

STATE OF TEXAS

§

COUNTY OF HENDERSON

§

BE IT REMEMBERED, that the Henderson County I.T. Committee met in Regular Session on April 5<sup>th</sup>, 2017 @ 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
MARK HALL	DISTRICT ATTORNEY
MICHAEL BYNUM	COUNTY TREASURER
MARY MARGARET WRIGHT	COUNTY CLERK
KEVIN POLLOCK	J.P. PCT. #2
BETTY HERRIAGE	DISTRICT CLERK, absent
PEGGY GOODALL	TAX ASSESSOR/COLLECTOR, absent

And guests, Josh Brock, IT Administrator; Jane Crouch, Auditor's Office; Susan Cochran, County Clerk's Office; Sherry Foster, District Clerk's Office.

Via phone: 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 Judge Pollock and seconded by Ann Marie Lee to approve the I. T. Committee minutes, held March 1<sup>st</sup>, 2017. Item passes.

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

**a) Unresolved service request**

Wade – the quarterly report issue that was delayed in QA, where do we stand? This has to do with audit reports and Jane's reports. Chris – this should be resolved. Jane – it was updated and it is okay. Wade – asked about the e-filing fee issue in the County Clerk's. Susan – thought the issues with the letters being charged \$25.00 instead of the \$2.00 fee issue was resolved. A couple of days later the same issue was found again, and called in and haven't heard back if the issue was actually corrected or not. This is with e-filing and there have been several different issues with this.

Wade – e-Discovery issues in the County Attorney’s Office and Sheriff’s Office - this should be resolved with the transition to 2014 version. Josh – has a ticket in on the issues with e-Discovery which would show 9 cases, it would never show less than 9 cases, it would never clear out. After the 2014 version Josh will need to re-visit this and will have to talk with Justin Weiner on this issue. It was referred to development.

Wade – how is the issue with the officer tracking and the Parks and Wildlife? Jane – forgot to ask Jennifer about this issue. Botie – the tracking should be going fine. No complaints. Josh – the JP offices were asking specifically about DPS officers out of different counties. Botie – they will need to call the Sheriff’s department after the fact and they will put in the information. The JP clerks will need to call Christina at the sheriff’s department to put in the DPS officers information.

Wade – Chris – Erik was talking last I. T. meeting about Tyler Jury. We need to purge the jury wheel; Denise wanted to wait until the last election is done, before we purge the jury wheel. The voters list is where the jury wheel pulls to get jurors. The county needs a current jury wheel to be able to enforce selected jurors to come to court. Josh – is there anything about the Odyssey jury system, when will it be available for the county? Chris – will find out when it will be available. It is being tested with live clients and trying to get the bugs out.

Wade – what do we have out as far as tickets go? Josh – we have the party data sheet error, multi-party issue in the courts. Josh – the issue is specific to Bryan Tower, and was told to uninstall Odyssey and then install Odyssey, this issue has been since November 2016, ticket #5165873. Josh – in November 2016 they were talking about the 2014 updates, it was almost ready internally for the county, once the county takes the next update this issue will be resolved, we are still facing it. Chris – it appears on March 30, 2017, Billy wrote to Misty Stice, and she said they would try reinstalling it next week. Josh – he really didn’t think there is a lot of hope with this fix. Chris – if this doesn’t work submit a ticket. Wade – got an email on the inmate arrest report, what is this concerning? Josh – it something that was discussed this morning, (April 5<sup>th</sup>, 2017). There is not a ticket on this issue. Jane – the GASBY 34 report issues have been going on since February 2017, and Jane sent an email to Chris last week (March 27<sup>th</sup>, 2017), Chris did contact Danielle Kemp, and was assigned to the ticket. Chris – is supposed to get an update from them tomorrow on the issue (April 6<sup>th</sup>, 2017). Chris – will give details when they respond back to him. Jane – the GASBY 34 report is for the outside auditor. It is our outstanding tickets owed to the county. The auditors want a detail on it. The general ledger codes, in the general ledger codes are fee codes that are acting like GL codes. Jane - it is for the cases so they could correct those and wouldn’t show up on the report. Jane – doesn’t know how to get the detail report. This has been open since February 6<sup>th</sup>, 2017. Jane opened a ticket today (April 4<sup>th</sup>, 2017), asking for detail. The original ticket is asking for cases that have fee codes as GL codes. Wade – when will the outside auditors be here? Jane – May 1<sup>st</sup>, 2017, the outside auditors will be here. Wade – Chris we are in crunch, the outside auditors will be here, and we will have to be able to present them this information. Chris – will send this as an escalation item. Wade – this has to be done, we are on a hard date. Chris – Jane the ticket you sent in Charlotte is running some test on it. This issue is being worked on. Jane – the email that was sent back said that they will get an answer to Jane tomorrow (March 28<sup>th</sup>, 2017), and didn’t receive a response. Chris – that was on the first ticket, Chris is pushing to get this resolved. Chris – they are supposed to get back with him (Chris) tomorrow. Wade – when you get something scheduled send us some notification.

**b) Customized Reports**

Wade – last month when talking about customizing reports, Erik said he would get us some information about the enterprise reporting module something on this order and discussing ECR training class. Wade – Chris do you have any information on this? Chris – yes, I do have some information on this, I have some documentation that I will send you. It has 80 pages. There is a two (2) day ECR training class that Tyler offers on how to make reports. It’s a great class that is being held in Plano, TX on April 25<sup>th</sup> and April 26<sup>th</sup>, 2017 and is financed by Denton County. Chris asked Denton County if they would mind if a couple of other counties came to the classes? Wade – asked if two (2) people could go to the class. Chris – will ask if two (2) can go.

Wade – one of the issues we are having is the report side, they are long and bulky. Wade – Chris – pulling reports from every package there might be different data in the package. Is the report building the same no matter what the package you're in? Chris – it is going to be different. It's going to show you fields, data and what's involved. There will be a learning curve; it's a matter of getting in there and experimenting. It depends on what is being requested and what you are wanting in a report. ECR gives you a freedom to pull some custom items that you wouldn't normally get in a stock report. Wade – the steps involved to create a report in the County Attorney's office would be the same steps as the Audit office just different fields. Chris – yes that is correct, different fields.

**c) Other concerns**

No concerns were discussed.

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

Wade – we had bond issues in the Sheriff's Office. Sheriff Hillhouse – we had issues when it was pulling warrants off the system, and wasn't able to change the bond amount. This has been resolved. Josh – we had some issues rights and roles that had changed with this update. The biggest issue is the flex calendars and courts all of the forms that were built; all the tokens got blown out. When the reports were run they were garbage. Misty has the tokens bringing the data in and is trying to make them format correctly. There was a ticket submitted for this issue. The District Clerks office took the biggest hit with this update and lost forms for court. Misty has this issue for the most part squared away. It took Misty two full days to correct this issue. Wade – what did this do to the court schedule? Josh – Judge Williams court is paperless and couldn't go back to paper so this was an issue in his court. Chris – this is the first of hearing of this issue and would need to find the ticket to see what happened. Chris – he doesn't recall any token issues, tokens change from release to release, but to lose all of them, he has never heard of that. He will need figure out if this was expected or not and will need to look into this issue. Chris will find the ticket and figure if this was expected or not. Wade – if it was expected, it wasn't communicated to us. This is one of the issues we get frustrated with. Josh – the ticket that was closed is #53903498. Chris – will look into this issue. When we started this in November – December we knew there were going to be issues, but not something big like this. Wade – these issues were a problem, we had the Sheriff's department in turmoil with the bond issue and five (5) courts out, plus the work that had to be done in the District Clerk's office and in the I. T. office to get through this issue. This shut down several offices with these issues. Chris – the bond issue, we can talk about this in length. Chris had spoken to the trainer that came out and went over this issue. This particular issue Tyler didn't know anything about it. Sheriff Hillhouse – on the bond issue the Sheriff's office didn't know anything, and the Sheriff's office tested everything that Tyler told the Sheriff's office to test in TEST. On warrants they didn't know the issues that it did cause the Sheriff's department. Chris everything is fine now, doesn't want anything lingering. Wade – it took four (4) days and calling Eric Williams to get these issues resolved.

It was a discussed in detail of the county going paperless. Until the Judges Edition is deployed, the county won't have a true paperless system. The Judges Edition being deployed is where the big savings starts. The three (3) courts which have deployed to the 173<sup>rd</sup>, 392<sup>nd</sup> and of which Judge Williams is mostly paperless. There was a discussion and presentation on how to use the Judges Edition.

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

The conversion took place on February 24<sup>th</sup>, 2017.

Mark – Deanna says they are having trouble with emailing from Odyssey using the g-mail and they have to download a document and put it as an attachment. Judge Pollock – they have had issues with documents going to the printer, scanner, fax machine - when you email the document, it saves it as a PDF - when you email it, turns

it into a HTML. Josh – if you can recreate it, he can tract down the issue. Judge Pollock – will try it again to see if he can recreate the issue. Judge Pollock – he had to re-send a claim form because somehow after saving it on his computer and after he scanned it and saved it as a PDF, it showed it as a PDF, when he emailed it to the Auditor's office it was a HTML file. This happened yesterday (April 4<sup>th</sup>, 2017). Kay had the same issue when she sent it to Misty as well. Josh – we have talked with Odyssey about making changes to the computer to be able to click on action to email an attachment. Other counties are having this issue as well. Mark – can you email from Outlook? Josh – not at this time. We are looking for an easier way to email an attachment. Wade – the biggest issue he has had is the format of Google. Josh – there are two (2) ways to use Drive, you can use things in Drive or you can use it to pass file through it. We are growing into Drive and learning about it. Ann Marie – we need a class on the Drive portion. Josh – is trying figure out how to approach it for the county, what are we sharing on the Drive and who are we sharing it to. Wade – in our contract we paid for Outlook sync. Josh – we have synced one. Wade – what goes into to making that happen? Josh – you have to go into the account allow it, go to the user account and allow it to be used on each individual's computer. It's not that it can't be done, but it will be an undertaking to do it. Wade – you are looking for a solution from Odyssey as to pushing Outlook sync down to every user. Josh – trying to force the protocol to send it to Gmail. Wade – second issue is the training. What training did we get for \$5,000.00? Is the training still to come? Josh – it's yet to come. Josh has a meeting (call) at 10:00 A.M. tomorrow (April 6<sup>th</sup>, 2017), because we wanted to make sure everything got converted before we scheduled anything for training. There are some tutorials on-line and these will show you how to do this step by step. Josh is hoping to do this on our own. Wade – will Google Drive assist us in our work flow with Odyssey? Josh – absolutely will assist us with our work flow.

Wade – how is Google working for your office? Susan – it has been more time consuming, because we just aren't able to send from Odyssey. We have to scan documents in and then send them. Susan – has an appeal that has to be OCR recognizable and Allison has been helping with that. Josh – how to send it, through email? Susan – yes through email. Josh – you can put it into a folder on your drive and share the whole folder. Google will actually go into the document and make it readable. Susan – is a way for Google to show notification when you receive new emails? Josh – yes – there is an add on tool to show when you receive mail. Judge Pollock – what about the calendar? He sets it up and put an event on there and it doesn't pop up. Josh – if you are in the email and you have a meeting in twenty minutes, it will pop up in the email, by default.

**5. *Discuss Status of Henderson County I. T. Policy.***

Wade – the main issue we talked about were the plug-ins into the computer and ownership of the emails. Are we to a comfortable point on the policy? We should get the policy sent out and get a final decision on it as a committee and get a recommendation to the court. Clint – doesn't think we came to a decision on jump-drives as committee. Josh – we talked about forcing scans of jump-drives. Wade – there is software that would have scans for jump-drives. Wade – when the I. T. policy was put together years ago it was used as an enforcement tool to cut usage on the network. There is certain verbiage about profanity, etc. and this was for the department head or HR to enforce and not the I. T. department. The I. T. department is for the integrity of the network not the discipline of the employees. The I. T. policy is for the department heads as a tool for discipline. Josh – would not confront the employee directly, he would go through the department head. Wade – one reason why the I. T. Department is structured under the District Courts is to give them protection from the political side, because being sworn in as Auditors somewhat of that autonomy, which means they don't have to share with anyone. When the I. T. department was under the Commissioner's Court there was pressure on them continually. This insulates them from the pressures of politics and pressures of leverage due to budget and budget strengths etc. We need to look over the I. T. policy and tweak it one more time before presenting it to Commissioner's Court. Clint – Josh should only be responsible with bandwidth and performance issues, and the rest should be left up to the department head.

6. Consider and Discuss IT Director Report.

Nothing to report at this time.

7. *Motion made by Sheriff Hillhouse and seconded by Clint Davis 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.