

STATE OF TEXAS §

COUNTY OF HENDERSON §

BE IT REMEMBERED, that the Henderson County I.T. Committee met in Regular Session on October 19th, 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
TOMMY BARNETT	J.P. PCT. #5

And guests, Josh Brock, IT Administrator; Judge Pollock, Pct. #2; Jane Crouch, Auditor's office; Diane Russ, County Attorney's office; Pam Underhill and Carol Allen, County Clerk's Office.

Via phone: Erik Ernst and Chris Ricci, 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 the I. T. Minutes from the previous I. T. meeting held October 5th, 2016. Item passes. Judge Barnett, Michael Bynum and Ann Marie Lee abstain.

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

Chris – ID #19 – Jennifer has looked at the list and still running through it, she had some questions if it was running across all the offices and it was, Chris said that Danielle was working the ticket. Waiting for Jennifer to continue that review. Wade – spoke to Jennifer prior to the meeting, she said after looking through the query there were only three (3) of the JP's in there, missing two (2) offices and may need to change the perimeters of the query to get them all. Chris – will go back to Deb to verify it all. Wade – would like a conversation between Jennifer and Chris tomorrow (October 20, 2016). Chris – will absolutely talk with Jennifer. Chris – ID #20 – it looks like Deb ran script against TEST. Chris – saw an update and it took less than an hour before this meeting started, and he wants to verify with them. It is probably ready for review, this makes the final step to get it to PROD. Chris – should have something on this by tomorrow morning (October 20, 2016). Wade – this is the Automated Citation Conviction

Reporting (ACCR) report? Chris – yes, the disposition date on converted Odyssey cases. It doesn't particularly mention that report, and it is not related to the ACCR report, it is a conversion issue. Wade – on the description it talks about script to be run on TEST to update the disposition dates to show correctly on the ACCR report. It's not the ACCR report it's a date issue? Chris – yes, it is not a problem with the report, it was things found on the report. This is based on what was found in the ACCR report. Chris – he should have something on this issue tomorrow morning (October 20, 2016). Judge Pollock – doesn't know if it's more of a date issue or a conviction issue. If the OCA code shows a conviction then it should show up on the ACCR report for the date range that they are trying to do the report for. Chris - this is specifically a disposition date. The issues look like they are in progress. Wade – you are going to check out ID #19 and ID #20. Chris – yes, he would check on these two issues. Judge Pollock – the only thing he has heard is you can only create a report one time. I understand the intent, but if the report is messed up due to no fault of their own, they can't run it again to make corrections. Chris – what specific report are you talking about? Judge Pollock – the ACCR report if you run the report you are not able to run the report again. Erik – the first time they run a report-they run a batch job that flags all the cases that have been submitted to ACCR this is part of the fix, those cases will be marked as submitted, so it will pick up new dispositions since the last time it was submitted. Judge Pollock – so you can run reports more than one time? Erik – yes – absolutely, once the report is run and a case is marked as submitted to ACCR it will not come up on the report again. The reason they run as two parts is there are going to be a lot of cases in there that have already been submitted to ACCR prior to conversion. You don't want those re-submitted. Wade – Can you run a report on what has been submitted? Erik – he didn't know. He does know it flags a case that has been submitted to ACCR; Erik will follow up with someone to see if you can run a report on the flagged cases on a list of what has been submitted. Wade – unless they print the report, they won't be able to see the report again that was submitted. Erik – it marks the data that is submitted to ACCR and Erik doesn't know if you will be able to run a report out of the front end of data that was submitted, or if it would have to be done on the back-end, Erik will follow-up on this as an action item. Judge Pollock – if the report is incorrect, is there a way to correct the report? Erik – he will take this as an action item. He knows there is a way to correct the report, because this is part of the issue, making sure that correct cases are being submitted. He doesn't know if it can be corrected on the front-end or the back-end of the report. Wade – a couple if items from the last meeting, we discussed check writing for the Registry out of the County Clerk's office, Eric Williams – said he would push-it through and here we are two weeks later and no action. Can you help us Chris? Chris – portal #5106126, what will happen here, when the ticket came in from Susan, Chris spoke with Jeff Hobbs who owns this ticket about 45 minutes ago, Chris was going through tickets before the meeting. The ticket was sent in Friday before (September 30th, 2016). Chris upped the priority of this ticket, and advised Jeff to get something going on this issue. Chris will try to get this resolved before the end of the week or at least some action on this issue. Wade – according to the Portal Susan reached out at 10:45 this morning (October 19, 2016), and never received any response on this issue. Do you suggest we do a refresher course of what the rating of items sent to the portal? Chris will send a document that outlines the priorities system numbering. Eric Williams your boss gave us assurances we would have this issue resolved by this I. T. meeting (October 19, 2016). This is a complaint against Tyler Technologies and things get said and there is no follow through. This is part of the issue that is beginning to translate, why Tyler has such a problem with smaller Counties, Tyler doesn't compare to other companies for smaller counties. Chris – for Josh they put revision .110 on the TEST environment, he thinks Josh could close some of Josh's tickets when we push it to PROD. Josh needs to let Chris know when he is ready to push to PROD. Josh – hold off on pushing it as of now, there's a ticket for speed issues for Diane Marsh's check writing issues. There is a ticket for eDiscovery portal they are wanting to do an update on that as well, it was made available on October 5, 2016. Josh will let Chris know when he is ready to push to PROD. Erik – Josh on the portal revision the Odyssey upgrade and the portal upgrade can be done independently, if you choose to do the portal first that would be fine. Chris – ticket #5114984, Ashley received it late yesterday afternoon (October 18, 2016). Chris should have something on this by the end of the day. Chris will contact Jody on this issue. Wade – we have had two or three issues on Keefe over the last two weeks. Sheriff Hillhouse – they were down for a week and put in a ticket and were down for a week. Sheriff Hillhouse got involved and talked with Eric Williams about 9:00 and he assured the Sheriff it would be back up by noon and it was up by noon and went back down by 3:45p.m. that same afternoon. Now one part of it is working but, when they release someone Odyssey will come back in and open their commissary account again so people are still putting money on their books when they are not even in jail, and this is causing an accounting issue. Chris – is going to send this to the escalation process management so it gets

addressed ASAP. Josh – we have fingerprint issues with the FTP site that may be related to this same issue. Chris – his theory was correct on the ACCR report, you have the option to keep running the report over and over until you choose the final run option. When you hit final run it will flag the cases.

Sheriff Hillhouse – tickets to be closed out, waiting for Bryan Tower to close and Tyler has done nothing on this issue. Wade – this is concerning the jail report. Chris – pulled up the ticket to see the last note. Jennifer spoke to Diane and work with the spreadsheet provided, and see where the other bonds are coming from. It appears some of the bonds are duplicates. Wade – last week we had a discussion on ticket #4979174. This is the new jail standard report, Erik talked about they still need to run scripts even if the report is submitted you would have the information to submit a follow up. Chris – if you ever get a script, reach out to Chris and he will facilitate it. Erik – if they were to provide a script we wouldn't be able to run it because we are a SAAS client. Wade – what about the speed issue being a Cache issue. Josh – portion of what they did helped the situation, the update that is in TEST right now will help with the speed issue. Wade – on the issue of check printing out of the County Clerk's office, said he would give Norma Barrington the heads up. Chris – she is with the financial team, he will check into it. Jane – was trying to follow up with Eric Garcia on the civil to criminal cases. She thinks they have it worked out, but wanted to make sure through Eric Garcia, she sent him an email this morning (October 19, 2016), and didn't receive an answer. The ticket has been closed. This issue started in May and finally got Tyler to fix it in October. Erik – said Eric Garcia would get back with Jane this afternoon (October 19, 2016).

3. Michael – TAC is working on the policy and supposed to have it to Michael the first of November. When Michael receives the policy, he will give it to Clint to review and to every member of the court as well. Wade – is this the entire policy, payroll and personnel? Michael – it's the entire policy, payroll, personnel and sick leave. Ken – since they are reviewing our policy, will this clarify the issue that came to the forefront when you went to Denton County? Michael – they are going to have to look at some of the pay policy, whom ever we go with we may have to make some changes to it, Nikki and Michael are working on this as well. What they really have to look at is the vacation and sick that affects the payroll. TAC legal has given suggestions of what legally needs to be correct. Our policy is outdated. Wade – implementation for payroll will have to bring all departments together and make everything the same.

4. **Consider and Take action on Email hosting from Google.**

Josh – was talking about Google Apps Unlimited for Business, they re-branded in the last week to G-Suite. The things that will be beneficial to us: mail contacts, calendars all being in one location. The Sheriff's office wants a secure site for the patrol officers. This would be a great solution for that. We will be able to bridge connections, we would be able to bring Keefe, Morpho Trust in on a call we would be able to do that and see them on the screen. Things that will be beneficial to us, on the county contacts you used to be able to type the name and it would bring up the email address, groups will be back, instant message and this would be available on your mobile device. Google document suite; word, excel and power point these programs we use from Office, Google has their versions of these this is included with no extra fee. You will be able to share documents, and will be able to see changes on documents in real-time if the other party is correcting it. Outlook sync for people that use outlook will feel comfortable using Google. The cost for G-Suite is \$2.50 per user per month, it is \$39,000.00 for four (4) years so they are basically giving us three (3) for free, dividing that up over four (4) years that would be \$9,750.00 a year for the next four (4) years. When we make the transition from Rack Space to Google, if we use their product activation team, this is the person we are going to pay for G-Suite. Their cost for transition is \$13,862.00; Google is offering to pay \$8,125.00, which is \$25.00 per user. We would pay them \$5,737.50. Josh would like the County to transition to Henderson-county.com while retaining the addresses we have now. There is a transition that takes place in the background that is a bigger deal Josh would like to entertain Sada proposal so they will be with us during the activation and also take care of the DNS issues that we may have and also for the migration of the boxes. Ken – in four years we would start paying \$39,000.00 a year. Josh – the break-out schedule, we would pay \$9,750.00 at the end of October and it would go through December 31, 2020. Josh – in four years we would have to pay \$7.25 a box. Ken – we will probably have to pay \$15,000.00 in four (4) years' time to MicroSoft Office to keep everyone current with MicroSoft Office. If the county chooses to go with someone else in four years, Google will help with the transition. Josh – if a supervisor lets an employee go, Josh can disable the box the emails will go into a disabled vault, the emails can be viewed. Wade – what we are getting with Google vs what we have is more

capability, more options. Josh – the Sheriff's office is asking for an external portal and this would be available to us with Google. Large documents can be put into Google drive and share the document.

Motion made by Sheriff Hillhouse and seconded by Clint Davis to approve G-Suite formally Google Apps for Email hosting services. Item passes.

5. Consider and Take Action on issues related to Morpho Trust and digital fingerprinting.

Wade – what we believe is going on is an FTP issue. Josh – FTP is File Transport Protocol this basically moves files from one location another. What happens when Odyssey produces the pieces it needs whether it is from the Clerk's office or the Sheriff's office, that is picked up by this FTP and it takes it to the system and makes it available at the system level be it a stand-alone machine or a laptop. The machine between these two machines is the DDG. The Sheriff's Office has stand-alone fingerprinting machine and they fingerprint all defendants they bring in on this machine. This machine talks to the DDG and we have been having issues with it. We were not aware of some of the issues until more recently. They were telling us we need to move our machines from XP to Windows 7, Josh was not aware that the DDG machine is an XP and is not Windows 7, the DDG needs to be brought up to Windows 7. If the DDG is brought up to Windows 7 and we still have issues with the stand-alone machine at the jail then specifically something is not communicating on the TP transfer. The problem is Morpho Trust or Keefe can't talk directly to Tyler so we have to be the liaison between Morpho Trust and Keefe. Wade – that causes issues when you have with a vendor like Keefe, Chris how do we streamline that discussion process so don't have a delay on our end? How can we get Tyler, Morpho Trust and Keefe talking? Chris – the process should be fixed from Tyler's end. Tyler can listen in on a call with Morpho Trust, from Tyler's application he doesn't know what they can contribute. It is fixed and running on Tyler's end. Josh – doesn't have any way to verify there are files in the directory. With Morpho Trust he can use the FTP login and see the directory and see if there are files waiting. On the Keefe side he doesn't have the credentials to see the files. Chris – wants to talk with Josh off line on this issue and figure out the best way to make this work. Josh – doesn't want any third party to make changes to our system. Erik – there are a couple of things we may be able to do, we may submit a request for tech service consultation if we get the contact information from Keefe. The other thing they may be able to do if there was a Jira submitted when the FTP site was originally set up and would have the credentials on the site of the Jira. Chris - the consultation has to be done through Josh. Josh will have to organize the Keefe side. Erik – they can look at the Jira for the FTP credentials and let Josh see the file. Josh – the County Clerk's office has three laptops, one for each court. When fingerprinting at the laptops, it is the same as at the jail except it uses the Odyssey portion. The laptops receives an error message "view error log" and it doesn't give any information, we don't have the error log to view. Morpho Trust is saying the DDG needs to be brought up to Windows 7. Chris – is going to email Josh the FTP information for Keefe. Wade – discussing Morpho Trust and Odyssey we believe the communication is good there. What is missing? Josh – when in Odyssey they can manually put the information into the system and submit the information. It processes and the DDG is looking for the files and out to Odysseys FTP and get the files and delivers the information back to the unit where they fingerprint. If that doesn't happen they get an error message. Wade – is any of this on Odyssey? Josh – on the FTP side they couldn't verify that there were any files. No way to verify if there were any issues with Odyssey. Wade – we are focusing on our side of the process and not Odyssey's? Josh – talked with Gary Newland specifically about the upgrades for DDG, they were saying the XP machine needs to be replaced. Ken – are any other counties having the same issues? Chris – he would do a query and find out. Ken – asked Chris to email his answer to him. Erik – went into the job history on the jail to make sure the export was going. There is a DDG error report that runs, and there is one out there job #295407 and the description is TXCJIS DDG error report and there were some DDG errors, a lot had to do with levels and degrees of authenticity and list a TRN number. Some may be same errors listed on the report. There were errors shown October 1st, 2016 through October 19, 2016.

Pam – on the report that Erik was talking about, we already have a TRN number, it is sending back the errors that we have in each prosecutor court or jail.

Josh – the quickest route to getting this fixed, is focus on the DDG. The jail's stand-alone unit that is already Windows 7. Josh – asked if we could go from three units to one unit in the County Clerk's office? Pam – it is based off our ORI's for each court, this comes from the State. The TRN number follows the case though out, the ORI numbers change due to different courts. Josh – will ask if we can consolidate this down to one machine for the County Clerk's office. Since we have switched to Odyssey all goes to the DDG and then to the State. Wade – what is the cost on the DDG? Josh – the cost is about \$4,293.00 for the DDG, the maintenance is part of this cost. Josh – asked how long it would take to install the DDG, he could not tell us that until we placed the order. It would be less than a month. Ken – we need to move swiftly to get the DDG on order, and strong arm them to get it installed.

Motion made by Comm. Geeslin and seconded by Clint Davis to order a replacement DDG with Windows 7 replacing the DDG that has operating system XP. Item passes.

6. Consider and Discuss IT Director Report.

Josh – they have been working on the Judicial Complex trying to get the camera system squared away. He has been able to get things started with the live camera system. This is the biggest stride they have made in a long time. Judge Tarrance wanted a camera system in the 392nd court room. There are 16 cameras in the Annex building, all of those are downstairs.

Wade – on the hardware refresh-how is that going, are we on a cycle? Josh - the cycle will restart next year, at the end of this year there will be computers purchased for next year. This is the most proactive we have been. There needs to be discussion about Judge's Editions and getting those installed.

Wade – asked Josh as the I. T. director how do you feel about going back to one I. T. meeting a month? Josh – the issues list has diminished greatly.

Wade – Jennifer offered to start cleaning manually the JP multi-party issues with the civil cases. She has access to all of them, if we wanted her to; she is going to talk to each JP office to get the OK from them. Wade will contact Jennifer and give her the go ahead.

7. Motion made by Clint Davis and seconded by Sheriff Hillhouse to adjourn the meeting @ 3:44 P.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.