

**Meeting Minutes of the 25th
Odyssey Steering Committee (OSC)
Judicial Information Division (JID)
Wednesday, April 14, 2010
2:07-3:20 p.m.**

Executive Subcommittee Members present:

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

Voting Members present:

Judge Richard Knowles
Judge Camille Martinez-Olguin
Oscar Arevalo
Michelle Jones (*via video*)
Brian Gilmore
Sandra Trujillo
Madeline Garcia
Eric Erb
Karen Janes
Helen Miller (*via video*)
Renee Cascio (*via video*)

Voting Members absent:

Judge Judith Nakamura
Gina Maestas
Fred Sena

Guests present:

Tobie Fouratt (*Roswell Mag. Court*)
John Todd (*Tyler Technologies*)
Phil Hedrick (*BCMC*)(*via video*)

Minutes taken by: LaurieAnn Trujillo

Judge Karen Mitchell called the meeting to order at 2:07 p.m. and established a quorum.

I. Approval of Agenda.

Judge Mitchell asked to move the *Metro Court Project Charter* discussion to after *II. Review/Results of the Farmington Magistrate Implementation*. There was consensus to accept the proposed change to the agenda.

II. Review/Results of Farmington Magistrate Implementation. Judge Mitchell congratulated the project team and the Farmington Magistrate Court for their successful Odyssey implementation.

Tom Edwards added the following:

- Odyssey has been live for three days at the Farmington Magistrate Court.
- The conversion and implementation went as well as the Seventh Judicial District Court's.

- There are issues that the project team expected and are addressing.
- Recurring issues with printing forms. Tyler Technologies (Tyler) elevated these issues and will assist the project team with resolution of them.
- The Farmington Magistrate Court's implementation incorporated new features, including a new release and some of the new forms tokens. Some of the issues may be a result of the newness of these features.
- New Mexico is the first client to implement the build your own token feature for forms.
- The Odyssey application was well received by the Farmington Magistrate Court staff.

Helen Miller added the following points:

- She confirmed Mr. Edward's remarks.
- The Farmington Magistrate Court's staff found it beneficial to have JID Staff on-site throughout their implementation process.
- The court staff was well-trained and the application is working well.
- Clerks from the Grants Magistrate Court attended the Farmington Magistrate Court training/implementation.

Renee Cascio added the following:

- The conversion at the Farmington Magistrate Court was one of the best thus far.
- System issue relative to when officers change from one law enforcement agency to another.
- After the training, some Farmington Magistrate Court employees were nervous about whether or not they learned to do their jobs.
- JID Staff on-site at the Farmington Magistrate Court: Ms. Cascio, Hilari Lipton, Jane Davenport, Jo Warren, Rebecca Switzer and Julie Wheeler.
- The AOC Fiscal Staff was at the Farmington Magistrate Court on Friday to assist with financials.

Metro Court Project Charter. Mr. Edwards referred to the document entitled *Draft Project Charter*, which was attached to the OSC agenda, and he spoke of the following:

- The Bernalillo County Metropolitan Court (BCMC) contract is ready for the contract negotiations team to review and finalize.
- The budget is an integral part of the contract because of the payments that would be made within Judiciary's cash flow constraints for the next two to three years.
- The BCMC reviewed the *Draft Project Charter* and provided the project team with feedback.
- Tyler's original estimate was approximately \$2.57 million for 8,386 enhancement hours. The original fit assessment included every critical and high-rated enhancement identified by the BCMC.
- The estimate of \$2.34 million represents the cost if the BCMC performed 1,386 hours of enhancements and Tyler took on the remaining 7,000 hours of enhancements.
- Tyler identified enhancements that the BCMC information technology staff could accomplish using the new custom business rules feature.

- BCMC's intent is to continue to remove desired enhancements from the Tyler list by building additional custom business rules that would allow them to reduce the cost of those features.
- There is an effort at the BCMC to work with end users and key Subject Matter Experts to consider business process changes that Tyler recommended that could further reduce the cost of enhancements.
- Early deployment of the supervision module at the BCMC would also provide savings.

There was discussion on the following points:

- There are no enhancements for civil case types.
- Development work would focus on criminal case types.
- Supervision module.
- BCMC identified all of the integrations that need to be done at their court.
- There is a lot of work that the BCMC needs to do to prepare for their Odyssey implementation, including building integrations that they already have in place with other justice-related agencies.
- Risks associated with a longer time period.
- The BCMC is currently working on their integrations, but they will need to be trained by Tyler on the custom business rules feature before they can begin customization.
- JID Staff will attend the custom business rules training, so they can take advantage of creating their own business rules in the future.
- Suggestion that the Second Judicial District Court's information technology staff participate in the custom business rules training.
- Steep learning curve.
- BCMC's project charter's assumption is that all cases will be converted, including destroyed cases. This is contrary to the decision OSC and JIFFY made not to convert destroyed magistrate court cases.
- BCMC judges made a business decision to maintain access to all case histories, including destroyed cases.
- BCMC's iterative process to convert historical data may reveal that some data is corrupt and unable to convert.
- The possibility of porting historical data to another database.
- Concern voiced for converting traffic violations.
- Concerns raised with converting BCMC destroyed cases because destroyed cases in the magistrate courts are not converted—prejudice against where an individual is charged.
- The retention schedules are based on paper requirements and storage of paper. They do not mandate how an electronic file is kept.
- Suggestion to investigate the possibility of bringing destroyed case information into a different format.
- Odyssey has robust document storage capability.
- Concern raised relative to the risk associated with the availability of staff resources. Mr. Edwards explained that he is not anticipating any support resources from JID Staff, other than himself acting as an overarching enterprise project manager. The project team is

expecting the BCMC project to be an independent sub-project of the enterprise that will have different Tyler resources assigned to it.

- The BCMC will dedicate some of its information technology staff to the project.
- OSC needs to remember that as the BCMC project goes forth, just like with JID, there are no staff available to directly support the Odyssey project and the old systems that need to be maintained, so there is likely to be situations where internal resources at the BCMC will be competing for those types of support activities just like JID Staff have been competing for the existing systems and other things that come up as the project moves forward. This could have an impact on the schedule over time.
- Concerns with the custom business rules feature providing courts with the ability to create their own rules and disregard the Supreme Court's policy that courts are to follow the same procedures.
- Anticipation that the custom business rules that the BCMC develops could be utilized by the magistrate courts.
- Customization that the BCMC and Tyler develop could be used for other courts.
- The custom business rules feature will be useful to the BCMC for their unique processes, such as municipal ordinances and specialty courts, for example, the homeless court.

Mr. Edwards continued his presentation, as follows:

- He referred to the document entitled *BCMC Schedule and Budget Draft*, which was attached to the OSC agenda.
- The BCMC project will be fully implemented by December 31, 2012.
- Tyler recommended a payment plan to fund the enterprise rollout and the BCMC's project would continue through January of 2014.
- Tyler has provided a payment plan to other clients.
- The proposed payment plan is similar to the way the Odyssey license is paid.
- The contract is structured so the Judiciary will not pay for services not provided.
- The \$2.34 million figure is higher than the amount noted in the original budget that OSC and JIFFY adopted a year and a half ago. However, it is within the Judiciary's revenue stream projections that are based on Tyler's proposed payment plan. The contract is based on the assumption that the revenues stay at about \$820,000 a year for the civil filing fee increase, plus remaining monies from the \$6 million and the \$2 million appropriations.
- At this time, Tyler has resources available that it can dedicate to the BCMC project.

Judge Richard Knowles moved that OSC recommend to JIFFY approval of the BCMC Project Charter. Brian Gilmore seconded. No further discussion. No opposition noted. Motion carried.

Karen Janes moved that OSC recommend to JIFFY that they consider a payment plan for the BCMC project such as the one presented to OSC today. Mr. Gilmore seconded. No further discussion. No opposition noted. Motion carried.

Action Item: Per Judge Michael Bustamante, Judge Mitchell to note at the JIFFY meeting tomorrow the urgency of getting the BCMC project approved so it can proceed.

Action Item: Per Judge Mitchell, Mr. Edwards to provide JIFFY members with the following documents at tomorrow's JIFFY meeting: (1) Draft Project Charter for the BCMC; (2) Bernalillo County Metropolitan Court Project Charter and Proposed Budget Summary; and, (3) BCMC Schedule and Budget Draft.

III. Update on Planning Documents

Risk Register Update. Mr. Edwards reported that there were no substantive changes, other than normal monthly updates, to the document entitled *Risk Management Plan*, which was attached to the OSC agenda.

Issues Update. Mr. Edwards reported that there were no substantive changes, other than the normal monthly updates, to the document entitled *Issue Management Plan*, which was attached to the OSC agenda.

IV. Administrative Report

Contract for Metro Implementation. Mr. Prisoc advised that this item was addressed in earlier discussions.

Alabama E-Citations Update. Mr. Prisoc reported the following:

- The Alabama electronic citations project is on track.
- Meetings that took place.
- The Supreme Court's support for the project.
- Traffic Safety Bureau's plan to commit more resources to the project.
- His offer to put the exchange center in the JID server room.
- The pilot has been delayed due to shipment of necessary equipment.
- Challenges relative to getting the equipment.

Remote Document Storage/Imaging and Hot Site Update. Mr. Prisoc reported that remote document storage is currently being tested at the Santa Fe Magistrate Court. He will report back on the success of the tests.

V. Project Manager Report

Change Requests Update. Mr. Edwards reported that there were no substantive changes, other than the traditional monthly updates, to the document entitled *State of New Mexico, Administrative Office of the Courts, Change Request Approvals*, which was attached to the OSC agenda.

Tyler Hours and Travel. Mr. Edwards reported that there were no substantive changes, other than the traditional monthly updates, to the documents entitled *New Mexico Administrative Office of the Courts, Odyssey Case Management Pilot* and *Tyler Hours and Travel, Plan vs Actual by Calendar Quarter*, which were attached to the OSC agenda.

Project Schedule. Mr. Edwards reported that there were no substantive changes, other than the traditional monthly updates, to the untitled document labeled *Project Schedule*, which was attached to the OSC agenda. The Grants Magistrate Court is the next pilot court. The project team will commence training on May 5th. The last pilot will involve two of the Thirteenth Judicial District Court's locations, and then the rollout will begin.

Judge Mitchell mentioned that the District Court Forms Committee members had been appointed and they will begin meeting.

Financials. Mr. Edwards reported that there were no substantive changes, other than the traditional monthly updates, to the document entitled *New Mexico Administrative office of the Courts, Budget vs Actual Project Life and Project to Date*, which was attached to the OSC agenda.

Tyler Project Status. John Todd of Tyler reported the following:

- The project is moving forward.
- Rough patch as a result of the introduction of changes that have occurred since the last OSC meeting.
- Conversion improvements. Tyler has been meeting with the Odyssey Executive Subcommittee, and Tyler has invested 120 hours of non-billable hours to correct the conversion processes that were broken at that time.
- He was not on-site for the Farmington Magistrate Court implementation.

VI. IV&V Update. Judge Mitchell reported that Dr. Julie Carroll's April report would be delayed a week due to circumstances that were outside of her control. Mr. Prisoc mentioned his email exchange of yesterday with Dr. Carroll wherein she confirmed that the project is on track. She made a few points on things to be improved upon but they did not involve anything urgent.

Action Item: *Per Judge Mitchell, Mr. Edwards to email Dr. Carroll's April report to OSC members once received.*

VII. Future Meetings. Judge Mitchell advised that the next OSC meeting is scheduled for Wednesday, May 19, 2010 at 2:00 p.m. at JID.

VIII. Adjourn. Judge Mitchell adjourned today's meeting at 3:20 p.m.

Final Minutes Approved by Judge Mitchell on April 29, 2010.