

**Meeting Minutes of the 20th
Odyssey Steering Committee (“OSC”)
Judicial Information Division (“JID”)
Wednesday, October 21, 2009
2:06-4:19 p.m.**

Executive Subcommittee Members present:

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

Executive Subcommittee Members absent:

Arthur Pepin

Voting Members present:

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

Voting Members absent:

Judge Judith Nakamura
Brian Gilmore
Madeline Garcia

Guests present:

Dr. Julie Carroll (*Burger, Carroll & Assoc.*)
John Todd (*Tyler Technologies*)
Kerri Farrell (*2nd District Court*)
Deborah Gutierrez (*2nd District Court*)
Juanita Duran (*2nd District Court*)
Sharon Pacheco (*4th District Court*)
Jamie Goldberg (*13th District Court*)

Minutes taken by: LaurieAnn Trujillo

Judge Karen Mitchell called the meeting to order at 2:06 p.m. and established a quorum.

I. Approval of Revised Agenda. Judge Mitchell asked for approval of the revised agenda, which included a report on the Executive Committee meeting of October 1st.

Judge Richard Knowles moved approval of the revised agenda. Sandra Trujillo seconded. No further discussion. No opposition noted. Motion carried.

II. Summary of Executive Committee Meeting on October 1, 2009. Judge Mitchell reported that the Executive Committee met on October 1st. She referred to the handout entitled *Odyssey Executive Committee Meeting, October 1, 2009 4:00 p.m.* She spoke of the following points:

- After the implementation of the Roswell Magistrate and District Courts, it became apparent to the project team that there were problems that needed to be addressed, particularly issues with forms.
- Tyler Technologies (“Tyler”) introduced a new tool that allows in-court processing that would resolve some of the issues with forms; however, the tool is an enhancement with an additional cost.
- The next pilot court is Farmington Magistrate Court. Helen Miller has been involved in reviewing and identifying which forms are critical.
- The Executive Committee felt it would be appropriate to extend the QA Period by eight weeks thereby moving the Seventh Judicial District Court (“Seventh”) go live date to March 8th.
- The project team anticipates catch up of time at the back end as they will have addressed the issues and will not have to spend time going back to fix things.
- Steve Prisoc’s concern relative to the perception about extending the schedule may cause in the field. She encouraged OSC members to help as a body to mitigate any adverse perception.

Tom Edwards explained that the solution Tyler is offering allows JID Staff to create tokens themselves for forms generation, rather than paying Tyler to do it. This requires more workload for JID Staff, so the extended QA Period would provide JID Staff with the opportunity to learn how to use the tool and develop the tokens.

There was discussion on the following points:

- Status of how the new token tool is working thus far.
- A token defines a piece of data that is in the Odyssey database. A token goes through the data in the database and pulls it into a document to produce a final form.
- Limitations of tokens.

Action Item: Per Judge Mitchell, Mr. Prisoc to distribute an Odyssey newsletter.

III. Update on Planning Documents

Risk Register Update.

Issues Update.

Mr. Edwards advised that there were no updates to report on either document. However, there still remains the concern about the impact on resources and the schedule to support forms. Judge Mitchell noted that OSC and JIFFY needed to make decisions on the scope of forms to help the project team.

There was a lengthy discussion on the following points:

- JID Staff are being asked to modify and create forms that are not in FACTS.
- Judge Mitchell spoke of the sentencing worksheet.
- Forms that are not Supreme Court approved.
- Requests that are out of scope.

- If a form needs to be modified, it must first go through the rules process, then to the Supreme Court and then back to JID to correct the form in Odyssey.
- Mr. Edwards thanked Fred Sena for his help with the district court month-end balancing.
- Administrative forms.
- Suggestion not to pull back any of the forms that are already in production.
- District courts are not form intensive whereas magistrate courts are.
- Concerns with how some of the magistrate court forms work.
- Using the 80/20 rule—get the forms to a point where they have at least the same functionality as they do in FACTS.
- Establishing a baseline on the forms because every court will argue that their forms are necessary.
- Global approach so the forms work for everyone.
- Process for handling forms that are not currently available in FACTS.
- Forms that Arthur Pepin has authority to make adjustments to.
- Concerns with disconnect in the process for getting forms functional in Odyssey.
- Concerns with judges tweaking Supreme Court approved forms without going through the process to have forms changed.
- Suggestion to restructure user groups so one addresses magistrate court issues and one addresses district court issues.
- User groups taking on a larger responsibility in the staffing of those groups because JID Staff will not be available to arrange meetings. Mr. Sena offered to lead the district court user group.
- Suggestion not to support any tweaks in the forms at this time, with the exception of changes requested by the Supreme Court.
- Courts that generate their forms in WordPerfect as opposed to courts that utilize FACTS' forms.
- Batch processing in Odyssey is not available in FACTS.

Action Item: Per Mr. Sena, JID Staff to include a baseline for forms into the Memorandum of Understanding (“MOU”).

Action Item: Per Justice Petra Jimenez Maes, JID Staff and Karen Janes to add the magistrate court dismissal form and setting the bail bond form to the top of the list.

Action Item: Mr. Edwards offered to draft a forms scope and bring it back to OSC next month for consideration.

IV. Administrative Report

Tyler Contracts

Remote Document Storage. Mr. Prisoc reported that Tyler provided JID Staff with a web cast of the Tyler remote document storage system. It is an excellent piece of software that will be implemented in the Thirteenth Judicial District Court (“Thirteenth”). Tyler will ship the hardware/software in the next few weeks.

E-Filing. Mr. Prisoc reported that Greg Ireland of the Thirteenth received the contract for e-filing and they should have it back to the vendor by the end of the week.

Rollout Contract for CMS. Mr. Prisoc reported that a first draft of the rollout contract for the case management system will be presented to the contract negotiations team for review.

Amendment to Existing CMS Contract. Mr. Prisoc reported that an amendment to the existing CMS contract is necessary to include gross receipts tax since two of Tyler's employees reside in Albuquerque.

Mr. Edwards referred to the handout entitled *Impact of Conversion on Remaining Pilot Hours*. He spoke of the following:

- The CMS contract amendment needs to include tax on the software license.
- The amendment also needs to address the project management and conversion hours for the rest of the pilot courts.
- He asked for authority to continue preliminary negotiations with Tyler to increase the project management and conversion hours. The terms will then be presented to the contract negotiation team.
- The project requires an additional 490 project management hours to carry the project through the Bernalillo District Court's implementation in August of 2010, and an additional 56 conversion hours. The cost for both is \$101,430.00, including taxes.
- Potential revenue streams to fund more project management and conversion hours.
- Judicial Education Center ("JEC") will help support travel expenses.

Ms. Janes moved approval to give Mr. Edwards authority to continue to explore possible contract terms with Tyler to expand the scope of the contract, depending on funding sources. Gina Maestas seconded. There was discussion on funding sources. **No further discussion. No opposition noted. Motion carried.**

Alabama E-Citations Progress. Mr. Prisoc reported that the Alabama e-citations project is going smoothly. He recognized Judge Corn for his facilitation of the project. They plan to work with Tyler on an interface that will also work for the TRACS' courts.

Disaster Recovery Discussion. Mr. Prisoc advised that there was nothing new to report on the disaster recovery project; however, Juanita Duran of the Second asked that JID Staff conduct a presentation at JIFFY tomorrow to describe visually how the hot site will work.

V. Project Manager Report

QA Activities

Accomplishments. Mr. Edwards referred to the handout entitled *Accomplishments During the QA Period*. He spoke of the following:

- Work is continuing on the Seventh implementation.
- Preparing to start the Farmington Magistrate Court's conversion.
- JID Staff have documented the enterprise development process for tokens to provide for a process that the technical staff at the Second, the Bernalillo County Metropolitan Court ("BCMC") and JID can use.
- Testing three different releases from Tyler.
- Plan to involve the Odyssey courts to assist with the base testing of the new Tyler releases.
- Work is continuing on the regular pilot courts.
- Completed the first data push for the Seventh.
- Meetings conducted with JEC relative to them assisting the Judiciary with travel costs for training. At this point, the project team is not sure how much JEC will commit to.
- Completed the development work on the dual query for Case Lookup.
- Tyler's involvement in the QA activities: they have provided JID Staff with field mappings and have helped on some of the assumptions relative to conversions.

There was discussion on the following points:

- JEC operates under a different purview than the Judiciary in terms of travel.
- Error reports. JID Staff released all of the reports to the magistrate courts at the magistrate conference. The district court reports can be found in the management reports. JID Staff are adding to the reports when they encounter new issues in conversion that need to be tested.
- All of the pilot courts are running their error reports.
- Courts should review the disbursed bonds report and the judge history records that are incorrect.

Action Item: *Per Mr. Sena, Renee Cascio to provide the Court Administrators Council with a list of the management reports.*

Implementation Guide. Mr. Edwards referred to the document entitled *New Mexico Odyssey Implementation Guide*, which was attached to the OSC meeting agenda. The error reports are listed on page 8 of the implementation guide. Ms. Cascio spoke of the following:

- The guide will be used by the JID Business Analysts to keep them on point and to make sure that they are obtaining the same information from all of the courts.
- Tables unique for each court.
- JID Staff added pre-training for Trial Court Administrative Assistants ("TCAAs") and court monitors in the district courts to help them prepare months ahead prior to their implementation.
- The guide is modeled on what Minnesota did.
- At this time, JID Staff are currently using pieces of the guide as they are still in the process of developing it during the QA Period.
- Some of the worksheets have not been completed.

Installation MOU. Mr. Edwards referred to the document entitled *Memorandum of Understanding Between the Administrative Office of the Courts and [court name]*, which was attached to the OSC meeting agenda. He asked OSC members to review the draft and provide him with feedback. The intent is to get it sent out to the Seventh in the near future. JID Staff are also planning to publish the rollout schedule to OSC initially, and then look at any modifications that they might need to make on an annual basis.

There was discussion on the following points:

- The Seventh has already been contacted regarding the calendaring and financial information that is required. They are working on their data cleanup reports.
- Training in the district courts versus training in the magistrate courts.
- There may need to be occasional changes to the rollout schedule due to unforeseen circumstances, such as a court moving to a new building.
- Concerns with reference on when the rollout schedule will be published.
- Contacting the JID Help Desk rather than calling JID Staff directly.
- Adding a baseline for forms into the MOU that Mr. Sena spoke about earlier.
- There is not an issue with court staff calling an Odyssey court for procedural questions.
- All judges should participate in the training.
- Suggestion on page 2, #3: incorporate a separate sentence for judges noting that they are required to attend the assigned training.
- Suggestion to put a court at the end of the rollout schedule if it has a judge that refuses to sign the MOU and/or attend the training.
- Suggestion to add a new number on page 2: “Recognize that Odyssey forms and procedures are standardized by the courts by order of the New Mexico Supreme Court and that a request for modifications by individual courts must be submitted to the body designated by the Odyssey Steering Committee.”
- Consequences for not attending training.
- Per Justice Maes, judges need to be familiar with the system, so they need to attend training.
- Suggestion to have separate training for judges.
- Suggestion to include a new number on page 1 that the AOC will make Odyssey available to key people who attend prior training, so they have access to the system until their court is implemented. Suggestion to expand language on page 2, #10, that the court agrees to use the system.

Action Item Per Mr. Sena, JID Staff to include a baseline for forms into the MOU.

Action Item: Per Judge Mitchell, OSC members to review the draft MOU and provide feedback to Mr. Edwards.

Change Requests Update. For the sake of time, Mr. Edwards entertained questions on the document entitled *State of New Mexico, Administrative Office of the Courts, Change Request Approvals*, which was attached to the OSC meeting agenda. No questions were raised.

Tyler Project Status. John Todd of Tyler spoke of the following points:

- Added the risk relative to forms.
- Data conversion. Tyler is trying to make the conversion more universal.
- Tools for conversion.
- Key accomplishments
 - Roswell District Court went live.
 - First data push for Seventh.
 - Loaded Release 2009 SP2. Very important release for New Mexico. Change in philosophy to Tyler's releases and patches.
- Upcoming activities
 - Still work to be done on the implementation guide.
 - Testing Release 2009 through Release 2009 SP2 (three releases). He spoke of the work involved in testing.
 - Second data push for the Seventh.
- Upcoming Milestones
 - Farmington Magistrate Court configuration is about to begin.
 - Updating training materials, labs and training scenarios.

AOC Project Status Report

Tyler hours and travel. This agenda item was not discussed.

Financials. This agenda item was not discussed.

Project Budget. This agenda item was not discussed.

Project Schedule. Mr. Edwards noted that since the QA Period was expanded, the gantt chart included new target go live dates for the remaining pilot courts. These dates do not include any activities that may be necessary to support some of the other projects, such as e-filing, e-citations, jury and remote document storage. The BCMC will be treated as an independent project; and he is expecting estimates from Tyler in the next few weeks.

VI. IV&V Update. Dr. Julie Carroll of Burger, Carroll & Associates, Inc. spoke of the following points:

- This report covers two reported periods.
- Forms—need to reach a freeze.
- Training remains in good shape. Pleased with pre-training for TCAAs to address calendaring needs.
- Conversion—new error reports are being provided from Tyler to JID Staff earlier with more detailed information so things can be fixed earlier in the pushes.
- There are four pushes scheduled for the Seventh.
- Reports available for the magistrate courts.
- Training was provided to magistrate court clerks at their conference in September. Similar training will be provided to the district courts.

- The schedule does not reflect reduced times in the conversion reviews.
- Tyler is working on field mapping and increasing the documentation and transparency on some of the decisions—she encourages a collaborative effort between Tyler and JID Staff as they go along.
- Concerns that some tasks may not get done. It will take close management and monitoring to ensure everything is kept on task.
- Next month, she will have an initial status report on the BCMC.

Action Item: Per Judge Mitchell, Mr. Edwards will email Dr. Carroll's report to OSC members by the end of the week.

VII. Future Meetings. The next meeting will be held on Wednesday, November 18, 2009 at 2:00 p.m. at JID.

VIII. Adjourn. Judge Mitchell adjourned today's meeting at 4:19 p.m.

Final Minutes Approved by Judge Mitchell on November 9, 2009.