

STATE OF TEXAS §

COUNTY OF HENDERSON §

BE IT REMEMBERED, that the Henderson County I.T. Committee met in Regular Session on September 7<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            |
| CLINT DAVIS          | COUNTY ATTORNEY           |
| BOTIE HILLHOUSE      | SHERIFF                   |
| 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, absent      |
| TOMMY BARNETT        | J.P. PCT. #5, absent      |

And guests, Josh Brock, IT Administrator; Judge Duncan, J. P. #3; Judge Pollock, J. P. #2, Judge Adams, J.P. #4, Diane Russ, County Attorney's office; Susan Cochran, County Clerk's office; Angie Ewaskiw, District Clerk's office; Jennifer Carman, PCT. #5;

Erik Ernst, Kieran Hill and Eric Garcia, Tyler Technologies; Dana Work, PCT. #4 via phone.

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 Clint Davis, to approve I. T. Minutes from previous meeting held August 17<sup>th</sup>, 2016. Comm. McKinney abstained. Item passes.

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

Dana – Still waiting to print OCA reports, but she has internet now so she is very happy. Josh explained that the service was running at about 8 Mbps which is the fastest he has seen it, since they have had it fixed. Dana is concerned that the OCA reports are 4 months behind. Wade stated we had discussed OCA two or three weeks ago regarding the clean-up of them. He asked if Dana was up to date with going forward with the reports. OCA is aware of the conversion and there are instances where clean-up is necessary. Dana and the Judges agreed. Judge Pollock stated they are doing a work-around right now, until Tyler fixes the problem. Erik – said there has been a lot of interaction with Eric; there have been several scripts run to clean most of it up; there is one still pending which is one of the issues on the list. Row #20 Civil cases that contain a criminal statistical closure – that script is in the process of being run. I think that might be the last thing that has to be done.

Comm. Geeslin pointed out in line #13 which relates to the OCA reports, there have been no updates to report except what was there last meeting – "Instructions were forwarded on 8/2 on how to run the OCA report". Erik stated there has been additional communication since then because he was copied on the e-mails. Ken – stated with much

emphasis how we relied on Tyler's reports. How could you not update an issue as serious as the OCA reports which haven't been filed in 4 months and we not receive an update on the status report? Erik informed Comm. Geeslin that row #13 is a holding place for the OCA reports as a group. It is a parent issue with the children issue underneath. So row #20 is the child issue, if you will, that has been updated. Wade asked if there was any particular reason for that, because in Phase One, we weren't familiar with Parent/Children issues. They were direct and straight to the point. I believe that is what Comm. Geeslin's issue is. Erik – I understand. What we could do is – just leave the issues related to the task getting completed on there – we could do that. Comm. Geeslin – You can leave the reference right-up, which was the issue that was open, but in the notes it should say other than "Instructions provided on 8/2". It should reference progress like in line 13, 15, etc. Erik concurred and will make sure that gets done. Comm. Geeslin – because the way it is written right now – it is waiting on the client and that's us and that is NOT the case. Eric Garcia said they did not need additional information from the offices. They are primarily waiting on the script. Eric has received everything he needs back from Jennifer. Erik will make sure that he and Kieran communicate and have statuses on all rows prior to them going out. Wade asked for an ETA on the script. Eric stated the script was waiting on the PROD data being copied into the TEST environment so that they would have actual cases to test against. The last update was in May. They have been informed this has been done so they will start work on it today (9/7/16) and should have something by the end of the week. Wade mentioned we had hoped to have a discussion about only having meetings once a month again. This issue looks like it will force us to have another meeting this month. He hopes in two weeks we will have come to an end of this. Can we bet on this? Erik – That is an accurate statement. We have been doing so many updates and corrections to the TEST environment that it was too different than PROD. They had to have that PROD to TEST restore to make sure we had the apple script on the apple site. Wade – We had three weeks since the last meeting and I know OCA was before that, so it sounds like once again that we have waited until – IT is going to meet before we move forward. Erik – this issue was submitted on 8/31/16 for these corrections to be done and they did the PROD to TEST restore and they are working on it now. Wade asked who submitted the request. Erik – Eric Garcia. Wade - I know Eric was having many conversations leading up to it. OCA has been an issue for two months. Comm. Geeslin said 5/23/16 was when the ticket was open. Wade – We need to get this finished up, Gentlemen. Erik – Yes, Sir.

Wade asked Erik to start us down the list with #14. Erik – This was being reported from JP#2 initially. This is the one where we had some *simple assaults* that had converted as *assault with a motor vehicle*. We had identified through some scripts that it didn't appear that there were many of these that needed to be changed. When it came back that there were several – I had a script/query run to give me every variation of *assault* in the source codes that there were and I filtered *aggravated assault* and everything else. In the source data, there were 425 ways to say *assault*, so I have gone in and hand re-mapped all of those codes. T.J. is working on a script to correct that. That should also be an end of the week fix. It should impact about 1700 cases in total. Wade – Is this the same instance that at first we only thought there were 45 and to manually correct them and now it's up to how many? Erik – Well, of all the different versions of *assault* there are, and like I said, there are 425 ways to say *assault* in the source data and some could have been used on one case and some of them used on 20 cases. It could potentially impact 1730 cases. Erik – not putting blame anywhere – but there was *assault* in there 22 times with incorrect spelling. So if you ran a query for *assault* – those 22 misspellings would not have shown up. So I did an extract, and mapped them by hand. Wade – We do understand the difficulties of our source data being that it was free text, but it seems at times that Tyler's knee-jerk reaction is to tell the offices to manually do it. And that was one of our big concerns several weeks ago. I hope we get credit for the fact when we said it was 25 it grew to 1700 we weren't just blowing smoke. Erik – Sure. As these came up – it warranted us digging deeper, so that's what we did. Judge Pollock – If I could just emphasize the fact that this really needs to be fixed as soon as possible because it affects people's livelihood. We have people coming into our offices saying, "Hey, on the background check it says I have *assault with a motor vehicle* instead of *assault*." They can't get jobs involving driving and stuff like that if they have that on their record. Erik – I understand that Judge and that's why when I saw how many different ways *assault* was in the source system, I just figured it was easier and probably more accurate to go ahead and map them by hand. That's why I did it, just to make sure we did it right. Judge Pollock – Okay. Comm. Geeslin – Judge Pollock is telling the individual that is concerned about it that as far as Tyler is concerned, it's just a low priority issue. But they didn't go for that did they? Judge Pollock – No they did not. We are having to send out letters now that say it was only *simple assault* not *aggravated assault with a motor vehicle*. Just to let you know how that affects the end user. Comm. Geeslin – So, maybe if this is not going to be fixed in the next few

days at long last, maybe you could upgrade the priority to something higher than low. Erik – I have been walking it back and forth – so every time a change has been made by myself or T.J., we walk it back and forth to each other. We can upgrade the priority on paper, but it has not been a low priority. Just to be clear – the reason this is so difficult to fix with queries and systematically is because of all the different variations that there were in the source data. It literally took myself a day to just go through and look at each and every one of these and determine the mapping for it. That was just *assault* – I didn't go through ALL the offense codes. Wade – Erik, you don't get any sympathy from us on this, because we are getting back into the whole conversation about a year implementation for Phase One and 3 weeks of implementation for Phase Two. So, you don't get any sympathy from us, we appreciate your work, but you don't get any sympathy. Erik – I am not looking for sympathy, Sir. I was just trying to clarify on that. Comm. Geeslin – That's good to know. Wade – So this one will be the end of the week? Erik – Yes, if not sooner. Like I said, we have been walking the information back and forth.

#15 Erik – ECR report. After the last meeting, I sat down with Jane and we re-worked it with some parameters and to my understanding it is working as it is supposed to and it is reporting the correct values. If Jane wants to verify that before we close it – I just wanted to leave it on here until she said we were good to go. Wade said Jane is not here. Erik said we can leave it on there, but we ran the report together and part of the problem we had on it was it appeared some of the percentages of the fees were not coming out on the report, but that's how those fee percentages had been put into the source data and it was reporting accurately out. Wade – I remember this now, this is the one where Jane found the solution in the mapping portion of it. Erik – This was a different one, Sir. Wade - This is a different one? Erik – This is literally the values that are being reported. Wade – Okay.

#18 Re-mapping. Eric – That one we may be able to close. We may not need it. I e-mailed Jennifer on that one. Jennifer – Are these the ones that were *non-traffic* that converted over as *other civil*? Eric – No those are the ones that were... most were *other civil*... there were two locations, your office and JP #2 where they were converted as *small claims* and they should be converted as *other civil*. They all have the case type code of 0023. Jennifer – I am still going through those. I did e-mail you back. I am still looking at that one. Eric – Okay.

Wade – That runs us through your list. Any comments? As I said, we were going to try to go to one meeting a month, but it looks like we will have to keep two meetings this month because you guys are giving us assurances that the two items will be completed in two weeks. Is that correct? Erik – Yes, and if the last item on the list gets completed, then item #1 will be completed as well. Comm. Geeslin – Correct. Could you give us an update next Wednesday on those two items, because IF you guys can get it resolved and we can start running the OCA reports – there is no need for the meeting? I am sure that is enough motivation for you to get it done so you don't have to listen to my wrath again in two weeks. Erik – Well, I was going to come out and hear it in person, Commissioner. Comm. Geeslin – Well if you want to do that.... Erik – What we can do... Kieran and Eric if you agree with me on this – As we close each one of these remaining ones out, we will send notification that they are closed out to the IT Steering and they can make the decision from there based on the progress. Kieran – Yes, I can definitely agree to that. Comm. Geeslin – I have concurrence from Mr. Hill. Is there anyone else on the call? Erik – Eric sits on the other side of the wall from me, so we can coordinate the other ones.

Judge Pollock – Erik, I have a quick question. This morning Kay ran across something and I don't know if you guys have seen this before, where the fields in the form where data is taken from Odyssey – when printed it is illegible. Josh – I have the ticket. It has been submitted with attachments. Erik – suggested that one of the offices use the same form on a different system and see if they get a different result. Most forms are at the JP parent node, so it should be available to all the offices. Judge Pollock – Okay. Erik – Just pick a case with the same case type and have them run the form and then if they are having that problem too, it might be something with that form or a particular token that we have to look at. That will help us narrow it down. Josh – It looks like it was all scrunched together. Judge Pollock – That's what I thought – it was taking all the letters and pushing them all together. Josh – It is probably something to do with Word, but we will leave it open until we get to the bottom of it. Judge Pollock – So we will see if Karen can do it. Josh – If she has the same problem, we will look deeper.

Wade – Erik/Eric and Kieran hang with us – I want you to hear a few things. Diane – Nothing, Sir. Angie – I have some open tickets, but they are working on them. Wade – we will come back to open tickets. Susan – E-Filing is going really well. They are coming across and going in well. I haven't had any issues in a couple of weeks actually. When I did have issues, I would e-mail Evan and Derl and one of them would get right back to me and get it taken care of. I had one issue of a brand new case that had an attorney that wasn't already in the Odyssey system, so I couldn't accept it. I called Diane Russ; she added the attorney and everything worked fine after that. The few little minor things that are happening we are working around. Wade – Can you give us an example of a "minor" thing, because we hate the term "work around"? Susan – Like that – a brand new attorney that is not in the system and Diane adds them and it works fine. Wade- just little things like that? Susan – Yes. Wade – how much has it lifted your work load for your girls to be available for other items? Susan – I'd say 30 – 40%, probably. Wade – That's fantastic.

Wade – Erik, when you get to the point where we have these issues closed out up here, we will be ready to take the next version or revision. Wade asked if the attendees were excited about that. Comm. Geeslin – They were hoping to have 30 days to feel normal.... before they take the next level of pain. Wade – This all hinges on the Justice Courts. Will the next revision, other than fixing some of our bond issues and our Capias Pro Fine issues.... Will we notice a difference when we look at the screen? Erik – No. It will look pretty much the same. There is some new functionality that depending on where you are looking, you might see some changes, but fundamentally it will look the same. If you weren't looking for the additional functionality or looking to use it, then you wouldn't know the difference. Wade – Give us a list of those functions, so we can mull over them. Erik – Okay. Most of them have to do with Jail Manager and Attorney Manager – that's where most of the changes are. Wade – What revision is it? Erik – 2014.0xx Whatever the version is at that time. Comm. Geeslin – Would it be possible to show that to Diane or the Committee at the October IT meeting in the training room? Erik – Yes, Chris and I will get together and coordinate that. I can also show everybody or send an email out where on the portal you can go and pull the release notes down, because there is documentation on the release notes too. Wade – No. Let's see it first, because we don't want to overwhelm. Comm. Geeslin – The Committee would like to see it first before we roll it out to all users to go to the portal to look at it. So if we could do that in the IT meeting in October. Josh said he could pull it up if it is on the portal. Wade – We want to be able to see it so we can get that added functionality that will correct some of our issues, but we also don't want to spook our users, because they are just now starting to get settled in and they need to breathe. But we do need to start looking at it so that we can begin with the next phases. I speaking to the work flows and the criminal e-filing portion. Erik – Sure. It will go into the TEST environment first so the new functionality or the existing functionality can be looked at, tested and made sure everything is good to go and we will not push it to PROD until you guys say okay we are ready. Wade – Okay.

Angie – E-file to Odyssey. The issue is in Odyssey, being able to change a Civil case to a Family case. An attorney took a Protective Order and consolidated it in a Family case. So now in e-file, they file it as Family but it will not go into a Civil because they don't have Family codes in Civil. So I need to be able to take my Civil case and change it to Family because they are going to keep filing Family into this Civil case. If I could change that in Odyssey, to say Family, then my e-file would go without any problems. Erik – I think you can change a case type within a case category, for example if I had a Civil Debt Claim, I could change it to a Civil something else, but I don't think we can change it between case categories, like Civil and Family and vice versa. Wade – Is that not a capability, period? Is that what you are saying Erik? Erik – That is correct, Sir. Wade – So what is the alternative? The customer to re-file correctly? Erik – To re-file it correctly, or to change it on the Odyssey side and re-enter it as the correct case category. Angie – They are filing it correctly – it is a Family Case. There were two cases, one was a Protective Order – Civil and one was a Family Case. They consolidated the case into the Protective Order and continued with the Family, but in the Civil – Protective Order. It was NOT my idea! Erik – Has the issue been reported to e-file? The court ordered the consolidation of the cases, basically. Angie – Yes. Erik – Has anything been done on the ticket? Angie – Jennifer Stewart asked me for the copy of the error, but I've got to keep moving – I rejected it. So I can't get that error. Erik – Okay. Will you give me the issue #? Josh – 5034101 Erik – That way I can go and explain to them the situation and see how best to handle it. Also, Angie, could you give me the case numbers of the Civil case and the Family case that were consolidated? Angie – I will email them to you.

Angie – The next ticket will not accept because of fees. Tread Strickland sent back an email saying this is how you fix it. It makes sense, but it doesn't because I can't trace it back to find out where it's linked to. So I need help with that to get it to go through. Erik – Get with Susan because she has a direct line with Evan and Derl and see if they will give you a call and walk you through what needs to be done.

Wade – We hope that next Wednesday you have an answer for us so we might not have to meet until October 5<sup>th</sup>. Erik – Yes, Sir. Phone call ended.

Josh – I have a complaint. We have been having some speed issues with Odyssey. I was able to track down a part, I don't know how big a part, and that was a week and a half ago and we had considerable change there. We are still having some issues with speed and I have been going and watching reports and seeing what's in the queue, because that was one of the things I was able to track down that was a report that was causing an issue. It was a report that I had started and I had set a stop time of 8:00 am the next morning, and 6 days later it was still running. I don't know why it kept running. It didn't give me a message that it was still running, I just went in and checked and it was still out there. When I killed the report, everything seems to nose up, but it hasn't returned to as abnormal as usual, so I think I need to get clarification from VINE. They run a report every 15 minutes which is set by the system, but I don't know if there is a jail standard that is HAS to be run every 15 minutes... There are some questions I have and I asked Diane if she knew and she didn't know the VINE part of it. So I need to get with somebody to get the policy on it. Wade – It would be quicker to just call VINE. They probably have because of the instant notifications, why it was put in place. Josh – We came up with this thought process late last night or late yesterday and this morning we were watching it again. So, I am thinking it might be that those reports are trying to generate all at the same time. And it seems to be tracked down to parties, which we have a party based system – so that is everything.... When Paula adds witnesses to her cases, that seems to be where it happens the most. I don't know that VINE and parties have anything to do with each other, but they do – dominator wise, but other instances, I don't know what else could be... I thought that us merging this big group of people might be causing some of the speed issues. Before they told us to change our Internet Explorer settings, I was trying to find something that made more sense. It's not just Internet Explorer; we have already done those steps. I have a little more leg work to do before I can point more data at it to say these are the instances we are having these are the things that are running and these jobs. There are a lot of jobs that run constantly in the system that are automated. I will find out more about VINE and see if that could have an effect on it. The connection is no issue. We know that. Wade – Judge Adams was not here when we said what the internet speed was holding at earlier – it's at about 8.5 right? Josh – It is the fastest I have seen it, even since the other day. I have been watching it. Wade – when we get all these items lined out and everyone is comfortable, we will go to the next version. Then we will rest until the first of the year until we start pushing the added functionality.

### **3. Consider and Take Action on issues related to Digital Finger Printing.**

Josh – There were some issues with finger printing in the County Clerk's office so they got in touch with Jeff and he remoted in, he was working on the system, they had someone there they were trying to finger print - it wasn't cooperating – I went upstairs, sat down at the machine and was talking to Jeff. He and I got to talking about some pieces of the DDG and we were doing some testing, trying to make other types of connections because basically it's kind of like a phone number, anybody can dial it and listen to see if it rings on the other end or see if you get a busy signal. We could dial it, it would ring and it would answer, then it would stall. I asked him a question if it was passive or active? He went into a setting and checked the box for passive and then we saw over a 100 of these finger prints demographics pass through the system. DDG was getting to the ftp that Tyler had set up, Tyler of course had said the files are sitting there waiting – which they were. Once the DDG said hey – I'm passive not active – it was able to start pulling down those files. What I didn't know was that we were having an issue with the finger printing system at the Sheriff's Office. We were thinking it was pretty much one-sided, but it made more sense – it all clicked together because we knew that there wasn't over 100 at the County Clerk's office, so when we saw those roll in, when we heard they were having problems at the Sheriff's Office – that all made more sense. I don't know that we have had any finger prints as of yesterday. Wade – Pam said there was one, but it was due to a case type. Diane – It was an old charge – I believe the charge got deleted because it was old and it got replaced with a new one. I believe the case had a Capias,

so when he got arrested a month or so ago, the old charge wasn't there so they had to give him a new charge which apparently didn't work for her. We had to un-delete the old charge and attach that charge to that new case and it went through. That's the problem I am going to have with a lot of these cases that have Capias, that are old to the County Attorney's Office and the D.A.'s Office and I am in there deleting old charges to add the new charges. We may just have a little problem. Wade – When you say “We may just have a little problem” you mean just the hiccups or something larger? Diane – The old charges being deleted and somebody else picking up the new charge on a case. Judge Barnett was saying there were so many assaults; we were trying to clean up all those old cases and getting rid of all the old cases and updating with the new charges. Josh – We also got all the connection information, so if I need to rebuild the connection from scratch, theoretically I could go in there and look at those, re-set everything and make it work. Hopefully, it will go back to the way it was where they will see the name again and click on it, without having to search for the TRN number. We will see once they have more coming in. If it stalls again, my thought is, the setting is being removed for whatever reason. We didn't have to move all the major intricate parts, just that one. Wade – In a month, we will discuss it again to see how stable it is. Josh – Sounds good to me. I am excited to see how it works for the Clerk's office and I would like to find out for sure that it is working for the Sheriff's office like it should. Botie – They know now to alert Josh if it is not working. Wade – Once again, the importance of this system is..... It takes 30 days for any prints that are manually rolled to get into the State system, whereas by doing it this way – it's done in a snap. That is the importance of it.

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

Josh – JP 4 issue – We were able to track down that it was a cable issue. It was not in the building, but CenturyLink would not take responsibility for it because it was 6" outside their box. I was able to pull the cable from the attic and got it replaced. Now we are seeing speeds where they should be. Precinct 2 was having issues – they moved it from one line to another and filtered it and that helped the problem. I think today JP 2 was hitting 6.6 and 6.5, so you are over the 5 which with whatever is going on at the precinct might cause it to vary. If you really look at the fine print, it says up to 10 Mbps instead of being 10 Mbps. 5 to 8 I would deem to be in the normal zone. No other connectivity issues this week – Seven Points and Chandler have been stable. Wade – We got Poynor and that was always the one that scared us, due to the location. If it's up there – we've hit a win. Judge Adams – it used to take an hour to read your email.

Comm. Geeslin – Servers all stable now? Josh – Yes. We didn't have any problems with it this week. We decommissioned the old ones.

Wade – What about Susan and the probates in Odyssey? Where did we get? Josh – It is not resolved. To give everyone a background.... There was a name of Joe Clay House – you can search the party and have Probate, Civil, everything checked and he does not show up in the system. If you key in the actual probate case number – it pulls right up. There is some kind of disconnect between names when it comes to them being, I guess, a Civil case as opposed to a Probate? I haven't been able to figure it out. We had at first thought a lot of the older names where men just used initials, i.e. J. T. or H. B., but not the case with this one, because it was a regular name. We tried the Soundex box and wild card searches which did not help. Wade – What had been going on prior to that in the Clerk's office was the girls would go to AbleTerm to find the cause numbers, put cause numbers in Odyssey and move on. Susan – Everyone in the office knows that if it happens again, to come directly to me to so I can get it to Josh. Wade – It took two weeks after we shut down AbleTerm for an issue to come up. We will be getting rid of AbleTerm eventually.

Comm. Geeslin – Asked Josh if he had noticed all the KRONOS commercials on radio. Josh – I do not listen to the radio. Comm. Geeslin – Quite frankly, I had never heard of KRONOS before we had the presentation. Ann Marie asked what station he listened to. Comm. Geeslin – Fox News. Clint – They pop up on my news feeds now because I had searched for time management. So now I get all their ads, too. Comm. Geeslin – These are commercials on Sirius Radio. Do you know if we are moving forward with KRONOS? Josh – My understanding is that policy has to be reviewed before we can move forward with it. Comm. Geeslin – Any activity on the policy? Michael – Once we are done with Open Enrollment, hopefully in October. We hope to have something better in place towards the end of the year and we can get all the departments in line. Comm. Geeslin – Okay.

5. **Motion made by Clint Davis and seconded by Comm. Geeslin to adjourn the meeting @ 2:30 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 solid 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.