

**Meeting Minutes of the 27th
Odyssey Steering Committee (OSC)
Judicial Information Division (JID)
Wednesday, July 14, 2010
2:06-3:37 p.m.**

Executive Subcommittee Members present:

Judge Karen Mitchell, Chair
Arthur Pepin
Steve Prisoc
Tom Edwards

Executive Subcommittee Members absent:

Justice Petra Jimenez Maes
Judge Michael Bustamante

Voting Members present:

Judge Camille Martinez-Olguin
Judge Richard Knowles
Oscar Arevalo
Michelle Jones (*via video*)
Gina Maestas
Brian Gilmore
Renee Cascio
Madeline Garcia
Karen Janes
Helen Miller
Fred Sena

Voting Members absent:

Judge Judith Nakamura
Sandra Trujillo
Eric Erb

Guests present:

Kerri Ferrell (*2nd DC*)
Monica Chavez (*1st DC*)
Mike Mellos (*Burger, Carroll & Assoc.*)
Dr. Julie Carroll (*Burger, Carroll & Assoc.*)
John Todd (*Tyler Technologies*)(*via phone*)

JID Staff present:

Trixi Bubemyre

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 Agenda. The agenda was accepted as presented.

II. Review/Results of Grants District Implementation. Judge Mitchell asked Renee Cascio to provide OSC with a summary of the Grants District Court implementation. Ms. Cascio spoke of the following points:

- Document imaging and remote document storage was implemented for the first time.
- Odyssey performance is good.
- Remote document storage performance is good.
- JID Staff are doing a great job with training.
- Training for the Bernalillo District Court will begin on Monday.

- When the project team implements Odyssey at the First Judicial District Court (First), she will reach out to Odyssey courts to assist with judicial office support.

There was discussion on the following:

- The electronic filing pilot at the Thirteenth Judicial District Court and processes that may need to be changed.
- Fred Sena advised that after two years of working on Odyssey, the staff at the Fourth Judicial District Court (Fourth) is becoming more comfortable with the system and there are fewer questions. He supported Ms. Cascio's request for assistance with the First's implementation by offering to send two clerks from the Fourth to help.
- Helen Miller reported that after three months of working on Odyssey, the staff at the Farmington Magistrate Court is pleased with the system.
- The Odyssey rollout is going better than the rollout of the former case management system.

Judge Mitchell asked Judge Camille Martinez-Olguin to share her thoughts of the implementations at the Grants District Court. Judge Martinez-Olguin spoke of the following:

- Good
 - The Odyssey repeatable process is in place.
 - There was a good transfer for how to work the Odyssey product before their court went live.
 - There was no drama on go live date.
 - JID Staff were magnificent with training, patience in answering questions, and support.
 - Stress to court staff did not occur on go live date, but rather on the following week when JID Staff gradually allowed court staff to walk on their own.
- Bad
 - Judges need to be patient with work processes and with using the product because it has a lot more depth to it than first expected.
 - The need to determine hard structure of a courtroom, so the monitors do not prevent judges from being able to see jurors and witnesses.
- Ugly
 - A strong Internet connection is essential for the systems to function.
 - She spoke of the Internet problems that her court experiences.

Action Item: *Karen Janes offered to share the magistrate courts' architectural design for a judge's bench with the district courts.*

III. Update on Planning Documents

Risk Register Update. Tom Edwards explained that updates were made to the document entitled *Risk Management Plan*, which was attached to the OSC agenda. Due to the project reaching the end of the pilot phase, the project team retired the following risks:

- Specific Risk 1, *Can't get aggregate replication to work*, page 8.

- Specific Risk 2, *Customization is more extensive than budgeted for*, page 10.
- Specific Risk 17, *Insufficient or loss of cooling*, page 16.

The project team documented the retirement of two Burger, Carroll and Associates' risks.

Issues Update. Mr. Edwards then referred to the document entitled *Issue Management Plan*, which was attached to the OSC agenda. As the end of the pilot phase approaches, there are a couple of issues that have not had any attention in quite some time, however, the project team intends to increase the effort to work on those issues. For example, tracking and monitoring bondsman.

The District Court Forms Committee met for the first time last month, and they will begin meeting on the fourth Friday of every month. They discussed the new rule that went into effect relative to personal identifiers, and they are considering adopting the magistrate courts' method. They will identify the top ten forms and prioritize them for the project team. They are also interested in standardizing business processes.

IV. Administrative Report

Metro Project Update. Steve Prisoc reported the following:

- The Bernalillo County Metropolitan Court (BCMC) project is moving forth.
- A pre-planning session was held on June 22nd with John Todd of Tyler Technologies (Tyler), Mr. Edwards, and Brian Gilmore and his staff.
- A Tyler project manager has been assigned to the BCMC project.
- A formal project kickoff meeting is scheduled on July 23rd at the BCMC and it will include all of the stakeholders.
- Mr. Edwards will prepare and distribute the BCMC project plan before the August OSC meeting.

There was discussion relative to the magistrate courts' interest in utilizing the civil forms that Judge Frank Sedillo created.

Alabama E-Citations Update. Mr. Prisoc spoke of the following:

- The University of Alabama electronic citations project is running nicely in Chaves County.
- JID does not have the resources to support an electronic citations system for law enforcement.
- He asked for OSC's guidance on how to transition the four police cars that have the Alabama system equipment installed to another system or how to get another agency to support this by either continuing to support the University of Alabama system, or installing TRACS in Chaves County.
- He recognized Senator John Sapien, Chief Justice Charles Daniels and Justice Edward L. Chavez for their support at the meetings.

There was discussion on the following points:

- Judge Robert Corn's interest to support the Judiciary on the electronic citations project.
- TRACS system versus the University of Alabama system.
- Senator Sapien asserted that the state needs to settle on one electronic citations solution.
- The New Mexico Department of Transportation (DOT) will test a citation fee specifically for the Dona Ana Magistrate Court. JID built their side of the bridge, but DOT still needs to complete their end.
- The Judiciary is relying upon DOT to make the electronic citations project work. DOT states that a distribution center, a server array and 15 new employees are necessary to get this project going.
- Federal funds are currently supporting law enforcement on TRACS.
- Concerns that DOT may not receive funding or staff to further the electronic citations project.
- A possible pilot project in Las Cruces where the data goes straight to the Las Cruces Magistrate Court without having to go through a central server.
- Roswell Magistrate Court staff is willing to develop business processes for an electronic citations system.
- Concerns were voiced about exasperating the situation by trying to push two different systems.
- Despite the problems with TRACS, over 100 officers in Albuquerque have TRACS installed in their vehicles, while only 4 police vehicles have the Alabama system.
- Concerns that neither TRACS nor University of Alabama is currently able to get data to the courts.
- Support to work with DOT and the Traffic Safety Bureau (TSB) to further the TRACS system.
- JID Staff have been attending weekly meetings with DOT and TSB.
- The Roswell Magistrate Court staff's concern about being the only court using an electronic citations system.
- Reminder that the original scope and design of electronic citations was that both TRACS and the Alabama systems would funnel their citations through a TRACS data center to the courts. TRACS would be responsible for error reporting.
- Support to move up the date for Santa Fe Magistrate Court Odyssey implementation.

RDS Update. Mr. Prisoc referred to the document entitled *Draft Project Charter Document Management/Imaging/RDS*, which was attached to the OSC agenda. Tyler's development work is exceptional, and remote document storage is functioning well.

Action Item: *Per Mr. Prisoc, OSC members to review the document entitled "Draft Project Charter Document Management/Imaging/RDS" for discussion at the August OSC meeting.*

Hot Site Update. Mr. Prisoc referred to the document entitled *Draft Project Charter Hot Site Project*, which was attached to the OSC agenda. He spoke of the following points:

- A hot site is essential for the BCMC and the Second Judicial District Court (Second) Odyssey implementations.
- The hot site would only provide major advantages to the BCMC and to the Second. All other courts would not be able to utilize the hot site capability at this time.
- If there is an outage at JID, the BCMC and the Second would be able to flip a switch and have their basic operations accessible to them so they could continue with business as usual.
- None of the other courts in the state would be able to attach to the hot site until all communications lines are rerouted through Qwest and the various other providers to Albuquerque. That is not a small task and it would take a minimum of two weeks to do.
- The hot site is not a perfect disaster recovery system, so the Judiciary has to balance the needs of all of the courts throughout the state.
- The Judiciary needs to decide who will flip the hot site switch and under what circumstances and who will make that decision.

Action Item: *Per Mr. Prisoc, OSC members to review the document entitled “Draft Project Charter Hot Site Project” for discussion at the August OSC meeting.*

V. 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 agenda. This report closed out the original enhancements that were in the fit assessment.

Tyler Hours and Travel. Mr. Edwards explained the following documents, which were attached to the OSC agenda:

- *New Mexico Administrative Office of the Courts Odyssey Case Management Project.* This document is the close out of the old case management contract.
- *New Mexico Administrative Office of the Courts Odyssey Case Management Project Rollout Contract.* This document reflected information relative to the new case management contract.
- *Tyler Hours and Travel Plan vs Actual by Calendar Quarter.* This report reflected information relative to the old case management contract. Mr. Edwards will present OSC with a new chart next month that reflects information relative to the new case management contract.
- He recognized Grace Catanach and Oscar Arevalo for ensuring that all monies in the appropriations were expended.
- The \$2 million appropriation is scheduled to expire this fiscal year.

There was discussion on the close out of the \$6 million appropriation.

Project Schedule. Mr. Edwards referred to the untitled document with the link labeled “ganttfy11.pdf,” which was attached to the OSC agenda. This document reflected the schedule for the last pilot court and the rest of the courts scheduled for rollout for the fiscal year.

There was discussion on moving up the date for the Santa Fe Magistrate Court Odyssey implementation.

Action Item: *Ms. Janes offered to present a proposal to OSC at the August meeting relative to why the Santa Fe Magistrate Court date should be moved up in the Odyssey rollout schedule.*

Financials. Mr. Edwards referred 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. This report reflected entries relative to operations under the new contract. The BCMC project information will begin appearing next month.

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

- Project wise, the project team is where they need to be.
- The knowledge transfer is complete.
- The Grants District Court Odyssey implementation was successful and close to perfect.
- He credited JID Staff and Tyler’s staff.
- The project team implemented Odyssey and Tyler’s electronic filing system at the Grants District Court, so it was a lot of change all at once, but the public was unaware that the court had transferred to a new system.
- In three weeks, the project team will wrap up the pilot phase.
- The repeatable, reliable process has been defined and the project team can move forward with the statewide rollout, as planned.

VI. IV&V Update. Dr. Julie Carroll of Burger, Carroll & Associates referred to her report dated May 2010 (Submitted July 9, 2010), which was attached to the OSC agenda. She spoke of the following:

- Recommendation that OSC, JIFFY, JID Staff and the courts formally approve the Odyssey pilot court phase.
- Effective implementation of the conversion upgrades. Hope to condense the implementation schedule if the conversion process is made more efficient.
- OSC and JID need to accept the proposed implementation schedule. The largest chunks of time are invested in pre-conversion activities and the second week of training.
- Software fixes that are needed for final acceptance.
- Issues that may still exist in the individual courts. Recommendation to accept Odyssey for statewide implementation by the pilot courts and JID. She suggested talking to each of the pilot courts for their specific input.
- Recommendation to fix the bugs in the configuration tools prior to the statewide implementation.

- OSC needs to make sure that both JID and the courts are ready for reports review and definition, working on the Master Service Agreement, and continued forms development.
- Formal acceptance of policy regarding node level system modification and processes. A process for which OSC can sign off on requests from courts. For example, at the Grants Magistrate Court, a judge requested that one thing be on a form, so folks were not sitting an extra two hours at the sheriff's office.
- Issue with staff training and staff qualifications in the magistrate courts due to handling the Odyssey financial tasks.
- Issues relative to moving into the BCMC and the Second implementation projects.

There was a lengthy discussion relative to the Odyssey financial issues in the magistrate courts.

Action Item: Ms. Janes and Ms. Cascio will meet to discuss how to address the concerns related to the Odyssey financial aspect in the magistrate courts.

Action Item: Per Judge Mitchell, Mr. Edwards will include an item on the August agenda for OSC to make a formal determination of the Odyssey pilot court phase.

VII. Future Meetings. Judge Mitchell noted that the project had reached a point where not as many issues need to be addressed by OSC, so she suggested that OSC meet again in August and in October; and in January 2011, that OSC begin meeting on a quarterly basis. If an urgent matter arose, she would call an executive committee meeting or call an OSC video meeting. There was consensus on OSC to support the proposal for OSC to begin meeting on a quarterly basis beginning in January 2011.

Action Item: Judge Mitchell will inform JIFFY tomorrow about OSC's proposal to begin meeting on a quarterly basis beginning in January 2011.

VIII. Adjourn. Judge Mitchell adjourned today's meeting at 3:37 p.m.

Final Minutes Approved by Judge Mitchell on August 3, 2010.