

Issues Governance Overview



As with all software products, enhancements are identified by the users to improve the quality of the software. Additionally, from time to time, production issues are also identified. OCA and JCIT work with the eFileTexas.gov team to review and prioritize enhancements and bugs to ensure that the team is working on the highest value enhancement at all times.

Production Issues

Employing more than 50 API calls and supporting more than 75 clerks' offices and more than 50,000 registered users, no amount of quality assurance will catch all the production issues that could possibly occur. A production issue is one where the eFileTexas.gov does not function as designed. This could be due to configuration issues within the system, at the court or at the EFSP.

When one of these issues occurs, the clerk or the EFSP reports it to the eFileTexas.gov team through a central portal system that is separate from the eFiling system itself.

Production issues fall into one of four categories:

Level	Definition	Response Time
1	Issue that causes <ul style="list-style-type: none"> a) complete application failure or application unavailability; b) application failure or unavailability in one or more of courts or EFSPs; or c) systemic loss of multiple essential system functions. 	Initial response within one hour. Resolution or Circumvention Procedure within one business day.
2	Issue that causes <ul style="list-style-type: none"> a) repeated, consistent failure of essential functionality affecting more than one user or b) loss or corruption of data 	Initial response within four hours. Resolution or Circumvention Procedure within five business days.
3	Issue with an existing Circumvention Procedure, or a Level 2 issue that affects only one user or for which there is an existing Circumvention Procedure	Initial response within one business day. Resolution within the next published maintenance update.
4	Issue that causes failure of Non-Essential Functionality or a cosmetic or other issue that does not qualify as any other service level defect.	Initial response within two business days. Resolution within the next two published maintenance updates.

The eFileTexas.gov typically performs maintenance updates at least monthly and depending on the number of production issues may occur twice per month. Each maintenance release is promoted through the standard three-tier development environment allowing the EFSPs and the clerks to test the system for at least one week prior to the release into production.

Additionally, when a Level 1 issue occurs, the eFileTexas.gov team is required to provide OCA with a root cause analysis detailing what happened and the steps taken to prevent future occurrence of the same issue.

System Enhancements

As the system matures, additional features are identified by filers, clerks and EFSPs that would further streamline the system and better align it to business processes.

The eFileTexas.gov team collects enhancement requests through various avenues, mainly through interactions with filers, clerks and the EFSPs. JCIT has established three subcommittees to review and prioritize enhancement requests.

JCIT eFileTexas.gov Issues – Filers

This subcommittee reviews and prioritizes enhancement requests brought forward by the filing community. It is composed of attorneys on JCIT as well as representatives from the legal assistant and attorney community through all levels of the court system.

JCIT eFileTexas.gov Issues – Clerks

This subcommittee reviews and prioritizes enhancement requests brought forward by clerks that review documents within the system. It is comprised of the clerk representatives on JCIT.

JCIT eFileTexas.gov Issues – EFSPs

This subcommittee reviews and prioritizes enhancement requests brought forward by the EFSPs. It is comprised of representatives from each of the EFSPs that have signed agreements to be an EFSP.

Each group meets monthly to review and prioritize any new issues and receives an update on the current development efforts underway. Prior to an enhancement release, each group submits their prioritized list of enhancements to OCA. OCA then prioritizes across all three groups and submits the final list to the eFileTexas.gov team for evaluation. The team provides a level of effort and negotiates with OCA to determine what will be included in the next enhancement release.

As the enhancement release progresses, any impacts to EFSPs or case management vendors are made known so that they may adjust their systems as needed. The enhancement release is placed in a test environment for 60 days so that EFSPs and case management vendors may test the changes to verify that the enhancements are operating as expected.

Once testing has been completed, the eFileTexas.gov team pushes the release to the production system and the cycle repeats, using an updated list of enhancement requests. The eFileTexas.gov team strives to accomplish an enhancement release at least twice annually, if not quarterly.

Current listings of enhancement requests can be seen on the JCIT website under eFiling.