

STATE OF TEXAS §

COUNTY OF HENDERSON §

BE IT REMEMBERED, that the Henderson County I.T. Committee met in Regular Session on March 16, 2016 @ 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, absent
WADE MCKINNEY	COMM. PCT. #2, CHAIRMAN
SCOTT MCKEE	DISTRICT ATTORNEY, absent
MICHAEL BYNUM	COUNTY TREASURER
KEN GEESLIN	COMM.PCT. #4
MARY MARGARET WRIGHT	COUNTY CLERK
TOMMY BARNETT	J.P. PCT. #5, absent

And guests, Josh Brock, IT Administrator; Judge Pollock, J. P. Pct. #2; Judge Duncan, J. P. Pct. #3; Judge Adams, Pct. #4; Erik Ernst, Tyler Technologies; Diane Russ, County Attorney's Office; Susan Bass, County Clerk's Office; Jane Crouch, Auditor's Office; Nikki Harris, Treasurer's Office; Jennifer Carmon, J. P. #5; Dorian Villegas, nCourt Regional Sales Manager

Transacted the following business, to-wit:

Chairman McKinney called the Meeting to order at 1:30 P.M.

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

Motion made by Comm. Geeslin and seconded by Ann Marie Lee to approve I. T. Minutes from previous meeting held February 3<sup>rd</sup>, 2016. Item passes.

**Consider and Take Action on issues related to Phase One of the Odyssey Project, Athens Campus.**

**Portal** – Diane Russ – stated they have one attorney Brian Schmidt up and going on the Portal-eDiscovery, they are working on Shari Moore. Erik – stated the county needs to decide how they want to roll this out to the attorney population. The county may want to do marketing campaign to the attorneys. Erik – stated he and Diane went through administrative documentation today. Wade asked if the errors were squared away? Erik – stated it was administrator error and when he determined the error Erik corrected it.

Wade – stated the other issue was **GL and Financials**. Erik – stated he was on PTO last week and stated at the previous meeting that this was a big deal, it looked good. Erik – stated he was hesitant on pulling the trigger on Production until he could review it. Erik reviewed it again with two of Tyler's OFM specialists Monday March 14, 2016 in the TEST environment and stated it looked good. Erik – talked with Jane today March 16, 2016, and she is good with it. He did put two (2) conditions on executing this script 1) they do a full back-up of the production data base before they execute it. 2) they do it after hours if for some reason they have to restore the back-up it won't affect any work that has been done; there would have to be a request for a

outage at the jail. Erik – stated Susan had been holding off on exporting deposits until she got the word from Tyler and it will not affect the deposit that have held from exporting. Wade – asked when the clean-up has been done; Erik – stated they will start exporting the deposits. Wade – asked when the clean-up is finished if this is holding up anything? Susan – stated this is not a problem. She is waiting for the OK to export the deposits. Jane – asked Susan if she is still writing checks manually? Susan – stated yes. Erik – stated when they are exported those transactions will show completed. Erik – stated you can do a hand check which will virtually duplicate that manual check that was written. Wade – asked Erik about updating **Fee Codes** and if he had met with County Clerk, District Clerk and Jane after last I. T. Meeting. Erik – stated he met with Jane this morning (March 16, 2016) regarding JP issues and the registry. Wade – stated the Phase I issues were not addressed. Erik – stated that he and Jane would be meeting tomorrow (March 17, 2016), the only thing Erik is aware of that needed to be addressed is the registry problem. Erik – stated Jane was notified the DBA's had kicked it back to us and wanted to know what kind of transaction to update this as. It is to be done as registry deposits. Wade – asked if the bar code scanner is working? Josh – stated there hasn't been any negatives at this point. Wade – asked about the Freedom of Information (FOIA) request. Chris was going to work on this. Jody entered the ticket. It fell through the cracks on Tyler's end. We couldn't comply with the Freedom of Information Act (FOIA) request. Billy Lenore was supposed to take care of this. Wade – asked where did we end up on this issue? Was there a response from Chris? Josh – stated he would need to ask Jody if there was a response from Chris. Wade – asked about the delimiter issue. Erik – stated it is a support issue. Chris – stated the last meeting, it was going into TEST environment March 7, 2016. This issue has gone on since August, 2015.

Wade – asked about the **Call-Report** issue stating it was a FOIA request. Josh – stated the message on March 3, 2016 @ 3:40 p.m. The conversation they were able to identify from January 1, 2016 through February 24, 2016 was only two (2) calls which came up and were sent to the Triage Team for further assistance and will update as soon as he hears back from the Triage Team. Wade – stated that was two (2) weeks ago and was a (FOIA) request. Wade – stated due to this glitch we were not able to comply with (FOIA). The only information that we have is that Billy let it fall through the cracks. Wade – stated Chris would have the answer to this issue; and two (2) weeks later (March 16, 2016) we still have no answer to the issue. Josh – stated he would have Misty follow-up on Monday and Tuesday of next week (March 21, 2016) and next Wednesday we will have an update on this issue and what response she got on this issue.

Jane – stated we are still waiting on the OFM. Wade – asked how do we stand on the OFM? Erik – stated that is the big script that has to be run. It will be done after hours. Wade – asked when will OFM be into PROD? Erik – stated OFM is in PROD now. It's a matter of balancing the checkbook; that is what these steps do is reconcile the checkbook. Wade – asked if two week to four weeks before the checkbook is balanced? Erik – stated that he would look into the issue to see if they give a plan date, and have an answer to you no later than tomorrow (March 17, 2016). Wade – stated he wants to extend it further to the addition of JP. Erik – stated for the JP's the OFM is already set-up in Erik's report, they did an internal work-shop on that issue. Had senior OFM managers go through it with Gerald and make sure everything was good to go. What will be needed from them @ go-live is the ending balance of their bank accounts from April 2015, and will adjust any transaction between now and May 9, 2016.

***Consider and Take Action on issues related to Phase Two of the Odyssey Project, Justices of the Peace.***

Erik – stated one of the action items is the balancing of the financials JP #5 had balanced to the penny on the random month that was chosen. The others were only off a few hundred dollars. The DBA did a correction for those on something that seemed unrelated and when Erik went back in and started checking those he turned back to DBA the same issues that were causing the balances to be off some with some additional work that Erik wanted them to do. This is important because when we go-live the two big things are **OCA** and **Financials**, the amounts aren't big, but wants to be able to come back to I. T. steering before we go-live and be able to say we are balancing to the penny. Wade – stated that Bill Wilder stated in the source data everything balanced in Odyssey. Erik – stated when converting the payments and applying them to the fees there was one where a \$100.00 dollars was taken in and it wasn't applying the \$100.00 correctly to the fees being accessed but it wasn't a code mapping issue. The net balance would be zero on that case. They sent that back and there was an issue with the fines. The receipt journals are what is causing these to be off balance. Jane – asked if they ran a report from NetData and Odyssey and compared the two numbers? Erik – stated yes. They used all the JP offices for the report. Erik – stated they did system testing last week (March 7<sup>th</sup>, 2016). Gerald met with the offices

last week, and Erik would like the feed-back on how it is going. Jennifer – stated that everything she did went great, they did civil and criminal; she had no concerns. Judge Pollock and Judge Adams – stated that everything went fine in their offices as well. Judge Adams – asked Erik about getting him the warrant list. Erik – stated that they have the request in for the warrant list for Judge Adams.

Erik – stated System Testing is they are testing how everything is working with converted data. They are testing all the systems set up and functioning correctly as if they were going live. Gerald made it to all offices on March 7<sup>th</sup>, 2016.

Erik – stated he discussed the financial manager work shop configuration check point. There are some GL corrections that Jane will be working on. Erik – stated they have a meeting set up tomorrow afternoon go-to-meeting (March 17, 2016) to review all the corrections. Wade – asked how do we progress in the future on the addition of Fees, addition of GL codes? Erik – stated the SME's in the JP offices will be able to make the adjustments as fee rules go. Any changes in current fees will have to be changed in house. Erik – stated they would be able to change fees and have an as of date that the fees would start. Wade – asked if there are any GL concerns with the JP package? Jane – stated she has no concerns. Jane is putting GL Codes where there isn't one.

Erik – stated they have two (2) items coming up; 1) configuration readiness check point. Gerald will go into a conference room with all the product owners and managers and will go through every item on the list that is happening tomorrow March 17, 2016. 2) March 22, 2016, there is another one just like this on a project level. Erik will have a report for the I. T. steering committee. Erik will send the reports out before the first April I. T. Meeting. Ken – stated they would need the reports way before the next I. T. meeting and would need to go through them before the third (3<sup>rd</sup>) push. Erik – stated the next big item is the Conversion push and will be completed on April 1<sup>st</sup>, 2016. Erik – stated they wanted to do a Code Lot by next Friday March 18, 2016. Erik – stated they didn't want to make any change to the configuration or any last minute issues. Anything that is needed to be fixed will be fixed after the push and run a script to fix it. Wade – asked if the GL work needs to be done prior to this? Erik – stated this is different and can go up to the day before; they will pull the production codes the day before the push. Wade – asked Erik if Gerald has been encouraging the JP offices to go into the TEST site? Erik – stated they do encourage the offices to go into the TEST site. Wade – stated they want the JP offices to be familiar with Odyssey before we go-live. Ken – stated we are two (2) weeks away from the third (3<sup>rd</sup>) and final push of converted data. If the data isn't reviewed to make sure the data is correct and go-live with bad data. Ken – stated he didn't know how often the guys were going office to office, but they really need to step it up. Erik – stated that they do internal reviews themselves and run financials. Ken – stated the JP office clerks need to be comfortable with the data that is being converted. Jennifer – stated she would be comfortable with Odyssey when going live. Wade – asked Jennifer if she was comfortable with the data going through the conversion? Jennifer – stated what data she has gone through was okay and needed to go through more data. Judge Pollock – stated he hasn't heard of any concerns from his staff about the data. Erik – stated the clerks should keep Odyssey and NetData up on their desk and as people call in look the case up in both NetData and Odyssey to see if everything thing is the same in both places. Wade – asked about the warrant issue. Erik – stated a couple of the offices have cleaned up the warrants that have been flagged. When the warrant list was given out, there were some felony warrants in there and didn't know it until it was looked up in Odyssey that it was a felony. The JP offices requested that there be a list provided open warrants with the offense code on it. Erik – stated that a free standing warrant and it doesn't have to be associated with a case can be entered into the system and is visible to everyone. Ken – asked Erik where do we stand on the in-user training that is five (5) weeks out to be completed? Is there a schedule that has been provided to all the JP offices? Erik – stated the proposed schedule was sent out yesterday (March 16, 2016) to the offices and is waiting to hear feedback on the schedule. Ken – asked if there will be an update? Judge Duncan – stated the schedule wouldn't work for his office. Stating he couldn't shut down the office a half a day for two weeks. Erik – stated that they would offer the same session twice a day. There is make-up time in there as well; and can probably do one on one session too. Erik – stated they have a gap week at the end of training as well and the week of go-live and that is really supposed to be used for final preparations and could fit some classes in as needed. Ken – stated that he was concerned about the training two (2) months ago due to the staffing at the JP offices and stated that two (2) weeks would be a short window for the training of the JP offices. Judge Adams – stated they have to keep the doors open due to time sensitive data that comes into the office. Wade – stated there are 12 classes total for training the JP offices. Ken – stated the schedule was sent out five (5) weeks before it was to be completed. Ken –

stated that there are five (5) weeks and five (5) offices and would need to go to each office and work around their schedule for training. The floater is not the answer to the time crunch that we have here. Ken – asked Erik to let the committee know what he has worked out for the training schedule. Wade – stated this needs to be done quickly. Erik – asked if the JP Judges have their clerks work on Tyler U and if they have any problems with it contact Erik or Josh and if they want additional curriculum for Tyler U they would be able to do that. Wade – asked Erik for an email next week (March 21<sup>st</sup>, 2016) on what has been worked out for the training of the JP offices. Erik – asked the JP offices for an email on what is best for their scheduling of training. And will see how to re-arrange the scheduling and they may need to compress some of the training. Erik – stated that they are hoping to get the warrant issues cleared up and will have the list of warrants to Judge Adams quickly. Erik – stated they have the configuration readiness assessment check-point which is tomorrow (March 17<sup>th</sup>, 2016). The project readiness assessment is on March 22<sup>nd</sup>, 2016, which he will provide the documentation afterwards. Erik – stated he will work through the training schedule issues that were discussed today and try to come up with some type of balance. Erik – stated Financial Report Balancing he is hoping that issues correction will fix the problem with the receipt journals; if this doesn't fix the problem Erik will be meeting with Jane with the reports to see if we can figure out why it isn't balancing. Cory Elledge is their State Reporting Specialist. He will soon be balancing the OCA reports. Key Risks – Warrants with negative balances and the receipt journals not being fixed can be put together. Guidance on collections for vendors for go-live and forward. Judge Pollock – stated that they are waiting on Judge Barnett to give the go ahead on who they want to go with for collections. Wade – asked Clint about the contract with Perdue and wanting to know if we can expand the contract or do we need new a contract? Clint – stated he didn't know if the contract stated Henderson County or just a specific JP or not and would need to look into that. Wade – asked to discuss the multi-payment. Erik – stated Odyssey is a party based system. Multiple cases would attach to the party record. There is functionality if you so to choose to accept payments from other cases at your office. Wade – discussed Scofflaw and how effective it will be in the county. Judge Adams – stated he has always wanted the Scofflaw in effect. The vehicle registration office would be able to not issue license plates if there were tickets or *capias pro fines* that had not been paid. This would have to go through Commissioner's Court before the county would be able to do this.

#### **Consider and Discuss presentations concerning Credit Card Services for Henderson County.**

Dorian Villegas – Regional Sales Manager with nCourt an Electronic Payment Service company. Dorian – discussed in detail the credit card payment process. nCourt is integrated with Tyler Technologies. nCourt has an instant payment notification to the citizens and the court, reconciliation reporting, mobile-anytime anywhere payments available and the funds are guaranteed if there is a fraudulent charge or a refund request. nCourt investigates the charge or refund request. They are nationally recognized electronic payment provider. They accept all major debit and credit card, ACH, Apple Pay and Pre-Paid Cards. They will provide Custom Branded Websites. Will customize payment sites based on what the county wants. The citizens can pay for traffic citations, parking tickets, restitution, court fines and fees and probation using any major credit or debit card. The payer has the ability to make one time, partial or recurring payments. nCourt has bilingual, US-based call center that is open 7 days a week M-F 7am – 9pm EST and Sat & Sun 9am-6pm EST.

#### **Consider and Discuss IT Director Report**

**Josh** – stated the low pressure switch added to the A/C on the secondary unit that was installed there still issues had leaking issues. This has been resolved. Josh met with the person that presented the quote on the generator; and will be emailing the quote out. Josh would like to discuss the quote next I. T. meeting. The unit would need to be installed on the roof; the unit weighs about 600lbs.

**Wade** – stated that Tyler Technologies emailed out a nine (9) question survey on client services. Will hold until next I. T. meeting.

**Motion made by Comm. Geeslin and seconded by Michael Bynum to adjourn the meeting @ 4:00 P.M. Voted unanimously by those present.**

Read and Approved:

A handwritten signature in black ink, appearing to read "Richard Sanders", is written over a horizontal line.

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.