

**Meeting Minutes of the 38th
Odyssey Steering Committee (OSC)
Judicial Information Division (JID)
Wednesday, March 14, 2012
2:04-4:04 p.m.**

Executive Subcommittee Members present:

Judge Karen Mitchell, Chair
Justice Petra Jimenez Maes
Judge Michael Bustamante (*via video*)
Steve Prisoc
Marlin Mackey

Executive Subcommittee Members absent:

Artie Pepin

Voting Members presents

Judge Judith Nakamura
Judge Richard Knowles
Judge Camille Martinez-Olguin
Judge Duane Castleberry
Wendy Jones
Madeline Garcia
Tobie Fouratt (*via video*)
Robert Mead
Fred Sena (*via video*)
Renee Cascio

Voting Members absent:

Judge Sharon Walton
Sandra Trujillo
Karen Janes
Oscar Arevalo
Michelle Jones
Arlene Baca

Guests present:

Deb Williamson (*BCMC*)
Phillip Gallegos (*BCMC*)
Deborah Torres-Gutierrez (*2nd DC*)(*via video*)
Kyle Warner (*Tyler Technologies*)
Kristin Wheeler (*Tyler Technologies*)
Greg Ireland (*2nd DC*)
LaurieAnn Trujillo (*JID*)

Judge Karen Mitchell called the meeting to order at 2:07 p.m. and established a quorum. She welcomed Judge Duane Castleberry to OSC.

Laptops were not available for the meeting due to their use at Odyssey training. To accommodate OSC, Marlin Mackey prepared and distributed summary documents.

I. Approval of Agenda

Judge Richard Knowles moved approval of the agenda. Judge Camille Martinez-Olguin seconded. No further discussion. No opposition noted. Motion carried.

II. Update on Planning Documents

a. Risk Register Update

b. Issues Update

Mr. Mackey referred to the handout entitled *Odyssey Risk Assessment March, 2012* and reported the following:

- This document summarized the *Risk Management Plan* and the *Issue Management Plan*, which were attached to the OSC agenda.
- There are seven risks that have a high probability to impact the Odyssey schedule, budget and quality of services. Those seven risks fall under two categories: *Scope Expansion* and *Loss of Odyssey Services*. It is imperative that scope expansion be managed accordingly in order for the Judiciary to have a successful Odyssey rollout.
- He explained the four outstanding issues noted on the bottom-half of the document.

Steve Prisoc explained how the OSC subcommittee chaired by Judge Sharon Walton is addressing the issue of the *Sentencing Commission charge codes not being used (#30)*.

There was discussion relative to *Risk 2.a. Loss of Equipment (#9)*. The Judiciary was recently awarded \$500,000 targeted for Odyssey equipment. Concerns were raised about whether or not this amount is sufficient.

Action Item: Per Judge Mitchell, Mr. Mackey to provide OSC at their May meeting the field check equipment inventory, so OSC is able to determine if there is sufficient funding to cover equipment necessary to complete the Odyssey rollout.

III. Administrative Report

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

- The Electronic Citations (E-Citations) Committee met two months ago.
- The Judiciary is ready to move forward on this project; however, due to major management changes at the New Mexico Department of Transportation (NMDOT), the project is delayed.
- NMDOT will house the data exchange servers for this project.
- The Judiciary needs the simple secure sockets certificate to encrypt the data from Dona Ana County to the Judiciary.
- Trixi Bubemyre is managing the e-citations project and pointed out that a four-day project has taken four months, thus far.
- The Judiciary will conduct the actual acceptance testing.
- The application is solid, however, for a few days, paper documents will need to be compared with the digital record in Odyssey to ensure there are no errors.
- He spoke to a NMDOT deputy secretary last week and mentioned to him that the Judiciary is ready to bring the project in-house and return it to NMDOT when they are ready.
- The University of Alabama is still working with the Chaves County Magistrate Court.
- The Bernalillo County Metropolitan Court (BCMC) will soon test their data exchange with the Albuquerque Police Department. NMDOT no longer provides support on the BCMC e-citations project, so the BCMC's development staff took over the task. The BCMC is also ready to move forward with their e-citations project, but NMDOT is not.

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

- The Electronic Filing (E-Filing) project is going well.
- As of last week, only three medium-level issues remain.
- Four months ago, he spoke to Tyler Technologies (Tyler) about the e-filing problems, and Tyler responded by rearranging their help desk to provide more support.
- The file and serve system is better, however, calls to JID's Help Desk have increased, dramatically. Many calls are from sole-practitioners who lack information technology understanding.
- JID Staff have also arranged site visits to law firms, which caused some unintended consequences.

There was a lengthy discussion on how the email system upgrades affected Judge Martinez-Olguin's work.

Mr. Mackey advised that JID Staff implemented mandatory e-filing at the Fifth Judicial District (Fifth) and at the Tenth Judicial District (Tenth). JID Staff are facilitating daily calls with these districts to assist them with any problems they are experiencing. At least a third of attorneys who registered for e-filing in these districts attended the training course. Year-to-date through February, the Judiciary's e-filing revenue is offsetting Tyler's maintenance costs. JID Staff are working with Tyler to arrange for the proposed orders email to be incorporated into the file and serve system.

Action Item: Per Judge Martinez-Olguin, Mr. Prisoc to contact the New Mexico State Bar president, the local attorney bars and the Dean of the New Mexico Law School to ask if they can assist the Judiciary by providing information technology assistance to e-filing attorneys.

Action Item: Per Judge Martinez-Olguin, JID Staff to ensure that MS Word 2003 is not being used with Odyssey or the e-filing systems.

Hot Site Update. Mr. Prisoc reported that JID Staff are planning for significant upgrades to the hot site using funds that were recently appropriated for this cause. Version One of the hot site was successful, however, the Judiciary needs to expand the hot site to support all courts in the state. Phillip Gallegos of the BCMC confirmed that the hot site equipment remained functional during the recent power outage at the BCMC. Mr. Mackey added that JID Staff will conduct another test with the BCMC and the Second Judicial District (Second) in April. He constructed a "disaster recovery booklet," which is a detailed plan that can be used to move disaster recovery from JID to the BCMC. He will be providing the booklet to the BCMC and the Second.

Action Item: Per Mr. Prisoc, Mr. Gallegos to verify that a printed copy of the "disaster recovery booklet" is placed by the BCMC hot site equipment.

IV. Project Manager Report

Master Schedule Summary. Mr. Mackey referred to the handout entitled *JID Odyssey Schedule* and explained the many tasks and activities that JID Staff are currently involved in.

There was a lengthy discussion relative to:

- Concerns relative to the impact on JID Staff as the e-filing system continues to be rolled out.
- Providing support to JID Staff by not putting more projects on their schedule, so they can work towards the goal of a successful Odyssey rollout.
- Confining the expectation that as courts go live on Odyssey, JID Staff will implement e-filing at the same time.
- In the last year, the JID Help Desk has gone from receiving an average of 200 tickets per week to receiving more than 800 tickets per week.
- Concerns relative to the proposed orders email issue that needs to get resolved as soon as possible.
- The First, Second, Fifth, Tenth and Thirteenth Districts log their issues into the file and serve system. Currently, there are twenty-one issues that are not critical, and they are tracked daily.
- Concerns that Odyssey might be associated with the e-filing product and how that could taint public perception of Odyssey.
- Suggestion to remove from the schedule the e-filing implementations in the Fourth Judicial District and in the Seventh Judicial District until the e-filing analysis of the Fifth and Tenth is taken into consideration.

Action Item: *Per Justice Petra Jimenez Maes, JID Staff to provide OSC with the e-filing analysis of the Fifth and the Tenth, so OSC can determine when e-filing will be rolled out to other districts. She asked JID Staff to assist the BCMC with their Odyssey project.*

Action Item: *JID Staff to place the e-filing analysis of the Fifth and Tenth on OSC's May agenda.*

B. Parking Lot Items. Mr. Mackey referred to the handout entitled *Odyssey Parking Lot List March 7, 2012* and spoke of the following points:

- The list had twenty-six items in the order they were received.
- *Item #3 In-Session for Clerks* was reviewed by the BCMC and they determined that it would not meet their needs.
- At this point, the following five items have been approved:
 - E-Filing Version 3
 - Odyssey Version 11 for the BCMC
 - Odyssey Version 12
 - Public access, defined as the kiosks
 - Peter Bochart's request to use \$100,000 he had in grant money to make adjustments to the supervision module for drug courts.

Second District Item for HSD and CYFD. Mr. Mackey referred to *Item #25 E-file for HSD Child Supt* and *Item #26 E-File for CYFD A/N*. The Second is asking for the ability for the New Mexico Human Services Department and the New Mexico Children's, Youth and Families Department to e-file child support and abuse and neglect cases. The Second is willing to provide resources that may be necessary. Tyler will provide JID Staff with an impact assessment for this request. That assessment will be provided to OSC at their next meeting.

There was discussion on the following points:

- The parking lot list has projects that would add efficiencies to the Judiciary; however, despite offers that JID has received from courts to provide assistance to accomplish some of the initiatives, projects require more JID assistance and involvement than initially planned.
- Suggestion to maintain status quo of holding off on the parking lot items and any other projects until the Odyssey rollout is complete.
- New projects also require additional costs.

Action Item: *Judge Mitchell noted consensus among OSC that the parking lot items would remain in the parking lot at this time. OSC's number one priority is getting Odyssey rolled out successfully.*

c. Project Schedule. This item was not discussed.

d. Tyler Hours and Travel. Mr. Mackey revised the documents entitled *New Mexico Administrative Office of the Courts Odyssey Case Management Project Statewide Rollout 01/31/2012* and *Tyler Hours and Travel Plan vs Actual by Fiscal Quarter Through 01/31/2012* by starting with the new year (third quarter 2012) and continuing through the first quarter of 2014.

e. Financials. Mr. Mackey referred to the handout entitled *New Mexico Administrative Office of the Courts Budget vs Actual Project Life and Project to Date* and explained that in the last two years the *Projected Balance* noted a deficit of \$79,844. He performed an audit back to January of 2010 and pulled forward all of the actual revenues and expenditures and found that the project was actually \$115,000 in the positive. He added \$30,000 under *JID/Court Staff In-State Travel*, because the Judiciary will soon exhaust the Judicial Education Center (JEC) grant for Odyssey training travel.

f. Change Requests Update. There was not discussion on this item.

- g. Tyler Project Status.** Kyle Warner of Tyler reported the following:
- In January and February, Tyler traveled less due to budgetary concerns. At this time, the budget is in line and he plans to make 1-2 trips a month to New Mexico.

- The only risk he has is ensuring that the project stays on target for the 2012 rollout.
- Initially, there were conversion concerns relative to the BCMC project; however, the BCMC conversion is currently being built on the new release, which should alleviate those concerns.
- The project team is on task with all of the rollouts.
- The biggest change since the last meeting is Tyler brought on board its support team and its support account manager.
- All in all, he is pleased and does not have any concerns.

Mr. Mackey added that the Tyler contract that began in January of 2012 provided the Judiciary with 40% of another Tyler senior manager, and this individual is working with him to develop a strategic plan for the year, which will include the Odyssey Version 12 rollout.

Mr. Prisoc spoke of a trip several OSC Members recently made to the BCMC to view their traffic arraignment process/self-docketing system and the browse docket system. He voiced concerns that these items had not been placed on the risk register as they are complicated systems that needed to be ported and/or interfaced with Odyssey in order for the BCMC to have a successful Odyssey rollout.

Action Item: Per Mr. Prisoc, Tyler to add to the risk register porting and/or interfacing the BCMC traffic arraignment process/self-docketing system and the BCMC browse docket system into the Odyssey case management system. Mr. Prisoc asked Tyler to conduct an analysis of what it would take for these BCMC systems to work with Odyssey, and to provide that analysis to OSC.

Action Item: Per Renee Cascio, Tyler to ensure that whatever is developed for the BCMC that there is usability for the magistrate courts.

V. Bernalillo County Metropolitan Court Report. Mr. Gallegos presented on behalf of Phil Hedrick by reporting the following:

- The Metropolitan Odyssey Steering Committee (MOSC) reviewed the BCMC civil party merge, and BCMC staff is preparing a spreadsheet for Tyler to ensure this functionality is implemented.
- MS Office licensing and upgrades for the BCMC infrastructure to support Odyssey Version 2012.

VI. Requests

Request for Travel Assistance for Remaining District Courts. Mr. Mackey spoke of the JEC grant of \$130,000 that the Judiciary received to cover Odyssey training travel. The grant will soon exhaust; however, Artie Pepin recently signed a Memorandum of Understanding (MOU) for an additional \$75,000 from JEC to assist district courts with their upcoming Odyssey training travel. He is confident that JEC will approve the MOU.

VII. Future Meetings. The next meeting is scheduled on Wednesday, May 16, 2012 at 2:00 p.m. at the Judicial Information Division.

VIII. Adjourn. There being no further business, Judge Mitchell adjourned the meeting at 4:04 p.m.

Final Minutes Approved by Judge Mitchell on April 2, 2012.