



Analysis of Suggestions for Improvement as part of the FY 2010 County's Line of Business & Schools Program Review Processes Fall 2008

Request By: Public

Suggestion: Simplify the process to access the Court Public Access Net. (I must submit three notarized documents, two of which are 8 pages long and duplicate each other except for one page. I should be able to access a public record without so much duplication.)

Response By: Circuit Court and Records

Background: Public access of court records are available on site or through the Court's Public Access Network, a secure remote access system known as CPAN. CPAN is used by Circuit Court staff, other County agencies, banks, mortgage companies, title companies, law firms and the general public. This subscription service provides residents with information about law and chancery matters, civil case information, civil and criminal service information on a 24/7 basis, real estate assessments and delinquent real estate tax information.

Recommendation:

In order to maintain proper security of online records, the *Code of Virginia* §2.2-3808.2 and the Virginia Information Technology Agency's (VITA) secure remote access to online court documents standard (SEC503-02) require that members of the public seeking to use this service provide sufficient documentation in the form of a business agreement, an individual agreement, and a security questionnaire to ensure that records are accessed only by appropriate individuals.