

STATE OF TEXAS

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COUNTY OF HENDERSON

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BE IT REMEMBERED, that the Henderson County I.T. Committee met in Regular Session on May 3<sup>rd</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, absent
CLINT DAVIS	COUNTY ATTORNEY
BOTIE HILLHOUSE	SHERIFF, absent
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
PEGGY GOODALL	TAX ASSESSOR/COLLECTOR
KEN HAYES	COMM. PCT. #1, absent

And guests, Josh Brock and Misty Stice, IT Administrator; Jane Crouch, Auditor's Office; Susan Cochran, County Clerk's Office; Nicki Noteware, Indigent Defense.

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 Michael Bynum to approve the I. T. Committee minutes, held April 5<sup>th</sup>, 2017. Item passes.

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

**a) Unresolved service request**

Wade – one of the issues is e-filing charging \$25.00 for letters and the fee should be \$2.00. Chris – looked at all the tickets and there was not a ticket opened for this issue. Susan – this issue is still happening, it is an issue that is on the Odyssey side, and Susan knows where it is and needs to get with Tyler to help correct it. Chris – wants to know the ticket number. Susan will email the ticket number to Chris. This issue has happened at least once or twice since our last meeting.

Wade – e-Discovery issues in the County Attorney’s and Sheriff’s Office, when talking with Sheriff Hillhouse the Sheriff’s office had no issues at this time. Josh – e-Discovery: we are having issues with cases that weren’t closing out. Justin Weiner is the go-to for information for issues with e-Discovery, and hasn’t talked with Justin this week for any updates on any issues with e-Discovery.

Wade – ticket #5165873. Chris – this ticket has been resolved. Wade – next issue is with GASB 34, and it was talked about the length of time it has taken. How do we stand on this issue? Chris – this is an active ticket #5306339. The last update issued by Danielle was yesterday (May 2<sup>nd</sup>, 2017), and there are a couple of action items for Jane to respond to. Chris – it looks good in TEST, just waiting on feedback. Jane – has already responded, and it looked good in TEST, but doesn’t know what they are waiting for her to do now. Josh – we have a push for TEST to go to PROD (Friday May 5<sup>th</sup>, 2017), will this go with it? Chris – no this will be a separate script, there are some questions from Danielle that need to be answered. Josh – from Danielle, she was able to look at the report that was run, the fee over has been corrected in TEST, and does not show the report in GL. Wade – what does Danielle need from Jane? Josh – there is no question part to the email to Jane from Danielle. Wade – it looks good in TEST Jane? Jane – when she ran the report it looked the same and I didn’t see any change. They wanted her to update a couple of things, and she did do an update on it. Jane has done the updates they requested. There was a fee code that was added after the test, and was in PROD. How do you want me to handle the one that is in PROD? There was no response. Wade – asked Chris if he sees what Jane is talking about? Chris – I really think there is a question there, and Jane needs to phone them. Wade – you did escalate this (Chris) from our last meeting? Chris – yes. Josh – the 1778, what we use for collections, they were trying to get in touch with Jennifer about this. Judge Pollock – Perdue had a meeting with the clerks and went over some things making sure they were doing things right and to make sure the clerks understood what they were doing was correct within the program. Judge Pollock is supposed to meet with the liaison tomorrow (May 4<sup>th</sup> 2017), and will see how they are doing. This issue is on our side, ticket #5265865.

**b) Odyssey System OS upgrade**

Wade – how did we end up with the flex calendars, courts and all the tokens blown out? Chris – he did look into the issue and how the parameters came over after the update. For some reason the tokens were not following the parameters. They took the token out and re-entered it. The ticket was closed, and doesn’t know what caused it. Misty – had to take out all the tokens and put them all back in. Wade – how many hours did this take? Misty – it took two (2) days.

**c) Indigent Defense functionality**

Wade – (Chris) we have been exploring automation of our Indigent Defense program. We reached out to Erik Ernst about capabilities of Odyssey in this area. Can you fill us in on this? Chris - doesn’t have any updates on this. The next I. T. meeting Patrick Green and Chris Ricci will be coming. Patrick can answer questions. Wade – if we already have the capabilities, we have a hard deadline on a State grant to get us the wheel. Chris – you are looking at Odyssey jury? No. Josh – it is called Pre-file. Chris will talk to Patrick Green tomorrow (May 4<sup>th</sup>, 2017), and will give Josh a call. Josh – we would like to see it as soon as possible. Wade – has Erik Ernst talked with you about this? Chris – it seems that they did discuss it and will email Erik and get the background details. Wade – the deadline is October 1<sup>st</sup>, 2017. We have agreed to apply for funding. Wade – was really hoping to have something at this meeting today (Chris). We are hoping to keep this in-house; it appears that this is a module hanging off another case management system. Our concern was bringing in another system. We are hoping that Odyssey will give us this capability. Wade – when will we hear from y’all? Chris – sent an email to Erik Ernst for information. Chris – will talk to Patrick Green tomorrow (May 4<sup>th</sup>, 2017), as well as Erik Ernst. Chris will contact Josh to get more details tomorrow (May 4<sup>th</sup>, 2017). Chris – if it is next week, it will probably be at the end of the week (May 12<sup>th</sup>, 2017), but will try by end of this week (May 5<sup>th</sup>, 2017). Wade – we will give you two (2) weeks for the information.

**d) Customized reporting**

Wade – thank you for getting us two (2) slots for the Customized reporting. What are the dates this was held? Chris – April 24<sup>th</sup> - 26<sup>th</sup>, 2017. Misty – this will help the county get all the reporting we need. Right now everything is a package. This will enable us to get specific reports. Chris – he is working on specific reports for the county. Misty – do you know how long this will take? Chris – hoping to get the time-frame by end of the week (May 5<sup>th</sup>, 2017). Chris – is really pushing for this to be done by the end of next week (May 12<sup>th</sup>, 2017). Wade – what are y'all talking about? Misty – we had that portion installed into our environment. Wade – it wasn't turned on when we bought it? Josh – they have to enable it. Wade – if we hadn't been after customized reports we would have been paying for something we never got? Is there more functionality on this system that isn't turned on that we are paying for? Chris – not to his knowledge, I'm not involved in the contracts, but ECR is included generally it isn't something you are paying for as a separate monthly fee. Chris – will ask Erik Ernst why this wasn't ever turned on. Wade – please find out why it wasn't turned on. Wade – Is getting to the point that he is losing faith in Tyler. We put our reputation on the line stating this is what we need for the County. Josh – Misty and Jane went to the class and it was pretty intense and walked them through how to work on tables etc. They completed the class and Misty said the test took three (3) hours to complete. Misty completed the test and made sure everything matched. We have a strong support on our side. Jane – this isn't going to be an easy task. Misty - We are waiting for it to be installed into our environment. Jane – El Paso County has written a lot of reports and they share their reports. This will cut our time on setting it up. Wade – how many months have we complained about reports, missing deadlines to the State and having to do them manually? There is a lot more to this than just money wasted, it wasn't even installed. We could pay and have Tyler build our reports. Clint – you used to be able to print by agency and now we aren't able to and have print the whole report and go through it manually. We have 17 different agencies we have to go through. It would be great to be able to have a report by offences. Odyssey will not give you dispositions by agencies. Wade – we were hoping it would give the same thing the AbleTerm gave us on reports. Wade – (Chris) when will this be pushed to us? Chris – will try to get it done by the end of next week (May 12<sup>th</sup>, 2017). Wade – (Chris) get us the information back to on Indigent Defense capabilities (PreFile).

**e) Other concerns**

No other concerns at this time.

**3. Consider and Take Action on issues related to Indigent Defense Software.**

Wade – will the software capabilities lighten your manual load? Nicki Noteware – yes considerably, the unindicted or unfiled charges. Nicki is unable to put her paperwork in the system because there isn't a case. All of her paperwork is on her desktop, word or excel. With TechShare all the information would be there even there isn't a file. Wade – TechShare is another case management system. TechShare will not integrate with Odyssey as of yet. We hope we have that capability with Odyssey, if not moving forward with something else is the County's only option. Nicki – the difference with TechShare the information is all on the computer and wouldn't have to print it all out. At this time everything has to be printed out, even just to email it. Wade – most of the workload is getting the paperwork sent out to everyone. Nicki – this software would streamline everything, and the goal is to go paperless. Wade – (Nicki) how is the court appointed wheel done now? Nicki – as of right now she has an appeal wheel, juvenile wheel, two (2) felony wheels and a misdemeanor wheel. Wade – how is the wheel created? Nicki – it is all in Odyssey. Nicki – manages the wheel adding attorneys and takes attorneys out of the wheel.

**4. Consider and Take Action on Henderson County I. T. Policy.**

As discussed in the last I. T. meeting, the policy was gone over making sure the verbiage was correct before presenting it to Commissioner's Court.

Motion made by Clint Davis and seconded by Michael Bynum to approve the I. T. Policy as written and present it to Commissioner's Court. Item passes.

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

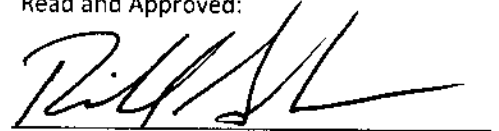
Wade – in Commissioner's Court it was brought up that it was in our I. T. minutes March 1<sup>st</sup>, 2017 that there would be training "get acquainted" sent out to all departments the next day for Google email and it was not done. Wade – the biggest issue that was brought up in court was the absence in training, there are people struggling with it extensively, and the loss of functionality on Odyssey. Josh – I didn't send anything out. I will rectify this. I will schedule training between now and summer. Wade – you were going to be meeting with them to discuss training. Josh – yes, and we did. We have some resources available and set a date and have SADA interactive in the same room and walk you through different pieces. Josh – I haven't heard anyone struggling with email. Wade – handling attachments is the main complaint. Josh – as far as Odyssey goes it is not functional without Outlook. Josh – would like not using Outlook as much as possible, because it causes so much grief to the I. T. department. There are things that can be tweaked and things we can do to people's emails if they are struggling with it. Josh – will send out curriculum how to do different things and links to Google trainings, and their step by step. I will schedule a training session. Wade – when you get an email with an attachment, you open it in Google Docs or Google Sheets instead of excel. How you are able to manipulate PDF's, you have to download it separate from Google, open it up in ACROBAT and work with it from there, to send it back you have to send it from that location. Wade – the manipulation of the view of the document isn't there. Clint – if you open an email with an attachment turned sideways, normally you can rotate it, but you can't now. Wade – they don't understand you have to download the document to be able to manipulate it. The extra steps are confusing, because we haven't informed the users on how to use the system. After downloading a document in Google Sheets you now can work in it. Michael – a lot of people don't understand you can go into Google Drive and use shared files. Josh – initially his main concern was Google Drive for the fact that he wanted to make sure everyone was acquainted with the email. Google Drive was an added feature. Wade – everyone is going to have to understand and be able to work within a document. You will have to open Google Docs to make changes to the document. Josh – I will send out an email about getting acquainted. And will start discussing dates about training with the offices, and will send to the I. T. committee. Wade – you will send an email about getting acquainted? Josh – yes, Google training and getting acquainted. I will send out a training date to the I. T. committee and getting acquainted to the users.

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

We did have the A/C go out in the server room and at the jail at the same time. The secondary in the server room maintained the temperature the best it could at about 72 degrees. They are repaired.

**7. Motion made by Clint Davis and seconded by Michael Bynum to adjourn the meeting @ 3:30 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.