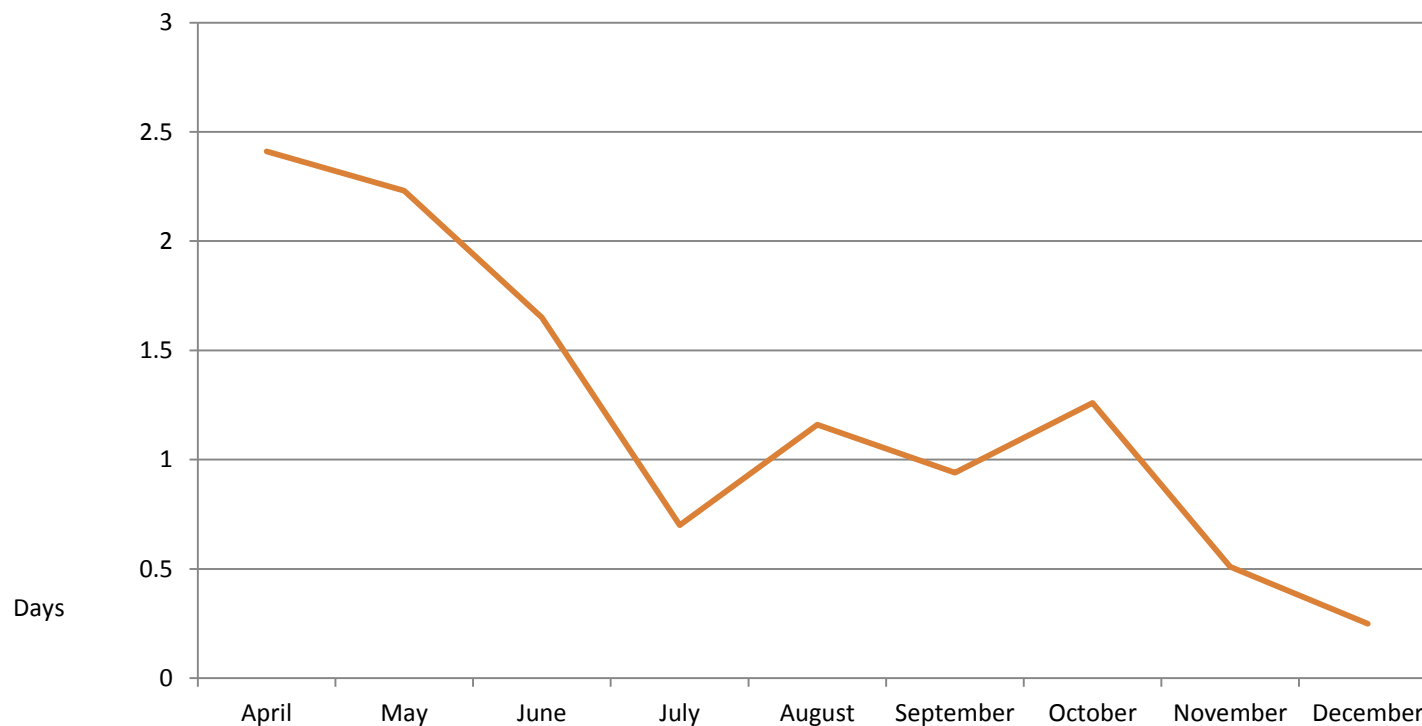


Customer Service Calls 2013 Average Acknowledgement Times





Technical/System Support Calls 2013 Average Acknowledgement Times





Customer Service Calls December Statistics Policies and Procedures Page 5

Incidents Received	3,017
Incidents Closed	3,865
Incidents Open at End of Month	90
Average Acknowledgement Time per Incident	2.42 Days
Average Resolution Time per Incident	2.88 Days



Technical/System Support Calls December Statistics Policies and Procedures Page 5

Incidents Received	1,102
Incidents Closed	1,287
Incidents Open at End of Month	233
Average Acknowledgement Time per Incident	.25 Days
Average Resolution Time per Incident	1.4 Days



Call Initiation - Email vs. Phone

December 2013

- **Customer Service (3017 Incidents Received)**
 - Email 2071 (68.64 %)
 - Phone 946 (31.36 %)
- **Technical/System Support (1102 Incidents Received)**
 - Email 1012 (91.83 %)
 - Phone 90 (8.17 %)



E-Portal Service Desk Variables That Impact Performance

- **Volume of Calls**

- Trending Downward since April 2013
- Will Vary Based upon:
 - New Users/Case Types (Criminal, Pro Se, etc.)
 - New Releases/Functionality on the Portal

- **Call Ratio of Technical/System Support vs. Customer Service**

- Technical/System Support calls are typically more involved and take longer to resolve

- **Training of New Staff**

- 6 of the 9 Service Desk employees are relatively new