

**Meeting Minutes of the 29<sup>th</sup>  
Odyssey Steering Committee (OSC)  
Judicial Information Division (JID)  
Wednesday, October 20, 2010  
2:05-4:27 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 (*via phone*)  
Judge Duane Castleberry  
Oscar Arevalo  
Michelle Jones (*via video*)  
Gina Maestas (*via phone*)  
Sandra Trujillo (*via video*)  
Brian Gilmore  
Fred Sena  
Madeline Garcia  
Karen Janes  
Eric Erb  
Tobie Fouratt

**Voting Members absent:**

Judge Judith Nakamura  
Renee Cascio

**Guests present:**

Greg Ireland (*13<sup>th</sup> DC*)  
Aurora Sanchez (*Legislative Finance Committee*)  
Mike Mellos (*Burger, Carroll & Assoc.*)  
John Todd (*Tyler Technologies*)  
Juanita Duran (*2<sup>nd</sup> DC*)(*via video*)  
Deborah Gutierrez-Torres (*2<sup>nd</sup> DC*)(*via video*)

**JID Staff present:**

Brian Eckert  
James Edwards  
Jane Davenport  
Diane Prokipchak

*Minutes taken by: LaurieAnn Trujillo*

Judge Karen Mitchell called the meeting to order at 2:05 p.m., established a quorum and welcomed Tobie Fouratt, who replaced Helen Miller as the magistrate court representative on OSC.

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

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

- The Carlsbad District conversion was a success.
- There is now a stable, repeatable conversion process in place, especially for district

courts.

- The project team is conducting the first week of training in Lovington this week and will go live on November 1<sup>st</sup>.
- The implementation of Odyssey at the Lovington court will mark the completion of the entire Fifth Judicial District.
- In December, the project team will complete the implementation of Odyssey at the Thirteenth Judicial District (Thirteenth).
- One factor that demonstrates that the conversions are going more smoothly is that neither John Todd of Tyler Technologies, Inc. (Tyler) nor Mr. Edwards were physically at the court locations. Mr. Todd was able to run the Tyler-end from Dallas, Texas.

### **III. Update on Planning Documents**

#### **Risk Register Update**

#### **Issues Update**

Mr. Edwards advised that there were no updates to the documents entitled *Risk Management Plan* and *Issue Management Plan*, which were attached to the OSC agenda.

### **IV. Administrative Report**

#### **Alabama/TRACS E-Citations Update.** Steve Prisoc reported the following:

- He received the contract from the University of Alabama for their piece of the TRACS to Odyssey conversion project.
- The University of Alabama will provide software to expedite the transfer of citations from a law enforcement agency to a staging area at JID. JID will then run a conversion that will take it from TRACS to Odyssey.
- The Judiciary will receive a \$45,000.00 sub-grant from the New Mexico Department of Transportation (DOT) to fund this effort.
- He does not expect the cost of this project to exceed the sub-grant amount.
- The University of Alabama developed the software for a distribution center.
- The Judiciary's goal at this time is to get the Las Cruces Magistrate Court and the Santa Fe Magistrate Court on the electronic citations system.
- He recognized Chief Justice Charles Daniels, Aurora Sanchez, Senator John Sapien and Arthur Pepin for their efforts in helping move this project forward.
- The Santa Fe Reporter will soon publish an article on TRACS.

Karen Janes clarified that the University of Alabama's involvement in this project is different than their involvement at the Roswell Magistrate Court. In this project, the University of Alabama will provide a consultation on the TRACS project, and they will be translating TRACS to Odyssey, not their home-grown product to Odyssey.

**E-Filing Update.** Mr. Prisoc reported that the E-Filing Committee met yesterday and appointed Greg Ireland as their chairperson. Mr. Ireland referred to the document he distributed entitled *Thirteenth Judicial District Court Transition to Electronic Documents*, and he spoke of the following points:

- The Odyssey implementation at the Thirteenth has gone well.
- The EDMS implementation at the Thirteenth is stable and working well.
- The Thirteenth's electronic filing implementation
  - There are currently 800 registered users.
  - They have received over 12,500 electronic filings.
  - The rejection rate is decreasing.
  - The user guide is available on the Thirteenth's web page.
  - The majority of filings are file only. 18% of filings are file and serve.
  - The integration with Odyssey is working well. Once filings come in, they are directly docketed into Odyssey. This saves clerks a tremendous amount of time and effort.
  - The Thirteenth is ready to open electronic filing to other case types.
  - Continuing Issues relative to the electronic filing system
    - The issue of most concern is filers in a case can only see the documents they filed but not opposing counsel's documents. Counsel who are substituted in are unable to access documents that were filed previously.
    - Wiznet and Tyler provided the Thirteenth with a proposal of 15-20 hours of time or \$2,400-3000 of cost to add this functionality to the electronic filing system.
    - The Thirteenth has received comments of frustration from attorneys about electronic filing being mandatory with mandatory fees and mandatory use of credit cards but they are unable to access all of the documents in a case.
    - Certified copies: The Thirteenth created a watermark that goes on top of images and it seems to be working satisfactory until Word 2003 is installed with Odyssey.
    - Signing proposed orders when judges attach their electronic signature to orders is working, but judges find it cumbersome.
    - Training issues.
    - Accounting for the first quarter is not completely reconciled at this point.
    - At some point in the future, providing documents online to a limited public.
    - Gross receipts tax.

There was discussion about working with Tyler to resolve the issue with electronically filed documents not being accessible to all filers in a case. Mr. Prisoc and Mr. Pepin have a meeting scheduled with Tyler to work this out. There was more discussion on developing a working group to look at ways for the Judiciary to provide documents online.

**Oscar Arevalo moved that OSC recommend to JIFFY that it open up the electronically filed documents to all filers in a case. Brian Gilmore seconded.** There was discussion on how to fund this functionality and reviewing the Tyler contract to determine if this functionality was to be included. **No further discussion. No opposition noted. Motion carried.**

**Tyler Maintenance Agreement Cap.** Mr. Prisoc reported that he is working with Tyler to cap the maintenance at \$500,000.00, annually. He hopes to get the maintenance payments to start in calendar year 2014.

## **V. Project Manager Report**

**Service Level Agreement.** Mr. Edwards referred to the document entitled *Odyssey Service Level Agreement between Metropolitan Ethernet Courts and the Judicial Information Division, July 1, 2011*, which was attached to the OSC agenda. This document is the result of a cooperative effort between JID, the Second Judicial District Court (Second), and the Bernalillo County Metropolitan Court (BCMC). The SLA works in conjunction with the communications proposal and the hot site charter, which are the next items to be discussed. The SLA will ensure the best opportunity for all courts at some point to easily and quickly shift over to the hot site if the disaster recovery plan needs to be invoked.

**Sandra Trujillo moved approval of the Service Level Agreement. Mr. Gilmore seconded.** There was discussion about testing, and Mr. Prisoc and Mr. Edwards confirmed that regular testing would be performed. **No further discussion. No opposition noted. Motion carried.**

**Communications Proposal.** Brian Eckert referred to the document entitled *Hot Site/Disaster Recovery Communications Proposal*, which was attached to the OSC agenda. He spoke of the following:

- The Judiciary is moving towards a centralized system.
- As part of that process, JID Staff examined all possible points of failure throughout the entire system. Network outages are the most likely to fail, so JID Staff are proposing two options:
  - Page 4 is a representation of the current configuration at JID, which is basically a line that runs out of the front of the building to a central Qwest office in Santa Fe. Page 5 is what JID Staff are proposing—to add another line that goes out the back of the building to another central Qwest office in Santa Fe. The monthly recurring cost for this option is \$3,005.68, with a non-recurring cost of \$28,000.00.
  - Page 6 is the current configuration at the Second and at the BCMC wherein they have a separate line to the same central Qwest office in Albuquerque. Page 7 is what is being proposed to have a laser link between the two courts. This link would allow both courts to operate if one of the current lines is cut. The monthly recurring cost for this option is \$700.00, with a one time cost of \$6,000.00.
  - Due to current budgetary constraints the proposal on page 8 is not being considered at this time. This option would establish an additional line at the Second and at the BCMC to a different central Qwest office in Albuquerque. The monthly recurring cost for this option is \$5,616.00, with a one time cost of \$40,000.00. The advantage of this option is Qwest would be fully responsibility for support and maintenance.

There was discussion on the following points:

- Budgetary concerns relative to recurring costs.
- Mr. Edwards referred to page 3, which outlined the costs of the proposed solutions. The total cost for both solutions would be \$78,468.16 for the first year, which includes the monthly recurring costs and the one time costs, and \$44,468.16 for every year after that.
- Concerns about these solutions being funded by the case management appropriation.

**Action Item:** *Mr. Arevalo requested a meeting with Mr. Edwards, Mr. Pepin and Mr. Prisoc to discuss recurring costs that need to be built into the SCAF fund.*

**Karen Janes moved that OSC recommend to JIFFY the approval of the proposal to add a second line at JID as noted on page 5 of document entitled *Hot Site/Disaster Recovery Communications Proposal*, and the laser link solution for the Second and the BCMC as outlined on page 7. Ms. Trujillo seconded.** There was more discussion on concerns relative to recurring costs, considering all components needed so costs can be built into the budget, and regular testing of the disaster recovery plan. **No further discussion. No opposition noted. Motion carried.**

**Hot Site Project Charter.** Mr. Edwards referred to the document entitled *Project Charter Hot Site Project*, which was attached to the OSC agenda. He asked for OSC's approval on this document now that the SLA and the communications proposal were adopted.

**Mr. Gilmore moved approval of the Hot Site Project Charter. Ms. Janes seconded.** There was discussion on the time frame to invoke the disaster recovery plan, the difficulty in getting the system back to JID once the disaster recovery plan is invoked, Tyler's disaster recovery service, the SLA provides a mechanism to deal with short and long term outages, and the disaster recovery plan can be invoked once it is determined that an event is catastrophic enough and is going to last longer than thirty-six hours. **No further discussion. No opposition noted. Motion carried.**

**Rollout Schedule Change.** Mr. Edwards referred to the document entitled *Odyssey Compressed Schedule*, which was attached to the OSC agenda. He explained the following:

- The project team believes they have reached a point where the conversion process is stable and repeatable for them to be able to consider opportunities to compress the rollout schedule. Starting with the third quarter of 2011, they believe they can increase the number of courts during a conversion and compress the rollout schedule by one year.
- Risks and assumptions for compressing the rollout schedule
  - The project team will need help from courts on Odyssey by allowing their Subject Matter Experts (SMEs) to go out to other courts and provide go live support.
  - JID does not have enough staff to provide go live support for each court location if 9-10 courts are being implemented at the same time.
  - Training sessions will have to be held in Albuquerque, Santa Fe and Las Cruces as these are the only cities that have facilities large enough to accommodate forty

plus trainees. This will mean more traveling for some of the courts to attend training but overall the travel time will be reduced, which will help with the potential burnout of JID Staff, because right now some JID Staff are on the road three out of four weeks in every month.

- There is a potential to reduce the Tyler costs because instead of running three conversions every month, the project team would run three conversions every quarter.
- SMEs
  - Working with the courts to focus more on the implementation guide several months before they go live and provide them with target dates to prepare for when the SMEs from their courts would be expected to participate in go live support.
  - Identifying new SMEs so the same ones are not expected to provide go live support over and over again.
  - The pool of SMEs that implemented last will be the most familiar with the training and any changes that are developed in the training or as a result of any Odyssey upgrades.
  - SMEs will be required to be onsite when they participate in go live support.

Mr. Todd shared that the project team would still have the same amount of work, so they will have to rely on SMEs for go live support, but if the project team is able to level those types of resources, then the risk becomes minimal because the conversion process has reached a point where the project team runs data through the system, and it does not matter whether it is data for one court or multiple courts. He added that the SMEs will be on Odyssey for about ninety days before they are required to provide go live support to the next set of courts.

There was discussion on the following:

- The schedule for when SMEs would be expected to participate in go live support.
- Delaying other implementations until Odyssey is rolled out statewide.
- The efficiencies that courts will benefit from if Odyssey is implemented earlier.
- Compressing the rollout schedule reduces the overall project risk.
- Ms. Janes is working with the project team to identify SMEs within the magistrate courts.
- Cost saving benefit if the rollout schedule is compressed.

**Judge Camille Martinez-Olguin moved approval of the Odyssey Compressed Schedule.**

**Ms. Janes seconded.** Judge Mitchell asked that OSC meet after September 2011 to review and talk about lessons learned. There was discussion about the Supreme Court's support for the compressed rollout schedule. Mr. Edwards pointed out that historically SMEs have been clerks but when the project team gets to the district courts, the SME pool will need to include Trial Court Administrative Assistants (TCAAs) to provide support on calendaring and other processes. Fred Sena offered a court supervisor from the Fourth Judicial District Court to assist as an SME. **No further discussion. No opposition noted. Motion carried.**

**Tyler Hours and Travel.** Mr. Edwards advised that usual updates had been made 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 Quarter*, which were attached to the OSC agenda.

**Project Schedule.** Mr. Edwards advised that usual updates were made to the untitled document with the link labeled *ganttroutfy11.pdf* and to the document entitled *Metro Odyssey Implementation Project Plan*, which were attached to the OSC agenda.

**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, and he spoke of the following points:

- The project as a whole is under budget at this time.
- There are a couple of items that are over budget. In particular, in-state travel for JID Staff to go out to the courts to provide training and support has increased. Fortunately, the Judicial Education Center (JEC) began paying JID Staff's travel expenses in July; however, it is not clear if JEC will be able to assist in Fiscal Year 2012. There might be an increase in travel expenses now that the compressed schedule was approved due to court staff traveling to the training sessions.

There was discussion on the Supreme Court's support to lobby for more funding if it becomes necessary to complete the Odyssey implementation. JEC may be able to fund traveling expenses in Fiscal Year 2012 for district and magistrate courts in lieu of holding annual court conferences.

**Change Requests Update.** Mr. Edwards noted that usual updates were made to the document entitled *State of New Mexico Administrative Office of the Courts Change Request Approvals*, which was attached to the OSC agenda.

**Tyler Project Status.** Mr. Todd referred to his status report for the New Mexico Metro Court, which was attached to the OSC agenda. He spoke of the following points:

- Training of the BCMC's SMEs.
- Integration tool kit training.
- Training of the criminal and supervision modules.
- The first data set was pushed to the BCMC, so BCMC data is available in a conversion environment to review.
- In the upcoming weeks, the project team will focus on configuration of the civil aspect and the forms and return with a configuration workshop for the supervision and criminal modules.
- The BCMC is still on track for an April 25, 2011 go live date.
- The project team is pleased with their success.
- Tyler's project manager is now full time on the BCMC project.

There was discussion on forms for courts of limited jurisdiction.

**VI. IV&V Update.** Mike Mellos of Burger, Carroll & Associates spoke on behalf of Dr. Julie Carroll. He spoke of the following:

- Dr. Carroll is recovering from her recent surgery.
- She is pleased with the compressed rollout schedule.
- Implementation of policies and procedures that JID is working on.
- A risk to the implementation contract for the BCMC project as some of the payments are based on hours, which places a burden on managers to ensure hours are reconciled with payments.

**VII. Discussion:** *what do members want to see at OSC? Are there other/different documents they'd like to see? Are there documents they do not feel are needed? Should we publish documents like Risks and Issues only when there are changes and then only the changes? Any general comments they feel could improve the communication from JID to members?*

The following was discussed:

- Suggestion for the documents to be maintained on the inside web page.
- Suggestion to let OSC members know when there are changes to documents.
- Financial documents should be reviewed at every OSC meeting.

**Action Item:** *Per Judge Mitchell, OSC members to let Mr. Edwards know if there are items that would be helpful for OSC members to see at future OSC meetings.*

**Judge Martinez-Olguin moved that OSC begin meeting bi-monthly beginning on January 19, 2011. Madeline Garcia seconded.** There was discussion on when the compressed schedule would be presented to OSC. **No further discussion. No opposition noted. Motion carried.**

**VIII. Future Meetings.** OSC will not meet in November or December of 2010. Their next meeting is scheduled on January 19, 2011 at 2:00 p.m. at the Judicial Information Division.

There was more discussion on the selection of SMEs.

Mr. Pepin shared the Supreme Court's gratitude to the Judiciary. They are very pleased with the implementation of Odyssey. Mr. Pepin specifically acknowledged the role that Mr. Edwards has played as the Odyssey project manager.

**IX. Adjourn.** Judge Mitchell adjourned the meeting at 4:27 p.m.

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**Final Minutes Approved by Judge Mitchell on November 12, 2010.**