

STATE OF TEXAS §

COUNTY OF HENDERSON §

BE IT REMEMBERED, that the Henderson County I.T. Committee met in Regular Session on September 21<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
WADE MCKINNEY	COMM. PCT. #2, CHAIRMAN
SCOTT MCKEE	DISTRICT ATTORNEY, absent
MICHAEL BYNUM	COUNTY TREASURER, absent
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. #2, Susan Cochran, County Clerk's office; Jennifer Carman, PCT. #5; Jane Crouch, Auditor's office.

Via phone: Dana Work, PCT. #4; Kieran Hill, Tyler Technologies

Transacted the following business, to-wit:

Comm. 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 Sheriff Hillhouse, to approve I. T. Minutes as amended from previous meeting held September 7<sup>th</sup>, 2016. Item passes.

**2. Consider and Take Action on issues related to the Odyssey Project.**

Wade – We have some civil issues that aren't on the list that need to be discussed. Kieran – one of the issues on the list was updating assault charges on converted cases. This has been run in the TEST environment Monday September 19<sup>th</sup>, 2016. Wade – asked if the script would correct those cases? Kieran – yes, Eric Garcia is validating the cases. The script was run late Monday September 19<sup>th</sup>, 2016. Kieran – will get a follow-up from Eric Garcia. They will get the JP offices to validate and push to PROD. Wade – said that Jennifer from PCT. #5 had a call from a lady saying her insurance company wants to drop her because her record shows she has assault with a motor vehicle. Jennifer - the lady has called PCT. #5 three times yesterday (September 20, 2016) saying the insurance company is giving her trouble due to the wrong charge on her record. Jennifer – said she would get back with her after the I. T. meeting today (September 21<sup>st</sup>, 2016). Wade – how long is the validation going to take before we can get into Production? Kieran – it can be validated today (September 21<sup>st</sup>, 2016), due to the critical nature it can be pushed through. He will contact Eric Garcia and have it pushed through Production. Judge Pollock – offered to write a letter to the insurance company

stating she didn't have assault with a motor vehicle charge. Wade – asked Judge Pollock if they were having the same issue? Judge Pollock – they have experienced issues with charges stating assault with a motor vehicle as well, but haven't had any since the last meeting. Wade – asked Jennifer about conversion reporting to OMNI? Jennifer – that was appeal cases, all the cases they have had appealed, they were appealed in NetData they went to County Court and converted over to Odyssey as pending cases with balances and have been sent to OMNI. Jennifer is also getting phone calls on these as well. There is one case possession of alcohol by a minor and was appealed to County Court and was dismissed. Now there is an active case for the same thing with balances in OMNI. Wade – asked Jennifer if there was a ticket opened on this issue. Jennifer – no ticket has been opened. Jennifer – when cases are appealed in NetData it didn't zero balance, it wasn't dismissed. It didn't convert with zero balances. Wade – asked Kieran if he would be able to figure this out? Kieran – would have to get with Erik Ernst on this issue to see if there is a quick fix. Kieran – needs for Jennifer to open up a ticket or send an email on this issue. Wade – we have open tickets on issues we have had with civil cases that were converted from NetData, the issues are multi-party cases. The ticket number is 5049194. The multi-party cases are converted using the last name of the second party and the first name of the first party. This makes it impossible to look up in Odyssey. We asked for an identification of all multi-party cases and they sent us an excel spreadsheet of 13,000 cases, and we also asked for the case numbers as well. Josh – said we did receive an email about the issue from Kim Jones; Kim Jones - received an update and was consulting with the development team on the multi-party issue. Wade – asked Kieran to talk with Kim Jones on this issue. Kieran – will talk with Kim Jones today (September 21<sup>st</sup>, 2016), this will be a simple fix to get you the case numbers, and will be able to identify the cases to get the name. Wade – this is a work-around, how is Tyler going to assist Henderson County in fixing this conversion issue? Kieran – they will run it in script when they identify the cases and run the script in the TEST environment to validate the names are correct. Wade – it doesn't appear that it will be that easy, given the fact the text that NetData allowed to get it converted. We wouldn't have known about this issue if someone hadn't come in. This is a greater concern that Tyler could have left without Henderson County knowing about this issue, and the information would have been lost. Ken – finds it annoying that all that had to be done is send out an email to the members of I. T. committee saying the primary objective we discussed in detail two weeks ago, was OCA reporting and given us a status and we could have cancelled this meeting. We have received absolutely nothing until, we received Kieran's email for today's meeting and that came in @ 12:43 P.M. today (September 21<sup>st</sup>, 2016). Obviously the rest of your team decided it wasn't necessary to attend this meeting, but it was necessary for the I. T. committee members to give up an afternoon to talk about Tyler issues. This is a serious project as far as Henderson County is concerned and we expect serious participation to be in compliance with Tyler objectives of County governers. Wade – Henderson County feel Tyler has our money and now they are gone. Kieran – he is on a client site as well, out in California. Kieran – stated Henderson County's issues are a priority. It was a delayed response regarding the meeting. Wade – we better have someone in two weeks to answer our questions. Wade – asked Dana if she had any issues. Dana – the OCA reports are five (5) months behind. Wade – asked Kieran if the OCA is corrected. How do we stand? Kieran – according to Eric Garcia he made all the updates that were identified. Wade – asked Kieran to get our message out, we will be sending it in an email as well.

Jane – in talking with Jennifer the only thing are the OCA reports and collection improvement. Jane – did they get with Kay on working on the public nuisance? Jennifer – talked and emailed Eric Garcia on this issue and didn't get any response. Jennifer – there has been a ticket opened on this issue. Wade – this is a conversion issue and needs a ticket opened up on it. Jane – the ticket #4875010 was opened on June 8<sup>th</sup>, 2016 and was referred to development. It was closed by Jane; Eric Garcia was going to contact JP #2 on this issue. Jane will re-open the ticket.

Josh – still working on some speed issues with Odyssey. Made some changes to the client anti-virus to help make sure the ports were not blocked. Josh – has been using Jarod Mills as a test person, he is able to go outside the network and use Odyssey on his tablet. He is able to eliminate the network as part of the problem. Josh – what is interesting is, if you are in a case and get the spinning wheel of death, it will throw a bunch of errors. You are able to back to the case and it will go right into the case and it will work perfectly. If trying to add a party it will stall out and go right back into the case and it will work. It seems most of the issues have been a party issue, and we are seeing this on multiple levels. This occurs mostly when adding parties to cases. There have been some changes to help this issue.

The probate issue is basically on the same line as the civil issues, search by name in Odyssey and it wouldn't pull up, search in AbleTerm and get the case number and then searched in Odyssey it would pull up as a probate.

Ann Marie – asked if the Clerk’s office is writing checks from Odyssey? Susan – we only write checks for the Registry. Tyler told Susan not to do Registry yet and they haven’t shown the Clerk’s office how to write the checks out of Odyssey. Wade – we need to get with Tyler for the training for writing checks for the Registry. Josh – asked Susan to submit the ticket for writing check out of Odyssey.

Ken – let’s sweep the floor; ask all the offices if there is anything that Tyler needs to train on etc., because Tyler thinks everything is OK. We have probate issues and check writing and that is from Phase One. Ken – gets the impression that Tyler is done. If Henderson County doesn’t hook them good in two weeks (October 5<sup>th</sup>, 2016), they are really going to be gone.

Jane – it’s been the complaint from users too, when you are used to calling NetData and getting assistance right then, and calling Tyler and having to wait weeks to get assistance and forget about it. Jane – had to put in two tickets, she had asked for a check register. How do I print this check register, because she wasn’t getting anything? Jane – called and kept missing her and it took two weeks and put in a second ticket, and someone else called and dealt with a different person finally got an answer and closed the first ticket.

Wade – this needs to be documented. Jennifer – tried to talk with Chris Ricci, and was cut off on the phone calls. Wade – asked Jennifer to reach out to the other JP offices on OCA reports, and if the offices feel comfortable with the numbers-go ahead and send them.

Judge Pollock – it was his understanding a couple of weeks ago to go ahead and start submitting the OCA reports.

Jane – she had talked with Sandy, go ahead and send the OCA reports and include an explanation, stating we are in the process of a conversion.

Ken – as county employees using Odyssey, if you have an issue and not getting satisfaction, we have the I. T. committee to fight the battles for you. You must let the committee know.

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

Josh – when going with Rack Space for our hosted email back in 2012, the decision was because of the money. We moved from an on premise, to Rack Space for a \$2.00 a box fee. Google asked if he would be able to take a meeting, Josh – said no we couldn’t afford it. Jack O’Connell from Google said there was a promotion and for us to take a look at it, and it could be possible that it’s close to what we are paying now. The Google features are not just the mail features, there are things like off-site storage the call Drive, and this gives the ability to have documents in the cloud. There is a document collaboration if you wanted to share a document with someone else. Josh thinks this would be an excellent fit and would be able to replace County Net and also bring on board what the Sheriff’s Office is wanting. The promotion that Google is proposing would cost \$9,700.00 a year so it’s \$2.48 a box, for 48 cents more per user. Josh has been asking questions about securities, who has access to the file? On a consumer level Google has access to everything you put out there. When signing up you give them access to everything they want to with your data. For local government they have a different security set-up, they have a different allowance policy on how they can access your files, it is a cloud situation. Some neat features email, contacts and calendars would be combined into one unit and wouldn’t be divided like we are now. If emails are deleted, Josh is able to go back in and restore their box. Google has offered giving Google Apps Unlimited for free until 2020 for the rest of the contract with Tyler (Odyssey) and then we would pay for one full year. One full year is \$30,000.00, we would be able to do it, couldn’t come up with the \$30,000.00 at the end of four years. They offered to break it down into a yearly cost.

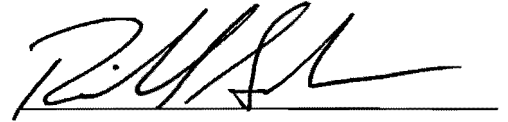
Ken – as one of the apps that Google presented, Outlook sync so if you have to continue using Outlook, Google is a lot different from Outlook. Ken has been testing Google Docs, Excel look a-like and looked at the power point. Not all our users of Excel, Word, Power Point, Access do anything extensive. There are offices that don’t use any of these and would be able to convert to Google Doc and this would eliminate licenses that would have to be purchased for

Microsoft. They have something similar to Webx and it is called Hangout, it's a video conference, the way it works you would be able to send link to one of the defendants-if they couldn't make it to court and would be able to set up a video conference with them if they have a iPad and would be able to record it.

Josh – at budget time if working on an Excel spreadsheet through Google you would be able to share the document and multiple people could be looking at the document as it is being typed and the others could make changes as well to the same document. We would be able to send out meeting invites for conference meetings.

- 4. Motion made by Comm. Geeslin and seconded by Sheriff Hillhouse to adjourn the meeting @ 2:43 P.M. Voted unanimously by those present.**

Read and Approved:

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