

STATE OF TEXAS §

COUNTY OF HENDERSON §

BE IT REMEMBERED, that the Henderson County I.T. Committee met in Regular Session on June 1<sup>st</sup>, 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	SHERIFF, absent
WADE MCKINNEY	COMM. PCT. #2, CHAIRMAN
SCOTT MCKEE	DISTRICT ATTORNEY
MICHAEL BYNUM	COUNTY TREASURER
KEN GEESLIN	COMM.PCT. #4
MARY MARGARET WRIGHT	COUNTY CLERK
TOMMY BARNETT	J.P. PCT. #5

And guests, Josh Brock, IT Administrator; Judge Pollock, J. P. #2; Erik Ernst, Chris Ricci, Gerald Marshall and Kieran Hill, Tyler Technologies, via phone; Susan Bass, Pam Underhill and Carol Allen, County Clerk's office;

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 Ann Marie Lee and seconded by Comm. Geeslin, to approve I. T. Minutes from previous meeting held May 18<sup>th</sup>, 2016. Item passes.

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

Erik – **CAD Issue – Mobile Terminal Issue** – stated Josh has been in touch with Kelly Sprong. Josh and Kelly have been in touch with the Sheriff's Department. Josh – stated as of yesterday afternoon (May 31<sup>st</sup>, 2016) this issue has not been resolved. Josh – stated they told everyone to log out and bring the system back up and it didn't work. Jody left a message for Kaylen Wall yesterday (May 31<sup>st</sup>, 2016), this was the last update he had on this issue. Wade – stated it's a year later with CAD and this issue hasn't been resolved. Erik – stated he would stay engaged on this issue and help anyway he can. Erik – stated with CAD some of the calls weren't coming through. Erik – stated he has been in touch with Bill Sage on this issue today (June 1<sup>st</sup>, 2016) and he is checking on that. Erik check on these calls and still doesn't see them in Production. Bill is going through the support manager to find out why they aren't showing as being pushed. Erik will follow up on this issue. Wade – stated Erik had done a visual on how they pull Malakoff Volunteer Fire Department and Erik was going to talk to Christina about that. Erik – stated he didn't have a chance to talk to Christina on this issue. He will get in touch with Christina soon as possible, it's a report perimeter and Erik will show her how to run that report. Wade – stated this needs to be done; one of these was a FIOA request. This issue needs to be corrected. Erik – stated in the report he provided in the FIOA request. Erik will walk Christina through the perimeters on how to run this for the FIOA request.

**E-filing** – Chris Ricci – stated on the District Clerk side they are on the last step. They opened a ticket to create file fee schedules. Chris got confirmation they will reach out to Angie this afternoon (June 1<sup>st</sup>, 2016), and they are down to just running a couple of tests and this will be complete. Chris – stated on the County Clerk's side Susan has been working on a spread sheet, with codes and updates that Derl needed. Chris – stated this is also in the final steps as well. Chris – stated within the next three weeks this should be complete. Diane – stated they have been on top of this issue since the last I. T. meeting. Susan – stated she had talked with Derl on the phone. She sent the spreadsheet back to Derl and the only thing left were fee codes for the copies. Susan – stated when she gets the last two fee codes in this should be completed. Susan hasn't gotten a phone call back from Derl making sure that was all that was needed.

Diane Marsh - has sent in a ticket stating the check icon is showing active when it was inactive. That came into the support portal and would have to defer to Diane for any updates. Diane Russ – spoke with Josh this morning (June 1<sup>st</sup>, 2016) he sent a message for someone to contact her today (June 1<sup>st</sup>, 2016) and hasn't heard from anyone.

Wade – stated there was an issue with **Out of County Bonds**. Carol Allen - stated if a defendant was arrested out of county and was brought back to our county and was bonded out, when attaching the bond to case, the person importing the charge didn't import it to the correct case number. Erik – stated he had followed up on this issue, what is happening; when the person is being arrested out of county-the Sheriff's office is giving notification that they have the defendant in custody. The warrant department is making that warrant inactive, because they are in custody

pending picking up the defendant and bringing them back to Henderson County. Erik – stated what needs to happen is to use the existing warrant status. The Sheriff's office has an Out of County Bond Status and that this should not make the bond status inactive and keeps it active until they bring the defendant back to Henderson County. The issue is not the bond, it is the charge on the warrant. There should be a warrant status added to the bond. Erik – stated he would contact Charlotte, Christina or David Faught about the warrant issue. Wade – stated when there is an issue, send in a ticket so there will be a record of the issue. Ken – asked if anyone heard the status of T-DEX? We don't know if Odyssey will work with it. It was supposed to be fixed in September 2015. This will need to be discussed next I. T. Meeting. Wade – stated we need to send an email to Botie or David about T-DEX.

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

Erik – stated we have eight issues remaining on Phase Two; Four conversion issues; four project action items. Collection – scripts have been executed on this. Erik – will ask Gerald for documentation for adding the warrant fee and adding the OMNI fee and how to send it to collections. Gerald is working on that right now. The goal is to have this out by the end of the day or first thing tomorrow (June 1<sup>st</sup>, 2016). Configuration of testing OMNI is done, to verify that and provide documentation submitting it to OMNI. Erik – stated he followed up with Bill Sage on this issue. We had provided to the CAD people the list of generic officers and agencies in which they mapped to. He is checking the status of those, and as soon as they remap those, they will turn off agency tracking for all agencies, except County offices, County agencies and Fire Department and is waiting for the status on this. Erik – stated Kathy Biggelo is working on that and is working with JP 2. She is looking through OCA reports that were generated or submitted to the State for the month of April and is comparing against the OCA run and checking for discrepancy and will discuss with each office if there are discrepancy to get the final submissions completed. Erik – stated 210999 is kept open, if there is an update to financials the conversion team goes in a runs this script which updates the historical financial to reflect the changes. This will be the last item that comes off the Phase Two list. Erik – stated 211086 the case that is associated with this, wasn't a large number of them. The case list has been provided to the offices and requested to manually update the cases on "criminal not traffic" that converted as civil due the number of them and the complexity in trying to change them. They had an incorrect code in the source data. There were not many of these impacted.

**Case Review for Admin Hearing** - Due to entering them as a warrant code, these will be easier to correct manually. Erik – stated they will follow up with each of the clerks, to see if they have any questions on how to do the corrections. The majority of these cases will not have to be updated, due to they were old cases.

**Fee Code Re-Mapping** – Eric Garcia – he is working with Kathy Biggelo on this issue. There was a question that came back from the conversion developer requesting if the script she wants to run is going to produce the desired results. Jane requested changes some of the descriptions on some of the jury service fees and jury reimbursement fee, basically to update those descriptions. Wade – asked if the JP clerks are set up on the portal? Erik – stated the only way to know if they we unable to log on the portal. Kieran – stated he could check in their system to see who is an active user and compare those to the clerks and make sure everyone is set up on the portal. Erik – stated going into the transition it is needed for everyone to use the portal for issues. Judge Pollock – stated three weeks in-everything has gone pretty smooth. Judge Barnett – stated that everything is going well. Erik – stated to Josh at the end of this week (June 3<sup>rd</sup>, 2016), he could start running the party merge jobs again and start merging those together. Josh – stated there are years of NetData that will need to be merged. Wade – stated this wasn't an issue in Phase One what's the difference?

Josh – stated the I. T. department worked on this in the background in stages.

Erik – stated Kieran will manage this, discussing going to 2014. Erik – stated may need to discuss putting 2014 in the TEST environment sometime in July or August at the latest. Erik – asked Kieran to get the 2014 release nodes and get them to Josh. Kieran - stated he had specific documentations on jail changes he will give to Josh. Wade – stated we need to discuss the 2014 implementation. If there is much change the JP offices have only been on the system for three (3) weeks. Erik – stated there isn't a rush to get 2014 in. There are some new things in that will make it easier for the jail and the JP offices. Wade – asked how many counties were on 2014. Erik stated there are very few on 2013 at this time. Most have transitioned to 2014. Wade – stated he would like to know how many counties are on 2014. Erik – stated it would be in TEST and would have a check list that they would request the county to go through and make sure everything looked good. It would reside in TEST for about a month before it would go into Production. Wade – stated we aren't ready to make a decision on 2014 right now. Ken – stated we will not consider 2014 until CAD is working. Erik – stated he would like to stress is if issues come in get them into the Portal. Want issues in writing so we will have a paper trail on them. Wade – stated a ticket needs to be issued first so we will have documentation of the issue. Wade – stated his concerns are there is only eight or nine issue after the conversion. What has gotten missed? Erik – stated he is very happy with the issue count. He is going to make sure that everyone is comfortable submitting issues to the portal. Wade – asked if there is a tentative date that the I. T. committee can meet Kieran? Erik – stated Kieran will be in Texas soon. Wade – stated we do need to meet Kieran face to face. Kieran – stated he would talk to management to get a timeline on when he would be able to come to Athens.

**4. Consider and Take Action on connectivity issues related to non-Athens campus locations.**

Josh – stated 7 to 9 MEG at JP #4. Ken – asked if we had opened a ticket on it and they repaired it? Josh – stated he and Jane had opened a ticket on it. There is no alarm if the connectivity is low; Josh will have to manually watch it. Josh – stated at JP #3 we had an outage Monday into Tuesday (May 30 – May 31, 2016) morning we had an outage. It had something to do with equipment on Suddenlinks end. It went back out last night (May 31, 2016). Suddenlink came out and fixed it today (June 1, 2016). Their speed is right where it should be. In JP #2 lighting strike; got them back up and running. Josh – stated the only speed issue he had is JP #4. Josh – stated the fairgrounds had some connectivity issues after the storm on Friday (May 27, 2016). Ken – stated the biggest concern they were having was they were missing emails at the fairground.

**5. Consider and Take Action on issues related to Morpho Trust finger printing system.**

Pam – stated we started using the fingerprint machines December of 2015 again. We have had problems with the fingerprint machines connecting with the DDG. These problems have been consistent since January 2016. We haven't been able to use the fingerprint machines since April 2016. Pam stated the last discussion she had with Jeff at Morpho Trust was in May 2016. He discussed doing a demographic interface through Tyler Tech. Josh – stated when on AbleTerm it went through a demographic interface and didn't go through the DDG. Josh talked with Jeff at Morpho Trust, May 13, 2016, and also talked about the demographic interface. We are still getting error messages back to the laptops saying there are errors not communicating. Wade – stated with the fingerprint machines not working, it adds about 45 minutes to process the fingerprints manually. Erik – asked Chris if we needed to enter a ticket on this issue? Chris – asked Josh to open a ticket with the errors included, and he will get it over to Tech Services. Ken – stated if the path is the same for both machines, you should be able to analyze where the problem is coming from. Erik – stated if the path is the same, all would be failing or none would be failing unless there was the difference of data. Erik – stated to Pam when submitting a ticket to the portal; when entering a ticket arrange for someone to run the DDG error report if it fails. Pull the TRN number off those charges if it fails they can come back specifically to that error. When we do fingerprints and everything is working correctly it goes straight to Austin, when it the prosecution does their part online and we do the court part online. Erik – stated the next time you need to book someone in, get the laptop up and try to submit the fingerprints even if we know it will error; then we can pull DDG error report and see what it says. Pam – asked if she needed to do this every time. Erik – stated yes open a ticket up and coordinate with the DDG error report. Ken – stated it was told to him that if we were to purchase new equipment we would have the same problem with the new equipment as we are having with the old. Ken – stated some of the committee is in total support of replacing the XP Laptops and getting the new equipment that is needed. It appears we have a interconnect problem that needs to be resolved before we go out and buy new equipment and fight the same problem that we are having. The equipment is old but he doesn't think that is the problem. Erik – stated he agreed with Ken it isn't the equipment. Wade – asked Erik if it was a process issue. Erik – stated he wouldn't know for sure until they are able to see the DDG errors that are generated when they are trying to submit. Erik – stated as long as we know when the error occurred, they will be able to pull the job. Ken – stated to Carol when running the fingerprints and it fails you need to time stamp so the email that is sent to the Help Desk there will be an exact time it failed. Erik – stated that there are two different error reports one from CJIS – DPS, the DDG error report is coming from the DDG interface. Wade – stated this will be stay on the agenda as an item. Ken – asked Carol to run them every time. We need as many samples as possible so we can get the fingerprint machines fixed. Ken – stated that Pam and Carol have been talking about this over 30 days, they've been sending information to the Help Desk stating when it failed, there hasn't been much focus on this issue. Erik – stated they should be able to track the issue down. Josh – asked if you can run a report and see if we had DDG errors; can they not run a report and look at all the DDG errors that we have had up to this point to see if they align. Erik – stated it's an automated job, will not be able to run a report on that, he would have to talk to Chris about it. Josh – stated he would forward it to Chris. Wade – stated in two weeks we will talk on this again.

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

Wade – asked Judge Barnett if we got a contract from nCourt? Judge Barnett – stated Clint got a copy of the contract and it looked good. Clint – stated it was a basic contract with a 90 day cancellation clause. Judge Barnett – stated he had talked with the other JP Judges and stated they would like to go with nCourt as their credit card company. Judge Barnett – stated he talked with nCourt and when making a decision on going with nCourt it would take about three weeks to get everything installed and ready to go. There will be a 7% service charge with a \$25.00 cap. There will be five (5) contracts-one for each JP office. The contracts should read nCourt and Henderson County listing the JP offices 1 – 5. Motion made by Judge Barnett and seconded by Comm. Geeslin to approve nCourt as the credit card vendor for Justice of the Peace courts 1 – 5 subject to County Attorney's review of contract. Item passes.

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

Michael – stated there are no changes on the payroll system at this time. Michael – stated he had gotten an email from Denton County stating if we would like to look at Kronos, they are available anytime the month of June except on Tuesdays. Wade – asked if Kronos was able to do swing shifts, 28 day and 12 hour shifts. Michael – stated yes they were able to do all shifts. Michael – stated Kronos will build to the county system. Kronos cost about \$17,000.00 a year. Josh – stated GHG sent a price quote for their payroll services with no Demo of product. Michael needs to know who is going to Denton County by Friday (June 3<sup>rd</sup>, 2016).

**8. Consider and Discuss IT Director Report.**

Josh – stated JP #3 issues: the loss of connectivity with the repair as of today (June 1, 2016). With the JP #2 and JP #3 issues: Josh – stated since Suddenlink purchased Northland Cable, they are now able to deliver their phone lines from JP #2 and JP #3 to here. What that means to the JP offices ports those numbers here and wouldn't be paying \$35.00 a month for the phone lines. The fax lines will stay the same for now. Josh – stated we be saving \$223.00 a month and at the Chandler location we will be saving a little under \$200.00 a month, with a savings of \$2,000.00 to \$4,000.00 a year by bringing those lines here. The phones are patched in at this time, but we will get them delivered as they should be and will have the roll over as before and will give a substantial savings. Ken – asked Josh if he looked at the JP #4 phone issue? Josh – stated he had not; there are three lines at JP #4. Ken – stated we can roll two of the lines and keep the phone numbers the same and put the DSL on the fax line. The only thing that can be done is we can find out which line is the main line and keep it and the fax line and get rid of the other and give them a new number; so they can call out long distance, and we are not paying for long distance phone calls. Josh – stated we can give them a 676 number that no one knows and that would be their second line. Ken – stated the number they have on the internet would stay the same and the fax line would stay the same and this would kill one of the monthly reoccurring charges. Wade – asked how are scanning the warrants in the JP offices going? Josh – stated on Wednesday they had lunch and

there were a couple of things he asked them to do; search for the party, urged them to scan warrants in the system and scan the documents in the system. By having all those pieces in place if something comes up it will be on the system. Josh – stated they are willing to do the scanning. Josh – stated to the JP offices if there is a signed document make sure it is scanned into the system and make sure it's attached to the case. It was discussed in detail about the county going paperless. Scott – stated he hopes to be integrated with e-Discovery by July 1, 2016. Ken – asked why a document can't be signed on a screen and locked. Josh – stated they have a hard time finding everything that needs to be signed. The district judges and County Court at Law judges even with the JP's they submitted their signature they can put their pin number in the system and will put their signature on the document, only that Judge knows that pin number. Scott – stated they do that now, when they go out to do a warrant now it is all done on a computer and they sign it and call the Judge and the Judge gets it on their IPAD the Judge signs it on their IPAD and sends back to them. Ann Marie – asked if there is anything that needs to be done to end our contract with NetData and the JP's. Wade – stated maybe an action by Commissioner's Court. Wade – asked Josh what we needed to do to end our relationship with NetData? Josh – stated he hasn't talked with NetData about ending the contract. If there was a contract with NetData it would have been in 2007. Ann Marie – stated there is a renewal coming July 1, 2016. This is an annual renewal.

9. **Motion made by Scott McKee and seconded by Ann Marie Lee to adjourn the meeting @ 4:15P.M. Voted unanimously by those present.**

Read and Approved:

A handwritten signature in black ink, appearing to read 'R. 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.