

STATE OF TEXAS §

COUNTY OF HENDERSON §

BE IT REMEMBERED, that the Henderson County I.T. Committee met in Regular Session on May 18th, 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
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 Duncan, J. P. Pct. #3; Judge Pollock, J. P. #2; Jennifer Carmon, J. P. Pct. #5; Erik Ernst, Tyler Technologies; Nikki Harris, Treasurer's Office; Rachel Cox, Clint Murchison Memorial Library Director.

Transacted the following business, to-wit:

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

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

Motion made by Comm. Geeslin and seconded by Botie Hillhouse, to approve I. T. Minutes from previous meeting held May 4th, 2016. Item passes.

2. Consider and Take Action on a proposed Integrated Library System (ILS) software for the Clint Murchison Memorial Library.

Rachel Cox, discussed the Integrated Library System (ILS) software for the Library. ILS is very customizable. Atrium Express from book systems, they provide integrating all the e-books, reports that are customizable. Rachel has contacted Cedar Creek Library, Kaufman Library, Chandler Library and Tri-County Library and they are very happy with Atrium Express and its cloud based. The initial cost is \$3,650.00 and after the first year the cost will be \$1,590.00 a year. The 2016 budget for the Library is \$2,000.00. Motion made by Ken Geeslin and seconded by Botie Hillhouse to approve the upgrade from KOHA to Atrium Express software with a savings of \$2,000.00 a year. Item passes.

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

Erik – stated financials ready for the JP phase. Erik – stated they have balanced the receipt journals for the JP offices. County and District Clerks Offices should be close to finishing up with OFM and the configuration is there and the opening balances Erik put in, they need to reconcile their register, and they should be able to issue checks. Erik – stated in the District Clerks Office there were some payments showing up in the credit card statement that wasn't in Odyssey. Erik – stated the credit card payment was processed but wasn't entered into Odyssey. Wade – asked if this has been happening since March 2015? Erik – stated yes it has been happening since March 2015. Erik – stated how they balance OFM, is they get a statement every month and they go into the register. The problem is they will have a transaction on the statement that isn't on OFM, some of those had to be recreated because we had a as of date that the opening balance was put in. Wade – this make OFM inaccurate and wanted to know the effects of this. Ann Marie – stated she is working on 2013, and didn't know, it was still going on; this needs to be checked daily. Wade – stated we need to get compliance on our end. Ann Marie – stated she would contact Angie after this meeting today (May 18th, 2016). Erik – stated on Tyler side they will be working on it, it's an ongoing process, and to be assured that everything is correct, that we can pull a bank statement and pull the Odyssey register and the opening balance matches and the closing balance after it is reconciled.

Erik – **CAD ISSUE** – the mobile terminals. Erik – talked with Kelly Sprong, had talk to her support. There was a new issue entered in, Erik checked the status with Josh this morning (May 18, 2016), there seems to communication ping-pong. Erik – stated instead of communicating through support portal he can send out a go-to meeting to the Tyler people and Christina (dispatch). Erik – stated his assumption is MDT isn't showing a location. Erik – stated there is a number that can be called for assistance, sometimes the portal gets relied on too much. Josh – stated they have given a number and extension. Botie – stated they will be calling for assistance on this issue tomorrow (May 19, 2016), Botie – stated he doesn't have a lot faith in CAD support, stating you can't get in touch with anyone. Wade – asked how large is the CAD division? Erik – stated it's a Tyler Public Safety Division and doesn't know how large they are, they are located in Lubbock, TX. Wade – stated the CAD division is large enough that there shouldn't be any issue with talking to someone about this issue; we have no faith

concerning this issue. Ken – asked if Greg knows about this issue? Erik – stated yes Greg is aware of the issue. Erik – stated he has escalated to their support manager. The response on this issue was pretty quick; the initial issue was no longer open. Josh entered a new issue, stating he opened the ticket April 26, 2016 and asked for updates until May 11, 2016. Stating he asked for updates on May 3, May 9 and May 11, 2016 with no response, on May 16, 2016 Kaylen responded and left a number. It took almost a month to get any response. Josh – stated on the portal, when he enters a ticket for other users, if they need his assistance. When doing that he leaves the number they need to call about the issue, but they continue to call Josh and not the persons number he left them. Wade – stated his concern is when we move a couple of months out we lost our handle on Tyler. Erik – stated there are several things in place, Erik always maintains this relationship as long as he is with Tyler, support account manager that will be coming on and the support manager Chris. Ken – stated the cost of maintenance for CAD is \$25,000.00 a year. Josh – stated there are two parts to AVL; there is a part where dispatch can see the vehicles and where other officers can see other officers. The part where officers can see other officers is not working. Ken – stated this has never worked. Josh – stated the case ID is #4795377.

Josh – **CALL REPORT** – worked in TEST. This was moved to PROD and was not able to view it in PROD. Misty has exhausted herself with Billy Lanour. There was an update sent on May 11, 2016, right now they are apologizing for the delay, they are waiting for the feedback from their DBA team this was on May 11, 2016. Erik – stated he has a call statistic report, he ran it from 01/01/2014 through 12/31/2014 for the Malakoff Volunteer Fire Department this was in PROD. Erik ran this report by agency as opposed to individual personnel. Wade – asked if this is the way you pull up the agency? Erik – stated probably what happened is they were running call service report or a statistical report, Erik ran a call analysis report and his stats are still in there. Wade – asked you are stating the information is there they just nowing how to pull it up. Erik – stated they need to provide that information, Erik will do that.

Josh – stated Diane Marsh submitted a ticket stating Check Icon shows the check is active when it is inactive, it was submitted yesterday (May 17, 2016), at 3:15. Billy Lanour responded at 5:30 saying he would review the incident and will contact Diane Marsh as soon as possible.

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

Officer Tracking – Game Wardens and DPS Officers – Erik – stated when entering citations they have to be able to enter an officer. If some of the officers aren't in there it stops them. Erik – stated the last meeting they had was with Botie, Christine, Judge Barnett and Erik on Monday (May 16, 2016). The Chief has given the go ahead to turn off officer tracking, except for the Sheriff's Office, Fire Marshall, the Constable Offices and the Fire Department. The impact that could have right now CAD has a one to one mapping of the officers. They are in the process of doing right now is have to add a generic officer per agency that CAD can remap those to. What this allows the JP office's to do, is on the officers fields on the agency they aren't tracking, they will be able to free text the badge number and the officer. Wade – asked how will that cause issues in the future? There needs to be a standardize method of inputting. The report can be sorted by officer, if it has been put into the system different will the report show it?

Judge Pollock – stated when Tyler Technologies personnel took a vacation on Friday (May 13, 2016) there was no replacement to assist his clerk with any problems. They were under the impression that Erik or Gerald would be in the office to take her place. Judge Pollock was very disappointed in the support on Friday (May 13, 2016). Judge Pollock – stated after week three, if the comfort level is significantly decreased. His clerk has gone to the conferences and training and feels she is struggling. Judge Pollock – stated he doesn't feel its lack of instruction. Judge Pollock – stated over the weekend of May 21, 2016 his office got struck by lighting and all the electronics were hit. As of Wednesday May 18, 2016 the office wasn't completely functioning. Erik – stated he would have Gerald base out of Judge Pollock office the week of May 23, 2016.

Erik – **Project Action Items** – these are internal action items for Tyler. OMI is ready to go; they need to do the final testing. Wade – asked when these items will be completed by? Erik – stated all of them the Project Action Items, except for #21 should be done by Friday (May 20, 2016).

Erik – **Conversion Issues** – Erik – stated he will submit an issue this afternoon (May 18, 2016). The second issue is one that is run daily, and won't come off the list until the very end. GASB was run by Jane and was provided by the outside auditors and they were fine with it. Erik – stated by the end of the week these conversions issues should be wrapped up (May 20, 2016). Erik – stated the new transition manager Kerin wants to know if we could meet next Wednesday? Wade – stated he would prefer for him to meet I. T. Committee on our regular meeting.

5. Consider and Take Action on issues related to a presentation from VEMACS/VoteSafe concerning software for the Election Administration office.

Cancelled

6. Consider and Take Action on Credit Card Services for Henderson County.

Judge Barnett had discussions with nCourt capping the convenience fee at \$25.00. They will get contract out for review. Jane tried calling official payments three times and got no response back.

Erik – stated Tyler's credit card system will interface with Odyssey Products. The advantage of that you get a statement that this transaction gets posted automatically.

E-filing – Mary Margaret stated Susan wants to talk with Derl personally; he communicates by email only.

Fire Marshall Mode – Will be discussed more next meeting.

7. Consider and Take Action on issues related to the automation of County payroll system.

Nikki – discussed the Kronos Payroll System, stating that they will customize to our personnel manual, and can cater to what the County needs. Michael – discussed talking with Denton County about Kronos, stating this is one of the best payroll systems out there. Denton County does a time-clock and it also does the tax portion of the payroll. The only

issue Denton County has with Kronos is that Kronos is expensive, and the maintenance part is expensive but, the system is worth the cost. Josh – stated they were talking about HR issues, the package that they are looking into, the questions that were asked about HR this was encompassed by this software. Michael – stated Denton County offered to show us their payroll system. Michael – stated he would like a group to go to Denton County and see the payroll system hands on, they asked for us to bring the I. T. Committee. Denton County is in the process of getting the HR package. Ken – asked Michael if this is what the Treasurer’s Office wants to move forward with? Michael – stated he wants to continue looking, before stepping off into Kronos Payroll System. Michael – stated what he really likes about this system is this will be built to our specs. If a Department Head makes changes to a time-card more than three (3) times. This system red flags the changes. Josh – thinks it’s a good idea to look for another software system before making the decision for Kronos. Kronos is \$17,000.00 annually, if the number of employees stays at 350, over 350 it is \$3.78 per employee plus the annual maintenance fee. Josh – stated he would like to know more on the payroll and HR part of the Kronos system.

8. Consider and Discuss IT Director Report.

Josh – stated Friday or Saturday May 20, 2016, there was a lighting strike that hit JP 2 and Tax office in Seven Points. We lost a Sysco Routing Switch, 5 or 6 phones, computers, printer and switches etc. The county paid about \$6,000.00 for the unit plus maintenance. We lost upwards of \$10,000.00 of equipment. Josh – stated he will be able to restructure some things, can save up to \$200.00 a month. Josh – stated he is hoping by today to have the JP 2 up and running (May 18, 2016).

9. Motion made by Clint Davis and seconded by Ann Marie Lee to adjourn the meeting @ 3:46P.M. Voted unanimously by those present.

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.