

BE IT REMEMBERED, that the Henderson County I.T. Committee met in Regular Session on March 1st, 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; Diane Russ, County Attorney's Office; and Pam Underhill, County Clerk's Office and Jennifer Carman, JP #5.

Via phone: Eric Williams and Erik Ernst, 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 Michael Bynum and seconded by Ann Marie Lee to approve the I. T. Committee minutes, held February 1st, 2017. Item passes.

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

- a) *Unresolved service request*
 - b) *Parks & wildlife Citations and felony warrants at Justice Courts*
 - c) *Customized Reports*
 - d) *Other concerns*
- a) Wade – responses to the issues – Chris sent response from the check registry, transaction issues had been run in script and was ready for review. Quarterly report issue package revision was fixed, delayed multiple times by QA. Where are we on the Fee Code and the Quarterly report issue? Jane – ran a quarterly report with the detail before coming to the I. T. meeting and didn't see any detail on the bottom half of the report, quarterly state fees. Erik – this issue went to QA for testing in this package and failed testing and is back with development. Jane – we don't have quarterly reports until the end of July 2017, had to do the last quarterly report manually. We have three months before next quarterly report is due. Erik – the coding for the fix was completed in mid-January and had updates for the code and then it goes to QA for testing to make sure it's fixed. It did fail testing and it is back with development. It looks like they have been making quick progress as far as the updates go. Eric – so by the next meeting this will have gone to the QA department and will have some kind of revision package. Wade – we

are moving to the 2014 version, how will this play? Erik – when there is a revision package they make it available for all releases and all revisions of that release. It will go into 2014 as well. Wade – e-filing – Mary Margaret – Susan in e-filing fees it is charging \$25.00 for a \$2.00 letter. Susan sent in a ticket twice and hasn't gotten any results. Wade – have there been any issues moving from 2013 version to 2014 version? Eric – no issues have been reported moving from 2013 to 2014. Josh – emailed Chris Ricci – said the e-filing and e-Discovery issue have been discussed and are taking on the 2014 release and how it will impact; negative, positive and no change. The conversion shouldn't have any issues to the 2014 version; other counties have gone to the 2014 version with no issues. Wade – ticket #5151038 this is the conversion issue with the multi-party and businesses. JP's have worked on their half of cleaning up the list. Jennifer – they haven't gotten close to completing the list. There are over 13,000 cases on the list. Josh – ticket #5151038 has been closed. Wade – where do we stand with Perdue in the JP offices? Jennifer – everything is up and running. Wade – any issues on the Tyler end? Erik – not that he is aware of; you have been working with Melissa to run the reports etc. Melissa had sat on some training with Tyler before going on line. Erik – Melissa has Erik's number and there has been no contact with him she is doing the abstracts she needs. Josh – they requested access to the JP's cases and an email was sent out to the JP's asking them if they wanted give "view only" to the cases so they can't make changes to the cases. All JP's responded access to "view only". Deann – they are accessing our cases because we have had a warrant round-up going on, they are collecting information. Wade – do we have any issues on service request? When request are sent in they are considered by first come first serve along with the rating of importance. If you need a response sooner than a week you will need to put a 2 on it. This will help with the processing of issues. Josh – we have four (4) tickets waiting to release. One is e-Discovery, data sheet issues with the County Attorney's office, another data sheet error with the Sheriff's office and a criminal case report through the County Clerk's office these issues should be resolved with the transition to the 2014 version. Botie – the only thing at the Sheriff's Office is that Chief Halbert has been trying to put in a couple of tickets in reference to an open records request, they are wanting 10 years of data. The Sheriff's Office was told to run the report for one year at a time, that didn't work; they were to run the report for six (6) months, that didn't work. The complaint from the Sheriff's office is the ticket got closed and it is stating waiting for client to close and there is no resolution for the issues. This is unacceptable. Eric – met with Billy Lanour on this ticket #5346096. The report only lets you run up to four (4) months at a time, if you try to run more than that when you try to render the data with so much information it can't put it into a PDF document. They are in the process of making their product more efficient. Eric – is asking to work with the Chief and see if Tyler can produce a spreadsheet version of the data for him rather than the PDF version. This would skip the rendering aspect of it, there would be no PDF document, and they would cancel the job before it would be completed. They would get the data you are looking for in a spreadsheet format. Botie – his concern is closing the ticket, waiting for client to close and nothing had been done to resolve this issue, and wants this issue fixed and doesn't want the fingers pointing at the Sheriff's office when they are not able to run the reports. Eric – you should be able to run it for small data request. Wade – you are saying they didn't get back with you? Botie – all was said waiting for client to close. Wade – there was nothing communicated back to the Sheriff's department. Josh – when we open a ticket, we need assistance with this issue; they will send us a couple of steps and set the switch waiting for customer to close. If going through the steps and it doesn't resolve the issues. Eric – "waiting for customer to close" is, isn't a close status, it means that Tyler has done everything they think will address the issue and doesn't mean it's done, it means it's on the client to verify the final solution is valid or not and is found to be invalid, you have a couple of options and can change it back to an open status for additional work to be done. You can go through the portal or call to re-open a ticket. Josh – asked if there a custom status for the portal, maybe state waiting for customer verification. Eric – no, this is controlled by the corporate office.

- b) Parks & Wildlife Citation and Felony warrants at Justice Courts – Jennifer – this started when JP's went live with Odyssey - Officer Tracking was being done at the Sheriff's Department and the JP offices knew it would be a problem in the long run. Report wise we didn't realize when it came to the reports - Jane has to run for Parks and Wildlife to get paid or for the JP's to figure out what monies goes where it is not pulling to the final disposition reports, these officers aren't being tracked. Jane – the officer's name won't show up on the CCR reports because officer tracking isn't turned on. Jane doesn't know who to send the check to. Jane has to send \$85.00 to each officer that has collected a fine. Wade – explain officer tracking. Jennifer – there are officers that come from all

over other counties, unless we have access to add them to the officers list or have someone at the Sheriff's department to put them on the officers list, we can't enter their citation. We can't use a generic Parks and Wildlife officer. Wade – how do we get past this and get Parks and Wildlife officers paid and felony warrants ties in the JP offices as well and generate out of the JP offices? Jennifer – the felony warrants and misdemeanors warrants tie in the beginning if the JP offices puts in a felony warrant for a municipal officer that came in the office and wasn't in the system we couldn't enter it, because the JP offices were unable to put the officer in the system. Without the information the warrants were no good. Wade – what would an example a municipal officer be filing in the JP court? Jennifer – anything drug related, aggravated assault cases and sexual assault cases, etc. The JP offices initiate the warrants. Erik – when issuing the warrants we choose the agency. If it's an officer tracking that isn't turned on it will let you put in the free text on the warrant. Wade – the free text will not pull over on the ECR report. Jennifer – the warrants aren't set for free text, you have to pick an officer. Erik – if it isn't letting you free text in that means that agency tracking is turned on for that agency. Eric – the track officers have to be turned on from the disposition agency. When that is enabled moving forward anything populated at that point forward will appear on the ECR report as expected. Wade – we want to protect the integrity of the list of officers, we don't want one officer in the system 10 times. Botie – contact Christina she is the person in charge of the officer list at the Sheriff's office and she can enter the new officers name. Wade – have we started the new citations? Do we have nine (9) DPS officers? We may need to make some notification to get new officers put into the system. Jennifer – there are so many officers that come in and out of the county and may have as many as eight game wardens that don't write tickets here. Wade – we have had this discussion over the last month Tyler, you may be familiar with some of the reports that are banded reports out of Odyssey. Talk to us about the customization of Tyler's reports. Erik – the report that was being discussed was the receipt journal report when you are running it in by fee and GL account and it produces a report that can be huge, we are talking about condensing the information down into one line where you can get 50 cases per page. Ann Marie – how many pages wide are the reports? Erik – this had gotten back to Greg. Ann Marie – had sent this to Greg and told him why Auditor's didn't like the reports because they aren't user friendly, she had to tape together 17 pages for a report. Erik – the reports are lengthy and Eric is looking into seeing what other clients have expressed concern about the report issue. Erik will find out from Eric where this is going and if they want to do anything from Tyler's side to fix the report. If you want to customize a report it would require development and hours to do that. Wade – thought there was a bit of customization that one could be taught or learn locally where we could create our own reports. Erik – that would be enterprise custom reporting, and that would require someone on our staff that knows how to write sequel to be able to write the reports. Eric – depending on how detailed you want your reports you don't have to know sequel to be able to build a custom report. Tyler provides a model with tokens and that would allow easy intuitive report building. You would have to be experienced in building reports. If you know sequel you can create data sets based off sequel we wrote, meaning you can pull any field out of Odyssey if you know how to write sequel script. Erik – something as complex as trying to reproduce the receipt journal and ECR would be complex. This is one of their more complicated reports. Wade – can you send some information on the enterprise reporting module, a guide book? Eric – Tyler has a standard ECR training class - there is training material that we can send. Eric – what about the option when the report is in a CSV is there anything in this we don't like? Josh – you are talking about an API set-up with the sequel scripts running? The Audit office are used to stacked text on a page like a CSV would be, if you have so many columns that they don't need and take all the tokens that they currently have in the report, some would be used by them. If they could dump it to a CSV they could remove those in the Excel spreadsheet. The Audit office doesn't have access to do that. Is there a way they could get a CSV on the reports? Eric – yes absolutely. There is a check box when you are running a receipt journal, that's only available when you are running the receipt journal in detail mode. When checking the box provides details to save as CSV. Josh – that's the receipt journal. What are the other reports that you can run utilizing the CSV option on? It would be good to have the option on all reports to have the CSV option. Eric – it depends on the amount of data and how the reports can be laid out. Ann Marie – when nCode was here they were shocked when they were shown our reports, nCode doesn't have the problem with their reports. We can get any report we want out of nCode. Ann Marie – we had to tape 17 pieces of paper together to get page one of the report. Eric – will get training material to us. Erik – the disposition fee report that was discussed earlier was is an ECR report that Tyler loaded, but if you run that report, it has an output format at the bottom of the perimeter screen and this defaults to PDF format. There is an option for a CSV format.

Wade – other concerns – Erik data on jury, the whole role that Austin plays in this, run down through the jury wheel process, getting our data correct. Erik – his understanding and will follow up with the jury people, how it works is the Secretary of State maintains the eligible jury wheel, once a year the data set is ready for download, and installation into the jury product. Wade – when talking to Denise at elections she wanted us to hold off on doing that until we got through the November elections, if someone voted we wouldn't be able to remove them from the jury wheel. We need to move forward with purging the data against our voter's information. Erik – we need to enter a support ticket and someone from the jury people and will walk us through steps on how to purge the wheel. Wade – when we purge the wheel we send it to Austin? Erik – he assumes they check against their data and comes back complete, and then Austin releases the data.

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

Wade – Test environment utilization – the original transfer to Odyssey we set up the TEST environment. Where do we stand as far as the utilization as far as the TEST environment? Josh – the response he has gotten everything is working like it should. Botie – Bonds were having some issues. Diane – everything is fine and ready to go. Jennifer – the way they understood it this wouldn't really affect the JP offices. Wade – Erik you sent us the training update. Wade – Josh did you send it out to the department heads? Josh – I sent it out to the Odyssey departments. Wade – Erik – the training is scheduled to start on March 7th, 2017. The training will be walking each of the departments through the functions that will be available in the 2014 version. The goal is to have an introduction to all the functionality of the 2014 version. Jennifer – asked if the JP offices needed to attend the training? The 2014 version wasn't going to affect the JP offices. Josh – since you are one of the go to people it would be good for you to see what is going on would be a good idea. Erik – some of the things he recommends is the Juvenile updates on Wednesday morning and that afternoon payment plans and custom scheduling and schedule a hearing by a case event on Thursday morning. Judge Pollock – is sending his clerks on the days for the clerks. Wade – are there any items with the upgrade that need to be discussed? When do we go live? Eric – nothing prior to two (2) weeks, any date after that. Josh – it will be March 16th, 2017, to go live? Josh – how much down time will the system have doing the update? Eric – he didn't know the specifics, but would get back to Josh with the information. Josh – we normally use Sunday mornings for down time. So the potential date would be March 19th, 2017. Would find out the average of the down time? Wade – does Tyler have a problem with March 19th, 2017 to go live? Eric – I don't see a problem with it; they normally do two weeks out. Eric – will get the juror request submitted in and Chris will get the expected down time. Erik – expected down time, it usually takes an hour, but the worst case scenario is a four (4) hour window.

4. Consider and Take Action on Issues related to connectivity within the Athens Campus.

Josh – at this point he is talking with Century Link as well as Suddenlink and giving them the opportunity on what they can do and what the pricing would be. Currently we have Suddenlink connectivity between the buildings. Josh showed diagrams of what the company sent, and explained the connectivity between the buildings. Josh – the pricing with the PRI's is \$5,200.00 a month currently. If we stay exactly the same the pricing would be \$4,600.00 a month. Wade – how does our current configuration suit the county? Josh – the major issue at the jail location is they need their own WAN connection because of the ipads. The ipads report back and show the officer where they are on the map and calculate how long it takes to get to the location. If the connection were to fail they have no connection to Odyssey. We have wireless, if it dropped we have connectivity. In the last five (5) years the fiber has been down for the matter of just minutes. As far as this building being down, we have had several outages and to fix that we would have to install a generator on this building. Josh wants to bump the connections between each location; we are adding on security cameras, for those to be able to connect back here and dump data to a central server and will need a bigger pipe. As time progresses we are going to need better connectivity, we are scanning more at each location and starting to see that growth. Josh – when talking to Suddenlink and gave data, they gave a month view at each location. There were some places we were hitting the ceiling occasionally. Wade – since we have become so data dependent and internet dependent we have to build what will carry the county, and be ahead of the curve on our system. Josh – if he were to move to a larger pipe

the compression wouldn't feel as heavy. It is easier to move up in capacity than to manage a smaller capacity. Josh – would like to give a business class internet modem to Judicial, Courthouse and Juvenile, so if we completely went off line they would have internet connectivity for Odyssey. Josh is going to give internet capabilities to each building so if the Annex is down they would still have internet and would be able to get to Odyssey. The network files would be down temporarily while the Annex is down. Since we have disaster recovery (DR) location at the jail is to give them a secondary connection or a diverse path to here and to the jail. If this location is down it would immediately point them to the jail. Wade – you are getting pricing on all the different options? Josh – yes, getting prices on all the options. The main issues we've had at this location were not fiber issues they were power related. Wade – when will we have the proposals? Josh – both Century Link and Suddenlink are supposed to be getting numbers to him, hopefully by the next I. T. meeting. Wade – when does the Suddenlink term? Josh – We started back in September with the negotiations, right now we are on a month to month basis. Josh asked Suddenlink how big could the pipes be, they gave him the idea that anything bigger than a gig at each location would be above and beyond of what we could normally be. They said they could give us up to 10 gig if we wanted it. We had talked about a generator for this location. The problem we had was, we have a three phase air conditioner in the server room, when you go to a three phase generator the price of the generator increases.

5. Consider and Take Action on issues related to the Audit Department Accounting Software.

Ann Marie – there isn't any action to be taken at this time. We have looked at two (2) different software packages, nCode that is a division of Tyler Technologies and wasn't impressed with nCode at all. It is very difficult to use, not user friendly. She also looked at STW they market to municipalities and are going to counties more. They have a very impressive package at a good price. It would make all of our timesheets electronic and make payroll only a couple of hours. Wade – it isn't time clocks, it is just an electronic timesheet? Ann Marie – it would automatically do all the vacations. STW is half the price of nCode, we don't have the money in the budget to do it this year. It would have to be done by the first of July. Ann Marie met with the Judge and he is willing to put it in the budget for next year. Wade – we can pick up again this fall and budget will be done. We can sit down and look at the technical aspects, and understand the time keeping portion. The new system will save a full week a month on labor for payroll. Ann Marie – if we get the grant to manage an indigent defense billing system and it will network with STW all the information will dump into STW and there will not be any manual entries. If we get accepted to apply for the grant do we still need to bring before the I. T. committee? Wade – yes so the I. T. committee can see anything that has to do with technology.

6. Consider and Take Action on issues related to the Morpho Trust digital finger printing upgrade.

Pam – is satisfied with Morpho Trust. The issues we had about a month ago was not on our end, it was on the DPS end. Wade – are we ready to consolidate down to one laptop? Pam – yes we are ready. Josh – we license three laptops and go to one, what happens to the other two licenses we paid for? We are going to get the actual cost of the laptop. The price will probably run from \$5,000.00 to \$7,000.00. Mary Margaret – we are ready to consolidate down to one laptop.

7. Discuss Status of Google Hosting Conversion.

Josh – the conversion started on Friday (February 24th, 2017), and has not completed. We have users that didn't transfer over, some were name issues and the migration didn't complete. We have some missing emails; Jane has a whole folder missing. Josh has 66,000 emails missing. We are still working on the email issue having to go to each box and show how many emails are in each box and so Google can investigate it. Josh is providing data to Google as fast as he can. Outside of the issues we are working on currently everyone as far as the password we have in Windows those seem to be lined up and working. If you want to change your password you can change

and it will update your email password as well. You can log on to Google.com anywhere and pick up your email. Mark – has issues in his office: Nancy can't send attachments; we are having issues with the Federal data base accepting .com address; no one has their contacts, Jessica does not have an option for read receipt; Jenny hasn't been able to receive any emails, can't access the old email, no calendar, no one can respond to her emails; and only 50% is set up. Josh – we have had issues with sending attachments, we have figured out what the issues are and we can resolve that issue. We are having trouble with the Federal data base accepting the .com. Josh – the Sheriff's office has some of the same issues, you can use co.henderson.tx.us address and will receive the emails. Contacts – Josh we are able to bring the contacts over, having to manage the contacts like he used to do is not the same. The calendars were able to bring those over and able to give access to it. Mark – when will we be able to access the calendars and email from our phone? Josh – on your account when you log in at the top right there is a keypad, go to settings options, enable imap, or you can use Google app to be able to receive emails on your phone. Josh – gave instruction on how change email screen to look like Outlook. Josh - gave detailed instructions on how to use Google and the capabilities of Google. You will be able to install email, calendar and hangout on your phone. Josh – we are going to have some limitations with Google and we have already run into some, with Odyssey especially it is hard coded into Odyssey to use Outlook to send attachments. When you click on email action it is going to open Outlook, you can download that attachment to your computer. Josh – is going to send out the links so you will be able to go through all of the applications options and settings on how they work and how they operate, it's interactive at some points, it's a video pc in there, and this will help on how to use Google. We are also going to put Chrome on some of the computers, Chrome innately works with moving files and transferring pieces around and makes it smoother. Wade – was it a successful transition? Josh – it is not complete. Wade – there are users that do not have the equipment that will run Apple, when we went along with this we did have Outlook Sync involved in it, we still need to have Outlook. Josh – we have pieces that are Outlook specific driven for office, and we aren't going to break away from that initially. Some attachments were viewable unless you opened it in an Outlook environment. Josh – there is Outlook sync and the problem is it defeats the purpose if you send an attachment and they can't view it. Josh – is going to send out tomorrow afternoon (March 2nd, 2017) a getting acquainted type email - here's a link to go to and start learning more about functionalities of Google email etc.

8. Discuss Status of Henderson County I. T. Policy.

Tabled until next meeting.

9. Consider and Discuss IT Director Report.

Tabled until next meeting.

10. Motion made by Judge Pollock and seconded by Sheriff Hillhouse to adjourn the meeting @ 3:50 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.