

**Meeting Minutes of the 19th
Odyssey Steering Committee (“OSC”)
Judicial Information Division (“JID”)
Wednesday, August 19, 2009
2:06-3:57 p.m.**

Executive Subcommittee Members present:

Judge Karen Mitchell, Chair
Justice Petra Jimenez Maes
Judge Michael Bustamante
Arthur Pepin
Steve Prisoc
Tom Edwards

Voting Members absent:

Judge Judith Nakamura
Renee Cascio

Guests present:

John Todd (*Tyler Technologies*)
Dr. Julie Carroll (*Burger, Carroll & Assoc.*)

Voting Members present:

Judge Richard Knowles
Judge Camille Martinez-Olguin
Judge Robert Corn
Gina Maestas
Oscar Arevalo
Brian Gilmore
Michelle Jones (*via video*)
Helen Miller
Sandra Trujillo
Fred Sena (*via video*)
Madeline Garcia
Karen Janes
Eric Erb

Minutes taken by: LaurieAnn Trujillo

Judge Karen Mitchell called the meeting to order at 2:06 p.m. and established a quorum. She reported that the Judiciary is live with Odyssey at the Roswell Magistrate Court.

I. Approval of Agenda. The agenda was accepted as presented.

II. Update on Planning Documents

Risk Register Update. Tom Edwards referred to the document entitled *Risk Management Plan*, which was attached to the OSC meeting agenda. He reported the following:

- Page 16, *Risk 29: Complexity and volume of Word merge forms function may require more resources than originally estimated and may have an impact on schedule of the next pilot court*, was elevated.

- Changes to the processes and the resource commitment were made to support forms in a volume environment. As a result, the project team is behind schedule with the forms for the Roswell District Court. The project team expects to have the forms “good enough” before they go live next Monday.
- Judge Robert Corn assisted the project team with modifying the process for forms.
- A meeting with Karen Janes and Arthur Pepin was held last week. It was agreed that the Roswell Magistrate Court and the Roswell District Court would be the 80/20 standard for future courts.
- Memorandum of Understanding (“MOU”) that the project team would like to exercise with courts as they prepare for their conversion process. There will be JID Staff responsibilities and court staff responsibilities. The MOU will serve as an agreement to the guidelines and adherence to the 80/20 concept.

There was discussion on the following points:

- There are over 200 magistrate court forms and there are approximately 50 district court forms.
- 22 forms are being developed for the Roswell District Court go live.
- Concerns with district court judges adhering to the 80/20 concept.
- Suggestion that if a court refuses to sign the MOU, that court would be placed at the end of the rollout schedule.
- Judge Corn spoke of the forms used in his court.
- Single forms versus batch forms.
- Court staff can request additional forms or changes to existing forms by filling out the form and going through the regular process, depending on the urgency and/or how busy the JID programmers are. Forms will be a moving target.
- Judge Corn will be the primary contact for the magistrate court forms, and B.J. Clem will be the primary contact for the district court forms.

Issues Update. Mr. Edwards referred to the document entitled *Issue Management Plan*, which was attached to the OSC meeting agenda. There are no new items to report. There was discussion on the sentencing issue. John Todd of Tyler Technologies (“Tyler”) reported that Tyler completed the CPD for the probation component. Renee Cascio will provide him with feedback after the Roswell District Court is implemented.

III. Administrative Report

Tyler Contracts. Steve Prisoc reported the following:

- The remote document storage contract was executed, and Tyler will test it before the end of the calendar year.
- A remote data storage server will need to be purchased.
- JID is in the process of purchasing a storage array device to be used as a back-up storage for images that are stored at the courts, such as For The Record (“FTR”). SCAF will fund this purchase.

- The new case management contract is in process. Tyler is recommending two contracts—one for the statewide rollout, and the other for the Bernalillo County Metropolitan Court (“BCMC”) rollout. He supports the concept of two contracts. He spoke of the need for a maintenance payment schedule on a fiscal year basis, rather than on a calendar year basis, as well as covering a deficiency in the contract for taxes that are due on the software license.

There was discussion on the following points:

- BCMC’s support of the two Tyler contracts.
- BCMC concerns with the costs associated with the customizations.
- Tyler will meet with the BCMC next week to go over the fit analysis results. Tyler asked the BCMC to prioritize their list. At this time, it is too soon to know what the costs might be.
- Concerns with the BCMC conversion. The BCMC has received training to review their data using the IFL tool and integration services.
- BCMC anticipates the exact issues that other courts have experienced with implementation.
- BCMC currently carrying a high vacancy rate.
- BCMC will have its own Tyler project manager.
- Budget and logistic concerns.
- Cursory high-level estimate that the BCMC project may take fifteen months, which means if the project team’s initial estimates are correct, the BCMC could be implemented by the end of calendar year 2011, depending upon enhancements and conversion.
- BCMC’s phased approach to start with civil cases.
- Concerns with potential furloughs at the BCMC.

Judge Corn moved to keep the BCMC fit analysis and resources separate from the rest of the statewide project. Brian Gilmore seconded. No further discussion. No opposition noted. Motion carried.

Action Item: Per Mr. Prisoc, Tyler will provide OSC with a demonstration of how the remote document storage works at the OSC October meeting.

Alabama Contract for E-Citations. Mr. Prisoc advised that one round of meetings had taken place regarding the electronic citations contract with the University of Alabama for Chaves County.

IV&V Contract. Mr. Prisoc advised that the project team is ready to execute a new IV&V contract that would cover the Judiciary for 2 ½ years for \$148,800.00. He recommended approval of the new contract.

Judge Corn moved approval of the new IV&V contract with Burger, Carroll & Associates. Gina Maestas seconded. Mr. Edwards spoke of increasing the red light camera revenue projection from \$365,000.00 to \$500,000.00 for FY2010. The initial projection was conservative. He recommended that the red light camera revenue fund the new contract. He

also noted that the Judiciary should be able to rely on SCAF fund increases to cover the IV&V contract. **No further discussion. No opposition noted. Motion carried.**

There was further discussion on the following points:

- Red light camera revenue.
- Intended language of the \$10.00 SCAF increase on civil filings.
- Concerns with using red light camera revenue for other projects.

Ms. Maestas moved the Judiciary pay for the new IV&V contract out of SCAF funds. Judge Richard Knowles seconded. No further discussion. No opposition noted. Motion carried.

Future OSC Issues

Rollout Schedule - Caveats for Consideration. Mr. Prisoc advised that he and Mr. Edwards would be attending the September Court Administrators Council meeting to discuss the order of the rollout.

There was discussion on the following points:

- Suggestion to complete rollout of Odyssey to an entire district for those courts that served as pilot courts.
- Minimize traveling strain on staff by rolling out Odyssey to the magistrate courts in the same district court area.
- Support for the MOU.
- Suggestion to move up the courts that have utilized the data cleaning tools/standards.
- Suggestion to have each court choose 2-3 key people to train in advance of their court implementation.
- Concerns with how to handle a situation when a judge makes demands after an MOU has been executed.
- Suggestion that after the MOU template has been approved by OSC that it be presented to JIFFY and to the Chief Judges Council.
- Concerns that future court staff may not be as patient with the system deficiencies as the pilot court staff have been thus far.
- Suggestion to have every judge and key people from each court present when the MOU is executed.

Action Item: Per Mr. Prisoc, OSC to white-board ideas on the rollout schedule at the September OSC meeting.

Action Item: Per Mr. Pepin, JID Staff to provide the data cleaning tools/standards to the courts.

Action Item: Per Judge Mitchell, Mr. Prisoc and Mr. Edwards to present the draft MOU to OSC at next month's OSC meeting.

Funds Allocation for BCMC Project. This item was discussed in earlier discussions.

IV. Project Manager Report

Change Requests Update. Mr. Edwards referred to the document entitled *State of New Mexico, Administrative Office of the Courts, Change Request Approvals*, which was attached to the OSC meeting agenda. Hours were applied as a result of Tyler working on some of the projects.

Tyler Project Status. Mr. Todd referred to his project status report, which was attached to the OSC meeting agenda. He spoke of the following points:

- The project team got past one major issue this morning, so the Roswell District Court rollout is scheduled as planned.
- Upcoming events
 - Project team will begin the Seventh Judicial District Court (“Seventh”) configuration at the end of August.
 - Q&A checkpoint
 - Concurrent activities
 - First push for the Seventh to be completed on September 18th.
- Concerns that concurrent activities are not at the level they should be and concerns with JID Staff being over-extended .
- Repeatable process needs to be put into place.
- Discussions relative to a more structured approach to data conversion review.
- The need to assign 1-2 people to focus on a particular court and take another 1-2 people to focus on a different court. The need to configure one court while another is going live and the ability to train a court while someone else is reviewing data.
- Better utilization of tools to assist with a repeatable process.
- Reiterated that JID Staff are over-extended.

There was discussion on the following points:

- Q&A is planned for 09/07/09-10/24/09.
- Concerns with JID Staff burnout.
- MOU process should assist with the repeatable process development.
- Courts cleaning up data well in advance of their implementation.
- Concerns with staff shortages at the courts.
- Project team has not been able to focus on gathering information to provide to the courts because they are focused on the next go live, however, they hope the Q&A period will assist in that regard.
- Suggestion to off load some of the user acceptance testing responsibilities to court staff once they have gotten onto Odyssey.
- Suggestion to have court staff assist with go live support or answer help desk questions.

AOC Project Status Report

Tyler Hours and Travel. Mr. Edwards spoke of the following points:

- He referred to the document entitled *New Mexico Administrative Office of the Courts, Odyssey Case Management Project*, which was attached to the OSC meeting agenda. The column labeled *Adjustments* was added because of the increased efforts on conversion.
- He then referred to the untitled handout (single-page chart), which reflected where hours were taken from to cover the conversion issues. The project team continues to expend more time than planned on conversion. Conversion will be the primary focus at the Q&A period—how does the project team improve the amount of effort it has to put into conversion—both from the JID side and the Tyler side.
- He then referred to the handout entitled *Agreement for Software License and Professional Services Agreement Change Order*, which reflected a projection that the project team came up with if they were to continue with this level of resource requirement. He asked for approval to move more hours into the *conversion* bucket.
- Another concept to be considered at the Q&A period is doing a “good enough” approach on conversion. At the October OSC meeting, the project team hopes to conduct a presentation to OSC of their ideas for developing a repeatable process and for smoother conversion.
- He explained that the project team took as many hours as they could from other categories to move into *conversion*; however, it is not enough. They are also recommending that OSC approve that they take \$30,000.00 out of the Tyler travel budget and convert those monies to 200 conversion hours. This should cover the Judiciary through the remainder of this calendar year. JID Staff are taking on full training responsibilities, so the Tyler travel hours are not necessary for future pilot courts.

Judge Knowles moved approval of the proposed reallocation of service hours. Karen Janes seconded. No further discussion. No opposition noted. Motion carried.

Project Schedule. Mr. Edwards referred to the gantt chart, which was attached to the OSC meeting agenda. He spoke of the following points:

- The tasks for the Q&A period.
- The Roswell District Court schedule.
- The project team expects to have the first implementation guide and checklist by the time the Q&A period is over. They plan to send it out to courts at least six months prior to their scheduled implementation.

There was discussion on the following:

- JID Staff that will attend the annual magistrate court clerks’ conference.
- Court Technology Conference (“CTC”).
- JID Staff will be in Santa Fe during the Q&A period.
- Impact of potential furloughs.

- Overtime that has been expended thus far.
- Burnout of JID Staff.
- Streamlining training and go live support.
- “Good enough” approach for converting data.
- Experiences with the FACTS’ rollout.
- What is good enough in data conversion? Where JID Staff and Tyler convert the data and ensure the financials balance–matching assessment. Converting data is not an opportunity to fix the bad data of the past. Odyssey will prevent a lot of bad data entry.

Revised Project Budget. Mr. Edwards advised that the action the project team was requesting had been dealt with earlier under the *IV&V Contract* discussions. He referred to the documents entitled *New Mexico Administrative Office of the Courts, Budget vs Actual Project Life and Project to Date (revised and approved June 2009)* and *CMS Revised Budget-New SCAF Funding*, which were attached to the OSC meeting agenda. The Judiciary is close to the budget equaling actuals. He pointed out that the adjustment approved earlier in today’s meeting would be the last one as there are no other hours that can be moved into *conversion* or *project management*. Mr. Edwards commended all of the JID Staff that have been involved in the project.

V. IV&V Update. Dr. Julie Carroll reported the following:

- The Judiciary’s data quality standard for conversion is currently very high. It has to be tempered because the current process is unsustainable. By tempering the conversion, the Judiciary is not accepting poor quality, but rather a more reasonable one.
- She recommended transparency in the Q&A process and approval of some of the decisions that would be made by OSC. Some of the activities may need another level of executive review, such as forms, conversion decisions, etc.
- The need to add a task to the schedule for knowledge transfer for system operations and maintenance.
- Acknowledged progress in some of the change management areas, particularly between the three information technology (“IT”) shops (JID, Second and BCMC).

VI. Future Meetings. There was discussion about cancelling the OSC September meeting to provide the project team with the opportunity to go through the Q&A process and come back to OSC with recommendations in October. The next meeting will be scheduled on Wednesday, October 14, 2009 at 2:00 p.m. at JID.

Action Item: *Per Judge Bustamante, JID Staff to email the draft MOU to OSC members as soon as possible. Judge Mitchell asked that OSC members provide Mr. Edwards with comments to the draft MOU via email.*

VII. Adjourn. Judge Mitchell adjourned today’s meeting at 3:57 p.m.

Final Minutes Approved by Judge Mitchell on September 4, 2009.