

STATE OF TEXAS §

COUNTY OF HENDERSON §

BE IT REMEMBERED, that the Henderson County I.T. Committee met in Regular Session on October 7, 2015 @ 1:30 P.M. in the Annex 2nd Floor Conference Room in Athens, Texas, with the following members present, to-wit:

ANN MARIE LEE	COUNTY AUDITOR
CLINT DAVIS	COUNTY ATTORNEY
BOTIE HILLHOUSE	MAJOR, SHERIFF'S DEPT., <u>absent</u>
WADE MCKINNEY	COMM. PCT. #2, CHAIRMAN, <u>via phone</u>
SCOTT MCKEE	DISTRICT ATTORNEY, <u>absent</u>
MICHAEL BYNUM	COUNTY TREASURER
KEN GEESLIN	COMM.PCT. #4
MARY MARGARET WRIGHT	COUNTY CLERK
TOMMY BARNETT	J.P. PCT. #5

And guests: Erik Ernst, Tyler Technologies; Susan Bass & Pam Underhill, County Clerk's Office; Diane Russ, County Attorney's Office;

Aundrea Kinney, Gina & Greg Wallace, from Tyler Technologies, and Comm. McKinney joined via telephone and transacted the following business, to-wit:

Chairman Geeslin called the Meeting to order at 1:32 P.M.

1) **Consider and Take Action to approve the Minutes of previous IT Committee Meeting.**

Comm. Geeslin – 2 sets of minutes to approve September 2, 2015 and September 16, 2015.

Minutes for September 2- very last page #4 take out the numbers.

Motion made by: Michael Bynum
Seconded by: Judge Barnett
Minutes accepted as amended.

Minutes for September 16, 2015 -

Indexing area 3600 needs \$, on page 2 #3 item should be revenue not profit, typo on McKinney- fix all, correct Sharlet Myers to Charlotte Miers. Gera needs to be changed to JERA, dash between Pro-fine. Comm. McKinney asked about financials – remove the whole paragraph. Correct misspelling of Guinea Pig.

Motion made by: Clint Davis
Seconded by: Michael Bynum
Minutes accepted as amended.

2) **Consider and Take Action on Issues related to Phase One of the Odyssey Project, Athens Campus**

- 1) **Issue #26 – Bar Code Scanner** – target date is 4th quarter. Aundrea has e-mailed products owner to ask if we are still on target date but has not heard back. Erik has e-mailed also.

Comm. Geeslin – Approved minutes for September 2 and this is October 6 and Erik stated that target date is 4th quarter. We are not moving along very quickly with firm dates. A month seems ridiculous.

Aundrea – will deliver exact date if she obtains the information.

- 2) **Issue #30 – Active Bonds on Disposed Cases and Disposed Charges–Aundrea** – both closed on September 29, after confirmation from Diane Russ & Diane Barr.
- 3) **Issue #33 – Capias Pro-Fine amounts not pulling on SO side correctly–Aundrea** – it was confirmed last week that this project will not be patched back to Odyssey 2013, it will only be available in Odyssey 2014.

Pam Underhill – We are not seeing as many coming through, we are seeing that if a defendant lays out the fines his days are being doubled because of the Capias Pro-fine from the Sheriff's department. We are still seeing 1 – 2 a week. They are serving double time.

Clint Davis - Serving double time is a problem.

Comm. McKinney – Questioned Tyler if they understood our need.

Greg - we will get this patched back.

Aundrea - Paula Odom had sent an e-mail and Aundrea had asked Paula to give her a call so they could walk through the process she was taking. Aundrea had offered some solutions, exactly the fields she could look at, to only look at the bond amount not the amount listed on fines and court costs. She has not heard back from Paula to see if this is working.

Comm. McKinney – doe not sound like a fix but a work around until the 14 addition. If the county gets sued over this problem, he is wondering what our contract says.

Aundrea –that is right, this is the feedback she received from the executive last week. She is not sure about the contract.

Comm. Geeslin – addressing Erik – issue for other counties? Erik – can't speak for other counties but there have been several issues. **Comm. Geeslin** – addressing Greg – does he know if all counties with this version are having the same problem? Greg – he does not know about the version, he did talk to a counterpart in Client Services who Andrea reports to, and he asked if we could patch back and he was told this would pose a threat to 14 counties. But he also understands the liability.

Comm. McKinney – questioned if these 14 counties were in the Urban Coalition?

Greg – No - only outlying counties.

Comm. McKinney – this needs to be corrected

- 4) **Issue #35 – GL and Fee Codes Review - Aundrea** – added to the list for tracking purposes. Todd has been working with Jane for 3 weeks. Erik – going through items that Todd stated to be corrected, he is working with Jane going through the list there are a few hundred fee codes that have to be updated with GL accounts, going through list and getting it done. Jane Crouch – it is a pretty big list, 4,000 fee codes to look at and review. Example – *courthouse security fee*, in Able- term 6 times but in Odyssey 61 times.

Erik – Odyssey does not create data. We are updating ones that there is no information on.

Comm. Geeslin – questioned why is this just now being identified?

Erik - there were 2 process changes one before Go-Live when District Clerk wanted to turn the accounts into the Auditor Office and then manage them.

Some of the fee codes are from years ago and will not show up on a report.

Jane – This causes you to have to look at every one of them, because there are a lot of obsoleted codes.

Comm. Geeslin – questioned how far behind are we generating reports?

Jane – not anything has been done for the 3rd quarter and state fees are due at the end of the month. Erik – we are working on being able to cut checks. We are going through the steps right now. The reports on what to send to the state are available.

Comm. McKinney – questioned if this was the reason the deposits on exporting weren't working as well, also issues with quarterly reports? Erik – unassociated, quarterly reports have to do with mapping on the fee codes and Erik and Jane had reviewed those last month and we are good there. Jane – closer but not 100% yet.

Comm. McKinney - the tracking of revenue does not affect our quarterly reports? Jane – it does, if they are not being mapped correctly, if it does not have a GL code on it then it is not on the report at all. It is important that GL code and fee code get mapped to the right place on the report.

Comm. McKinney – in the old days with the flow charts all of this would lead down to our quarterly reports therefore it is impacting our quarterly reports accuracy and Jane agreed.

Ann Marie Lee – what about the archive fees being substantially higher than any other fees we are collecting? Jane – stated she has not looked at that as of yet, maybe in their fee schedule they picked up the archive fee twice. It may be the fee schedules are not pulling in the right fees in the first place. It seems like a lot of set up work we have to repeat.

Ann Marie Lee – this is what is concerning her, that is why our fee revenues are so low. Jane – it is probably here it is just in a wrong account.

Comm. Geeslin – questioned if Todd is primarily working on this issue and should there be anyone else working on these issues of writing checks and reports. Ticket opened yesterday by Angie, it is on the Chris Report and it is running checks. Jane – we had to go and unmark boxes that said collect escrow, the ones that were checked Angie was using and was able to write checks, but once they were unmarked Angie was unable to write checks because it does not throw it into a batch for her to print checks from.

Comm. Geeslin – stated it concerns him that we have this colossal mess, and the county needs at least one person in Tyler that is primarily responsible to bring it to closure. We have a new ticket opened yesterday and it is assigned to a new Tyler person. Now we can have Angie and Raglan going down a different trail if there is not communication back to Todd. Then Commissioner gave Erik and Aundrea the ticket #3963711. Erik stated to have the ticket assigned to Todd and he agreed with Commissioner.

5) **Issue #37** – TDEX Report- Aundrea - last update was September 14 where TDEX contract had expired with Appriss and all data put on hold until a new contract signed. Once that happens they will reach out to all the agencies. Have not heard update. Talked to Billy Lenore with Tyler and he had no update.

Erik – this is universal across Texas.

6) **Issue #39** – *document in Judge Addition converted* – Aundrea – stated she had been working with Kelly Green. Allison Frizzell had approved a list where Kelly had converted test cases to test documents and they were viewable in Judge Addition so he is in the process of converting the 800,000 documents. She has been in contact with him and he is stating an estimate of 2 weeks to complete since he is going to convert each document.

7) **Issue #40** – *configuration of portal for E-Discovery* – Aundrea – rescheduled training date from September 30 to October 9 due to a content patch needed to be installed. Erik - content patch is – something has to be installed in Portal it is not just Portal and Odyssey but the data provider that also needs to be installed.

Comm. Geeslin - questioned if it was known that the District Attorney will be upset and Josh has to calm down situation because a date is established and then there is a content patch we needed. Erik stated that was his fault and he apologized.

Comm. McKinney – miscommunications add to what we talked about before- Odyssey Fatigue. Let's lessen this fatigue load because as Ken stated before we have another year of this.

8) **Issue #41** – *warrant activity report* – issue was resolved and Paula had requested a new list, updated list sent to Prod on 9/21 which was followed- up on 9/29. Verified warrants were updated on Prod with no response so this issue was closed. Paula Odom verified for County Court and Charlotte Miers verified for Sheriff's department. Diane Russ – will check with Paula regarding this issue, she is unsure.

Michael Bynum – believe issue with bonds is resolved. Have not had any more calls from Bondsman. We did have some issues first part of last week but inquires with Diane Barr confirmed the issues resolved and have not heard this week.

Comm. McKinney – his concern is that this issue had been going on for months.

Michael Bynum – there was a list that we are trying to clear and delete some things that are no longer there. Assumed Aundrea had sent list out to verify and delete. He and Diane Barr visited last Thursday and the list looks better. Aundrea had list updated in Prod and that would have resolved a lot of duplicates and inactive bonds. Aundrea will reach out and see if Diane Barr has any other issues.

Comm. McKinney – what else is happening that we don't know about? We need to make sure we don't pass by something that she has on that end.

Comm. Geeslin - the Chris Report has had seven items over the last week. The Chris Report dated 9/30 has seven items. 2 items were closed on the 9/30 report and 2 new items added to today's report.

Chris Reports

1. Angie - Escrow – Incident #3860956 – issue opened 8/30 - Todd is working on issue. Aundrea –believes this is in conjunction with issue Todd is working with Jane, will verify with Todd.

Comm. Geeslin – Todd is also working on this issue relating to tills, Sandra Bevell reported she tried to export the data from her daily till on 8/24 & 8/25 and it still says export pending. Incident #3899831 Erik – same issue and will probably be closed on the issue tracker.

Comm. Geeslin – stated it appears there is quite a bit of activity going on but Chris is not in the loop. He has not had an update on the first incident since 8/20 and the other one has not had an update since 9/24. The Commissioner states it every meeting.

2. *Deposits Export to OFM* – Todd is working on issue – Erik the way these issues are getting reported is through the Portal. We could close these issues through the Portal but the user might not know that this issue was being worked on. Does the County want the visibility or have Tyler close it and tell who assignee is.

Comm. McKinney – his concern is for items that are Portal Support or through conversion, that classification is our best route of managing. If it was an original conversion issue or caused from the conversion those need to be brought together. Regular support small issues need to be lumped together. (An accountability difference between the two.) He can hold Tyler responsible if for a Go-Live issue or conversion issue then for a support issue.

Comm. Geeslin – The issue is that he would not bring these up on the Chris Report if there were a linkage to the same JERA number or incident ID number. But there is no linkage. When the Chris Report is read and then Aundrea's Report is read there is nothing to let us know the incidents are the same and they are all being worked together, they appear as separate. Aundrea – when different people send in separate issues they are assigned their own incident numbers. If they are all financial issues for Henderson and are related they should be all assigned to Todd. Jane – was advised by Todd to have Susan and Angie enters an ID, one for County, one for District.

3. *Jury needs to pull by Precinct. #3907033-*
Josh – shared Discovery not viewable on Portal – assigned to M Smith at Tyler- 9/28- Incident #3950666.
4. Incident entered in on 10/5 – dates paid are out of order- submitted by Diane Marsh – states non-critical and it assigned to N Barrington.

Susan Bass - stated she wanted to address the 2,000 missing files from the Criminal Report. Wade McKinney asked if she would speak with Clint Davis. Clint Davis – does believe it is an issue, if they are missing that were not converted and the reason they are missing needs to be addressed. The County has issued CD's with the records previously on them which makes an issue for the County Clerk's office. If the files are not in Odyssey then it will also be an issue for the County Attorney's office for any prior records. Susan Bass – 2014-0208CC is one of the numbers missing on the report. This is not public access this report is generated from the County Clerk's office. Erik – the parameters of the report need to be clarified, if the external box is checked it will not show any case that has any sealed information. Susan Bass – the report does not give them everything in the case, just the name and disposition and case type not the complete file with pictures. Pam Underhill – on sealed events all the CJIS are sealed. Erik will look at and verify reports. Clint Davis - questioned what would make an older case be defined as sealed in Net Data and not in Odyssey? Erik stated he may need earlier vendor report f

Comm. McKinney - The list is in Erik's and Aundrea's inbox - it has been forwarded.

Comm. Geeslin – addressed Aundrea – 9/23 the County had a major Odyssey outage due to an outage at the data center. He spoke with Greg briefly day after outage but would like to know cause and actions for prevention. Greg – spoke with technical services team and it was a major switch, actions are being put in place to avoid this problem. He does not have the action being taken and when he does he will provide the commissioner with plan. Josh – 2 ½ hours.

Comm. Geeslin – he was assured that we would have direct linkage to data center, would not rely on any switch, no signal point of failure, the way the network was designed it would exceed 5 9's which only tolerates 28 minutes a year. This is sad. Just to say Tyler is taking corrective actions is not enough for Henderson County or at least enough for him.

Aundrea left meeting

3) Consider and Take Action on Issues related to Phase Two of the Odyssey Project, Justices of the Peace.

Erik – wants to focus on working with the offices on code mapping. The only shared data amongst 6 JP offices is party information. Everything else from fee codes to event codes to case types to closures to everything else. There could be a code in one office which is different in another office but means the same thing so all offices are being mapped as if they were a separate project. This is our focus right now getting this ready for the first push. Where we are going to need help is from the offices - defining the codes. Tyler will schedule sessions at each person's office where we can work with the SME's to define codes.

Judge Barnett – questioned the time frame. Erik Day or 1 ½ day in each office and see how much progress we make depending on how much we get accomplished. We will send out the information ahead of time letting each office know what codes we will be looking at. First conversion push is 11/20. Codes have to be mapped by the end of the first week in November.

Comm. McKinney – Did Judge Barnett not take all of the JP 6 cases and enter them into the data?

Judge Barnett- took all the active cases

Erik – in mapping JP 6 codes since no one has that information these have been entered into JP 5 and we need to have a discussion on what we need to do next. The old JP 6 cases have been rekeyed into JP 5. He had discussed combining the codes from those two offices into one code map project. Going to try for week after next to get started. We will schedule around courts and not interrupt normal work flow.

Comm. Geeslin – questioned when the schedule was slipped. Tyler had configuration 90% of forms to be completed on 8/28 and now it is 9/4.

Erik - Tyler ran a little late but it was not something that was absorbed into the schedule.

Comm. Geeslin – questioned if first push of 11/20 is on target? Tyler agreed.

4) Consider and Take Action on a proposal from Information Integration Experts, LLC, concerning the indexing of real property records in the County Clerk's Office.

Mary Margaret Wright – Tony Tooley changed 36 month contract to a 12 month contract. He changed the venue to Henderson County. He will give the County a \$3,600.00 credit if another county follows suit from our recommendation.

Motion made by Ann Marie Lee and seconded by Judge Barnett to have this item put on the agenda for Commissioner Count Approval. Voted unanimously by the IT Committee.

5) Consider and Discuss IT Director Report.

Josh – We have previously discussed that the Internet Explorer version needed to be upgraded. We actually preformed the upgrade they were asking about, however they have backed it up to the end of the year or beginning of next year. Tyler Tech is in a hurry to get Internet Explorer 11 compatibilities worked out and if that all lines up we should have a fall back point. We are preforming another upgrade on Thursday with the cad system and will report at next IT Meeting.

Comm. Geeslin – questioned about back up power of generator. Do not want internal outage.

Josh – he has come up with a plan of things he would like to make changes to regarding a generator and as soon as he gets those organized he will bring to IT Meeting. There are some variables we have to weigh out as to the best plan to present.

6) Consider and Take Action to Adjourn.

Motion made by Ann Marie Lee, Seconded by Clint Davis, Voted unanimously by the Committee

Adjourned at 3:10pm

Read and Approved:

County Judge, Richard Sanders

(For Filing Purposes Only)

NOTE: Any actions taken by the Henderson County I.T. Committee at this Special Meeting shall be non-binding recommendations. Any such recommendations shall subsequently, be presented to the Henderson County Commissioners' Court for the Court to consider and take action on behalf of Henderson County.