

Judicial Information Systems Council Meeting (JIFFY)

Meeting Minutes

Judge Karen Mitchell, Chair

Judicial Information Division

505-476-6900

Thursday, February 18, 2016

9:34 - 12:07 p .m.

JIFFY Voting Members Present:

Judge Karen Mitchell, Chair

Judge Duane Castleberry

Judge Henry Alaniz

Tobie Fouratt

Judge J. Miles Hanisee

Judge Sarah Singleton

Brenda Castello

Judge Alan Kirk

Ian Bezpalko

Judge Mark T. Sanchez

Jim Noel

Lynne Rhys

Jason Jones (phone)

JID Staff Present:

Genevieve Grant

Tim Elsbrock (phone)

Renee Cordova

Steve Harrington

Vince Nicolosi

Laura Orchard

Adrian Herrera

Jane Davenport

Carlos Cordova (video)

Wesley Reynolds

Pat Mente

Suzanne Winsor (video)

Annie Hall

Guests Present:

Orlando Ulibarri (video)

Robert Padilla

Frank DiMaggio (video)

Oscar Arevalo

Colleen Reilly

David Vermooten

Jonathan Ash

Phillip Gallegos

Sankalpita Nithya

Daniel Garcia

Karl Reifsteck (video)

Non-Voting Members Present:

Justice Petra Jimenez Maes

Artie Pepin

Gregory Saunders

I. Approval of Agenda. Judge Mitchell called the meeting to order at 9:34 a.m. The agenda was accepted as presented.

Budget and Revenue.

II. JID Revenue Pipeline. Oscar Arevalo presented the “*JID Revenue Pipeline*” and reported that MVD did not send in their transfers for last month (p1) and there is a trend that SCAF transfers from MVD are declining significantly. The collections are more than \$250,000 lower than last year for the same time period. A small transfer came in from Las Cruces of \$224 (p2) and next month there will be a transfer from Rio Rancho around \$38,000 which shows a significant decline in that revenue stream. Mr. Arevalo adjusted the total sources of estimated fund balance at the end of the fiscal year (p3) which came to \$527,620 if all of the downward trends continue. A portion of SCAF fund balance was expended (p4) in the amount of \$132,362. A number of bills were paid in January (P5), which means that a transfer will be needed to allow for more budget capacity in order to cover other costs. A portion of the Red Light Camera funds will likely be needed to cover expenses. The cost of telecom services is increasing.

- Greg Saunders commented that JID is doing circuit analysis because courts are complaining about Odyssey performance and overall slowness. The outcome of that could be more circuits and funds needed to pay for the additional circuits.

HB2. Mr. Arevalo noted that there was an overall net reduction from the FY16 operating budget for the entire judiciary \$636,000 in HB2. All of the judiciary entities had their budget reduced except for the Admin Support Program which encompasses the Jury Witness program and the magistrate courts. Statewide automation has an increase of \$145,000 compared to FY16. HB2 states that 31 million dollars will be cut statewide in general fund appropriations. The impact this has on statewide automation is a reduction of approximately \$21,000 in the general fund appropriations.

Credit Card Acceptance. Mr. Arevalo explained that PCI stands for Payment Card Industry. There is a push now by the credit card industry to make sure that companies or entities that accept credit card payments have secure networks. This is to minimize the ability of hackers to come in and steal data. NM Judiciary uses a third party provider for e-payments and e-filing and there is a statute in place, which allows NM Judiciary to

accept credit card payments. The State Board of Finance has begun to examine things such as what policies are in place and who is at risk. The state will get fined overall if agencies in New Mexico are not in compliance with the State Board of Finance and the fine will be distributed to the agencies. In order for an entity that has a Wells Fargo account to accept credit card payments, the State Treasurer must sign off on the account. In the past it was not an issue for the district courts and magistrate courts to obtain the authority from the State Treasurer to allow the district and magistrate courts to accept credit card payments. Now, the State Treasurer is reluctant to allow the Supreme Court and the Court of Appeals to accept credit card payments. The Treasurer has to present all requests to the State Board of Finance as a means of checks and balances. None of the entities that are currently accepting credit card payments have been ordered to discontinue accepting those payments. The transaction volumes from Chase Payment Tech. for e-filing from February 2015-January 2016 totaled 32,171 and the totals for e-pay were 32,846.

- Mr. Saunders stated that there will be a meeting on Feb. 22 to discuss alternatives to e-filing in the Supreme Court and the Court of Appeals.
- Artie Pepin noted that AOC/JID explained that if there was a problem with PCI compliance it would have shown up in many more transactions. The Board of Finance will not approve new activity until they are satisfied with the current agencies taking credit card payments throughout the executive branch as well as the judiciary.
- Brenda Castello spoke with a Wells Fargo representative who assured her Wells Fargo has a simple product and service that can be purchased that will assure PCI compliance.
- Mr. Arevalo clarified it is NM Judiciary's responsibility to insure that our third party provider is PCI compliant.

Mr. Pepin introduced his new Administrative Assistant Sankalpita Nithya.

III. Informational.

Update on Active Directory. Vince Nicolosi presented the handout entitled "*AOC – Active Directory Progress Report – February 11, 2016*" and reported that the pilot

phase of the project was first approved by the committee on July 16, 2015. By September 24, 2015 the configuration of backend Active Directory (AD) servers and firewalls was completed as well as the conversion of Santa Fe Magistrate and Aztec Magistrate Court. In Phase I, all 48 of the magistrate courts conversion to AD were completed by February 4, 2016 which included 538 PCs that had to be manually added to the system. Mr. Nicolosi thanked Carlos Cordova and the entire Client Team for their outstanding efforts in completing Phase I. Phase II is the conversion of 27 district courts including over 700 PCs and the estimated completion date is July 1, 2016. Phase III will include the conversion of the Supreme Court, Court of Appeals, AOC and JID. The current benefits of AD include automatic configurations to receive Windows security patches and updates, implementation of 3rd party patches, the ability to install or remove software remotely, the ability to disable user accounts remotely and the attack surface for virus and malware has been greatly reduced. Once all PCs are added to AD, it will be possible to reduce downtime, be more responsive to client needs and better secure individual PCs from internal and external threats. It is also believed that AD will help solve some of the bandwidth issues that have plagued a number of courts.

- Mr. Saunders added his appreciation to all involved in this project and that this is a huge undertaking. The 2nd JDC and BCMC were excluded because they were already on AD and their experience and support assisted JID in the successful implementation of the first phase of this project. Active Directory will help to keep NM Judiciary up and running.
- Mr. Pepin thanked BCMC and 2nd JDC for being the first to put AD into operation in their courts and the Systems and Client Teams for implementing this project statewide.

2016 Legislative Session – C2 Request Status. Mr. Saunders stated that two C2 requests of the four JID had asked for remain in the budget and they are the hardware upgrades for Odyssey to allow JID to rollout the 2016 version of Odyssey in the amount of \$320,000 and \$100,000 for reconciliation of all of the jury systems to reconcile with Share. The challenge will be to convince DFA to allow JID to use that money for the new jury system rather than on three disparate old systems.

Jury System RFP Update. Daniel Garcia reported that the Jury System Committee met and by process of elimination decided on Courthouse Technologies to implement the new jury system for New Mexico. Courthouse Technologies received the highest score

from all of the members of the committee and met all of the mandatory requirements and a large majority of the desirable requirements for the new system. Observers from the courts agreed overall that Courthouse Technologies would be the best fit for their court and within budget. The next step is negotiation with the vendor in order to create a contract. The new system will be statewide for all courts. All of the courts will be able to see what is happening at another court and share resources.

- Mr. Saunders remarked that ongoing maintenance will be an additional undetermined yearly cost. AOC/JID is asking the vendor to estimate the staffing needs for both the business and technical divisions of the new system. Whether the vendor or JID will host the system is a question that will impact the ongoing maintenance costs.

Appellate Court Odyssey Timeline. Genevieve Grant explained that JID has begun the 2014.3 Odyssey rollout broken out into three consecutive projects scheduled to run in parallel and including the Appellate Court module. The rollout date of 2014.3 for district courts, magistrate courts and the Supreme Court is October 17, 2016. At that time the Supreme Court will run the Appellate Court module pilot until February 17, 2017. The rollout for the Court of Appeals on Odyssey 2014.3 including the Appellate Court module is set for June 19, 2017. Tyler will be onsite March 1 to do a demo of 2014.3 for the both the Supreme Court appellate module pilot as well as for all of the other courts. Ms. Grant feels that the project is moving along on schedule and the only concern is that Tyler deliver the product on time and virtually bug free. A significant amount of end user testing is in place for a number of courts to identify the business processes needed for the users, detect bugs in the system and identify if there are any additional workflows or enhancements required before the implementation of 2014.3. Formalized testing will take place to identify test scripts and use case scenarios and then individuals will be brought in to JID to do formalized testing and JID will go to BCMC, 2nd JDC and Las Cruces as well. There will be a bug tracker to log all of the bugs that can be reproduced and sent to Tyler to resolve.

- Justice Maes expressed concern that none of the other states that are on Odyssey have piloted the Appellate Court module. Three new states that are implementing Odyssey are looking at the Appellate Court module. There will need to be upgrades for the Court of Appeals that were not needed by the Supreme Court. NM Judiciary was not supposed to be the pilot state for the Appellate Court implementation.

- Ms. Grant concluded that New Mexico may have a delay in the schedule dates in order to wait until the Appellate module is fully vetted in a few more states.

IV. JIFFY Subcommittee Activities.

Judges User Group. Judge Singleton stated that OJUG met this morning and continued to work on the issue concerning DV cases. The question is when a new incident is filed, whether that should be opened as a new case even though it involves the same two people that had a prior case or whether the prior case should be reopened. There is a division in the way courts are currently handling this issue. OJUG together with the DV Subcommittee is recommending to JIFFY that the issue be referred to the Domestic Relations Rules Committee because this issue implicates many other rules of civil procedure, judge recusals and matters that need to be addressed on a broader level from a rule prospective. For the present time OJUG is recommending that JIFFY adopt the two optional procedures that can be used and courts would have to use one or the other. The first option is to open a new case and the second option is reopening a case and with either practice it is possible to keep track of the number of DV cases. Procedures have been written for how to handle each within Odyssey and would be used on a temporary basis until OJUG finds the best practice.

Judge Singleton moved that JIFFY adopt the two optional procedures that can be used and courts would have to use one or the other. The first option is to open a new case and the second option is reopening a case until the Domestic Relations Rules Committee reviews the issue and makes a recommendation. Judge Sanchez seconded. Judge Sanchez noted that it is important to weigh how the procedures that are adopted implicate the rules of procedure and that a defendant that wished to excuse a judge was given the opportunity to do so. **No opposition noted. Motion carried.**

List of Requested Reports. Judge Singleton reported that JID receives requests for reports and there needs to be a mechanism for prioritizing them and determining which reports would be the most useful and justify the staffing needed to generate the reports. OJUG recommends that JIFFY appoint a small committee that would review the requests, prioritize them and then assign specific reports to the staff. If a user was not satisfied with the reports generated, they could bring the issue to JIFFY. The committee could report to JIFFY when necessary on what reports were requested and what action the committee had taken on those reports.

Judge Singleton moved that JIFFY form a committee to review the requested reports and prioritize them and report back to JIFFY if there was an issue that the committee could not resolve. If someone is not satisfied with the actions of the Reports Committee, they can bring it before JIFFY. Judge Sanchez seconded. No opposition noted. Motion carried.

Use of Disposition/Judgment Codes. Judge Singleton explained that questions arose about the use of disposition codes. Jane Davenport and Judge Singleton, who are both on the Disposition Code Committee, will be answering the questions and if there are questions that cannot be answered, they will be brought to JIFFY. The questions and answers will be published to the clerks that work with disposition codes.

Forms Committee. Judge Mitchell stated that the Forms Committee did not meet this month. The next meeting will be March 15, 2016.

Data Standards. Judge Mitchell noted that the Data Standards Committee did not meet this month.

Action Item: Judge Mitchell to meet with Genevieve Grant and Jane Davenport and compile a list of standards and definitions to present to JIFFY for approval.

IT Budget Strategy Committee. Judge Sanchez explained that the automation fees being collected are not sufficient to cover automation costs of NM Judiciary. The cost of services has increased. A survey was conducted of the district courts, magistrate courts and BCMC to determine their IT budgets and what they are spending on IT. The IT Budget Strategy Committee will draft a comprehensive funding approach that takes into account the needs of all of the state courts as well as JID and that will be presented to JIFFY at the March meeting.

- Mr. Saunders clarified that funds from other areas are being diverted in order for courts to be able to purchase what they need for technology. The goal is to budget into the courts enough money for technology and to allow the courts to replace outdated equipment on a regular basis.

Online Access Subcommittee. Judge Mitchell informed JIFFY that Brenda Castello has agreed to chair the Online Access Subcommittee. The next meeting is planned for March 2016.

V. CIO Report. Mr. Saunders reported that the paperwork is being signed today for the new IT Specialist for VNOG. Interviews will be taking place for an IT Specialist for Systems. JID is still recruiting for a DBA and JID is recruiting for a Junior as well as a Senior IT Specialist for that position.

Magistrate Scanning. Roswell, Carlsbad, Aztec, Farmington and Bernalillo will be implemented in March. Clovis and Las Vegas are scheduled in April.

TRACS. The UACAPS contract is signed after a three month delay due to contract issues.

State of Maine. The state of Maine will be visiting JID on March 7th and 8th to see how NM Judiciary has implemented Odyssey. The courts participating will include the Supreme Court, 1st JDC, Santa Fe Magistrate Court, 13th JDC, 2nd JDC and BCMC.

Reports by Genevieve Grant.

Odyssey 2013. Genevieve Grant conveyed that patch 2013.100 was successfully rolled out on February 14.

Odyssey 2014.3 The deployment of 2014.3 has been broken up into three projects. Odyssey 2014.3 will be rolled out to all district courts, magistrate courts and the Supreme Court on October 17, 2016. The Appellate Court module will be piloted by the Supreme Court from October 17-February 17, 2017 and the Court of Appeals will be rolled out on June 19, 2017.

File & Serve. The File & Serve upgrade to version 3.12.6 plans to be rolled out the week of February 22-26, 2016.

ePay. On February 1, 2016 payments processed through Chase Payment Tech were not getting inserted into Odyssey and JID was notified of this at the end of the work day. The issue was resolved on February 2 by noon. There were approximately 280 payments that had to be manually entered and Tyler assisted JID with refunding the duplicate payments. There were no issues with warrants or bonds that were not addressed. The Systems team is researching ways to have JID notified immediately when a payment does not go through. Tyler is also putting metrics in place to alert them when payments do not get processed in Odyssey.

Session Works – Judge Edition. Testing is continuing on Session Works and JID is meeting with another judge to discuss issues regarding latency, downloading of nightly documents and master and slave notes not syncing. Tyler has rolled out a new version 4.0.19 which should address both the document download and the syncing of the master and slave notes.

Water Conversion. JID is working on the fifth round of testing the water conversion data. The planned conversion from FACTS to Odyssey is set for April 2016. Following the conversion will be e-filing of water cases and JID is looking into web page development for the water cases.

OPA/ SOPA. Tyler and JID staff worked together to encrypt the clear text password that was in Secured Odyssey Public Access (OPA). All of the passwords are now encrypted to prevent any security risks. It has been identified where attorneys can see other attorneys' cases. There is a setting in OPA that JID and Tyler will implement to allow attorneys access to only their cases.

Civil eFile. JID is looking into the Supreme Court and the Court of Appeals to have a way to do eFiling by holding the document in a queue until a check is received via USPS from the individual and then the case would commence. There is also a possibility to allow for eChecks.

Criminal eFile. Tyler is in development of a module for criminal eFiling which is being tested. There is a workaround for criminal eFiling which will be discussed with all of the CEO's as a possibility.

Portal. The version of the Portal that will be available Spring 2016 includes only one of the three change requests that are needed. Portal is still not fully vetted through Tyler. The demo that was scheduled for April has been canceled. The change requests are 1) warrant calendar- search by attorney 2) active warrants visual indicator and 3) judge calendar display.

VI. Purchase Requests.

Google Mail Request. Mr. Saunders referred to the handout entitled “*Google Apps – Cost Analysis*” and requested moving the NM Judiciary from Zimbra to Google Apps. A pilot project was conducted over the last five weeks with over 125 users to find out if it would work for them in their business process. The handout contains feedback from

the users in the pilot. The total additional cost to the judiciary is approximately \$34,500 and the one time service cost is \$5705. Wesley Reynolds assured JIFFY that no current functionality will be lost by switching from Zimbra to Google Apps. The project should be completed by July 1, 2016. Email addresses can be changed or remain the same. Everything from the users' email accounts can be brought to the new Google Apps system.

Judge Castleberry moved to approve the request to move the judiciary email system from Zimbra to Google Apps including the cost breakdown as presented on the handout entitled “Google Apps – Cost Analysis”. Judge Kirk seconded. No opposition noted. Motion carried.

VII. E-Pay Updates. Mr. Saunders referred to the graph entitled “*Court ePayment Totals by Month – February 15th ’15 thru January ‘16*” and noted that January 2016 totaled \$307,755 and that except for October the last four months were all slightly over \$300,000.

VIII. Future Meetings. The next meeting will be held on March 17, 2016, 9:30 a.m. at the Judicial Information Division in Santa Fe.

IX. Adjourn. Judge Mitchell adjourned the meeting at 12:07 p.m.