



FLRA NEWS

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FLRA LAUNCHES NEW AND IMPROVED eFILING SYSTEM

The Federal Labor Relations Authority (FLRA) is pleased to announce a new and improved [eFiling system](https://efile.flra.gov/) – accessible at <https://efile.flra.gov/> – that offers the federal labor-management community a simplified, more convenient way to submit case filings. The agency developed this completely new version of eFiling primarily with the end user in mind. It provides a more intuitive user experience, addressing customer feedback.

New and enhanced features of the FLRA’s latest eFiling system include:

- A fresh, visually engaging design that incorporates the look, feel, and organization (by case type) of the FLRA’s website – www.flra.gov;
- Navigation tabs that reduce scrolling (e.g., Profile, My eFilings, New eFilings);
- Logical navigation, including a dynamic progress bar;
- Type-ahead suggestions for completing agency and labor-organization fields;
- Prompts to easily upload attachments without having to go to a different screen;
- Additional prompts and drop-down boxes to provide required information;
- Questions that are customized based on previous responses (i.e., built-in contingency questions);
- Streamlined, plainly written instructional text;
- The ability to upload only a legal brief (and attachments) for arbitration case filings; and
- The ability to provide individual responses regarding each proposal or provision in negotiability cases.

“I am excited about the improved functionality and additional features that we have been able to build into the new eFiling System so that we can be responsive to both our internal and external customers’ needs,” said FLRA Chairman Colleen Duffy Kiko. “Our internal team has developed a thorough and user-friendly application, which the parties will appreciate.”

The FLRA’s eFiling system allows parties to electronically file appeals and other filings in arbitration, negotiability, unfair-labor-practice (ULP), and representation cases before the Authority – the FLRA’s three-Member adjudicatory body, ULP charges and representation petitions with the Office of the General Counsel, ULP filings with the Office of Administrative Law Judges, and requests for Federal Service Impasses Panel assistance in negotiation-impasse cases.

Launching a new and improved eFiling System that customers will embrace is a key step in the FLRA’s long-term, multi-year effort to implement fully electronic case files throughout the agency by the end of FY 2019. Using agile development and human-centered design, the FLRA completely reinvented the eFiling application using new software and cloud-based hosting. The agency is currently rebuilding its internal Case Management System (CMS) using the same software, and the rebuilt CMS will eventually connect with eFiling and the agency’s Document Management System to migrate the agency to fully electronic case files.

The FLRA administers the labor-management relations program for 2.1 million non-Postal federal employees worldwide, approximately 1.2 million of whom are represented in 2,200 bargaining units.

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