

**Meeting Minutes of the 13th
Odyssey Steering Committee (“OSC”)
Judicial Information Division (“JID”)
Wednesday, January 14, 2009
2:02-4:20 p.m.**

Executive Subcommittee Members present:

Judge Karen Mitchell, Chair
Judge Michael Bustamante
Steve Prisoc
Tom Edwards

Voting Members absent:

Judge Judith Nakamura
Oscar Arevalo
Karen Janes
Sandra Trujillo

Executive Subcommittee Members absent:

Justice Petra Jimenez Maes
Arthur Pepin

Guests present:

John Todd (*Tyler Technologies*)
Dr. Julie Carroll (*Burger, Carroll & Assoc.*)
Jane Davenport

Voting Members present:

Judge Richard Knowles
Judge Camille Martinez-Olguin
Judge Robert Corn
Gina Maestas
Michelle Jones
Eric Erb
Brian Gilmore
Helen Miller
Fred Sena
Renee Cascio
Madeline Garcia

Minutes taken by: LaurieAnn Trujillo

Judge Karen Mitchell called the meeting to order at 2:02 p.m. and established a quorum.

I. Approval of Agenda

Judge Mitchell welcomed Fred Sena, the Court Administrator from the Fourth Judicial District Court (“Fourth”), who replaced Diane Ulibarri on OSC. Judge Mitchell congratulated the Fourth on their successful pilot. Sandra Trujillo, a court manager in the Second Judicial District Court (“Second”), will replace Lynn Castillo on OSC. Ms. Castillo was very active in the Odyssey rollout and will be sorely missed by the Judiciary. Eric Mitchell from the Second will replace Ms. Castillo as a subject matter expert (“SME”).

Judge Richard Knowles moved to approve today’s agenda. Brian Gilmore seconded. No further discussion. No opposition noted. Motion carried.

II. Update on Planning Documents

Risk Register Update. Tom Edwards referred to the document entitled *Risk Management Plan*, which was attached to the OSC meeting agenda. He spoke of the following points:

- Risk 2, *Key resource leaves or is unavailable for extended period.* The change is that Trixi Bubemyre was hired as the development manager, leaving a key vacancy on the JID Systems Team.
- Risk 6, *Some courts may be affected by slow bandwidth.* The first pilot court experienced slow response time due to staff listening to the radio over the Internet. Once staff stopped using the Internet to listen to the radio, bandwidth significantly improved. A DSL project was initiated for the Fourth to ensure that bandwidth is available for Odyssey on a long-term basis.
- Risk 2 under *Specific Risks*, page 6, *Customization is more extensive than budgeted for.* The update is that recent change requests for the sentencing modules may exceed the initial enhancement budget.
- Risk 3 under *Specific Risks*, page 6, *Project has a single-source resource at key positions (MS, DB, PM, IFL, ETL).* OSC approved the contract with Mythics to help JID Staff with back-up support for the ETL process, which combines data from the Odyssey SQL server databases and the FACTS Informix databases, so JID Staff can have a display for the *Case Look Up* application. The vendor performed an initial assessment at JID on December 22-23, 2008 and is prepared to support JID.
- Risk 9 under *Specific Risks*, page 8, *Loss of SQL cluster.* The update is to reference Risk 3 about key resources. JID Staff are working on a contract with Microsoft to assist with Premier support for the SQL cluster database. The contract should be executed in February.
- Risk 19, under *Specific Risks*, page 10, *Uncertainty of interface success due to unfamiliarity with Odyssey integration tools and process.* The update is that Ms. Bubemyre took over the management responsibilities of the development team leaving a vacancy on the JID Systems Team.
- The remaining *Specific Risks* relate to changes that the IV&V vendor identified to the risks. The risks were reduced due to the successful implementation of the first pilot court.

There was discussion relative to the following points:

- Bandwidth and network issues.
- Concerns with Estancia's DSL network.
- Mitigation strategy to add an additional commercial DSL line and trunk the two lines together to resolve Estancia's slow connection.
- Zia Net and Qwest problems.

Action Item: Judge Mitchell encouraged JID Staff to test the Estancia court as a full time court. She asked that the Estancia DSL line be tested to avoid potential problems when Odyssey is rolled out.

Issues update. Mr. Edwards referred to the *Issue Management Plan*, which was attached to the OSC meeting agenda. He reported the following:

- Issue 20, on page 7, *Need to determine location of remote/off-site backup facilities in Albuquerque*, was completed this month. The Bernalillo County Metropolitan Court (“BCMC”) was accepted as the backup site for Odyssey.
- Minor updates to other issues that are all associated with target dates. Some of the target dates were moved into January due to the fact that JID Staff was unable to accomplish some tasks due to the traveling demonstrations, the water rights’ fit assessment, and the use it or lose it vacation and compensation time issues.

III. Administrative Report

Disaster Recovery / Hot Site Update. Steve Prisoc reported that at this time the Judiciary had thirty DSL court sites that would be affected in the event the Judiciary lost Internet connectivity. The Judiciary has dedicated T-1 lines to its largest court sites. Due to the current budget constraints, JID is not pursuing business continuity; however, Mr. Prisoc emphasized the need for the Judiciary to consider business continuity because systems do go down. He suggested after the pilot courts are completed that the SMEs convene to discuss business continuity, so critical tasks can be done in the event of a power failure.

The BCMC hot site equipment will be purchased at the last minute for the following two reasons: 1) the warranty is ticking the minute the equipment is purchased; and 2) the longer the Judiciary waits to purchase the equipment, the lower the price will be and the greater the features.

Action Item: *Per Mr. Gilmore, JID Staff will include the Second’s staff in the meeting scheduled with staff from Tyler Technologies (“Tyler”) and the BCMC staff regarding the hot site location.*

Remote Storage of Images Contract. Mr. Prisoc reported that Mr. Edwards is working with Tyler on the contract for images and it should be ready to be reviewed by the contract review team on January 20th.

Tyler Contract Amendment. Mr. Prisoc advised that the Judiciary’s overall umbrella contract with Tyler would need to be amended when the Judiciary reached the \$6,000,000.00 mark.

IV. Project Manager Report

Change Requests Update and New Second Judicial District Court.

Thirteen District Court Imaging/Document Management. Mr. Edwards reported on both of these agenda items, as follows:

- Second’s request for Tyler to support the ability to distribute imaged documents before they are docketed.

- Thirteenth Judicial District Court's ("Thirteenth") imaging document management change request.
- JID Staff and the staffs from the Second and the Thirteenth visited Tyler last week and looked at the new features that are in the current release for document management. To validate that it will work, Tyler will visit the Second within the next couple of weeks to observe their existing processes for imaging.
- These change requests will be funded by the EDMS appropriation.

Sentencing. Mr. Edwards spoke about the three sentencing change requests that were submitted to Tyler in October, 2008. The one involving sentencing across multiple cases appears to be very substantial. The estimates are expected from Tyler within the next couple of weeks.

Project Status Report. John Todd of Tyler referred to the *Status Report*, which was attached to the OSC meeting agenda. He spoke of the following points:

- Pleased with December accomplishments.
- Key accomplishments
 - Water rights' assessment conducted in Roswell.
 - First pilot court performed their first month-end process and is now working on their second one.
 - Hours from other line items were allocated into the *conversion* bucket, so they could continue to work on the Moriarty fit assessment.
- Upcoming activities
 - Process for first magistrate court pilot.
 - Tyler resources scheduled to be in New Mexico to help with the second pilot court process.
 - First complete data push scheduled on February 2nd for the second pilot court.
 - Kick-off meeting scheduled with Moriarty staff on February 3rd.
 - Release 2008, SP3. Currently, the Judiciary has five projects funded that are required for the magistrate court pilot. Tyler will install the release, and the Judiciary will have the opportunity to test that functionality as well as non-New Mexico functionality. There is approximately 30,000 hours worth of work that Tyler performed between SP2 and SP3.
 - Configuration process for the magistrate courts began in early January.
 - Moriarty go live date set for April 27th.
- Sentencing enhancement estimates to be provided to the Judiciary.
- As of January 9th, there were eight application defects. Three defects were fixed. Mr. Edwards referred to the handout entitled *Issue List for NMCOURTS Project*. The defects are conversion program issues that need to be resolved prior to the next conversion.

Mr. Edwards explained the *gant chart*, which was attached to the OSC meeting agenda. The current target for the Moriarty go live date is April 27th. He explained the handout entitled *Impact Tasks/Activities for Moriarty & Estancia Pilot Courts*, which represented a narrative of the issues that still have to be worked on, or new things that need to be completed for the

Moriarty pilot court. The document also explained the Moriarty go live date of April 27th.

There was discussion about JIFFY's authorization to construct a checklist/priority list on the rollout schedule and data clean up. There was consensus that information should be provided to the courts as soon as possible, so they could begin data clean up.

Action Item: Per Judge Mitchell, JID Staff will run spot-check reports to determine the progress of the courts in terms of data clean-up.

Fit Assessment / Customization Projects Update. Mr. Edwards referred to the document entitled *State of New Mexico, Administrative Office of the Courts, CR Approvals*, which was attached to the OSC meeting agenda. He spoke of the following:

- This document reflected all of the enhancements.
- The last page reflected the status on the total.
- The Judiciary nearly exhausted the 4,500 hours associated with the *modifications* bucket due to the enhancements that were included in the new release for the magistrate courts. When the Judiciary receives the sentencing change request estimates from Tyler, OSC will need to decide whether or not to approve them. If approved, OSC will then need to determine how to reallocate hours to cover the sentencing enhancements.

Financial Update. Mr. Edwards referred to the document entitled *New Mexico Administrative Office of the Courts, Odyssey Case Management Project*, which was attached to the OSC meeting agenda. He spoke of the following points:

- This document displayed the hours that the Judiciary had in the various categories under the contract.
- A new column was added entitled *Adjustments* to see what had already been done to support the conversion efforts and what could be done for moving hours into the *Enhancement* bucket, if need be. He spoke of hours that were reallocated from other buckets into the *Conversion* bucket and of his concerns about moving hours from other buckets now that the project had reached a point where it's moving from an enhancement focus to a conversion/process focus. The hours allocated for *Site Plan* and the *Configuration and Consulting* may not be needed, so those hours could be reallocated into the *Training* and the *Go Live Assistance* buckets. There was some discussion on the project hours and how they were initially allocated.

Mr. Edwards then explained the document entitled *CMS Plan vs Actual*, which was attached to the OSC meeting agenda. He spoke of the following points:

- The data is now displayed on a quarterly basis, rather than on a monthly basis.
- October thru December of 2008 quarter reflected more actual dollars than what was originally budgeted for.
- Travel expenses this past quarter exceeded the budget because of catch up activities that had to be done with resources on site for conversion assistance, training and go live support.
- Overall, the Judiciary is still under budget for travel expenses.

Mr. Edwards then explained 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 meeting agenda. This document reflected the hours of Tyler from the last two documents and provided a picture of where the budget stood as a whole, including other things such as hardware, software, staff resources, etc. He spoke of the following:

- The total project was estimated at \$9,843,043.00, including the \$1,843,043.00 request the Judiciary submitted to the Legislature for this session as additional funding over the \$8,000,000.00 that the Judiciary was appropriated. In the event the Judiciary does not receive additional IT funding, the Judiciary will need to decide how to reallocate dollars/hours to support the continuation of the case management implementation.
- Options available to help fund the continuation of the case management project:
 - Continue paying overtime for business analyst staff out of SCAF to free up \$300,000.00 from the case management budget.
 - Hiring retirees as temporary employees to support the current case management system to free up JID Staff to focus on Odyssey. \$196,000.00 was allocated in the case management budget for a temporary employee.
 - If JID receives replacement vehicles, \$26,000.00 could be freed from the case management budget for a long-term lease for JID staff to travel around the state to provide training and go live support.
 - The Judiciary would still need to find a way to fund \$250,000.00-300,000.00 for a one year pilot project and a four year rollout over that period to be able to cover the expenses.
- The BCMC costs are unknown at this point. A detailed fit assessment will need to be performed of BCMC to better understand what would be involved to support the BCMC. A mini fit assessment was conducted last year, but it was high-level and did not provide detailed information.
- Mr. Edwards spoke of a cash flow spreadsheet he maintained of current expenditures that the Judiciary incurred on the project. The Judiciary will run out of the \$8,000,000.00 appropriation in second calendar quarter of 2011, unless changes are made somewhere.
- The Judiciary could support the entire rollout with in-house resources with the \$8,000,000.00, but it would be at least a six year rollout.

There was discussion relative to the following points:

- A pending bill to increase the civil filing fee by \$10.00.
- JEPEC proposal on an increased training fee.
- E-filing bill.
- Potential moratorium on some of the projects that JID is undertaking for the current case management system versus projects that can wait until JID completes the Odyssey rollout.
- Legislature's intent to complete projects already in progress.
- AOC to continue lobbying for general funding for the case management project.

There was a lengthy discussion regarding the deficit of \$3,988.00 under the *Contracts* line item. The following points were discussed:

- AOC contracted with an outside attorney to conduct a review and assessment of the New

Mexico Sentencing Commission's ("NMSC") new charge code table.

- The contract may be between \$16,000.00-20,000.00, total.
- There are still November and December bills due under the contract.
- How the contract came about..
- NMSC's code table to be used universally with other justice agencies. It was loaded into Odyssey.
- Concerns that bills are being charged against the case management project budget without OSC's knowledge.
- Deficit on the *License Payments* line item.
- Proposal to move this contract expense to SCAF.
- Amount paid on the contract thus far.
- The first \$43,535.00 spent from the *Contracts* line item was for a contract with Microsoft to assist JID with the installation of the cluster database servers.

Gina Maestas motioned that at a minimum there should be notice to OSC or the OSC executive committee concerning anything related to the case management project, particularly if OSC is not the one entering into the contract. No future expenditures are to be approved or paid out of the case management project appropriation, unless the process conforms to the OSC governance guidelines. The process is that it goes to OSC for review and approval. In an emergency, it can go to the OSC executive committee. Mr. Gilmore seconded. There was further discussion that this motion reiterated what OSC thought they already had in place in terms of the governance guidelines. The question about how to handle what had already been paid thus far and how to handle future expenditures on this contract will be addressed by JIFFY tomorrow. The project manager has authority to pay bills that are within budget. If the expenditure will cause a deficit, or if the expenditure involves a contract that will be charged to the case management project, it should come to OSC for approval. **No further discussion. No opposition noted. Motion carried.**

Action Item: Mr. Edwards will check if the contract attorney bills for November and December were paid.

Action Item: Per Judge Robert Corn and Judge Knowles, Mr. Edwards will obtain more information on the contract to present to JIFFY tomorrow.

Action Item: Per OSC, Judge Mitchell will report to JIFFY tomorrow that due to lack of information on the contract, OSC could not make a recommendation as to how to proceed in terms of the money that had been paid thus far on the contract or how to handle future expenditures due on the contract.

Action Item: Judge Mitchell encouraged OSC to lobby their legislators regarding the \$1,800,000.00 case management request.

V. IV&V Update. Dr. Julie Carroll of Burger, Carroll and Associates reported the following:

- December was a slow month due to various reasons.
- Reduced risks in several areas due to a successful pilot implementation.
- The operational policies and procedures are being built by the JID Staff to reinforce the case management infrastructure.
- Activities that need to be completed prior to the next pilot. Conversion remains to be a bottleneck. Recommendation in November that there be onsite training with Tyler, so JID Staff can take over some of the conversion activities.
- Get court staff involved earlier in both conversion and training activities. Providing conversion data to the courts in advance so they can start cleaning up data.
- Calendaring issue.

VI. Future Meetings. The next meeting will be held on Wednesday, February 18, 2009 at 2:00 p.m. at JID.

2009 OSC Meeting Calendar. Judge Mitchell referred to the *2009 OSC Meeting Calendar*, which was attached to the OSC meeting agenda. She asked OSC to mark the meeting dates on their calendars.

VII. Adjourn. Judge Mitchell adjourned today's meeting at 4:20 p.m.

Final Minutes Approved by Judge Mitchell on February 4, 2009.