

STATE OF TEXAS §

COUNTY OF HENDERSON §

BE IT REMEMBERED, that the Henderson County I.T. Committee met in Regular Session on August 17<sup>th</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, absent
CLINT DAVIS	COUNTY ATTORNEY
BOTIE HILLHOUSE	SHERIFF, absent
WADE MCKINNEY	COMM. PCT. #2, CHAIRMAN, absent
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

And guests, Josh Brock, IT Administrator; Judge Duncan, J. P. #3; Diane Russ, County Attorney's office; Erik Ernst and Chris Ricci, Tyler Technologies, Kieran Hill and Eric Garcia, Tyler Technologies via phone; Susan Cochran, County Clerk's office; Jane Crouch, Auditor's Office; Angie Ewaskiw, District Clerk's office; Dana Worth, PCT. #4 and Jennifer Carman, PCT. #5 via phone.

Transacted the following business, to-wit:

Comm. Geeslin 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 Judge Barnett and seconded by Michael Bynum, to approve I. T. Minutes as amended from previous meeting held August 3<sup>rd</sup>, 2016. Item passes.

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

Chris – stated the e-filing went live on August 16<sup>th</sup>, 2016, there was an issue that was resolved yesterday (August 16<sup>th</sup>, 2016).

Susan – stated we started with e-filing yesterday (August 16<sup>th</sup>, 2016), there were a few minor issues that were resolved this morning (August 17<sup>th</sup>, 2016). There were 25 e-filings that have gone through. Everything is looking good.

Angie – stated there were a few e-filings yesterday, but everything today seems to be going fine. If there are issues they have been working through them. Angie – stated they don't have any complaints on the e-filing.

Diane – stated there are about 20 attorneys on e-discovery and everything was going great.

Ken – asked how the training went with e-discovery? Clint – stated it went well, there were 2 or 3 minor issues that were asked from the group. Most of the attorneys that were using e-discovery didn't have any issues. One of the issues was the format that they were receiving documents. This was corrected. Clint – stated when they go into view as long as the case is active they could view the case, but they were losing the ability to go back into a case if there was not a new item to a case. Josh – stated they narrowed it down to cases that were older than May (2015) of last year. These were cases that were scanned into AbleTerm that were converted. It seems the 2 cases that were brought up were pre-May 2015 and was thinking this may have had something to do with it. Ken – asked if this issue has been reported to Tyler? Josh – stated No, he hasn't reported to Tyler. Chris – stated to give him a ticket, he would push it through. Josh – stated the format issue can be overcome by the end user. The issue was it was opening as a TIF image and the viewer would only show the first page. They saved it to their desktop opened other than default and you could see multiple pages. From this point on PDF will be the standard.

Josh – stated we have had some issues with Odyssey being slow, this isn't a conversion issue. Josh – worked with Angie - she was trying to scan in a document. When scanning in a document, it will say applying to case and would spin for a moment. When they would apply it would just spin in applying and wouldn't actually upload the document. There were some script errors. They originally thought it was an Internet Explorer 11 update, so they removed the update and didn't resolve the issue. Josh has been talking with Ben King, he's been very helpful. Jodie had a ticket entered from the Sheriff's office for a specific instance. Josh thinks it's going to be the same issue. They are thinking it is a Windows update and not Internet Explorer update. Tyler stated they have three clients with the same issue that we are having. It is a Windows update that is causing issues with Odyssey. Josh – stated as soon as we know the actual update that caused this issue, they are using a couple of computers that doesn't have these issues to back it down to see if it will resolve. Development will be able to do a revision, so they won't have to go around and uninstall these updates off every computer. Josh – stated not all computers are having this issue. Josh – stated he has been talking with Wayne at Flair, because he has been doing server upgrades. He asked about windows update server, so he has the gateway to allow certain updates to come and go. They all go to the server and Josh controls that, so he can stop this from happening again. Josh said it is not Tyler Technologies it is Microsoft pushing down a security update that is causing the issue. Josh hopes to have this cleared up by the end of the week. Chris – stated if Ben says it's in a revision update don't hesitate to call or email him (Chris), he would physically install the update. This would be put on TEST and try it out on a couple of machines, and then to PROD.

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

**Eric Garcia – SB1778** - stated he had gotten a couple responses from the email. He asked each court to look through the list and verify the cases that have been sent to collections, or currently at collections. He has heard back from two courts. They have stated the cases have been sent to collections or they are currently at collections. He thinks they can apply the fix to production so they can run their collections report. Judge Barnett – asked how close are we to having that done? Eric Garcia – stated the issue has been put in PROD and should be gotten to this afternoon (August 17<sup>th</sup>, 2016), and he will run the correction report to make sure everything looks good. He then will send out instructions, by noon tomorrow (August 18<sup>th</sup>, 2016) if not sooner. **Erik – ID #12** – Eric Garcia – stated on the OCA they have done as many fixes as they can do. They have asked for the JP offices to run the OCA report for April 2016, and run the corrections and improvement. The numbers were a lot closer. Erik – asked if on the pending case report if you could sort by date order. Eric – stated yes we can. Erik – stated programmatically they have it as close as they can - fixing OCA opening events, fixing stat closures and re-mapping all of these. Erik – stated the reason why he asked if it could be in date order in the pending case report, if there are a lot of old cases that may be the programmatic rules they could use. Any case older than this can be closed. Erik – stated on the pending cases estimate, are they talking hundreds of cases? Eric Garcia – stated the cases would be in the 100's. Jane – stated she was working with Eric Garcia they found there were a lot of fee codes that had not been pointed to go to the collection improvement reports or the OCA reports. She and Eric Garcia spent a lot time going through all the fees and pointing them to go to the OCA reports, and this made a big difference. This should have been done prior going live. Ken – stated there has been a lot of progress over the last two weeks. **ID #14** – Erik – Jira # 218236 – stated there was a comment from T.J. this is something they are going to have to work on. Erik – stated they would take a look at this tomorrow (August 18<sup>th</sup>, 2016); this is all the OCA stuff. Eric Garcia – stated this is the cases coming in with a different offense. There is no pattern on the ones that are left. The issue is the offense is incorrect in the Odyssey case. Erik – stated the codes have

a frequency of use, for example speeding may have been entered and used in the old system 10,000 times. They sort by frequency, so the high frequency ones got mapped; some of the ones that had a lower frequency in NetData were missed on the mapping. **ID #15 – 218096** ECR report doesn't contain case information. Erik – stated they would like to run the report differently. Erik - stated while he is on site today (August 17, 2016) he will take the information and run the report with Jane, and see if that gets us closer where we need to be. Ken – asked Erik if he would be validating the next steps? Erik – stated yes he would run the report with Jane.

**Judge Barnett** – stated he would like to be able to call Tyler and talk to someone that is familiar with JP office procedures. It is frustrating when the person isn't familiar with the procedures of the JP offices-Texas courts system.

**Jane** – asked Eric if he was able to get with Kay on converting the civil cases to criminal cases? Eric Garcia – stated he would give Kay a call.

Ken – stated emails from Evan Re: errors with envelopes. The last email Evan sent out, he stated that Tyler had experienced an outage. Ken – sent an email to Evan asking if the outage was global in nature or was it isolated to Henderson County. Evan – emailed back stating it was isolated to Henderson County. Ken – asked WHY? Chris – stated in Odyssey, when they say outage; it is down. It's when the e-filing system is not communicating with the case management system; that is what Evan means by outage. It was a Henderson e-file outage, it wasn't with multiple clients. Susan – stated we had 25 e-files that had gone through today (August 17, 2016), with no issues.

**Chris** – stated he would get an update for Judge Duncan on his issue.

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

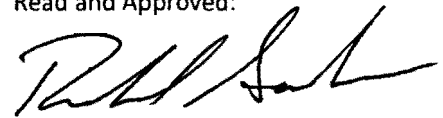
Josh – stated we had JP #4 and JP #5, with connectivity issues. Jane had gotten in touch with a representative with CenturyLink and is trying to take this to the next level and be proactive. They had gone out to JP #4 and replaced their modem, and wasn't able to resolve the speed issues. They are better than they were. He had them check outside the building, and he tested a slower speed inside than he did outside. We will replace the cable in our building. Josh – stated JP # 5 they replaced their unit, their speed is up to 20 MEG and they were at 5. Josh – stated we replaced two of our servers, in the last week.

Josh – stated we received the VOTEC server, he got it up and running. They are in a holding pattern at the moment, waiting on Denise for the conversion part of it, the server is ready. They will be ready to move forward with the VOTEC etc.

Josh – stated we had an outage with our fingerprint machines, it stated see error log and Josh can't see the log. He was able to connect to the system that was last Thursday (August 11<sup>th</sup>, 2016). Josh – asked the criminal division to contact Jeff, because he wasn't able to do anything for them. Jeff wasn't available and they sent it back to Josh that afternoon. Tuesday they had a fingerprint and it failed. Josh – asked for the criminal division to call Jeff. Jeff – stated he wasn't able to find anything wrong. Jeff spoke with Pam yesterday (August 16<sup>th</sup>, 2016), asking them to enter it manually and track it to see if it's something with communication.

**5. Motion made by Clint Davis and seconded by Judge Barnett to adjourn the meeting @ 2:28P.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.