

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 September 6th, 2017 @ 1:30 P.M. in the Annex 2nd Floor Training 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, absent
MICHAEL BYNUM	COUNTY TREASURER, absent
MARY MARGARET WRIGHT/M. SUSAN COCHRAN	COUNTY CLERK
KEVIN POLLOCK	J.P. PCT. #2
BETTY HERRIAGE	DISTRICT CLERK
PEGGY GOODALL	TAX ASSESSOR/COLLECTOR
KEN HAYES	COMM. PCT. #1

And guests: Diane Russ, County Attorney's Office; Josh Brock, IT Administrator; Nikki Harris, Treasurer's Office; Chris Ricci and Patrick Green, Tyler Technologies – via telephone.

Transacted the following business, to-wit:

Comm. McKinney called the Meeting to order at 1:33 P.M.

1. Consider and Take Action to approve the Minutes of previous IT Committee Meeting.

No action taken.

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

Patrick – The J.P. Offices both said it would be easier to meet in Athens than in Malakoff or Seven Points. Wade – Who were you coordinating with? Patrick - Jennifer. Wade – Ok. Judge Pollock – She hasn't spread that word around. Wade – Word hasn't been spread to the other offices as of yet. You might want to re-touch on that and remind Jennifer. Judge Pollock is here and he is looking at me like he has not heard anything. Patrick – I will send an invite out then. Because I need to call Josh to make sure that one of those rooms that we have met in in the past is available. Once I have that, I will send an invite out to all the Precincts. Josh – As far as at the Annex, we do not have anything scheduled for this next month, so it is available. Patrick – Ok, great. Wade – Our District Clerk was stating that y'all had not met with the District Clerk's Office as of yet. Patrick – When I met with that first session, the District Clerk's Office was represented. Let me go back... I can get all the names of the people. Give me a second here. Wade – Ok. Patrick – Sherry Foster is with the District Clerk, right? Wade – Ok. Right. Good deal. They were of the understanding that you would be visiting the office. Patrick – Oh, ok. Commissioner, I have no problem going and sitting down with more individuals. While I am out there, I know that I am going to meet in the morning with the Justices. I am going to meet with Jane in the afternoon. If the

District Clerk would like to speak with me individually I can reach out to her and set a time. Betty – That would be great. Wade – Betty is in here with us now, so if we can do that – that will give you three for that day, which will be the 12th. Correct? Patrick – That is correct. Wade – Next Tuesday. Ok. And since we don't have anyone else with Tyler with us, we won't go into asking where everything is at on being dealt with unless someone has something specific that they need done. Susan, do you have anything specific? Referring to Odyssey... Susan – I had some notes downstairs, but I can't think of what they are right now, so no. Wade – Sheriff? Botie – No, Sir. Wade – Patrick, you get the light load today, so what do you have to share with us? Patrick – Well, I know Commissioner that you had asked Chris a question about an outage that you guys had. Wade – Yes. Patrick – I went through – and they log all of that stuff – and I found one. It was August 28th or 27th, I believe. There was something from our hosting facility, you guys probably didn't notice, but obviously someone might have, it was about 7 minutes and the way they explained it to me... keep in mind my limited knowledge... they said the columns were in a bad state and it affected about 20 of our staff clients for that 7 minutes. Now, I don't know if that is for the same time frame you have. If you have a date, I can dig into that a little more. Wade – August 25th is what I have. Josh – We had a Friday afternoon outage. Wade – No that is the telephone issue that went out on Friday. August 25th is when Misty sent out the notification. Josh – What time was that? Was it late afternoon? Wade – At 1:48 p.m. Friday, August 25th. Josh – Yes, because that was the day that we had... it was down for a couple of hours. I wasn't here that day. By the time they got it back up, it was 4 something so it was hard to get status on who had things that were messed up or whatever, but it was down for a couple of hours that day. Patrick – I think I found it. When I am looking at it, it had several SAAS sites that...Henderson wasn't one that was specifically listed so, let me... They do root cause analysis on all of these, so let me get that. I don't know that this is the one because this shows an outage that started at 11:50 a.m. CST. Is that about the time frame y'all are talking about? Josh – She sent out the email out at 1:48 p.m. so that meant she probably got back from lunch and everybody started pouring in the calls and hey we got a problem. Patrick – Ok. Alright. Now that I have the tracker on it I can go in and dig into it and get a root cause analysis. Wade – Ok. Yes, we would appreciate that because this is our second major outage in 3 ½ years and that is something that we will continue to watch. Nothing is perfect. Nothing is foolproof, but that was one of what Odyssey touted was - or Tyler Technologies touted was the consistency. So... Patrick – Now you guys are what we call the 5 nines in our office. That we guarantee 99.999% up time and if for some reason that time frame is exceeded for that month, there's a credit given back to the county for down time. So that is something that we do taut quite a bit and they do track it very closely, so... I have not heard of us having an outage exceeded that 5 – nine session but we can definitely look at this one and see what the root cause analysis was. If it was something that was on our hosting facility site or whatever it might be. Wade – Ok. Yea. If you will, dig into that if you would, because that's something that is very important to us due to our functions. We can't function without it in so many areas. Patrick – Absolutely. Wade – And also if you would, send me the calculation formula on how they get 99.999% - just for my own edification. If you would please. Patrick – Ok. Wade – So. Other than that... Status on your report... I know it's not completed as of yet, but can you give us a status on how that's coming? Patrick – Well, earlier I had a good visit with the clerks and the attorney offices. We had a visit with the sheriff's office and I brought my jail CE with me. He had several ideas he was going to try to arrange some updates for. I know that with the office they had kind of discussed that they found what worked and what they understand how to use and that's what they are doing and it would seem that we just need to find a way to step that up in a matter that is not overwhelming to the staff but allows for more features to be put into place. Wade – Ok. Patrick – But one of the comments was – we have some turnover and if we start flooding these people with more and more information, it's just going to create more challenges. So that's kind of the direction of what I am trying to figure out - What are some steps we can take and I don't want to call them baby steps, but you know, some walking steps before we get to running. So we see some progress but we don't overwhelm the staff that is actually having to use the system. Wade – If memory serves – and I haven't even talked to the Sheriff about this, I just have a good memory – while

y'all were here – they specifically showed y'all an issue with your jail CE and even he couldn't figure it out. Do you remember? Patrick – Well that was an issue with a report that was failing to pick up all the ICE detainees and that was actually a bug in the system. We opened a ticket on that and they had that resolved the next day in time for them to run and submit that online. So – keep in mind CEs perspective – I don't know everything configuration wise and functional wise with Odyssey - Case Manager, Jail Manager, Attorney Manager, whatever the product center is – I am not going to be able to provide that solution on the spot. Nor would any other one. Our goal is really to kind of get an understanding of where the counties are and work on the reactive side and the proactive side. The reactive side in Henderson specific is the response from Support. Trying to improve that so people have a level of comfort and get the response that they need in what is an acceptable time frame. On the proactive side is more where my role is to try to figure out a plan and to put that in place for the way we are going to improve the process as time goes on. And having a road map is what we call it that is a 1, 3 and 5 year plan. Those are some of the things that I talked to the clerk's office about. You know, some of the things they would like to see in the future. You know, some of the features might be in development right now but aren't really released so that is something we can put on the road map. Things that they would like to see, that we don't have I take those back to our development group and our product center and say hey- look I am getting these requests. Wade – Right. Patrick – So those are some of the things that are the CE's role. So, him not being able to solve that issue on the spot – I would not have expected him to be able to. So in that, the expectation I set was incorrect. So, for me being able to walk out and solve issues – that is the wrong expectation and that is something that I need to re-level set with you. Mine is from a planning perspective. I have 10 years of experience, yeah – some things I can dig into deep and help you with right there on the spot. Some things I can't. Wade – Ok. Patrick, you don't have to sell us, Man. We are with you. Patrick – Ok. Alright. Wade – Did you have anything else out of the particular meeting with him? Botie – No, Sir. We are just going to try to come up with a plan and I haven't really heard anything else since then, but I know he has been working on the whole county. Wade – Give us a status on your report, please Sir. Patrick – With the clerk's and the jail I have a lot of steps documented and some ideas for the next steps. I want to get through the Justices and then with Jane and go back and look at it to see if there is anything I see holes in or people I need to review more information with. I do have some outstanding items right now. I'd like to get a CJIS training class set up for the county. I had talked about charge integration from the arrest all the way through the conclusion of the case on that charge. And I have some ECR reports that I have requested to be loaded into the system. I actually today, went out and looked after Jane asked me that question and I don't have those loaded yet, so I am looking into why. They are rights and roles reports. One of the things that came up when we were in the Sheriff's Office was something could work today and not work tomorrow. And being able to define this right – this role was changed with these rights on this day because you guys have felt the pain of what rights and roles can do across the county. It can be very cumbersome to manage those. Wade – Ok. Patrick - That is my current status. Wade – Ok. So you are still waiting to meet with at least three that we spoke of, but you have made rounds to all of the others and I guess what I am asking for... what my expectation was that there was a formulated response to what you found. There may be something that is prepackaged other than just saying that – "Oh, we are going to roll out more training here, here and here." If it is all pre-packaged responses, there is no sense in giving them. It will save all of our time. Do you have anything new to give us? Besides that? Patrick – I don't right now. Some of the areas that I have seen in my... we call it a "Business Process Review". I think it is kind of misleading in some ways because I am not looking at every business process, but the document that I produce will be broken out by office and talked about and note where I see holes and possibilities for major changes. Where I see business process that might need to change for better use inside of Odyssey. I would like to deliver that to the group as a whole. Because having everyone in there to understand this is what we found. These are some challenges based on business processes or these are some challenges based on use of application or features that they shouldn't. And everyone can talk about this business process either from the DA to the clerks or from the clerks to the court and things like that. Wade – So you are wanting to have a breakout session with those offices separate from the I.T. Committee meeting? Is that what I am hearing? Patrick – Yes. I would like to. The reason is it would take up steering committee time and it's not really the place for it. Wade – Right. Patrick – Now, you have expressed concern because it is quite difficult to get all these individuals into a room once a month so if that is the place that we have to do it, then I have no issues with that either. Wade – As I look at the calendar, our next scheduled I.T. meeting is October 4th. We have all become pretty used to that routine. How do you wish to approach that as to a breakout session? Because we want a

presentation to us on what you have done and where you are going. Maybe not to the specifics as you would to the breakout group, but we need an overview report on this and my question is... Are you wanting to on that day try to do them both? On October 4th? Would you come to us first and then come back or how do you want to proceed with this? Patrick – Well on the 4th I could actually give an overview of that and then if we want to follow up with a breakout session immediately following the steering committee meeting since everyone is in the one location maybe an hour after that so entire group can get an overview and then more specifics with the individual offices afterwards. Ann Marie – I am for that. While we got them. Let's get them. Wade – Will that work for y'all? We can structure our meeting to be very brief where we can do this because I know we are all we are all going to want to go sit in on it and listen to it ourselves. Committee in agreement with that? Botie – Yes, Sir. Wade - Alright. Sounds good, Patrick. Let's do it for Oct. 4th, then and we will try to get our people coordinated then. You want it to immediately follow the regularly scheduled meeting in here at 1:30. Patrick – Can we? Wade – So, schedule it for 2:30? Patrick – That would be fantastic. Wade – Now, are you wanting all offices? Not just Athens campus office but J.P. offices as well, because they have their scheduling as well? Patrick – That would be the optimal. Wade – If that isn't able to work... I know we have 4 weeks' notice, so there is some leeway there but if that doesn't work... What is an alternative for them getting that information? At least specifically for them. Patrick – I can come back down another day. Wade – Ok. Patrick – Or I could come back the following day, if that works. Wade – Ok. Wade – Do you still have our SME contact lists where we can ding them and let them know what is coming? Josh – I will have to look to see if it is up to date. It is considerably old now. Wade – What else, Patrick? Patrick – That's all I have. Wade – Does anyone have any questions for Patrick? This is good, Pat. We are done with you before 2:00. Patrick – Alright! Wade – Be sure and tell Chris. Patrick – I look forward to seeing you guys on the 12th and I'm sure having several follow-up calls with certain individuals to get this thing ready. Wade – Good deal. Get us the report on the outage and the calculation on the 99.999% deal. If you would, please? You can just e-mail it to us. Patrick – Ok. Wade – Alright. Patrick, thank you, Sir. Patrick – Sounds, good. Wade – Take care. Patrick – You guys, have a good one. Wade – You, too. Bye. Alright. He still didn't make me anymore comfortable. Josh – Well, I was just looking at the ticket list. It looks like, just as an overview, and we still have a few things like e-Discovery which I am dealing with them in Development on that. Most of the stuff that we are getting now is more like, I would say less than critical issues... I need to set up a new fee in e-file. Change some charges... I'm not saying that... I'm not discounting that, but I'm saying it is not system critical that we have been dealing with forever and it's not the same stuff. We are just getting – Here. I need some help with this or whatever. So I think it is starting to nose out of the system issue vs. just trying to get used to it. Wade – Y'all have anything. Botie – Nobody has really said anything. Wade – Judge? Judge – No. Wade – Susan? Susan – Just some little lingering things like our Small Estates. When those come in in e-filing, they are given weird numbers instead of the correct Small Estate numbers that we are wanting so I am going to call them directly instead of setting up a ticket because that seems to work better when I can get them on the phone instead of a ticket I seem to get better results. Wade- and the e-filing is a separate route anyway from Odyssey right Josh? Josh- Um I think it's still part of it...Susan- It's still part of it. Wade - So it's still all the same? Susan – Yes. Wade – Ok. Wade – Judge you haven't heard anything? Judge – I haven't heard anything. Wade – Ok, umm...and since it is Odyssey related we'll stay with it. Did district and county get together talking more about both data discussion? Umm how did y'all decide to handle that? Misty - We checked with some counties to see how we did some things on their website, we talked to them and it's done. Wade – So we no longer have an issue? Hot dog! There you go! Susan – Misty took care of it for us! Or the IT department took care of it for us! Wade – How long have we been in the state where we've got that up? Misty – It was pretty quick after the last meeting. Wade – Oh! Misty – Yeah. Susan – Yeah, like the next day or so! Susan – I talked to Genuine Data, I told them that I was able to run that one year (2016) and I told them that I would be happy to send them that one year and after that, it was done and she was good with that. So I sent them that one year and then no more! Wade – Alright! Something resolved!! We did it!! It's only been 3 years! (Laughter) Wade – Well...if there's nothing else on Odyssey we will go to the next item. Which is: Consider and Take Action on the Financial Software for the Audit Office. Ann Marie – So, I know this really doesn't concern y'all but it does, it's the network or the Cloud, for maintenance- I don't know. But last year when we got our bill I wasn't happy, I knew it was going up and up and up and up. Well from 2009 to July of last year maintenance went up 57% and it not 57% prettier and I called them up and had a talk with the President and said - Look I'm not happy with you because for a 57% increase I'd like for y'all at least to get with current technologies and I'm sure y'all are aware this old technology.

They just make it look pretty, but it's not any more efficient or better or so he kept the same price for this year, in the meantime we were in Denton looking at their software systems for timekeeping. They mentioned they use a company called STW and it really caught our eye. I mean Denton County is just slick and the thing that caught our eye more than anything – for us, right now to run payroll takes us all of four days they do theirs in two hours! The whole county! And so we started looking at their software and had them come out and do a demo for our offices and also have Eencode which is the division of Tyler Technologies comes out to do one also when they caught wind we were interested in moving along and Tyler technologies besides being cumbersome and awkward these meetings have not helped our feelings towards the company. With STW I'm telling you they were just like going to lu---literally when we went to lunch; we went to Braums' and everybody bought their own, they weren't sick. They're just great people! Wade – yeah, we didn't even sit together. Ann Marie – No we just kind of sat all over Braums' - but they are really great people! I think Josh was okay with their tech side of things? Josh – Yeah umm...they gave us some opportunities and some options which you know I asked them if we were going to have Cloud Based or intern. They gave us the option which one we wanted and they gave us the guidelines of both so it was more like we were agonistic to that we don't care which way you go just as long as it's stable and they gave me what it was going to take to run their system and it was like pretty low line, so it felt confident that we don't have to buy into a bunch of certain hardware where we have to buy thru their cloud services so that was a saving there. Ann Marie – And so there are two reasons we need this, first off it is software and I'm supposed to be able to select my own software; that's one thing I need for the IT committee and it is going to involve some county interaction now every department will be able to look at the financials at any moment...know exactly where they stand, they'll be able to do their PO's thru this and they will know whether they have their budget money, somebody in the office will send you a PO if you're ok with it, and you approve it, you'll send it to us and we just submit it! It's just awesome! Even the commissioners! They'll be able to do this instead of those manual PO books and the time sheets on there, everybody fills out their own time sheet and submits it to the department head and then the department head submits it to Nikki and we're done! Um, the annual support is going to go down about \$10,000.00 a year which means an initial outlay of about \$150,000.00. Now it does say on the bottom of this proposal for Anderson County, but they did ours the same time they did Anderson County. Karen came out here because she is also looking at this program and even though we are a much larger county than Anderson County, the original bid they gave us was more than this and I guess he realized that Karen and I were friends and we share numbers and he came back and said I think I'm going to give y'all the same number that I gave Anderson County, so I said that's fine with me! But if we go with it and they go with it, we are going to do some team training together. They also said if we get this budgeted and everyone's ok with this, even though the contract won't start until January, they're going to go ahead and get the legwork done now. So the sooner we start the sooner we'll be ready to roll. Wade – So STW brings us the ability to see our financials....real time? Ann Marie – If someone wants to look at an invoice they'll be able to click on a link and that invoice and the picture it'll come up. You will be able to go to your own records and look at your own stuff anytime you want - any invoice you want! Josh – Search your vendor, your agency, and be able to find that payment that you made to them through this link will be real helpful! Ann Marie – For us our greatest concern in auditing is all the stuff we scan. Josh – right the images are going to be questionable, because it's a third party. It doesn't actually do, it scans your RBI, so it's extracting, it may not be...in fact extracting the images is not a problem. It's the data that connects it to each invoice or whatever to that data entry, that's the piece that we're going to have to find out how to do. Ann Marie – But even if we can't y'all still are at least moving forward to be able to do that. Josh- you would still see the amount and what the invoice number was, as far as the image itself we'd have to pull it up. But there was also...what was the other thing that was such a good fit, you were going down the list of things...what was it? Ann Marie – Budget...worked well. Wade – The budget aspects of it, but even when you get into the writing of the PO's, no longer had we gone thru the process and it being cumbersome we no longer had to run it through the audits office you can go ahead and run this and if there's insufficient funding it'll stop me right then and then if there is funding after it goes to y'all will approve or disallow, either way but um at least it cuts down on...here it comes to you. Ann Marie- you'll be able to issue a PO right there on a phone or computer or whatever and it's automatically in the system and no more PO books. Ken Hays – So if I don't have the money in there, it'll stop before it goes and I'll just have to make a phone call to override it and borrow money out of another account or whatever. Ann Marie – Right and I suspect what we can do is have it-I mean it's a pretty slick system-set up for internally to uh override anything within a category. Ken Hayes – what about us idiots or

ignorant people that's not very savvy with these computers? Ann Marie – It is pretty user friendly. The end-code one I mean we were all just thinking this.....when we went to umm... Kaufman county because they have it, one of the ladies came into their office on a Monday, because she was leaving and by Friday she was fully trained and did not need any more training on the system it is that user friendly! Encode?? How long have y'all been training and training? Clint - I like how she put it earlier when she said "Even the commissioners will be able to use it!" (Laughter) Wade – Not only with that there's also the payroll submission that is the big kicker. There is the payroll portion that automates not the entry on our end but automates how it goes into the system lifting about 4 days of work off of Nikki. Nikki – We will have electronic time sheets where all of the departments or the employees will enter their time sheets and they will go to a supervisor. If the supervisor approves it, it will be sent over to us or to me and I am done with that part. So I don't have to sit there and work on everybody's time sheet, figure all their time, vacation, sick or overtime or if it's comp time or not. I don't have to do none of that. Ann Marie – Every time I tell someone I don't care either way, Nikki gives me the evil eye. Comm. Hayes – What are you going to do in the mean time when you do two hours of work in a week? Ann Marie – Yeah! What are you going to do? Nikki – I am sure Lynn will keep me busy. (Laughter) Wade – Ok, there is P.O.'s, there is budget, there is record keeping, there is time keeping, what else? Ann Marie – Of course, interface with the departments. Judge Pollock – Accounts payable, accounts receivable? Ann Marie – Oh, yeah. The reports are sooo easy. They are nothing like y'all face. Josh – We talked about inventory, also. Ann Marie – Inventory. Yep. You can take pictures of stuff and add it into the inventory. Wade – Some of the reports will be available for the department heads to run their budgets from this? Ann Marie – Yes. They will be able to create reports. Wade – Fantastic. Ann Marie – You will not have to go to a special school for four days. Wade – What else? It was really interesting how we fell upon this. We were going to Denton County because they have KRONOS. We went as a time keeping deal and as we got to talking to them and talking about their financial they said it was STW. Ann Marie – We said, "Who?" Wade – They were in Denton County, weren't they out of Dallas County? Ann Marie – No. It came out of Denton County. Josh – They are in Gregg County. Ann Marie – And down in Waller County. Wade – And the discussion got to be that to be Wow. Her issues with the financials systems were already there, but we weren't really thinking about going after a financial system, but we got to looking at it and this thing does a little bit of everything that we want it to do. To automate some of our time keeping issues and all of that, so.... Ann Marie – And it's new technology that means more to Josh than it does me but... Josh – The thing that I like about the technical side of it is that all of their customers have the same version. There is nobody that has version 12, I have version 12 and you have version 17. Ann Marie – And whatever anyone gets – everyone gets. Josh – The down time for their upgrades are minimal. They basically schedule all that out and it's done after hours. Of course, financials there are a lot more after hours than there are in our other system but those pieces were all explained. They don't do any releases until they have had multiple passes with their customers and then they release it as one big package to everybody. So when you call in, they are having the same problem with all packages because it's all same. Ann Marie – And when you call you get a person and it could be the president of the company. He said everyone answers the phones here. Everyone I talked to, all the counties said that same thing – when you call, you don't know who you will get, but they will have an answer for you. That meant a lot after what y'all have been through. Diane – How many employees do they have? Josh – Like six. (Laughter) It was more than that. Ann Marie – I don't know. They do a lot more municipalities than counties. They are just starting to break into the county bids. Nikki – I know the City of Balch Springs uses them too. Wade – And the statutes give County Auditors full leeway to choose their financial software. Ann Marie – Yes. Wade – I know that you have looked at other systems in this process. Ann Marie – We looked at EnCode. There really aren't that many out there. Wade – Right. EnCode and wasn't there one more? Beside that? Ann Marie – A couple of nobodies that called us, but the only two counties really use are EnCode and NetData. Josh – We reached out to the one that did that Indigent Defense. We talked to them. Ann Marie – Oh, yeah, but they are not ready. Josh – They were building according to whatever you want. So it was kind of like you have a blank slate, what do you want it to do? Ann Marie – They weren't ready. Wade – What else? I guess that's it. We did talk about this during budget and the court did put money in replace it. It did do that. But before the court went any further than that Ann wanted to run this through here and see what the Committee thought. And see what the Committee's ideas were. Because all of our eyes can find something that everybody else misses..if y'all have any thoughts, insight? Ann Marie – They can do a demo for y'all at your desk. They did one for Nikki because she missed their demo. But I don't know if it would mean anything to y'all. But it is going to involve everyone in the

county. Judge Pollock – So is it electronic signatures? As far as I submit my time cards for my clerks. Ann Marie – Yes. Josh – It will be done by your log-in basically. Ann Marie – Yes. Your stamp. Josh – When you log-in you have the approval to approve that as manager of that group and if you send it from that point on that is your digital signature. Judge Pollock – And then for P.O.'s I just bring up the forms and will it assign me a number right then and there? Or is it gonna.... Ann Marie – As long as there is money in the bank. Judge Pollock – As long as there is money in the budget, so I don't have to sit there and wait and find out what my P.O. is and all that kind of stuff. Ann Marie – And that is what we are saying for them or even maintenance. Maintenance is the worst about going out to the welding shop and buying without getting a P.O. Now they will be able to get a P.O. right there. Just get their own P.O. and submit it we will know instantly that they went and bought... Usually we don't know what they bought until after they bought it and they bill comes in if they ask for a P.O. at all. (Laughter) Wade – So I can't make up P.O.'s then? Ann Marie – I'm sure you will find a way. Maintenance is just not as creative as you are. Wade – Ok. Training. In the proposal? Sufficient training, you believe? Ann Marie – I got the impression from them and everyone I talked to that yes... there will be sufficient training and like I said, they can do it at your desk. They will do a desktop training for you if you need, while they are in Denton. Comm. Hayes – So they will come to our office? Mine and Wendy's office? Ann Marie – They probably won't come to each Commissioner's office. They would probably do a group one, but if Wendy was having problems they can go on from their office and work with her and see what she needs. Wade – Any other discussion? Josh – Yes. One. You touched on it briefly. When she was talking earlier about payroll, then you touched on time keeping. In that session when we went and looked at time keeping, we kind of found out, like you said, that we kind of had the cart before the horse on some things and that was basically that the piece that we were looking at – how is it going to integrate with the piece you already have and of course that becomes more fluid with because we are able to say Hey we need this format and they give us all kinds of formats and they can take those in. So, initially time keeping is specifically just doing time sheets in the system. That's what we are talking about here. It has nothing to do with clocking in and clocking out as of yet. But those pieces are there and available for whenever that time comes. Ann Marie – And Wade, when you were asking about reports, it says STW tools will convert any report to text or downloadable file or PDF. All financial reports will export directly to Excel. Wade – And as Ken would say, What about Google Sheets? Josh – It would be in Excel. Wade – I know. I'm just.... Comm. Hayes – What Ken are you talking about? Wade – Ken Geeslin. Comm. Hayes – First off, I want to apologize right up front to everybody. I am not as knowledgeable at this stuff and I will not carry on a 15,000 minute conversation. How's that. I apologize, right now, but we can go home a little early. Wade – There shouldn't be an issue then if it will go to Excel... We have had no issues when you go to Excel to Google Sheets or any of that. Josh – Not that I am aware of. Ann Marie – Word Docs to Google Docs – I've had some issues. Josh – But then you had the images or whatever... The one thing that they talked about budget... This year they did budget in a collaboration spreadsheet. And I guess that went fairly well. Wade – Fantastic. Josh – I haven't heard anybody saying they had issues with it. But one thing about the budget that they showed us is that once you set the budget, you know how they have to come back up to NetData put it all in there and hope or see what the issues are and come back downstairs. With the STW software, they are able to say, this is what we have, this is the revision and they are able to save those revisions so they can go back and actually pick up and go... We really tilted the scale here and it's not working and they can go back to the previous revision or create a new one from there and then see if the number is wrong they will see it side by side. Ann Marie – They are user-friendly during budget. Josh – That was a big plus for the budget. Comm. Hayes – I don't see how you could do better than this year. Wade – Yeah – Lynn would make a change and right there we would see it. All of us shared and used that Google Drive so that we could all see it and made it really quick. Ann Marie – Before we were running up and down stairs with numbers. Wade – Matter of fact, Lynn is in it right now, look. Anyway. Josh – Which collaboration, when it comes to the other departments there are probably some things we need to discuss about that for... say the County Clerk and District Clerk are working together on some kind of combined idea for the clerks offices. Combining your documents and being able to collaborate on them can help you to share ideas and not have to work out of multiple documents passing it back and forth, emailing it back and forth, hoping you have the right one. That is what we discussed before and it seems to be working decent. But anyway, that could play into the revisions – the budget revisions. That's the big dog when they stick it into the system and they say ok this is what we want and they force it in there and it says this don't fit. Then they have to come back and figure out why it doesn't. Comm. Hayes – So the County sent a group of y'all up for a meeting with Odyssey or Tyler Tech. Ann Marie – No we went

to Denton County to see the time keeping system and Denton County had this which got our attention. Comm. Hayes – That’s my deal...Sent y’all up there for one thing and y’all came back with a \$150 gift. Sounds like my wife going shopping. It was on sale. (Laughter) Ann Marie – It was not only on sale – it was a better dress. Comm. Hayes - It was prettier than the one I seen. Wade – And Nikki was tickled. Ann Marie – She is the one who is really tickled. Wade – Nikki is the one we are trying to save here. Seriously, half of her entire year is done doing payroll. Comm. Hayes – What are you doing the rest of the time? (Laughter) Wade – Anyway... You are asking here today for our blessings on this? Ann Marie – Yes. And support when they give me trouble I need y’all to argue with them to. I was impressed with this group. They were real computer people. They were not slick business professionals trying to take us for a ride. They were just... Josh – Nerds. Nikki – We did realize that we have to get our personnel manual up to date so that it would jive with what’s in the personnel manual. Wade – Didn’t the Denton County trip that originated out of this committee do two or three things? It got us moving forward on the financial software. It got us moving forward on the personnel policy that had been high center for however many years of even getting started of redoing it. It was a good trip. It did cause a lot of good things to start happening. Comm. Hayes – It cost \$150, 000.00. Wade – Hey, that’s cheap. (Laughter) Ann Marie – That’s very cheap. Wade – EnCode \$247,000.00? Ann Marie – The first proposal, he brought me back a second proposal; I think he got wind of this and brought it down. They bought us fancy lunch. But I tell you, this one is more slick – more user friendly. The EnCode – most of us sat there going... how do you get over here? It was just awkward. It was high dollar and awkward. Nikki – Software that works. Ann Marie – Is that what they told you? Wade – EnCode was over \$200,000. Josh – They revised that too. Ann Marie – And their maintenance went up. They revised it after they found out STW came in low. Josh – Yeah, they revised it but it still wasn’t as good a price. Ann Marie – No, because everything is extra, too. Josh – Well, that’s the thing. When you start talking about, say that we add a time keeping software, they were – well we will have to spend so much per hour to do that... STW was as long as we know the format we can get you set up with minimal....So that kind of feeling is, you know, we are not here to nickel and dime you or gain you as a customer and help you and retain you. That was what their stance was. We went and saw Denton County; it looked like it was June 10th? Of last year..? Wade – Wow! It’s been that long? Ann Marie – Yea but that was on the heels of NetData so that was my July one, so we had to wait til....Wade – That’s right. Josh – The Policy changes and things happened out of that um, - Wade “No no, go ahead I was just remembered the NetData server.” Ann Marie – Oh yea. Josh – we got some things that we have to look at with what’s going on and this was just opportunity, even though it’s been a year it’s still opportunity. Wade – Because um, for those that knew, those that DON’T know, NetData both Financial system, Justice of the Peace system and the Tax system all were NetData products. And resided on the NetData server, well now the Justice Courts are off of it, Ann’s moving away from it, we had the issue of the maintenance on the server, (this is the last year) on the maintenance on the server so we’ve got to begin that discussion about the tax office as well. Josh – goes thru August of twenty....Ann Marie - last year it was \$6,000.00 and this year was \$11,900.00. Wade – Yeah that’s...we’ll figure out what we’re going to do on that part, so we’ll have to start figuring out a solution. Because we replaced that server in...what year did we replace that server? Josh – 2007. Wade – 2007, I’m trying to remember when we bought - when we went on the financials when we replaced it. Ann Marie – didn’t when we moved over here something went wrong with it and we replaced something on it? Josh - That was actually uhh..two years ago, two and a half years ago? We had a part that went bad and they wound up refurbishing the whole server because they had an issue with it, they thought it was one little thing then decided it was the whole motherboard...the whole motherboard of the system. Ann Marie – Right. Josh – Come to find out the replacement part they got was bad too, that same unit we had to have it replaced two weeks ago, they had to come back out and do it again. It’s like a battery that pertains to key information to the server when shut down and power goes out or whatever. Comm. Hayes – What about the deal you brought up about the Appraisal District? Is there any connection here? Wade – Well those are the things that Peggy Comm. Hayes – Peggy’s gonna have to Wade – when we start that process Peggy will evaluate it, bless her heart she’ll be in the lead on this since it affects her department and we’ll all be in support to what’s good for her and the county, ya know...so. But it is something we’ll have to pick up. I’m trying to think on um, what is it? After 2018 they want us to buy a server and the price tags on the server is gonna be about \$60,000.00 or so. So there’s your opportunity to save, that’s half the money we need or that’s ya know, we need to just go ahead and spend it or whatever the case maybe. Or if they’re gonna do a hosted solution they’re offering that to us as well. Whatever the case is its gonna cost, it’s not gonna be.... Wade – Well, before Clint throws something at us, for getting too

far off topic matter, (Laughter) we probably need to go ahead and take action here today and give Ann our blessing if we so desire. That is if there is no more discussion on it? Entertain a Motion? Judge Pollock – I'll make that motion. Hayes- Seconded. Ann Marie – Y'all remember this when y'all have to start learning how to do your own PO's. Wade – that we did it to ourselves? Ann Marie – Blame Nikki though! (Laughter) Wade – Alright, have a motion in a second, any further discussion? If not, all those in favor?

3. Consider and Discuss IT Director Report.

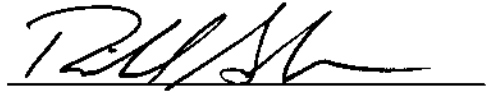
Wade – Tell us about the phone systems, why were we without phones for a while? Josh – Oh we had an annex power outage the other day and it was out for basically a little over an hour. Or right about an hour I should say, and it's the same issue that we've had before which is this island of block was down so this building, Prosperity and that red light were out. The judicial courthouse and those people were up. So I don't know what or how the grid jets into here like it does but this place, we were out of power, whole building was dark and Judicial of course, the jail didn't have the issue we have because they have their own PRI and such they can keep up and running, but they did lose internet because we were down so the installation for Suddenlink will be done this month so that'll stop, as we progress there's two things we need to look at, I'm going to try to make a diverse path from the other buildings to the jail for when were not available here. But on the other end of it we bought an intercom unit and a secondary air conditioner for the server room that is not a three phase air conditioner. If we were able to put some kind of small generator or some type of real power source that we could keep the core system and switches and stuff, we wouldn't have the problems that we did the other day because it would just all wrap to the jail. So the next push will be looking at some kind of generator system that we could put on the room or at least on the core units. Thankfully that won't be as big a project, but I would say it would be in 2018 before I could reach that goal. Wade – I know I lost tones with the outage here because my phones are routed to the VOIP system at my office. I did not get a chance to get there in time with everything going on into my wall jack to see if I still have some. Did any of the other locations lose the back phone? Clint – What day was this? Wade – Last Friday...? Or was it Friday before last? Josh – it was last Friday right around lunch time. Wade – Right, did y'all lose phones? I know that my facility lost my phones. Josh – It was Last Thursday around Lunchtime! We actually left the building walking and before I could even get to the restaurant I just had to turn around and get back, but as for Chandler and Seven Points, since they have kind of a sub system y'all may not have had issues. Judge Pollock - I don't remember having issues. Josh – Of course the internet and stuff you have your own so you guys wouldn't have hit that wall like we did here. This is the core for everybody it all comes through here, so that outage being an hour, I think that time was about twenty minutes, I had just enough time to walk back over here, those were already expired. I think there were two or three that were still up and I basically just shut everything down of course, you sit down at your desk and its dark then the lights come back on you go back in the room, turn it all back on and bring it all back up. Comm. Hayes – How much power you gonna need? Josh – Well, I don't know, I don't know the numbers, I'm not very electrical....I just know when you touch it, it hurts, but as far as stats and things like that. We were having it because our Air conditioner system is a three phase that jumped from,...we did a survey in 2015 the three phase it went from like \$12,000 to like \$14,000 to like \$32,000 because we had to have three phase. Comm. Hayes – Do you have to have a three phase? Josh – Not now, we had to have it before because of the A/C unit but since we have that secondary. Comm. Hayes – So that will help you a bunch. Josh - We've positioned in that direction and we had some other A/C problems in general so that's why that A/C came in handy. So yes that eased that pain so we're geared for that I don't know if I have them. Maybe the end of this year I can push it off to one pile and get that one. That will be my next...is the server and then of course the jail would be stand alone, we could totally burn down here and they'd be fine. That's my big goal first and foremost and the secondary goal would be the Judicial Courthouse to have some kind of path to get back to the jail if we were down. If we had a catastrophic loss in the building, yes they're gonna be down but only upside to that is with Suddenlink, the way we have it now, the way that were positioning for this next step at the end of this month is that if we had a major accident to this building – if this building was a total loss I could have them basically patch everybody back to the jail, so we're getting some flexibility here that I'm excited about. Comm. Hayes – Good! Josh – It will take some manual steps but that will get everybody back up and running. Wade – Yeah. We even went as far as we were talking before looking at different. Josh – Yeah there were ones that were

the government surplus or whatever it was. We were talking about three phase, they were a lot less priced but they were. Comm. Hayes- Like anything else, you buy a generator or house that's the very small price just the maintenance on it. Josh - Well the other thing about it was that this monstrous unit, ya know, where we gonna put it and how are we gonna hide it, and whatever else we needed to do. The bank has a really cool set up. Clint - Camouflaged. Josh -Yeah. (Laughter) Saw that one! The bank has a privacy fence on their backside of the bank and it has a little privacy fence thing...that's where their generator is. It's run off of natural gas. Comm. Hayes - That's the best kind. Josh - Because you don't have to worry about filling it up. Comm. Hayes - You don't have to worry about your gas or diesel going bad right? Propane or natural gas is the only way to go! Josh - We have natural gas at this building already so that's where I was lucky with the single phase but then we found out we couldn't run it, so. Comm. Hayes - We've put a lot of generators in houses now. Josh - Yeah. Wade - Ok so that um, we had odyssey outage, which we talked about earlier. We had the phone outage due to electrical loss. What else? Alright! Anything yall wanna ask Josh? Comm. Hayes - You've done a good job thank you. Wade - Other than that?

4. Consider and Take Action to adjourn.

Motion made by and seconded by Ann Marie Lee and seconded by Botie Hillhouse to adjourn the meeting @ 3:19 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.