

**Meeting Minutes of the 34th
Odyssey Steering Committee (OSC)
Judicial Information Division (JID)
Wednesday, July 20, 2011
2:12-3:55 p.m.**

Executive Subcommittee Members present:

Judge Karen Mitchell, Chair
Justice Petra Jimenez Maes
Arthur Pepin
Steve Prisoc
Marlin Mackey

Executive Subcommittee Members absent:

Judge Michael Bustamante

Voting Members present:

Judge Camille Martinez-Olguin
Judge Richard Knowles
Michelle Jones (*via video*)
Brian Gilmore (*via video*)
Sandra Trujillo (*via video*)
Gina Maestas
Tobie Fouratt

Voting Members absent:

Judge Judith Nakamura
Judge Duane Castleberry
Oscar Arevalo
Madeline Garcia
Fred Sena
Eric Erb
Renee Cascio

Guests present:

Mike Mellos (*Burger, Carroll & Assoc.*)
Jane Davenport (*JID*)
Amy Plank (*2nd DC*)(*via video*)
John Todd (*Tyler Technologies*)

Minutes taken by: LaurieAnn Trujillo

Judge Karen Mitchell called the meeting to order at 2:12 p.m. and established a quorum.

I. Approval of Agenda. Judge Mitchell reminded those members who were appearing via video to mute their systems when they were not speaking.

Judge Richard Knowles moved approval of today's agenda. Sandra Trujillo seconded. No further discussion. No opposition noted. Motion carried.

II. Update on Planning Documents

Risk Register Update. Marlin Mackey referred to the document entitled *Risk Management Plan*, which was attached to the OSC agenda. He pointed to Risk #33, on page 26, and noted the following:

- As Odyssey is expanded to more courts, the demand on JID Staff increases for additional functionality and/or release updates.
- JID utilizes a change order process to manage changes and scope.
- Forty-four items have gone through the change order process.

- Items that are difficult and cannot be managed with existing resources are moved to the parking lot list. The parking lot items will be considered at a later time when Odyssey is completely rolled out and when there are additional resources to support those projects.
- The parking lot currently has eleven items.
- Henceforth, the parking lot list will be provided to OSC.
- OSC will be informed if there is a need to move a parking lot item forward and not wait until the Odyssey rollout is complete.
- The other risks are well contained.
- No new risks have been added to the risk register.
- Three items have been moved from the parking lot to the change order process (upgrade to Odyssey Version 11; upgrade to Odyssey Version 12; and electronic filing (e-filing) version 3).
- At the last OSC meeting, Tyler Technologies (Tyler) demonstrated the e-filing version 3 product, and OSC agreed to move forward with that version rather than continue with the older version that is currently in use at the Thirteenth Judicial District (Thirteenth). The e-filing project schedule has been moved out by a couple of months.
- Odyssey Version 11 is essential for the Bernalillo County Metropolitan Court (BMC) to test some of the things that they are planning for their rollout in the criminal side at the end of next year. This project will have some impact because a new server will need to be added for the BMC.
- The plan for Odyssey Version 12 is to bring it into a test environment in July of 2012.
- The project team will continue to implement Odyssey Version 9 until the project team is able to test Odyssey Version 12 next year and then roll it out to the courts on December 1, 2012.
- Odyssey Version 12 will require some upgrades to the base technology of computers, servers and databases.
- Older versions of Microsoft Word and Windows will not work in Odyssey Versions 11 and 12.
- The upcoming magistrate courts' rollouts will use the Odyssey Version 9 standard.

Action Item: *Per Judge Mitchell, Mr. Mackey to provide OSC Members with the parking lot list.*

Issues Update. Mr. Mackey then referred to the document entitled *Issue Management Plan*, which was attached to the OSC agenda. He advised that there were no new items added since the last OSC meeting.

Judge Mitchell congratulated the Second Judicial District (Second) on their successful Odyssey implementation and asked Ms. Trujillo to share her thoughts on the implementation. Ms. Trujillo shared that the Odyssey system is great, but the Second is concerned with the issues they are experiencing with public access and remote access for judges. John Todd of Tyler recognized the Second for their preparation. He added that the Second arranged for 160 staff members to work on Saturday before go live, and they linked 27,000 documents to docket

events. Seventy staff members worked on Sunday, and they linked 15,000 documents. Mr. Todd thanked the folks that were leveraged from other courts to help with the Second's implementation. The Second invested six weeks training 300 staff members. Steve Prisoc thanked the Second for making the project team feel welcome. Judge Knowles shared his thoughts on the implementation of the former case management system.

III. Administrative Report

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

- The electronic citations (e-citations) project is moving forward.
- As JID Staff digs deeper into the e-citations program as it exists today, they are finding more and more deficiencies.
- The New Mexico Department of Transportation (NMDOT) and the Traffic Safety Bureau (TSB) realize the deficiencies and have offered JID an additional \$205,000.00 to work on the project.
- Some of the monies received from NMDOT and TSB will be used to hire the University of Alabama and TEG, a company in Iowa that developed TRACS. They will work to redo the forms and make adjustments to the program so it will work better statewide.
- This project is a partnership.
- He voiced concern that the Judiciary may miss their September deadline by a couple of months to implement e-citations in Las Cruces.

There was discussion on the following points:

- A suggestion was made for OSC to reconsider moving out the e-citations' schedule to accommodate time for clerks to first become familiar and comfortable with the Odyssey system before the e-citations' system is implemented.
- Providing clerks with training on both the manual and electronic citation methods because not every law enforcement agency in Dona Ana County is on TRACS.
- At this time, JID Staff is concentrating on the e-citations' exchange and the charge code table part of TRACS. Form issues will be dealt with later.
- The State of Oklahoma utilizes the TRACS system.

E-Filing Update. Mr. Prisoc reported the following:

- The new e-filing portal will soon replace the former e-filing portal that is currently in pilot at the Thirteenth.
- He shared his experience in performing his first e-filing.
- The new e-filing project is on track, but the Judiciary hit some snags because they did not complete the financial documents quickly.
- On Monday, the Judiciary will begin a pilot in the Thirteenth with two law firms.
- On September 1st, the Thirteenth will go live with the new e-filing system.
- On October 3rd, the First Judicial District (First) will go live with the new portal.
- On October 31st, the Second will go live with the new portal.
- The new e-filing portal will include the case initiation feature.
- The project team is producing the table of convenience fees that will be implemented for

Monday's pilot.

- The Judiciary is in the final stages of negotiating the new contract with Tyler, which will include e-filing, Odyssey and document management.

Mr. Todd added that the project team received positive feedback from the law firms that will be involved in the pilot. They are excited to have case initiation.

Hot Site Update. Mr. Prisoc noted the following:

- The hot site is up and running on schedule, but it was not running optimum.
- He recognized Mr. Mackey and the JID Systems Team for their work on the hot site.
- Mr. Mackey is managing the JID Systems Team.
- JID Staff are using a new scheme whereby they are updating logs every fifteen minutes, so the Judiciary does not lose more than fifteen minutes of data should it experience an interruption.
- At this point, the hot site is for the Albuquerque courts only.
- He explained that all of the data statewide is going to the hot site, so if the JID Building was lost due to a fire, for example, all of the data would be there.
- In order for the hot site to service the entire state, the Judiciary would need to redirect all of the communications throughout the state to Albuquerque from JID, and it would need to purchase additional servers for the system in Albuquerque.
- At this time, the project team believes the hot site would adequately run the two Albuquerque courts, but they would like to bump up the server array as funding becomes available.
- JID currently has an off-site backup in Santa Fe, but the array that is now in Albuquerque is the Judiciary's most important and primary backup.

There was discussion about concerns with the system going down and the magistrate courts not having a backup source for forms. Mr. Mackey explained that if the JID Building suffered a disaster, the following two things would need to happen for other courts to come on besides the Albuquerque courts: 1) the Judiciary would need to switch the network over; and 2) the Judiciary would need to upgrade equipment.

Action Item: Per Justice Petra Jimenez Maes and Judge Mitchell, Karen Janes will arrange for someone to generate a hard copy of blank magistrate court forms and distribute a binder of the forms to each of the magistrate courts.

IV. Project Manager Report

Tyler Hours and Travel. Mr. Mackey referred to the documents entitled *New Mexico Administrative Office of the Courts Odyssey Case Management Project Statewide Rollout 6/230/2011* and *Tyler Hours and Travel Plan vs Actual by Fiscal Quarter Through 6/30/11*, which were attached to the OSC agenda, and he reported the following:

- The Second implemented Odyssey.
- The project has six remaining rollouts before the project end date of December 2012.

- Refreshing equipment at JID.
- The Judiciary is under the projected hours and travel.
- The chart noted that the plan on the hours was for Tyler to invest 4,700 hours, but the Judiciary invested 4,100.
- On travel costs, the Judiciary is under by about \$12,000.00 or 20%.

Project Schedule. Mr. Mackey then referred to the untitled gantt charts that were emailed to the OSC Members on July 18th, and he spoke of the following:

- The magistrate courts in the southeast are set to rollout in September. They are working on their data and conversion. JID Staff will soon order equipment for this rollout.
- The project team had the kick off web ex meeting for the southwest group of courts that will implement Odyssey in March of 2012. This group will be trained in Las Cruces.
- The project team is working on the September, December and March rollouts.
- JID Staff are also involved in upgrading the network.
- JID received a request to upgrade the network in Las Cruces, Ruidoso and Las Lunas.
- He explained how the Qumo service worked.

There was discussion about JID Staff repairing the remote document server at the Thirteenth.

Financials. Mr. Mackey 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 reported that last month, there were five categories where the Judiciary overspent the category, and there were fifteen categories that were under spent. Two months ago, the BCMC and the statewide projects were about \$418,000.00 in the black, and this month, the projects are \$515,000.00 in the black. The BCMC project is under budget.

There was discussion about the BCMC project and their plans to use any remaining monies towards the supervision module and criminal customizations. The BCMC appropriation expires in Fiscal Year 2014.

Change Requests Update. Mr. Mackey referred to the document entitled *State of New Mexico Administrative Office of the Courts Change Request Approvals*, which was attached to the OSC agenda, and he reported that the project team requested and received a quote from Tyler on restricted party, which is relative to the public access issues at the Second. Tyler offered two options that are under consideration.

There was a lengthy discussion on issues concerning public access and remote access for judges (judges to be able to access court files from their personal computers). Justice Maes voiced concern with judges accessing court files on private computers given the recent incidents. There was confusion on the specifics of the public access issues, so Arthur Pepin explained the following:

- The Second understood that they would no longer create and maintain paper files once Odyssey was implemented.

- If paper files are no longer maintained, the Second is unable to provide public access to court files, so electronic access needs to be provided for the public.
- The Second planned to install computers in their lobby for the public to search court files, electronically. The public would then complete a form of the information they would like generated. The clerk's office would then generate the documents and the public would pay for their copies in exchange for the documents they requested.
- Access to Odyssey cannot be opened to the public.

Mr. Prisoc advised that the project team is working on the Second's public access problem, and he expects to have a solution within a few months.

Tyler Project Status. Mr. Todd referred to his project status reports, which were attached to the OSC agenda, and spoke of the following points:

- Tyler is on a fast track with the Judiciary to implement Odyssey and e-filing.
- As mentioned earlier by Mr. Mackey, the project team began data conversion for the southeast magistrate courts and they have performed their first data push. Those courts are now reviewing and cleaning up data. One more data push is scheduled before their go live.
- The BCMC project is in a integrated justice planning mode because they still have the criminal and supervision modules to do, which will be implemented together, as well as planning for Odyssey Versions 11 and 12. The first criminal data push will be done soon and they will perform a refresher on the criminal application that went live with civil.
- The statewide project and the BCMC project are going according to plan. He is very pleased with where the projects are.
- From a Tyler prospective, the projects are in good shape.
- The project team has been working really hard on e-filing.

Judge Knowles thanked Mr. Todd for all of his hard work. Mr. Todd recognized JID Staff's assistance.

V. Procedural Issues from Odyssey District User Group and Odyssey Magistrate User Group. Judge Mitchell noted the following:

- This agenda item will remain on OSC's agendas in the interim.
- OSC will replace the Judges User Group in the interim.
- The Odyssey Magistrate User Group (OMUG) met recently. She asked Ms. Janes to provide a report on that meeting. Ms. Janes advised that the OMUG had a productive meeting and sought OSC's direction for how certain magistrate dispositions should be displayed on Case Lookup. In particular, dispositions on cases that have been appealed to the district court. She explained how these cases are handled. There was discussion on rules pertaining to these types of cases.

Action Item: Ms. Janes offered to prepare a proposal for OSC to consider regarding how magistrate court appeals should be displayed on Case Lookup.

Ms. Janes advised that JID Staff selected eight court staff members from the four magistrate pilot courts to assist with go live support for the upcoming implementations. She asked for direction on the following points:

- Should these go live helpers attend the magistrate court training?
- What are the responsibilities that the go live helpers need to be aware of the weekend prior to go live and for the week of go live?

Action Item: *Mr. Mackey offered to arrange a web cast with Ms. Cascio and the go live helpers to discuss the expectations/responsibilities of go live support.*

Action Item: *Ms. Janes offered to notify the go live helpers to plan to attend the Odyssey training that will be held in Las Cruces in September.*

IV&V Update. Mike Mellos of Burger, Carroll & Associates, spoke of the following:

- Successful conversions at the Second and at the BCMC.
- Post-conversion was a bit rocky. There is still a lot of work to be done on some of the ancillary items that need to be in place to have full efficient use of Odyssey, for instance, remote access, public access, e-filing and disaster recovery.
- The information technology teams at the Second and at the BCMC have been very successful in developing and deploying their individual requirements.
- There continues to be security concerns that have somewhat impeded progress. It may be advisable to look at the security issue and see if there are ways that better access can be provided without compromising security.
- Increased burden upon JID Staff. As more and more courts are converted, more post-conversion support is required of JID Staff.

VII. Requests

Case Type in Odyssey Needed for Juvenile Involuntary Mental Health

Commitments. Mr. Prisoc asked for an extension for Ms. Cascio to present this item to OSC as she was currently out of the office.

VIII. Future Meetings. Judge Mitchell noted that the next meeting is scheduled for Wednesday, September 14, 2011 at 2:00 p.m. at the Judicial Information Division. Mr. Pepin asked if there was a conflict with the Court Administrators' Council meeting that afternoon. According to the JID Resource Calendar, LaurieAnn Trujillo advised that CAC had the training rooms reserved for the morning, and OSC was scheduled to meet in the afternoon.

IX. Adjourn. There being no further business, Judge Mitchell adjourned today's meeting at 3:55 p.m.

Final Minutes Approved by Judge Mitchell on August 3, 2011.