

Electronic Filing Submissions Application

Electronic Filing Request

Version 8.0

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This application was approved by the Florida Courts Electronic Filing Committee and adopted by the Florida Courts Technology Commission.

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Process to Submit an E-Filing Request

Step One.

The Supreme Court and OSCA continues to monitor and coordinate all initiatives related to electronic court filing, including receipt, review and recommendation by the E-Filing Committee. To help streamline requests, the E-Filing Committee has developed a template containing a series of requirements for each Clerk of Court/Court to submit when they are in the process of developing an E-filing System.

Step Two.

The application for approval must be emailed to the Information Systems Services division at e-initiatives@flcourts.org to be forwarded to the E-Filing Committee for their review and recommendation. The plan should be accompanied by a letter from the Chief Judge of the Circuit or District Court, Attachment A – Statement of Accessibility, and Attachment B – Certification Statement. Attachment C – Voluntary Product Accessibility Template (VPAT) is provided as reference only. Associated test reports, and other required information should be included as well.

Step Three.

Based on recommendations by the E-Filing Committee, a site visit or Live Meeting may be setup to review the application. There will be a report from the site review team regarding all the review points for the committee to take into account when considering approval.

Step Four.

If approved, a Letter of Authorization will be issued for the Clerk of Court/Court to begin implementation.

Step Five.

After the Letter of Authorization is issued by the Florida Courts Technology Commission, there must be a testing period that lasts at least 90 days. Testing Criteria has been established to ensure the electronic filing system is working properly. The court may request that the test last for more than 90 days. See Attachment D for testing requirements and the monthly status report template.

Florida Courts E-Filing Application - 2010

OVERVIEW

Circuit & County **OR** District Court:

E-Filing Application Name:

Application Developer Name (Provide vendor name or designate In House):

Date:

Contact Person:

Anticipated Start Date for the Development of the System:

Anticipated System Implementation Date After Approval (estimated date can be given in days, weeks, months or a specific date after approval):

ADMINISTRATIVE

Has the Chief Judge reviewed and approved this application?

Have other stakeholders had the opportunity to review this application and accept it?

TECHNICAL

Application

1. List the database platform(s).
2. List the format(s) that electronic images will be accepted, retained, and stored in the application.
3. Describe policy for document format.
4. How will this system address the filing time, and time stamping of documents when it is received?
5. Describe the methods that will be used to verify the identity of the filing party?
6. Describe the manner in which the application receives, stores, and transmits files electronically.
7. Describe methods used by the application to ensure documents were not corrupted during the transmission or changed.
8. Describe quality control procedures used to ensure the accuracy of information, completeness, quality of images, and proper docketing and indexing.
9. Describe local validation procedures for acceptance or rejection of a filing.

10. Describe how the electronic cases will be initiated.
11. Will this application support the standard XML e-filing envelope (previously referred to as “cover sheets”)?
12. Describe how exempt documents will be identified by the filer and verified by the clerk.
13. Describe if and how electronic signatures will be utilized and secured.
14. Describe notification processes that are in place.
15. How will an acknowledgement be delivered to the filer regarding the acceptance or rejection of the filing?
16. Will there be a second acknowledgement that the filing has been processed?
17. Does that application provide for high quality printing of images and information?
18. How is information received in paper form converted to an electronic format?
19. Describe the court divisions that will be impacted by the new system.
20. Describe how this system will integrate with a case management system.
21. Describe how your agency will collaborate with other stakeholders for implementation, impact analysis, gap analysis, and change management.
22. Provide written overview and diagrams of the hardware and software components of the system.

Access

1. Describe how users and the public will access the system (direct application, web based, remote).
2. Describe how Pro-se litigants will be accommodated.
3. Describe the level of access provided to judges, court staff, and other participating agencies (view, edit, add, merge, etc).
4. An electronic case file being utilized by the court should meet or exceed the capabilities and ease of use currently provided by a paper case file. The application shall not have a negative operational impact on the court. Has the court had the opportunity to review and approve any changes to the current business process that impact the court?
5. Describe the impact to the work processes for the judges and court staff, and if this impact will add to or reduce the workload.

6. Describe how the public, judges, court staff, and other agencies will be notified that an e-filing system has been implemented and how they may access this new system.
7. Describe how this application integrates with other systems.
8. What reports are proposed to be included and how will the system provide management reports to the court?

Vendor

1. If contracting with a private vendor;
 - a. Provide confirmation that ALL data mining activities will be prohibited
 - b. Provide confirmation that the release and/or distribution of court data will be prohibited.

Security and Continuity of Operations

1. Attach the contingency plan that will be used if the application is unavailable during normal court operating hours.
2. Attach the disaster recovery plan that will be used in the event of a major catastrophic occurrence that may have the court closed for undetermined amount of time.
3. Describe security processes in place to protect the confidentiality, accessibility, and integrity of the records. Include information about antivirus, firewalls, authentication, and other security methods, appliances, and software.
4. Describe the process used to backup the data, store it remotely, and test the recovery of data.
5. Describe the environment that remote backups are stored, accessed, and protected (i.e., remote data backups must be stored in a protected environment not subject to the same risks as the primary site).
6. How will electronic documents and information be archived?
7. How will the application be protected from system and security failures (redundancy, alternate site, etc)?

Costs

1. Filer Costs: Describe any charges above and beyond the statutory fees. (subscriptions, convenience fees, additional services).
2. How will statutory fees be collected?

3. User Costs: Describe licensing model and associated costs. Identify any cost impact to other agencies.

ADA

1. Complete the ADA packet which includes the following:
 - a. Statement of Accessibility (Attachment A)
 - b. Certification Statement to attest to the fact that all electronic documents in this application are accessible in accordance with section 508, Florida Law and the ADA compliance requirements. (Attachment B)
 - c. Voluntary Product Accessibility Template (VPAT) (Attachment C) **provided as reference only**

If you have any questions relating to E-Filing, please feel free to contact

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ATTACHMENT A
Statement of Accessibility
E-Filing Improvement Initiative

Equitable access for court participants with disabilities to automated dockets, e-filing systems, court websites, automated court forms and instructions, and other automated court materials is essential to their right of access to the courts. Some individuals with disabilities use assistive technology to compensate for their functional limitations. Examples of assistive technology include screen readers, hands-free mouse alternatives, and voice recognition software keyboards. If electronic court information and information technologies are not designed properly, those who use assistive technology as well as other individuals with disabilities may be cut off from important information.

Accessibility is not only good customer service and a necessity for managing a diverse workforce but also required by state and federal law. Courts must strive to eliminate technology barriers much the same way the courts continue to work toward the elimination of architectural obstacles and communication impediments to access.

Federal Requirements

The Americans with Disabilities Act of 1990 (ADA) is a federal civil rights law enacted by Congress to ensure that qualified individuals with disabilities are afforded the same opportunities that are available to persons without disabilities. Title I of the ADA requires state and local government entities to provide reasonable accommodations for qualified employees with disabilities, and this extends to technologies used in the workplace. Title II of the ADA requires state and local government entities, including the state courts, to remove communication barriers and afford accessibility for all their services, programs, or activities.¹ In regard to communications, “a public entity shall take appropriate steps to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others.”²

The general prohibitions against disability-based discrimination in the federal regulations indicate that, among other things, a public entity may not:³

- Deny a qualified individual with a disability the opportunity to participate in or benefit from the service;
- Afford a qualified individual with a disability a service or an opportunity to participate that is not equal to that afforded others;
- Provide a qualified individual with a disability with a service that is not as effective in affording equal opportunity to obtain the same result, to gain the same benefit, or reach the same level of achievement as that provided to others;
- Provide different or separate services to individual with disabilities or any class of individuals with disabilities than is provided to others (except under specific circumstances); or
- Otherwise limit a qualified individual with a disability in the enjoyment of any right, privilege, advantage, or opportunity enjoyed by others receiving the service.

¹ Title II, Pub. L. 101-336 (42 U.S.C. 12131 et seq.).

² 28 C.F.R. Section 35.160.

³ 28 C.F.R. Section 35.130.

In 2004 the United States Supreme Court upheld the constitutionality of the ADA and its requirement that states provide access to the courts for persons with disabilities.⁴ The Court held that states were not immune from suit under Title II of the ADA. The Court also held that access to the judicial process is a constitutional guarantee and that Congress, when it enacted the ADA, had before it an extensive record of discrimination against persons with disabilities and denial of access to courts and other public facilities.

With the explosion of personal computers, the advent of the Internet, and the rapid growth of other technologies, the concept of accessibility has taken on a new meaning since the enactment of the ADA. For example, the United States Department of Justice has articulated its position that Title II of the ADA extends to state and local government Websites as follows:⁵

Covered entities under the ADA are required to provide effective communication, regardless of whether they generally communicate through telecommunication devices, print media, audio media, or computerized media such as the Internet. Covered entities that use the Internet for communications regarding their programs, goods, or services must be prepared to offer those communications through accessible means as well.

And, on May 7, 2007, the United States Department of Justice released *Chapter 5, Website Accessibility Under Title II of the ADA*, as a component of its [ADA Best Practices Tool Kit for State and Local Governments](#).⁶

Additionally, any entity that accepts federal funds is subject to the provisions of Section 504 of the Rehabilitation Act of 1973, as amended,⁷ which prohibits discrimination on the basis of handicap in federally assisted programs and activities.

Florida Requirements

The Florida Accessible Electronic and Information Technology Act⁸ require that all three branches of state government make their electronic information and data accessible. The law provides that state entities shall develop, procure, maintain, and use accessible electronic information and information technology acquired on or after July 1, 2006, that conform to Section 508 standards. The Florida act became effective July 1, 2006, and applies prospectively to software applications and operating systems, Web-based Intranet and Internet information and applications, telecommunications products, video and multimedia products, self-contained closed products, and desktop and portable computers. For example, if a court provides information in multimedia formats – streaming media, CD-ROMs, etc. – this information must be accessible: videos should include captioning and video descriptions and a text transcript should be available and assistive technology should be able to navigate the multimedia application without using a mouse.

⁴ [Tennessee vs. Lane](#), 541 US 509 (2004).

⁵ 10 NDLR 240.

⁶ Available online at <http://www.ada.gov/pcatoolkit/toolkitmain.htm>.

⁷ 29 U.S.C. 794.

⁸ Sections 282.601 – 282.606, Fla.Stat.

The Florida law provided the Department of Management Services with rulemaking authority,⁹ and the Department's final rule¹⁰ basically adopts the federal 508 standards.¹¹ Thus, Florida law now specifically requires the judicial branch to adhere to the Section 508 standards. Furthermore, the 508 standards also serve as a means by which the Florida state courts can ensure compliance with the ADA as it relates to effective communication via electronic formats.

Closing

The Florida Constitution promises that "the courts shall be open to every person...." According to the United States Census Bureau, approximately 18 percent of our nation's population has some level of disability and 12 percent have a severe disability. Technology holds tremendous promise for increasing access to the courts. While these advances offer great potential, citizens with disabilities may encounter insurmountable obstacles if courts do not use proper techniques that ensure accessibility.

The Americans with Disabilities Act prohibits discrimination on the basis of disability, and Florida law now requires the judicial branch to adhere to the Section 508 standards. Given the acceleration of court information that is distributed through technology, it is incumbent upon the Florida state courts to ensure that electronic court information and court information technologies are accessible. Implementation of automated court processes and other electronic information that meet the Section 508 standards helps afford access to the courts for all Floridians.

⁹ Section 282.604, Fla.Stat.

¹⁰ Rules 60EE-1.001 through 1.004, Florida Administrative Code.

¹¹ In 1998 Congress enacted the Workforce Investment Act, which contained new language in Section 508 of the Rehabilitation Act of 1973, as amended. Section 508 applies to all Federal agencies when they develop, procure, maintain, or use electronic and information technology. Federal agencies must ensure that technology is accessible to employees and members of the public with disabilities to the extent it does not pose an undue burden. The United States Architectural and Transportation Barriers Compliance Board subsequently developed standards for complying with Section 508. Those standards are set forth in 36 CFR Part 1194. Section 508 applies only to the Federal government, and unlike Section 504 of the Rehabilitation Act (see above), does not extend to entities that receive federal funding.

ATTACHMENT B
Certification Statement

I hereby certify that the attached e-filing application complies with the Americans with Disabilities Act of 1990 and the Section 508 accessibility standards, as incorporated into Florida law by section 282.603(1), Florida Statutes. I further certify that if this e-filing system is amended, updated, or improved in the future, such revisions will continue to assure that the system complies with the Americans with Disabilities Act and Section 508 standards, as incorporated into Florida law, and is accessible to users with disabilities.

The Certification Statement must be signed by either the Clerk of Court or his/her appointed designee for a Clerk submission, or the Circuit Court Administrator or his/her appointed designee for a Court submission.

Signature _____

Name _____

Title _____

Organization _____

Street _____

City, State, Zip _____

Date _____

ATTACHMENT C
VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE (VPAT)

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FSCS Guide to Completing the Voluntary Product Evaluation Template (VPAT)

Purpose:

This document will provide Vendors with instructions as to how they are expected to complete the Voluntary Product Evaluation Template (VPAT) for the Florida State Courts System (FSCS).

Background:

During the 2006 Florida Legislative session, the Florida Legislature passed the Accessible electronic Information Technology Act (AeIT) regarding access for persons with disabilities to electronic information and information technology. The AeIT Act was incorporated into sections 282.601 through 282.605, Florida Statutes. The Florida Department of Management Services adopted administrative rules for the development, procurement, maintenance, and use of accessible electronic information technology by governmental units in January 2007. These rules are published as Florida Administrative Code, Sections 60-8.001 through 60.8.004.

How the Voluntary Product Evaluation Template (VPAT) is organized:

The Voluntary Product Evaluation Template (VPAT) consists of a long series of tables. The initial one, the **Summary Table**, is used to provide a sense of your product’s **overall** “level-of-compliance” with the Florida Statutes 282.601 – 282.605 and Florida Administrative Code Sections 60-8.001- 60-8.004. Subsequently, the **Detail Tables** contain the detailed subparagraphs of each section of the rules. It is within these **Detail Tables** that you will define how your product **does** or **does not** comply with a specific requirement.

Understanding the columns

Use the following to understand the use of the three columns in both the Summary Table and the individual Detail Tables:

Summary Table	
Column Name	Use
Criteria:	Describes Section 60-8.002 of the Florida Administrative Code (F.A.C.).
Supporting Features:	To Enter information summarizing a product’s overall “level-of support” for the corresponding Subpart or, when appropriate, to specify Not Applicable .
Remarks/Explanations:	To Enter general comments regarding a product’s overall “level-of-compliance” with the Applicable Subpart.

Detail Tables	
Column Name	Use
Criteria:	Describes a specific guideline that a Subpart is composed of.
Supporting Features:	To Enter information summarizing a product's "level-of-support" for a specific guideline.
Remarks/Explanations:	To Enter detailed information on how the product did or did not support a specific guideline.

What information do I enter in columns 2 and 3?

The Supporting Features and Remarks/Explanations columns are used to document exactly how a product did or did not meet the Section 60-8.002, F.A.C. Standards. In order to promote consistency in Vendor responses, which will ensure a quicker review process by FSCS's contracting and procurement officials, we encourage you to answer these columns in the following manner:

Supporting Features (second column on 508 Evaluation Template)	
Language	Description
Supports	Product FULLY meets the letter and intent of the Criteria.
Supports with Exceptions	Product does not ENTIRELY meet the letter and intent of the Criteria, but does provides some level of access.
Supports through Equivalent Facilitation	Product provides <i>alternative</i> methods to meet the intent of the Criteria.
Does not Support	Product does not meet the letter or intent of the Criteria.
Not Applicable	The Criteria does not apply to the product.

Remarks & Explanations (third column on Evaluation Template)	
If 2nd column states...	Then...
Supports	List exactly <u>what</u> features of the product do meet and describe <u>how</u> they are used to support the Criteria.
Supports with Exceptions	List exactly <u>what</u> features of the product do meet and describe <u>how</u> they are used to support the Criteria. AND List exactly <u>what</u> parts of the product do not meet and describe <u>how</u> they fail to support the Criteria.
Supports through Equivalent Facilitation	List exactly <u>what</u> <i>other</i> methods exist in the product and describe <u>how</u> they are used to support the Criteria.
Supports when combined with Compatible Assistive Technology	Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible Assistive Technology. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).
Does not Support	Describe exactly <u>how</u> the product does not support the Criteria.
Not Applicable	Describe exactly <u>why</u> the criteria is not applicable to the product.
Not Applicable -- Fundamental Alteration Exception Supplies	Use this language when you determine a Fundamental Alteration to the product would be required to meet the Criteria (see the Access Board standards for the definition of “fundamental alteration”).

Typical Scenario for Completing a Voluntary Product Evaluation Template (VPAT):

To begin the process of completing the Voluntary Product Evaluation Template (VPAT), you should enlist the services of your company's technical specialist for the product being offered for purchase. The reason for this is because FSCS requires a measure of technical detail in your responses. Once you've enlisted their assistance:

- 1) Determine which sections of the **Technical Standards (Subsections 60-8.002(1)(a) – (f), F.A.C.)** apply to your product.* In some cases more than one set of Technical Standards will apply.
- 2) Keep in mind that you must **always** complete the **Information, Documentation, and Support** sections (**Subsections 60-8.002(3)(a) – (f), F.A.C.**) of the Voluntary Product Evaluation Template (VPAT).
- 3) Fill out the **Functional Performance Criteria (Subsections 60-8.002(2)(a) – (f), F.A.C.)** if you are claiming Equivalent Facilitation. Equivalent Facilitation must yield equal or greater access.
- 4) For each section that applies, determine if your product does or does not meet the specific Criteria elements.
- 5) Document exactly **how** your product **did** or **did not** meet the applicable standard.
 - If your product **supports** the standard, provide detailed examples of **what** accessibility features exist and **how** they are used to support the standard.
 - If your product **does not support** the standard, remember that Section 508 allows for products to meet the Access Board Standards in innovative, non-traditional ways. Your product can meet the standard by providing an innovative solution, as long as the feature performs in the same manner as it does for any other user.
 - If your product **does not** possess an **innovative, non-traditional way** of access to the standard, provide detailed examples of exactly **how** the product **did not** meet the standard.
- 6) Once you've documented in the **Detail Tables** exactly how your product **did** or **did not** meet the standard, return to the **Summary Table** and document the product's overall "level-of-conformance" in each of the applicable sections.
- 7) Please keep in mind that it is the Vendor's responsibility to maintain the integrity of the data on the Voluntary Product Evaluation Template (VPAT). The information provided on your Voluntary Product Evaluation Template (VPAT) is considered to be a self-representation unless expressly affirmed otherwise.
- 8) When responding to any FSCS request for proposals, invitation to negotiate, or invitation to bid on electronic and information technology products, the Vendor must submit a completed and up-to-date Voluntary Product Evaluation Template (VPAT) with the submission. Proposals without an attached completed Voluntary Product Evaluation Template (VPAT) may be disqualified from competition.

Voluntary Product Evaluation Template (VPAT)

Date:

Name of Product:

Contact for more Information:

Summary Table		
Criteria	Supporting Features	Remarks and explanations
Section 60-8.002(1)(a) Software Applications and Operating Systems		
Section 60-8.002(1)(b) Web-based internet information and applications		
Section 60-8.002(1)(c) Telecommunications Products		
Section 60-8.002(1)(d) Video and Multi-media Products		
Section 60-8.002(1)(e) Self-Contained, Closed Products		
Section 60-8.002(1)(f) Desktop and Portable Computers		
Section 60-8.002(2) Functional Performance Criteria		
Section 60-8.002(3) Information, documentation, and support.		

Section 60-8.002(1)(a) Software Applications and Operating Systems Detail Table		
Criteria	Supporting Features	Remarks and explanations

Section 60-8.002(1)(a) Software Applications and Operating Systems Detail Table

Criteria	Supporting Features	Remarks and explanations
<p>1. When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>		
<p>2. Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>		
<p>3. A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>		
<p>4. Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information</p>		

Section 60-8.002(1)(a) Software Applications and Operating Systems Detail Table

Criteria	Supporting Features	Remarks and explanations
conveyed by the image must also be available in text.		
5. When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.		
6. Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.		
7. Applications shall not override user selected contrast and color selections and other individual display attributes.		
8. When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.		
9. Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.		
10. When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.		

Section 60-8.002(1)(a) Software Applications and Operating Systems Detail Table

Criteria	Supporting Features	Remarks and explanations
11. Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.		
12. When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.		

Section 60-8.002(1)(b) Web-based Internet information and applications Detail Table

Criteria	Supporting Features	Remarks and explanations
1. A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).		
2. Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.		
3. Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.		
4. Documents shall be organized so they are readable without requiring an associated style sheet.		

Section 60-8.002(1)(b) Web-based Internet information and applications Detail Table

Criteria	Supporting Features	Remarks and explanations
5. Redundant text links shall be provided for each active region of a server-side image map.		
6. Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.		
7. Row and column headers shall be identified for data tables.		
8. Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.		
9. Frames shall be titled with text that facilitates frame identification and navigation		
10. Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.		
11. A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.		
12. When pages utilize scripting languages to display content, or to		

Section 60-8.002(1)(b) Web-based Internet information and applications Detail Table		
Criteria	Supporting Features	Remarks and explanations
create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.		
13. When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with 60-8.21(a) through (l).		
14. When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.		
15. A method shall be provided that permits users to skip repetitive navigation links.		
16 When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		

Section 60-8.002(1)(c) Telecommunications Products Detail Table		
Criteria	Supporting Features	Remarks and explanations

Section 60-8.002(1)(c) Telecommunications Products Detail Table

Criteria	Supporting Features	Remarks and explanations
<p>1. Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.</p>		
<p>2. Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p>		
<p>3. Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>		
<p>4. Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.</p>		
<p>5. Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p>		

Section 60-8.002(1)(c) Telecommunications Products Detail Table

Criteria	Supporting Features	Remarks and explanations
<p>6. For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>		
<p>7. If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>		
<p>8. Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>		
<p>9. Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p>		
<p>10. Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format</p>		

Section 60-8.002(1)(c) Telecommunications Products Detail Table

Criteria	Supporting Features	Remarks and explanations
transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.		
11.a. Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.		
11.b. Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.		
11.c. Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.		
11.d. Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.		

Section 60-8.002(1)(d) Video and Multi-media Products Detail Table

Criteria	Supporting Features	Remarks and explanations
<p>1. All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>		
<p>2. Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>		
<p>3. All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.</p>		
<p>4. All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.</p>		
<p>5. Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.</p>		

Section 60-8.002(1)(e) Self-Contained, Closed Products Detail Table

Criteria	Supporting Features	Remarks and explanations
1. Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.		
2. When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		
3. Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with 60-8.002(1)(c)11.a.-d.,F.A.C.		
4. When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.		
5. When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.		
6. When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.		
7. Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.		
8. When a product permits a user to adjust color and contrast		

Section 60-8.002(1)(e) Self-Contained, Closed Products Detail Table

Criteria	Supporting Features	Remarks and explanations
settings, a range of color selections capable of producing a variety of contrast levels shall be provided.		
9. Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.		
10.a. Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.		
10.b. Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.		
10.c. Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.		
10.d. Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.		

Section 60-8.002(1)(f) Desktop and Portable Computers Detail Table

Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with 60-8.23 (k) (1) through (4).		
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with 60-8.23 (k) (1) through (4).		
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.		
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards		

Section 60-8.002(2) Functional Performance Criteria Detail Table

Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.		
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.		
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or		

Section 60-8.002(2) Functional Performance Criteria Detail Table

support for Assistive Technology used by people who are deaf or hard of hearing shall be provided		
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.		
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.		
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.		

Section 60-8.002(3) Information, documentation, and support Detail Table

Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.		
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.		
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.		

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ATTACHMENT D
DOCUMENTATION OF ELECTRONIC FILING ACTIVITIES
MONTHLY STATUS REPORT TEMPLATE

Any court or clerk that wishes to implement an electronic filing system, that would reduce or eliminate the need for paper filing, must institute the testing criteria described in this section. This test will be subject to review by the courts. This test is to ensure the accuracy of the data being captured, the reliability and availability of the electronic filing system, and the timeliness of the electronic filing system are satisfactorily addressed.

Per the Administrative Order, copies of the monthly progress reports should be provided to (1) the Chief Judge of the Judicial Circuit; (2) Director of Information Systems Services, OSCA; and (3) the Clerk of the Supreme Court of Florida.

Testing Criteria for E-Filing System

In order to ensure the court record is received and processed with no errors, the court record is secure, and the system has the capacity and ability to handle expected volume of filings, a testing period is required and information about the test must be reported on. The minimum test period is 90 days.

Establish the pilot group

There should be a pilot group for each division that will be accepting electronic filings that would be available to test the application. The clerk will need to define the scope of their pilot group. Feedback during the test period should be documented for review.

Capacity and Volume

System capacity must be adequate and scalable to accept the volume of filings it will be receiving per day. The volume of filings that will be received will need to be determined in the testing phase.

1. Establish a capacity benchmark based on case filings per division.
2. Simulate an electronic filing load to see if the application can accept the filings in a timely fashion.

User or Data Interfaces (Points of Access)

Test all interfaces for the following:

- Security

- Reliability

 - System Failover

 - Redundancy

 - Section 508, Florida law and the ADA Compliance

Interfaces should support bi-directional communications, and support LDAP and Active Directory support.

Quality Control Measures

Document Quality

- Test verification points and acceptance criteria such as

 - Number of pages received

 - Quality of document image

 - Section 508, Florida law and the ADA Compliance

Data Quality

- Test data quality verification points and acceptance criteria such as

 - Filed in proper county/jurisdiction

 - Case type identified properly

Acceptance and Rejection criteria should be documented and defined in a work flow diagram.

Notification

Test all notification processes to notify parties for court events such as:

- Acceptance/Rejection

- Docketing

Calendaring

Court Orders

Clerk events

Information Systems Security

Test and describe security methods in place to protect the confidentiality, integrity and availability of the information systems.

Continuity Of Operation Plan (COOP)/Contingency Plan/Disaster Recovery Plan

There are three levels of planning that must be in place and tested. Demonstrate that these plans have been reasonably tested to the extent feasible during this testing phase.

Continuity of Operation (COOP): focuses on restoring the courts essential functions at an alternate site and performing those functions for up to 30 days.

Contingency: plan to operate in the event of a system failure during normal court operations.

Disaster Recovery: Plan for a major disruption or catastrophic disaster to recover capabilities where normal court operations are impacted.

(Down times are defined in each Circuit's Mission Essential Functions of their COOP.)

Collections

Test and describe the collection process of filing fees and other filing related costs/charges.

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Documentation of Electronic Filing Activities

Monthly Status Report

County:

Date:

Reporting Requirements for the Testing Period

During the 90-day testing period, statistical information and other reports are to be collected and provided to the courts. The report will be broken into 30 day increments with a 90 day report summary.

At the discretion of the Court, the frequency of the reporting process may be amended to contain a progress report that is beyond the initial 90-day pilot period. Thus, the report must be distributed every thirty days, to each of the members of the local review committee to include any operational or technical modifications made to the initial description of the project's scope, current progress, and approval by the Court.

Reporting Categories

Scope of Pilot

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Documentation of Electronic Filing Activities

Monthly Status Report

County:

Date:

Define the areas that are included in the electronic filing and document imaging, and the scope of the pilot group involved in the test.

Statistical Information

Provide the following details:

1.	The number of attorneys electronically filing.	Amount
2.	The number of electronic filings received by the clerk.	Amount
3.	The number of electronic filings rejected by the clerk due to operational issues related to the electronic filing process and the reasons therefore.	Amount
	Reasons:	

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Documentation of Electronic Filing Activities

Monthly Status Report

County:

Date:

4.	List any system adjustments made during the reporting period. Examples: Changes to internal coding to add data elements, change workflow, add reports, or change user interfaces.	Amount
	Changes Made:	
5.	Copies of any commentary received from electronic filing participants in the pilot group.	Amount
Technical Information		
1.	List all user and data interfaces used by the application.	
2.	Describe how each interface used to access the system is secured	
3.	Describe the following for each interface:	

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Documentation of Electronic Filing Activities

Monthly Status Report

County:

Date:

a. Does it support bi-directional communications?

b. Does it support LDAP and Active Directory?

Period Statistics

1.	Provide the number of attorneys electronically filed during the 90 day reporting period.	Quantity
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Documentation of Electronic Filing Activities

Monthly Status Report

County:

Date:

2.	For each court venue approved by the court, please provide:		
	a.	the number of electronic filing transactions received;	Quantity
	b.	the average number of page counts for each transaction;	Quantity
	c.	the page count of the largest transaction received by the court for this period.	Quantity
3.	Provide the number of electronic filings rejected by the clerk and the reasons for rejection		Quantity
	Reasons:		

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Documentation of Electronic Filing Activities

Monthly Status Report

County:

Date:

4.	Provide the number of electronic filings rejected by the clerk due to operational issues related to the electronic filing process and the reasons therefore.	Quantity
	Reasons:	
5.	List all system adjustments made to correct errors in electronic filing	Quantity
	System Adjustments	
6.	How many paper documents compared with electronic filings are being filed?	
	Number of paper documents submitted:	Quantity
	Number of electronic documents filed:	Quantity

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Documentation of Electronic Filing Activities

Monthly Status Report

County:

Date:

7.	Please provide copies of any commentary received from electronic filing participants.	
	Commentary:	
8.	Please include any operational or technical modifications made to the initial description of the project's scope, the current progress and approval of the governing members.	
	Modifications:	