

STATE OF TEXAS §

COUNTY OF HENDERSON §

BE IT REMEMBERED, that the Henderson County I.T. Committee met in Regular Session on June 7th, 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, absent
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, absent
KEN HAYES	COMM. PCT. #1

And guests, Josh Brock, IT Administrator; Diane Russ, County Attorney's Office; Jane Crouch, Auditor's Office; Judge Brownlow and Jennifer Carman, JP #5; Susan Cochran, County Clerk's Office; Nicki Noteware, Indigent Defense; Patrick Green 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 Judge Pollock and seconded by Betty Herriage to approve the *Special Session* I. T. Committee minutes, held April 20th, 2017. Item passes. Comm. Hayes abstains.

Motion made by Michael Bynum and seconded by Ann Marie Lee to approve the *Regular Session* I. T. Committee minutes, held May 3rd, 2017. Item passes. Comm. Hayes abstains.

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

a) County Clerk Criminal Report

Susan – the last email was on May 17th, 2017 to Chris, and hasn't heard anything since that email. Chris – is this the ticket that was e-filing? Susan – no. Wade – this is the same issue we had back in the beginning where we send our criminal history reports to these vendors. It was given in a format that they couldn't read and it got corrected. Susan – it was corrected and was working fine until we got the 2014 update and it stopped working. Susan – was told to break the report down it was too large, and send it in smaller portions. I ran it in the smaller portions and when the report came back there was nothing on the report at all. After the last meeting, Chris was already off the call; Susan showed the report to Wade and Josh and there was no

criteria listed. Josh ran the reports and had the same results that day and overnight. Josh – asked for the ticket number and who she spoke with and Susan sent Josh that information and never heard anything back and Chris said the reason the ticket was closed because Susan never responded to the ticket; Susan thought Josh was going to take this issue over and nothing ever happened. Wade – this began when we first went to Odyssey. Ann Marie – who closed the ticket? Is Tyler closing tickets on our behalf? Chris – you do have the power to re-open a ticket. Chris – remembers saying to put a note to re-open the ticket and he would ping downstairs and let them know that this issue needs to be escalated. You had forward something and thought Josh was going to take action it. Chris didn't realize there was anything else he had to do on this issue. Susan – the ticket is #5441972. Chris – the ticket should state what rep it was assigned to. Josh – the last thing that happened on this ticket was Misty closed it on the May 11th, 2017. Wade – this is a completed criminal history? Susan – yes, it is supposed to be. Wade – before the update the criminal history report was functioning fine? Susan – yes. Chris – to resolve this you had to break up the years? This is news to me. Susan – yes that is what I was told to do for the report to work. Chris – I need the ticket number and we can re-open it. You need to go in and re-open the ticket and state this is still not working. Chris – that would be the first step and he would go and work on it in the background at work. Josh – CSV has always done the delivery. Chris – email me the ticket number and he will talk with David on this issue. Chris will call Susan directly when he finds out more about this issue being fixed.

b) Merging and Printing issues

Wade – next is the merging and printing issues – that we were having two weeks ago. Chris – their tech service sent a fix for this issue. Wade – what was the issue on the merging and printing? Chris – Tyler has two other counties having similar issues. Diane – Smith County is having the same issue. Chris – yeah as soon as they turned something off it was working fine. Chris – it was a white listing issue and that was the resolution to the issue. Diane – it was all corrected in the County Attorney's Office and the District Attorney's Office. Josh – we are still having issues in the District Attorney's Office, I can turn off the secondary malware protection and it helps this issue. Chris – you need to open a new ticket referencing the original ticket because he wants the same tech working on this issue. This has to be addressed as a new issue. It is a new issue because we have supplied something in the previous ticket. By doing this, it gives Chris leverage in helping with the issue. Wade – multiple tickets, you deal with 10,000 tickets a week, how are you going to be able to recognize this ticket? Chris – it is for the techs to do their due diligence. Josh – has been opening support tickets with Meraki as well. Wade – was this an issue prior to the upgrade? There have been a lot of issues that have come up because of the upgrade. Chris – we will have to dig deeper to see if this is related to Tyler's software. Josh – the last time it was down was the Friday before Memorial Day weekend and it was down until about 4:00 P. M. it was resolved that day, and it happened again Monday (June 5th, 2017), and it was resolved and it happened again this morning (June 7th, 2017). Susan – this is has affected the County Clerk's Office, when we have to do citations, letters of testamentary these types of forms we have to do in Odyssey, our office wasn't able to merge forms.

Wade – we are still having issues with forms. Chris – push the issue and let Chris know when you update them, Chris understands these are lingering issues. Chris needs our help fighting back, don't wait until the I. T. meeting, put it in a ticket so Chris can get action right away on the issues. Wade – you realize everyone is frustrated with the tickets? Chris – I understand you are frustrated, please put something in a ticket and Chris will take care of it. Wade – we need to cover them up in tickets. Diane – when we enter tickets in the portal, do you look to see what is going on? Chris – audits the tickets, send an email that you have put in a ticket so he can push it. Wade – every ticket that Henderson County puts in is going to be a 2, we have no confidence in Tyler. You have worked well with us, but the people behind Chris are not good. Susan – got an email on how to prioritize and not put everything in as a 2. Wade – you got chastised on how you put in a ticket? Susan – YES. Wade – we are not getting the support that we expect from Tyler Technologies. Chris has worked very hard with the county. Wade – I would change today if I could, and go to another company. I was the one that wanted Tyler. I am burned out on Tyler and I quote what we said in the beginning with Tyler. "We will use y'all to clean our Data and we will go somewhere else". This is how frustrated we are with the support from Tyler right now. Jane – I have two receipts that did not match to the quarterly report.

These were reported on April 18th, 2017, and I still don't have an answer to these issues. Chris – there was no response on those tickets? Jane – with the developers was the only response. Chris – have you asked for an update? Jane – yes, I did ask for an update. Chris – I have gone to the managers directly and said Jane has put in an update request and hasn't heard anything back. I need for you to request updates on tickets. Jane – how often do I need to send in for an update? Chris – often – it is an issue that doesn't have a work around. Chris – when you put in a ticket, put in the impact to the office this issue has. Please email me the ticket numbers and I will talk to them about the issues. Josh – the two tickets of Jane's were responded on May 15th, 2017, and it said I will update you as we progress, and there hasn't been any. Misty has asked for updates and hasn't received any. Jane – there are two receipts, you can't tell me it takes six weeks to look at two receipts. How long does it take to look at two receipts? Chris – put in the impact that this will make to your office. Jane – it hard to say two tickets is going to make a big impact to the office. Wade – how many counties are on Odyssey? Patrick – there are 89 counties on Odyssey at this time. Wade – in four years Tyler has increased 30% of your clients in Texas. How much have they increased the support behind Chris in that time? Chris – they have hired people, we don't work for support. Chris – I am your mediator for your support. Chris – works for client success. Wade – who is over support? Tammi Earnhardt is the director for support.

c) Customized reporting

Wade – Chris was able to get us in classes for customized reporting, the problem is the class was April 27th, 2017, and by June 7th, 2017 we still can't use the reporting. The reason for us not using the reporting it has taken us too long to get into it. Chris – the ticket referenced in the email that was copied for Chris states request for assistance on creating ECR reports. Reports aren't going to be able to do that. Wade – why has it taken four weeks for us to get into the system? Chris – attached an email from Misty confirming as of May 15th, 2017 it was up and running. It took two and half weeks for us to get into it. Josh – Misty got logged in it but it was basically not the correct county when she got logged into it and they had to assign her to the correct county. When Misty emailed it was up and running, when she logged in it wasn't our data. There was a time delay after May 15th, 2017, for about a week. Chris – as the request stands now Misty wants training. ECR stands for custom reports you have to have background knowledge to do this. Wade – we were set and ready to go after the training class, and we couldn't get into the system. The retention of the information that was given at the training was gone by the time Misty was able to get into the custom reporting. Wade – this is how frustrated Henderson County is with Tyler. Patrick – I can see the frustration. I did not know that Tyler was giving ECR training classes or the Enterprise Custom Report features to SAS clients. Wade – then the sales from your organization lied to Henderson County. Patrick – they said ECR was included in the sale? Wade – yes, we could do our own custom reporting. Tyler lied to Henderson County about the customized reporting. Patrick – will go back and ask Jim. One of the reasons it wasn't part of SAS was because all the servers have to be PCI compliant. That compliancy was not to allow a third agency which is the county access to direct data basis. Tyler has created a new replicated data base that is specific to counties for the counties to access that information. Patrick – I am not dismissing any of the issues. I know Chris works to resolve the issues. When you go and escalate a ticket that triggers an alarm for reports that runs out from the ticketing system. Tyler has added at least 30 employees in the support organization. Wade – for just Texas? Patrick – no. Wade – that's my point. Patrick – the support organization doesn't work just Texas. Patrick – two receipts in Odyssey, it's just two receipts. That receipt has fees on it. The fees are all mapped to different places and that receipt is tied to a party record. It gets complicated, so each receipt can have a significant impact. The ticket goes to a DVA. These are some of the complications. Each ticket that is sent in is an individual in its self. Each ticket that is sent in for mapping is unique in its self. What is needed is a response instead of direct to DEV. Wade – we have been saying that since we first started, there is no one you can call and discuss the issue. This would be a quicker way to solve the issue, and give us the satisfaction. As far as customer server goes it is not the most optimal system to keep the client happy. Ann Marie – Misty and her report rider, she may have a quick question and she can't just call someone and ask a question. She has to submit a ticket and wait for a response. Ann Marie – we need more support. I think you are under staffed. Chris – Misty's issue is unique, it's not that no one wants to talk to

her. Ann Marie – where does she submit her question? Patrick – there is no other place to send an issue other than the portal. Wade – the county wasted the money on Jane and Misty to go to the free training for custom reporting. Due to all the delays and follow up two and half weeks later we lost it. Wade – customized reporting is done for us and we will not talk about it anymore because there is no help to get, and there is nothing from Tyler going to the SAS clients. Patrick – Misty has sequel experience? Josh – she has been working on forms, that is where her knowledge came from. Wade – we may have been successful with the reporting had we been able to get into it. Patrick – Collin County has produced and given reports to other counties in the State and will share any report they have. They will also share the knowledge on how they did the report. Collin County has gone to other counties and showed how they made the reports. Wade – we would like some contact numbers. Ken – what is Tyler going to do to solve the issues with the reporting? Patrick – Is going to get us in contact with a county that has written the reports. Patrick – is a client executive, he is here as a means to help plan for the future. Patrick will do his best to give Henderson County advice on how to precede forward.

d) Indigent Defense Functionality

Patrick – there are many counties that have applied for the same grant that Henderson County has applied for. It is not on the road map that Tyler is doing right now. Tyler cannot offer a solution for Indigent Defense.

e) Unresolved service requests

eDiscovery issue – Josh will get with Justin Weiner on this issue. Wade – has there been any action on GASB? Jane – yes, she has emailed Danielle with support. Wade – this still hasn't been resolved. How long has this been opened? Jane – since February 2017. Wade – we are a year and a half from our contract expiring. We still feel like we are still implementing. Wade – how are things going with Perdue? Judge Pollock – they have had some re-training and met with all the JP clerk's about a month ago. Jennifer – everything is working great. We are finding a lot of conversion errors with Perdue. We are cleaning it up as they come up. Judge Pollock – Judge Daniel was having some issues regarding printing his forms. He doesn't know if he opened a ticket on this issue or not. The work around we had was to make sure word was opened before starting the forms.

Wade – Patrick what are you going to do for Henderson County? Patrick – has a presentation that he can come out and present to the committee. It talks about the client executive and the client success team. The presentation takes about 45 minutes. The Client success team was started about a year ago. Patrick has been with Tyler for about 10 years. We have the leadership that will find the best solution for issues. Client Success was developed so we can have a proactive group verses a reactive group. Support its own self is a reactive group, and they can only do what they know is a problem. Client Executive program is part of the continued improvement group who works with counties that have a well-organized group. Patrick's main focus is to sit with the decision maker and the SME's, and say here is the roadmap, this is how we plan to be fully electronic and the timeline we would like to hit. What do we have to do to make this happen? There is an online course for Sequel that he will send (it's free). If you want to take the test and get certified you pay \$50. It is a scheduled class that you can take online and get you basic Sequel knowledge. These are things that he is trying to bring to the table for the clients he's working with. Wade – is there a schedule you will be keep with visiting with us? What do we need to expect out you as far as seeing you? Patrick – I would like to meet quarterly. Chris – I understand your unhappiness. All your concerns are valid, but ultimately your unhappiness is a reflection on me (Chris). He is going to escalate this issue.

f) Other concerns

No other concerns at this time.

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

No action was taken on this item.

4. Consider and Discuss software license agreement for Odyssey with Tyler Technologies.

Wade – had Clint look over the contract. The exit clause is a 30 day window to leave them. When we get to the last 30 days it automatically renews. Tyler has to give Henderson County the rates 90 days prior. Judy Kinney said there would be a 5% increase. The contract expires September 2018. Wade – we did our part according to Tyler's play book. We did everything on our side. This is why we are not happy. We had everyone on board. Tyler dropped the ball.

5. Consider and Take Action on software license agreement with Easy Vote for Inventory software for Election Administration.

Denise – this is inventory software that keeps up preventative maintenance on the voter's equipment. We send the equipment out for repairs and this keeps track of the machines that have been sent out for repairs. Jason Barnett – discussed the Easy Vote software. You can build your preventative maintenance inside the system. This is a cloud based system. Wade – how many pieces of equipment do you have? Denise – we have 52 laptops and 52 printers, 150 e-slates for voting booths and multiple other pieces of equipment.

Denise – I had Clint go over the contract, and he made some changes. I sent the revised contract out to Wade. Wade - it isn't often that on SAS part of the contract says liability insurance. Jason – wasn't sure why, and would ask his CFO. Wade – we need to know before this is presented before Commissioner's Court. Jason – what is the question? Wade – both parties will have insurance as reasonable and commercially reasonable. Ken – how much for this software? Denise – the first year will be \$4,775.00 and after the first year it will be \$4,275.00.

Motion made by Ann Marie Lee and seconded by Judge Pollock to approve presenting the software license agreement with Easy Vote for Inventory software for Election Administration to Commissioner's Court. Item passes.

6. Consider and Take Action on issues related to PDF software used by Henderson County.

Josh – we have a limited number of 100 copies of ADOBE Standard. This isn't enough to cover the County, hoping to spread them to the offices as needed. The cost to maintain that would be about \$15,000.00 to replace every time. The county really needs about 250 copies, the cost would be about \$62,000.00 when all is said and done. I don't have the money to turn it over every three or four years. We have version nine of ADOBE and they are on number 11. We had issues with Susan's filing to the State and they were rejecting CutePDF because it wasn't OCR readable. The iffy term about all of it is I don't want to knowingly go over our limit. CutePDF gives you about 500 licenses for about \$7,500.00 so that is what we purchased to use, but it doesn't do the search part of it. The cost for the County for ADOBE is about \$159.00 a copy. The thing we could do now is to budget for it for the next cycle. Wade – we have more users than we have licenses? Josh – correct, but I think 250 licenses should cover the County. Wade – CutePDF will not recognize notes that were typed on ACROBAT. Are we covered right now for those who need ACROBAT at this time? Josh – as of right now we are. We have version 9 and they already have version 11.

7. Consider and Take Action concerning employee Portal and Pay Notification.

Michael – the reason the portal came up is because NetData wants to go to it instead of email. As of yesterday (June 6th, 2017), everyone will be going to the portal for pay notifications. NetData is trying to get away from email notifications. With the portal, you are able to look at the history of the paystubs. You don't get what you see on your paychecks as far as vacation and sick time used. Right now you have the choice of the two; you get

the email and the portal. If the department head was receiving email for all employees in their office, they no longer get those. Everyone has to have their own individual email address to receive the email paystubs now, because of the portal, it has to be separate. Michael – we prefer the portal instead of the email, the portal is more detailed for the employees to get past information if they need it. Wade – what started this, not being able to receive our email notifications? Nikki – called Cindy at NetData saying she had emailed the paystubs out and it took over three hours for it to generate the direct deposits and no one received an email for their paystub. Cindy said we have the portal up and going. Nikki – what do I have to do to get it started for the employees to get their paystubs? NetData started working on getting the portal set up for the next payroll. Wade – we never found out what the issue was? Nikki – once it goes out on the internet NetData has no control over it. There have been issues with the emails since we started them. Nikki – I won't be able to tell you if you will receive an email on the next pay period or not. Nikki – has expressed how changes on the portal would help the employees, NetData has made one change and are looking into changing the sick and vacation portion of the portal. Nikki has been talking to Bill Wilder on this issue. Nikki is trying to get NetData make the portal to look like a paycheck stub.

8. Discuss Status Google Email Hosting and Training.

Josh – we have training tomorrow June 8th, 2017 and next Thursday. Josh – sent out the links to getting acquainted with Google. Michael – I really think it was very educational and I learned some things about Google that I didn't know, and I hope the employee's takes advantage of the classes. Wade – have we gotten the training that Henderson County paid for from Google? We paid \$5,000.00 for the training from Google. Josh – we are not utilizing that training, this is training from the I. T. Department. We have the opportunity to have sessions with Google conferenced in. Josh – I would rather go through what Google is offering before we try to replicate that out or utilize that training. Wade – that doesn't meet the expectation that was given of when we did everything about g-suite. I was under the impression that we would receive staff training from them. Josh – it is offered and it is offered at any point. Josh – I would like us to go through it before we present it to the county employees.

9. Consider and Discuss IT Director Report.

Josh – we had some issues with the firewall.

Susan – we were told to send our Foreclosures to the helpdesk to get them posted, and we have had several people contact us saying that there are not all being put on the website. We had Angela to pull to double check and only a couple a months are being actually posted on the website. We have the emails that they were sent there and aren't showing on the website. We had Jody come over to the office and show Angela how he wanted her to send the Foreclosures and he couldn't get her logged into the portal to do a ticket. Jody said just email them to the helpdesk. Angela has been emailing them this whole time. The foreclosures aren't showing up for whatever reason.

10. Motion made by Ken Hayes and seconded by Judge Pollock to adjourn the meeting @ 3:51 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.