

BE IT REMEMBERED, that the Henderson County I.T. Committee met in Regular Session on November 2<sup>nd</sup>, 2016 @ 1:30 P.M. in the Annex 2nd Floor Conference Room in Athens, Texas, with the following members present, to-wit:

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|----------------------|---------------------------|
| 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, absent      |

And guests, Josh Brock, IT Administrator; Judge Pollock, Pct. #2; Jane Crouch, Auditor’s office; Susan Cochran, Pam Underhill, County Clerk’s Office.

Via phone: Erik Ernst and Chris Ricci, Tyler Technologies; Dana Work, Pct. #4.

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 Michael Bynum and seconded by Sheriff Hillhouse to approve the I. T. Minutes as amended from the previous I. T. meeting held October 19<sup>th</sup>, 2016. Item passes.

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

Chris – Line Item #19 - this is converted cases with balances, amended the criteria and sent it to script and sending this to TEST, hope to have this to Jennifer by the end of the week (November 4, 2016) for review. Line Item #20 – correcting disposition dates, on converted cases for the Automated Citation Conviction Recording (ACCR) report. Jennifer confirmed the changes that they wanted done and they wrote the script. Chris should have an update for Jennifer by the end of the week (November 4, 2016) and to review that as well. Chris – will add to the list, fees are not populating on the criminal report, Eric Garcia is working on this issue, and will have an update on this issue soon. Wade – on the first item – you are doing a script on it? Chris – yes there is a script on it and it needs to be applied to TEST for review. Chris – is hoping to have these issues resolved within the next couple of weeks, (November 14, 2016)? Erik – both of these issues have had an initial script run and Jennifer provided some feedback on them. Tyler is going back and making quick corrections on these issues. It is in the wrap-up on getting these issues taken care of. It will be run in TEST again and let Jennifer look at it before it is pushed to PROD. Wade – the second issue is a script as well? Chris – yes it is a script. He has confirmed it has been written and is waiting for it to be applied to TEST. Chris hopes this to be done by the end of the week (November 4, 2016). Wade – who will review this Jennifer or Kay? Chris – Jennifer would be the one Chris would go to first to review it. Wade – what is the issue with

the mapping on the fees on the civil cases to criminal cases? Chris had talked with Eric before meeting and hopes to have an update on this soon. Jane – on the other list - as far as she could tell, it is only one receipt and is not sure. Jane - this was all resolved until the quarterly report and was only one receipt. Chris – it is resolved on the civil side and not on the criminal side. Erik – there is another ticket written up on the criminal part of the issue, and it is with the DBA triage team now. Erik and Chris will go ahead and get this pushed through. This is a new issue, on Monday (October 31, 2016), they had a meeting with TJ who is the DBA working on the issue, the fix is a little more complex than they had hoped for, and this will resolve the criminal side of the issue.

Wade - #5137976 this is involving Keefe. Josh – back when they got the credentials last week, he was able to go in and see if there were files out there and there were a lot files out there, it runs every 15 minutes. There were Keefe data files that you could see the name and made sense and there was one file that had its own name and type. This may have been a test file. Josh got reports and got it where it would work and the files cleared out. It was reactivating people that had been released. Josh looked and there were no files, no place holders in the files. Sheriff Hillhouse – the staff is checking every day, they can go in manually and close the cases that are reopened. Wade – we were running along fine and what happened? Josh – they had briefly talked about the FTP issue that they were having with Keefe and the fingerprinting. Josh – as far as finger pointing the issue is with Keefe. Jody is handing this issue. Sheriff Hillhouse has talked with Jody and Keefe was here and they are going to get it resolved.

Wade – Susan how are the checks progressing? Susan – Jeff says everything looked to be fine in TEST. Susan hasn't had the need to print a check. As soon as they can get together and run through the process of printing checks it should be fine.

Chris – has a conformation on the update. It will happen this Sunday at 10:00 A.M. (November 6, 2016); Odyssey will be down 45 to 90 minutes. Let the jail staff know.

Wade – Jennifer, we discussed giving you the go ahead on the multi-party cases. Jennifer will talk to the other JP offices.

Josh – eDiscovery – they had an update on this, Justin Weiner has been having the most issues, the update was done and they are still having the same issues as before, and it had been reported again. They did the update on Monday afternoon (October 31, 2016). This issue goes back to the first of September. Chris - #5041111 – sent a note to his manager to have this escalated. Chris will follow up on this issue, and is waiting for a response.

### 3. Consider and Take action on Odyssey System OS Upgrade.

Josh – we are going to have to make a game plan for the 2014 upgrade. The holidays are coming up, in the beginning of next year there should be training. There was discussion about sending people to the conference, instead bring the training here. We need to come up with the time frame of making the 2014 change, there is going to be a need for training for the bond integrations. Wade – what is standing in our way going into the next upgrade? Josh – there will need to be some training, so we can understand how they work and how to use them. Wade - the issues outstanding with the justice courts going to be an obstacle? Erik – they shouldn't be, hopefully these issues will be resolved before going to the 2014 upgrade, especially looking at the time frame of early first quarter of 2017. We can get into the TEST environment before that time, and have testing occur in December, and look to move to PROD in January. Wade – Josh doesn't want to move that quickly. Josh – maybe the last of January or the first of February would be a good time frame for this to take place. Would Tyler be able to provide the resource for the trainings? Chris – can ask the implementation services what their schedule for that time frame looks like, and he doesn't know the answer to that question. Erik – January would work better for Tyler. Chris – they can log into Tyler U and start the training process. Sheriff Hillhouse – it is going to slow down at the end of the year for the jail, if they can get Tyler U up and going the holidays is a great time, all the staff at the jail are at work. He can make sure the staff is working on Tyler U. Judge Pollock – what are the major changes in the 2014 upgrade? Josh – bond integration was one of the major ones. Erik – the issues were related to the capias pro fines and the bond amounts showing on the warrants. The new functionalities are going to be at the jail and it has to do with incident tracking, internal hearings, release notes are available on the Tyler website. Josh – what would be affecting the clerk's office, JP offices? Chris – will find everything that has to do on the conversion. Wade – in this advancement Erik any thoughts on the court of criminal appeals requiring for criminal e-filing and we will be criminal e-filing January 1, 2019. Erik – the only thoughts is that it will be mandatory e-Solutions Group the same that does civil e-filing. That will be coordinated with them. Erik – has limited

knowledge on how they are doing the schedules. They will start with the largest counties and work their way down that went quickly on the civil e-filing. Wade – we would like to have some discussion as to what is coming. Would you send us some contact information? Erik – will send the contact information. They will send out invitations for online seminars to Tyler clients to lay out the map to what is coming. Josh – there are some things with the tills that would be affected. There are things the prosecutor's office will need to know about and will be in the training, no major changes in the JP offices. Ken – if we are requesting for departments to start training on Tyler U, Sheriff Hillhouse has some idle time during the month of December. Josh – the fourth week of January is a full week, maybe schedule training for the fourth week of January and make the conversion that weekend, and go-live January 30<sup>th</sup> and January 31<sup>st</sup>, 2017.

***Motion made by Comm. Geeslin and seconded by Sheriff Hillhouse to request training for Odyssey Version 2014 for the last two (2) weeks of January 2017, and have a price quote before training. Item passes.***

Erik – they have clients opting for remote training that has been pre-recorded go-to meetings and Tyler could provide those to the county. If the training can be provided by one person over a three day period, it would be time and material. Request the specific areas that you want a refresher course on. It could be approximately \$3,700.00 for training. Wade – we want on-site training. Is this training done through implementation or another group? Erik – it would be coordinated through Tyler. Erik – Chris will send the curriculums that are already available on Tyler University. Wade – send Erik the request for scheduling the training? Erik – yes and copy Chris on the request as well. You can do it by topics and they can calculate the hours or if you want days they can do that way as well. Ann Marie – we will get a price before it is a commitment? Erik – yes. Chris – we will send you a professional service agreement. Wade – this has to be done before the next I. T. meeting. It will have to go before Commissioner's Court. Josh – he will ask the prosecutor group and case manager group what we need refreshing on. Josh will start on this today (November 2<sup>nd</sup>, 2016) for feedback from the offices.

Dana – on the refresher courses will someone be sending us an email on which one to take? Josh will get in touch with you to find out what refresher courses you would like. Chris Ricci will be sending the Tyler U curriculum out and you will be able to do those online. Erik – asked Judge Pollock if the submission for collection to Perdue is going ok? Judge Pollock will find out and let Erik know if it's isn't. Erik – if it isn't they will contact Perdue and get this expedited for the JP's. Jennifer – they weren't going to start with collections until the capias balances that didn't need to be there cleared. Erik – do you Tyler to contact Perdue when the issues are resolved? Jennifer – has been talking with Perdue and they have been checking every week to see how everything has been going on resolving the issues. We don't have all the balances cleared in collections at this point.

#### **4. Discuss Status of Google Hosting Conversion.**

Josh – they had a conversion today (November 2<sup>nd</sup>, 2016), just to see an overview of our business practices. We discovered the High Points since we are moving from henderson-county.com the transition to them is going to go a lot easier. The calendars and contacts because they don't convert them in the transition, there is an export and import tool and the calendars can be exported to a share point and directly import them. Josh – in the past has required the passwords be six (6) characters with special characters. We will have to beef up our passwords and make them strong requiring that they are eight (8) characters. We will be able to use the Windows password the same as the email password. This will be a policy for Windows. Ken – 77% of cyber breaches are caused by email. No specific date, it could be as late as mid-December. We are looking at next week (November 7<sup>th</sup>, 2016), before the licensing is done. Wade – the email addresses we have now and we switch over and we are receiving emails at the old email address. Josh – we can alienate the email addresses and use a secondary address. We will still receive the emails sent to the old email addresses. Ken – did we ever explore if henderson-county.gov was available? The jail email has to be .gov or .us. Josh – may have go through the government level versus the state level. Wade – any thought of training to the employees. Josh – there will be training involved with the email, there are pieces that we will have to learn to use to utilize the new system. With the SADA systems there are hands on training. He would like to have this training the same week as the 2014 Version training.

#### **5. Discuss Status of Morpho Trust digital finger printing Upgrade.**

Josh – got a quote from Gary Newland for the Digital Demographic Gateway (DDG), he purchased the upgrade. Josh received some documents stating it was only a software upgrade. Josh sent a message back to them saying we were not expecting the upgrade to be software; we want it to be hardware related in the upgrade. He received a message back last night (November 1<sup>st</sup>, 2016), from Gary Newland and it would be a hardware upgrade as well. They will replace the DDG unit at the jail with the new machine. Not sure of the completion date for the upgrade, we are still trying to get the paperwork completed. The cost of the upgrade will be \$4,200. 00. Wade – we are only replacing the machine? Josh – the Gateway machine that the jail uses and the laptops go through. This will give us the assessment of will this correct all the problems that we have with the Windows XP issue with the laptops and the DDG being Windows XP. Josh also found out the three laptops at the clerk's office can be consolidated down to one machine. That is from Loann Garcia, from the state. They would assign the laptop the Originating Agency Identifier (ORI) code for one court. Each case would be assigned the ORI based on the case and the court it goes through. Josh will ask for an upgrade cost for that machine, and will get that in process. Ken – we should be up and running in the next three weeks? Josh – yes, we should be up and running in the next three weeks.

6. ***Discuss Updating of Henderson County I. T. Policy.***

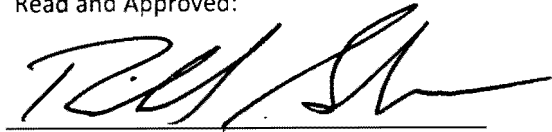
Ken – wireless devices are connected to a county computer and are doing this on a regular basis, via wireless keyboards. It is time with rollout of Google we go through the I. T. policy and do a draft re-write. Wade – there is more than just the wireless issue. Josh – MySpace was used in the policy and should be changed to Social Media. We have departments that have Facebook pages now. Wade – back in 2007 I. T. department took the lead on the policy, and I think that is one of the better ways to see it. Josh – and we can do it this time as well. Ken – you could have in the policy a new employee would know that they can't upgrade their cell phone using the county wireless network. Josh – the I. T Policy needs to be reviewed every few years for changes. Josh will read the I. T. Policy and mark the points he thinks could be a discussing point. Wade – Josh would you read the policy and mark the points and bring back it to the next I. T. meeting and we can discuss it.

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

Josh – nothing at this time to report. Ken – request between now and 1:30 tomorrow (November 3<sup>rd</sup>, 2016), would someone have time to run a 60 day summary performance at JP #4 all remote Century Link locations for the meeting tomorrow. Josh – I can do a 30 day summary performance. Ken – it would be nice to have it available for the meeting tomorrow (November 3<sup>rd</sup>, 2016).

8. ***Motion made by Clint Davis and seconded by Ann Marie Lee to adjourn the meeting @ 2:48 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.