

Judicial Information Systems Council Meeting (JIFFY)

Meeting Minutes

Judicial Information Division

Thursday, February 19, 2015

9:34 - 11:15 a.m.

JIFFY Voting Members Present:

Judge Karen Mitchell, Chair

Judge Duane Castleberry

Judge Henry Alaniz

Tobie Fouratt

Judge J. Miles Hanisee

Ian Bezpalko

Greg Ireland

Brenda Castello

Judge Alan Kirk

Lynne Rhys

Staff Present:

Grace Catanach

Annie Hall

Pat Mentel

Jane Davenport

Sam Noble

Wesley Reynolds

Carlos Cordova

James Edwards

Stephen Price

Helen Miller

Steve Harrington

Brad Yoakam

Uma Pattabhiraman

Dan Barber

Vince Nicolosi

Greg Salazar

Jerred Weingarten

Guests Present:

Orlando Ulibarri

Matt Page

Frank DiMaggio (video)

Lydia Romero

Jonathan Ash

Robert Padilla

Monica Chavez-Crespin

David Vermooten

Jim Noel

Barry Massey

Mark Reynolds

Joey Moya

Non-Voting Members Present:

Justice Petra Jimenez-Maes

Greg Saunders

Renee Cascio

Artie Pepin

Mario Silva

Suzanne Winsor (video)

I A. Supreme Court Appointments to JIFFY. Judge Mitchell introduced the new Supreme Court appointed members of JIFFY. Brenda Castillo is the Director and Chief Financial Officer of the Compilation Commission. This is a newly created position. Ian Bezpalko is the Chair of the technology department of the State Bar and is taking the place of Judge Knowles. Lynne Rhys is the new Director of the Supreme Court Law Library and is taking the place of Robert Mead.

I B. Congratulations to Greg Ireland on his retirement. Judge Mitchell stated that Greg Ireland has been at the forefront of introducing new technology in the courts as far back as when he first joined JIFFY and was involved in the process of finding the right vendor for the new case management system (Odyssey). Renee Cascio recalled that when Mr. Ireland was at the 11th JDC, JID used to call it the 11th Mechanized Division and JID later found out that it was due to Mr. Ireland's influence and every district he has worked in since then has followed that pattern. Mr. Ireland noted that in graduate school he worked on some of the first computers; however when he began his career in the court system was given a typewriter, and today New Mexico's is technologically far exceeds many other state court systems. Everyone wished Greg well in his next endeavor.

I. Approval of Agenda. Judge Mitchell called the meeting to order at 9:34 a.m. The only change to the agenda was that Budget and Revenue was moved ahead of Legislative Update.

II. JIFFY Project Status Reports. Judge Mitchell indicated that this year, one of the goals was to educate the members of JIFFY about the people, their roles and the work that they are doing at JID. Every month there will be a report from the section leader and an introduction of all of the members of the team. Greg Saunders referred to the handout of the organizational chart and noted that the Systems Team is highlighted in red and that will be true of every team when they present to JIFFY.

Pat Mente, the manager of the Systems team, introduced his section by saying that Systems handles all aspects of infrastructure from the desktop to the network. Everything is done in collaboration with the other JID team members. Systems is broken down into four groups which consist of Linux, Odyssey, Network and Database administrators. Linux is JID's primary server operating system and everything that is done at JID is done on a platform of the Linux operating system. The Linux team handles disaster recovery, all database back ends (other than Odyssey),

hosts servers, provides file services, hosts OSTickets, user management forms, event notifications, large file transfers, and backup of all of the aforementioned data in addition to supervising six storage units of seventy terabytes, and nightly patching over 150 physical servers.

The Windows group handles everything in Odyssey from implementation, setup, server configuration, basic testing, troubleshooting and repair. A new monitoring system has been initiated that has 1632 sensors which are being checked constantly. All new hardware configurations are provisioned and tested by the Windows group and testing is going on constantly in an attempt to improve Odyssey performance.

Database administrators maintain ten production databases for Odyssey, 600 gigabytes of data, 4.9 million records, maintain ten non-production databases, and do reports and analysis on all of the databases, design and supervise data exchanges, work with Tyler and Microsoft to improve database performance and work on all aspects of disaster recovery.

The Networking group maintains 110 routers and 286 switches throughout the network, supervise CenturyLink and five other communications providers and maintain, through DoIT and Altura Communications, the voice system for JID, AOC and the Supreme Court. They are responsible for licensing, configuring, patching, troubleshooting, repair and updating all of the routers and switches.

Justice Maes expressed appreciation of the Supreme Court for all of the hard work and dedication of the JID staff and especially for the statewide Odyssey implementation and the impending Supreme Court Odyssey implementation.

III. Budget and Revenue.

JID Revenue Pipeline. Lydia Romero presented the “*JID Revenue Pipeline*” and reported that (p 2) the district court SCAF revenue contribution is lower than usual in the month of January. The total amount collected (p 1) for the month of January is close to the same amount collected last year at this time. Both Santa Fe and Las Cruces (p 7) no longer have their cameras operating and as a result, no revenue has been sent to AOC/ Fiscal for Red Light Camera collections from those municipalities. The finance director for the city of Santa Fe relayed to Ms. Romero that the city has around \$700,000 in uncollected fines over the last five years.

There is discussion with the city council as to whether the city will attempt to collect those fees. Rio Rancho Red Light Camera collections are still close to \$200,000 a year.

IV. Legislative Update. Artie Pepin reported that if HB2 continues through the legislature without any major changes, the recommendations will have sent almost \$3.3 million dollars to the judiciary which is a 2.1 percent increase over FY15. The entire budget will go up 1.3 percent statewide. The proposal from DFA was to take almost \$600,000 from the general fund appropriation for automation for JID which was reduced to \$237,600. The Supreme Court will make their first priority in front of the Senate Finance Committee to advocate for improvement in the funding for JID. There is a recommendation for \$780,000 from the executive branch for the jury system.

Mr. Pepin apprised JIFFY members that during the House Appropriations Committee hearings on Tuesday, February 10, Aurora Sanchez (the LFC analyst for the judiciary) remarked that six or seven years earlier, she had done an in depth audit of what JID was doing and how the courts were handling the implementation of Odyssey. Ms. Sanchez wrote a report that JID was doing a remarkable job of actually testing and following through with a case management system that was showing great promise and that if AOC/JID needed more money to finish the project, they should be supported in their efforts. That case management system is the Odyssey System, the current case management system in the New Mexico judiciary. Ms. Sanchez defended JID's request for funding the jury implementation system by saying that JID is aware of the funds needed to complete projects, JID will do the project on time, and will report back where it succeeded and what issues still need to be addressed.

V. Review and Approval.

Judge Assignment Configurations. Renee Cascio presented the handout entitled "*Judge Assignment Configurations*" and described that when assignment pools are changed, it locks Odyssey for that time period and consequently changing judge assignment pools had to be moved to after the normal work day hours. Many courts are constantly fine tuning their judge assignment pools. JID staff had to work four out of five weekends in January to do judge assignment changes. Since overtime cannot be paid, comp time accrues and it is sometimes difficult for staff to take all of the annual leave accrued, in addition to the comp time. JID is requesting that those changes be performed once a month. When a judge is excused or recused from a case the program automatically subtracts from that judge and randomly assigns that case to another judge. When there is a mass assignment, as in the case of a new judge who was formally a DA or from another justice agency, that judge can be excused or recused from

hundreds of cases. In such a scenario, it can take an extended period of time for caseloads to balance out.

Judge Mitchell asked if in ordinary circumstances, when one judge gets more cases than another judge and there is no human intervention, would the numbers average out between the two judges in a reasonable time period. Ms. Cascio responded in the affirmative.

Greg Ireland moved to approve having non-emergency judge assignment configurations executed once a month by JID staff. Judge Castleberry seconded. No opposition noted. Motion carried.

Action Item: Renee Cascio to send a notice to the courts that non-emergency judge assignment configurations will be performed by JID staff once a month.

Odyssey Supreme Court Project Plan 1. Renee Cascio presented the handout entitled “*State of New Mexico Supreme Court Odyssey Implementation*” and reported that the implementation date for the Supreme Court is scheduled for Monday, June 1, 2015, with e-filing delayed until August 3, 2015. The month of July will be dedicated to the implementation of File & Serve for all of the Supreme Court attorneys to e-file. These dates have been pre-approved by the Supreme Court. This time frame is dependent on Tyler making this a priority and assigning a database administrator to the conversion.

VI. CIO Report. Presented by Greg Saunders

Staffing Changes at JID. The following staff changes are taking place at JID. Tim Elsbrock is the new Deputy CIO and will join JID on March 2, 2015. Mr. Elsbrock’s responsibilities will include project management and strategic planning for JID over the next two years. Villa Suoranta of the Development team has tendered his resignation. Recruitment has begun to fill Mr. Suoranta’s position and the three Water Rights positions in the Video Network team, Business Analyst team and Development team.

RFI Update. The RFI sent out by JID is for plans to update the Supreme Court website and will close on Friday, February 20, 2015 at 5:00 p.m. The RFI is a concept of how an outside contractor would approach the public website of the judiciary. The ultimate goal is to have all of the judiciary websites work the same way, no matter which site is being accessed. Oral interviews will be scheduled for the two entities who responded. Mr. Saunders will then offer that information to JIFFY in the next few months.

Reauthorization Update. \$190,000 has been appropriated for Online Portal and it expires on July 1, 2015. AOC/JID has asked for reauthorization of that money to extend it into the next fiscal year. An amendment will be requested through the Senate. Money to update the Supreme Court website would come out of this appropriation.

E-Pay Goes Live. E-pay is live statewide and as of February 18, 2015 collections have totaled \$50,420. The previous three days fees collected came to \$19,358. Artie Pepin thanked Renee Cascio and the entire JID staff for their hard work in spearheading the rollout of statewide e-pay and for the time it saves both clerks and judges.

NMDOT \$190,000 Grant for Document Imaging in the Magistrate Courts. The agreement for the grant by New Mexico Department of Transportation (NMDOT) to AOC/JID in the amount of \$190,000 has been signed by AOC and was sent back to NMDOT two weeks ago for their final legal review before the project can commence.

Tyler Visit. Greg Saunders and Artie Pepin flew to Plano Texas to meet with Tyler management and staff on Monday, February 16 and Tuesday February 17. The reason for the visit was for Greg Saunders to meet everyone JID has contact with at Tyler and for Mr. Saunders and Mr. Pepin to inform the Tyler management that AOC/ JID is not satisfied with the level of service Tyler had provided to New Mexico. When JID staff asked questions of Tyler, the answers were either not forthcoming or did not resolve the problem. There were conversations on the service process and the service level agreement between Tyler and New Mexico. Mr. Saunders left a series of bullet points that need to be addressed and sent more Onyx tickets on February 19, 2015 to Tyler asking for specific responses on every item. Mr. Saunders requested an organizational chart from Tyler which will allow him to go up the chain of command for answers when responses are not forthcoming or prove to be inadequate. JID staff has been urged to keep asking for support and answers from Tyler.

Mr. Saunders referred to the handout entitled “*Odyssey a Tyler Courts & Justice Solution*” and explained that there is a tentative rollout plan for Portal and hopes to have it implemented in New Mexico by fall of this year. Portal allows persons to self-register for a particular tier, based on specific criteria. It allows JID to take the Online Access Subcommittee (OAS) matrix and implement it into the Odyssey Portal allowing for configuration changes when needed. New infrastructure and three new servers will have to be purchased to accommodate Portal. The handout explains what Portal is supposed to do in the field of public access. It was agreed that OAS will need to reconvene after the conclusion of the legislative session. Mr. Saunders does

not expect that the upgrade to Portal will consume the entire \$190,000 and would like to spend the remainder on the upgrade of the Supreme Court website.

VII. JIFFY Subcommittee Activities.

Judges User Group. Judge Mitchell stated that Odyssey Judges User Group (OJUG) did not meet in February. Judge Sarah Singleton is the new Chair of OJUG and continues also as the Chair of the Disposition Code Committee.

Forms Committee. Judge Mitchell informed JIFFY that the Forms Committee met on Tuesday, February 17, 2015 and completed the agenda. A number of items were changed and/or added to the Odyssey forms. Chris Preston of the JID Development team has been extremely helpful and promptly addressed the committee's concerns and issues while very quickly completing the changes and additions the committee requested in Odyssey. There were comments and questions on certain new forms that were put in place in January 2015 and the committee was able to make the necessary changes to those forms. Judge Dominguez has replaced Judge Walton as the BCMC representative and is working with the committee to have the forms in Browse Docket mirror the Odyssey forms as closely as possible while still maintaining their functionality for BCMC. Once Session Works Clerks Edition is rolled out, it can take the place of Browse Docket.

Online Access Subcommittee (OAS). Artie Pepin pointed out that Portal has a tentative rollout date of fall 2015 and that OAS should be reconvened. Members will have to be appointed to the committee.

Data Standards. Judge Mitchell asked that the members of JIFFY make recommendations to herself, Artie Pepin or Justice Maes of possible individuals to serve on Data Standards Committee. This committee would look at such things as the national standards reporting of data, timelines and caseloads. Judge Mitchell pointed out that much of the frustrations clerks and judges are experiencing with reporting is connected to data standards. The Chair of JIFFY will appoint the subcommittee. The committee needs to be comprised of subject matter experts (technical, procedural, public) as well as judges from all levels of the courts.

Justice Maes pointed out that it is very important to reconstitute the Data Standards Committee and discussed how the committee on Abuse and Neglect was attempting to generate a report to present to the Federal authorities which was not possible in 2014. It was agreed that the members of the committee should be clerks, CEOs and judges that represent at least one small

court, one large court, BCMC and magistrate court and would be comprised of fifteen to twenty members.

VIII Future Meetings. The next meeting will be held on March 19, 2015, 9:30 a.m. at the Judicial Information Division in Santa Fe.

IX. Adjourn. Judge Mitchell adjourned the meeting at 11:15 a.m.