eFS Standard Configuration Project

External eFS User Communication



Project Overview

- eFile and eServe (eFS) is currently being used in 11 MN pilot counties. Variance in the use and configuration of the eFS tool have created inefficiencies. Therefore, a project to standardize and reduce these variances was initiated in 2013.
- The goals of this project are:
 - To create consistent, statewide configuration that improves the experience for filers, allowing them to complete more timely filings and improve system support.
 - To allow internal staff to configure and support the application as eFS is implemented statewide.
- The project team noted areas for improvement and these changes are outlined in the following slides.

Location

Objective

Standardize the naming convention for all county locations available for eFiling.

Decisions

- Locations now match what is configured in Minnesota case information system (MNCIS).
- Variations exist in situations where the wording in MNCIS

New Location Name	Old Location Name
Dakota, Hastings – Civil/Family/Probate/Adoption	Dakota, Hastings – Non-Criminal
Dakota, Hastings – CHIPS/Juvenile/Criminal	Dakota, Hastings – Criminal/Juvenile



Case Category/Case Type

Objective

To improve the case category selection process for filers.

Decisions

- Case categories are as follows:
 - Criminal, Civil, Family, Juvenile-Family, Juvenile-Criminal, Probate or Civil Commitment
- Case types will have the same description statewide.



Case Category/Case Type (continued)

Case Category and Case Type are selected in Step 1 of an initial case filing.

Case Information	Parties	3 Filings	Service Cor
Enter the Details	for the N	ew Case	
Required fields are bold ar	nd have an aste	erisk (*).	
Select Location*			
Hennepin Civil			•
Select Category*			
Civil			•
Select Case Type* Minor Settlement			
Forreiture			
Habeas Corpus			^
Harassment			
Implied Consent			
Malpractice			
Mechanics Lien			
Minor Settlement			
Personal Injury			
Product Liability			
Property Damage			
Quiet Title			*
Property Damage			•



Filing Codes

Objective

Improve the filing code selection process for filers.

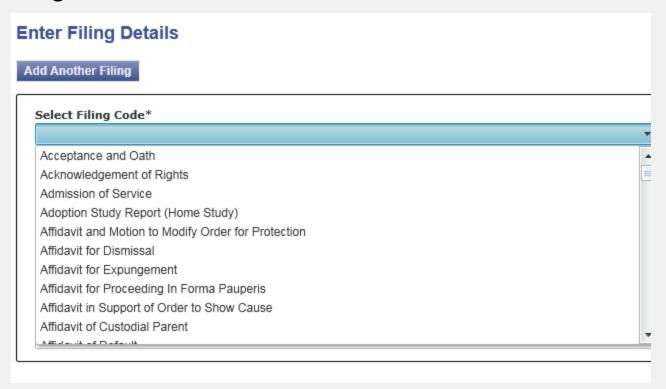
Decision

Filing codes will be the same as case event codes in MNCIS.



Filing Codes (continued)

Filing Codes identify the filed document and are selected prior to uploading the document.





Party Types

Objective

Make party type information consistent from county to county.

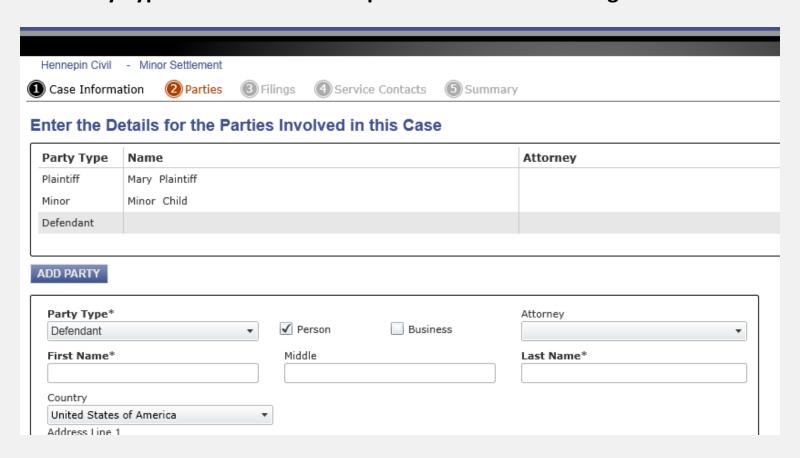
Decisions

Develop standard set of party types for cases and ensure that the party name matches the information in the Minnesota case information system (MNCIS).



Party Types (continued)

Party Types are selected in Step 2 of an initial case filing.





Email Notifications

Objective

Improve the effectiveness and relevance of email notifications.

Decisions

- Standard templates are used for frequently-used email notifications
- Emails present a more consistent and formal look
- Relevant information is provided in all email notifications



Email Notifications (continued)

Old Email Sample

From: no-reply@tylerhost.net [mailto:no-reply@tylerhost.net]

Sent: Wednesday, July 09, 2014 2:57 PM

To: Filer, EFS s

Subject: Submitted Filing Notification for Case: (********), Filing Code: (Summons and Complaint),

Filing Type:(EFile)

This is a submitted filing notification for Case No. 15741, *******.

This message was automatically generated; do not reply to this email. .

Date Submitted: 7/9/20142:56:39 PM

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New Email Sample



This message was automatically generated. Do not reply to this e-mail.

You are the recipient of eServed documents.

Open hyperlink <u>View document</u> to view document EFile Filing Description Comment: Summons and Complaint

Submitted by: Cailin Alge

Filing Attorney:

Filed Document Information: Statement of Claim and Summons 17083

Date Submitted: 4/3/2015 3:55:02 PM

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Project Outcomes

- Standardized internal configurations and workflow processes implemented will aid court staff in the review of eFS filings.
- Changes will make future enhancements easier to implement.
- Technology teams can now more easily troubleshoot any performance issues that arise.



Need Help?

Contact the Minnesota eFile and eServe Support Team:

Business Hours: Monday – Friday from 8:30 am – 4:30 pm (CST)*

By Phone: 651-227-2002 (if calling from 612, 651, 763, or 952) or 855-291-8246 (if calling from all other area codes)

Or Email via Website: http://www.mncourts.gov/?page=4696

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