

**Meeting Minutes of the 28th
Odyssey Steering Committee (OSC)
Judicial Information Division (JID)
Wednesday, August 18, 2010
2:06-4:06 p.m.**

Executive Subcommittee Members present:

Judge Karen Mitchell, Chair
Justice Petra Jimenez Maes
Judge Michael Bustamante (*via phone*)
Arthur Pepin
Steve Prisoc
Tom Edwards

Voting Members present:

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

Voting Members absent:

Judge Judith Nakamura
Oscar Arevalo
Fred Sena

Guests present:

Greg Ireland (*13th DC*)
Kerrie Farrell (*2nd DC*)
Dr. Julie Carroll (*Burger, Carroll & Assoc.*)
Phil Hedrick (*BCMC*)(*via phone*)
John Todd (*Tyler Technologies*)
Mike Mellos (*Burger, Carroll & Assoc.*)
Juanita Duran (*2nd DC*)(*via phone*)
Tobie Fouratt (*Roswell Mag. Ct.*)(*via phone*)

JID Staff present:

Trixi Bubemyre
Brian Eckert

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

Helen Miller moved approval of today's meeting agenda. Gina Maestas seconded. No further discussion. No opposition noted. Motion carried.

II. Review/Results of Bernalillo District Implementation. Tom Edwards reported the following:

- The project team completed the ninth conversion and the last pilot court implementation this month.
- The Sandoval District Court went live on August 6th, and it was a successful conversion. There were some glitches with the remote document storage piece as this was the second court that implemented this product, but those issues were resolved.

- At the Grants District Court, the project team experienced a remote document storage hardware issue, however, it did not prevent the court from conducting business as usual, and JID Staff are working to resolve the issue.
- He thanked Greg Ireland and the staffs at the Bernalillo and Grants District Courts for their patience with the project team as they implemented the remote document storage service.

Renee Cascio agreed that the Bernalillo District Court implementation was successful.

III. Update on Planning Documents

Risk Register Update

Issues Update

Mr. Edwards reported that routine updates were made to the documents entitled *Risk Management Plan* and *Issue Management Report*, which were attached to the OSC agenda.

IV. Administrative Report

Metro Project Update. Steve Prisoc spoke of the outage that occurred last Tuesday wherein they determined that it was a result of a query on a post-conversion script which locked users out of the database. Tyler Technologies (Tyler) helped resolve the issue. The Bernalillo County Metropolitan Court (BCMC) project is progressing.

Alabama/TRACS E-Citations Update. Mr. Prisoc advised that JID Staff continue to meet with the Department of Transportation (DOT) representatives in hopes of getting electronic citations implemented prior to the Odyssey implementation at the Las Cruces Magistrate Court. DOT is considering the University of Alabama as a consultant to link TRACS and law enforcement to Odyssey.

RDS Charter. Mr. Prisoc referred to the documents entitled *Tyler Remote Document Storage Payment Schedule*, *Draft Project Charter Document Management/Imaging/RDS* and *Tyler Technologies Agreement*, which were attached to the OSC agenda. The charter was written around the Tyler contract. OSC needs to identify courts that will participate in remote document storage. The courts that participate must be able fund the purchase of the necessary hardware/software.

There was discussion on the following points:

- Financial concerns.
- The Thirteenth Judicial District Court (Thirteenth), the Second Judicial District Court (Second) and the BCMC will implement remote document storage. OSC still needs to select four other courts who will participate in remote document storage and they need to be courts that will have Odyssey rolled out by 2012.
- The Thirteenth has already paid their portion of the remote document storage license.
- The First Judicial District Court (First) expressed interest in remote document storage; however, in light of the current budget situation, they cannot commit to the expense at

this time but plan to notify the project team by December if they will be able to participate in the project. If the First participates, the Judiciary will meet the contractual commitment of June 30, 2011; and then three other court locations need to participate by purchasing the license (\$10,000.00) and the server (\$5,000.00) in order for the Judiciary to meet the remaining contractual obligation.

- If the project team is unable to find volunteer participants to meet the contractual obligation by 2012, it may be possible for the SCAF Fund to purchase the licenses and servers until the courts are ready.
- BCMC's portion of the license is \$20,000.00, which they hope to pay at end of Fiscal Year 2011.
- Magistrate courts might find value in remote document storage.
- Once the project team meets the seven court contractual arrangement, the licensing is free and courts that wish to implement remote document storage will only be responsible for purchasing the necessary hardware for approximately \$5,000.00 (\$3,500.00 for the server, and \$1,700.00 for a small network attach storage device).

Ms. Maestas moved approval of the remote document storage charter. Judge Richard Knowles seconded. No further discussion. No opposition noted. Motion carried.

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

- JID Staff have a tentative date in October to establish the hot site.
- The hot site needs to be in place prior to the BCMC and the Second Odyssey implementations.
- Concern with the hot site being invoked in the event of a temporary outage, such as the outage that occurred last Tuesday.
- Invoking the hot site would cut off all of the other courts in the state until routes could be reestablished, which could take up to two weeks.
- Catastrophic outages.
- Invoking the hot site should be a last resort situation because the database would then reside in Albuquerque, and all of the courts would then have to attach to that database in order to operate.
- At some point in the future, a communication path from Santa Fe to Las Cruces could be developed, which would extend backup to outlying courts.
- OSC needs to decide who would make the decision to invoke the hot site.
- Once the hot site is invoked, it would be difficult to transfer the data back to JID once JID is restored.

There was discussion on the following:

- A suggestion to develop and adopt protocols for the hot site.
- Protocols must balance all concerns.
- The initial configuration of the hot site applied to courts in Bernalillo County. The real issue was if the Santa Fe cable and JID did not have outside access to the data for two

hours, and any other court, except the Second and the BCMC, could activate the backup. The problem is replicating the data when going back to JID once the hot site has been invoked.

- It would be catastrophic to the Second and to the BCMC if they were down for twenty-four hours.
- The Second's concerns relative to the recent outages and how they affected their workload given their limited resources.
- The problem is when the hot site is invoked and JID is restored and both are running parallel, and then trying to replicate the information without overriding someone's work.
- The Qwest metropolitan ethernet includes the Second, the BCMC, the Supreme Court, the Court of Appeals and the district and magistrate courts in Las Cruces. Eventually, that coverage will be expanded to the Farmington area and possibly the southeast.
- If there was a line break between Santa Fe and Albuquerque, the Qwest metropolitan ethernet could be switched over immediately and the hot site would not need to be invoked.
- A service level agreement (SLA) needs to be created to define the services and specifies of the recovery time objectives and recovery point objectives. The SLA needs to address short-term outages because those are the most likely to occur.
- The SLA with Qwest.
- Invoking the hot site would affect the entire Judiciary.

Judge Knowles moved approval of the hot site charter. Brian Gilmore asked that a decision on the hot site charter be tabled to provide for further discussions with the courts. Judge Knowles explained that his motion was for the hot site project to move forward and for an SLA to be created. Karen Janes seconded and stated that her understanding of the motion was the same as Judge Knowles. Judge Mitchell pointed out her concerns regarding the inconsistencies noted on page 2 relative to short-term outage time-frames; and on page 3 regarding the time-frame for delivering an SLA by the end of September given OSC's concerns on the charter. In light of Judge Mitchell's concerns, Judge Knowles and Ms. Janes withdrew their motion.

There was more discussion on the following points:

- Suggestion that the project team involve Mr. Gilmore and Juanita Duran in the creation of the hot site charter.
- Suggestion to obtain input from the courts that will be affected by the hot site.
- Warm site versus hot site.
- Suggestion to remove the time-limits from the charter and address them in the SLA that will be created.
- Suggestion that the results of the hot site meeting be reported to Judge Mitchell, so she can determine if a face-to-face OSC meeting is necessary in September.

Judge Knowles moved that OSC revisit the discussion on the hot site charter at the next OSC meeting. Sandra Trujillo seconded. There was discussion on definitions; concerns

related to the time-line for when OSC would provide JIFFY with a recommendation on the hot site project charter; explanation that the hot site project charter was not a plan, but rather a document that established the parameters under which the plan is to be built; concerns that the scope of the hot site project had been redefined; establishing balance for when the hot site would be invoked; statistical analysis to determine the effects on the whole corridor versus what is acceptable for the entire state; court closures being approved by the Supreme Court; and a suggestion to remove the time-frame from the charter as well as the risk about invoking the hot site. **No further discussion. No opposition noted. Motion carried.**

Action Item: *Per Judge Mitchell, OSC members to communicate their questions or concerns about the hot site charter to Mr. Edwards within the week.*

Action Item: *Judge Mitchell asked Mr. Edwards, Mr. Gilmore, Ms. Duran and Mr. Ireland to meet to discuss the hot site project charter. She asked Ms. Janes to appoint magistrate court representatives to participate in this meeting, and she welcomed other interested district court representatives to participate as well.*

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. There was no activity for July. The project team is working to closeout the fiscal year for the separately-funded enhancements.

Tyler Hours and Travel. Mr. Edwards referred to the documents entitled *New Mexico Administrative Office of the Courts Odyssey Case Management Project Statewide Rollout* and *Tyler Hours and Travel New Contract Plan vs Actual by Fiscal Year Quarter*, which were attached to the OSC agenda. These documents were updated with information relative to the new contract.

Project Schedule. Ms. Janes referred to the handout entitled *Odyssey Rollout Schedule*. The fourth quarter of 2011 currently has the Deming, Lordsburg, Bayard, Silver City and T or C Magistrate Courts scheduled for Odyssey implementation. The fourth quarter of 2012 currently has the Santa Fe and Pojoaque Magistrate Courts scheduled for Odyssey implementation. The Administrative Office of the Courts has been working diligently to resolve the issues at the Santa Fe Magistrate Court. Ms. Janes respectfully requested that for data quality and data processing purposes that OSC switch the courts scheduled for implementation in the fourth quarter of 2011 with the courts scheduled for implementation in the fourth quarter of 2012.

Ms. Maestas moved approval of Ms. Janes' request to switch the courts scheduled for implementation in the fourth quarter of 2011 with the courts scheduled for implementation in the fourth quarter of 2012. Ms. Miller seconded. No further discussion. No opposition noted. Motion carried.

Action Item: Per Judge Mitchell, Ms. Janes will notify the Deming, Lordsburg, Bayard, Silver City, T or C, Pojoaque and Santa Fe Magistrate Courts of the Odyssey implementation schedule change.

Ms. Duran referred to the handouts entitled *2JDC Odyssey Implementation After Pilot Courts* and *SJDC Preparation for Odyssey Rollout*. The Second respectfully requested that the Second's implementation be changed from the second quarter of 2011 to the first quarter of 2011. Ms. Duran spoke of the following points:

- It is critical to the Second to consider all of the resources that are possible within its ability to help with their increased workload.
- The Second has a 16% increase in new case filings and a 15% increase in reopened cases.
- The Second now sits at a 75% staffing level, and the impact to the Second's clerk's office in processing changes is significant.
- The performance measure for docket currency is two days, but the Second now runs an average of seven to ten business days.
- The Second's trials are quite extensive at this time based on the increased caseload.
- The Second has begun the Subject Matter Experts (SMEs) training.
- The Second completed their data conversion reports.
- The Second will perform a second run of their priority one's.
- The Second has prepared its information technology staff by collaborating and training with JID Staff.
- The Second provided a trainer for the rollouts in Roswell and Bernalillo.
- The Second's Development Team has been successful in the implementation of the application.
- The Second is ready for conversion.
- The Legislative Finance Committee's inquiries about when the Second will be implemented to provide efficiencies based on the current financial situation.

Ms. Trujillo moved that the Second be moved up in the rollout schedule to the first quarter of 2011, thereby moving the First to the second quarter of 2011. Mr. Gilmore seconded.

There was discussion about how this change would impact the project team; suggestion to obtain feedback from the First prior to changing the schedule; support that the First be implemented prior to the Second, so the project team are better prepared; the First has already submitted their executed Memorandum of Understanding, but the Second has not; and the First is already committed to going live the first quarter of 2011. **Members in favor of the motion: Ms. Trujillo and Mr. Gilmore. Members opposed to the motion: Michelle Jones, Ms. Miller, Eric Erb, Ms. Cascio, Ms. Maestas, Madeline Garcia, Judge Knowles, Judge Camille Martinez-Olguin and Ms. Janes. Motion failed.**

There was discussion on the possibilities for compressing the rollout schedule. Appreciation was voiced to Tyler for their assistance with the appellate fit assessment.

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. The document was updated with July's activities, including information relative to the BCMC project.

Tyler Project Status. John Todd referred to his report, which was attached to the OSC agenda. He spoke of the following:

- Status of electronic filing at the Thirteenth.
- The project team is pleased with remote document storage.
- The appellate fit assessment.
- Carlsbad District Court goes live at the end of September.
- BCMC project status.
- The upcoming configuration and forms workshops.

Action Item: Per Judge Mitchell, Mr. Gilmore to provide Ms. Janes with Judge Frank Sedillo's forms.

Pilot Phase Closeout. Mr. Edwards referred to the document entitled *Odyssey Pilot Phase Summary*, which was emailed to the OSC members; and the document entitled *Project Signoff Form*, which was attached to the OSC agenda. He spoke of the following points:

- The project team and Tyler believe that the pilot phase was successful.
- They learned a lot that will be incorporated into the rollout phase.
- Improvements they wish to make.
- Substantive improvements to the conversion process.

Dr. Julie Carroll supported the acceptance of the pilot phase due to her observations and the dramatic decline in data conversion defects. Her concern remains with the schedule.

Mr. Todd and Ms. Cascio agreed that the project team should move forward into the rollout phase.

Judge Knowles moved that OSC closeout the pilot phase. Ms. Janes seconded. No further discussion. No opposition noted. Motion carried.

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

- She was satisfied with the accounting that Tyler provided regarding the outage that occurred last week.
- Pleased that the BCMC project is progressing.
- Anticipation for Odyssey is growing.
- Budget concerns that could possibly affect the Odyssey rollout.

VII. Future Meetings. Judge Mitchell noted that OSC had discussed moving their meeting schedule to quarterly beginning in January, 2011. It was agreed by consensus that an OSC meeting would not be scheduled in September, unless the hot site charter was ready for OSC to review. The next OSC meeting is scheduled for Wednesday, October 20, 2010 at 2:00 p.m. at the Judicial Information Division.

VIII. Adjourn. Judge Mitchell adjourned today's meeting at 4:06 p.m.

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