

**Meeting Minutes of the 35th
Odyssey Steering Committee (OSC)
Judicial Information Division (JID)
Wednesday, September 14, 2011
2:13-3:44 p.m.**

Executive Subcommittee Members present:

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

Voting Members absent:

Judge Judith Nakamura
Judge Duane Castleberry
Judge Camille Martinez-Olguin
Oscar Arevalo

Executive Subcommittee Members absent:

Judge Michael Bustamante

Guests present:

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

Voting Members present:

Judge Richard Knowles
Madeline Garcia
Michelle Jones (*via video*)
Brian Gilmore (*via video*)
Sandra Trujillo (*via video*)
Gina Maestas
Karen Janes
Tobie Fouratt (*via video*)
Fred Sena (*via video*)
Eric Erb
Renee Cascio

Minutes taken by: LaurieAnn Trujillo

Judge Karen Mitchell called the meeting to order at 2:13 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. There were no changes requested to the agenda.

II. Update on Planning Documents

Risk Register Update. Marlin Mackey advised that the JID laptops were not available for today's meeting as they had been transported to Las Cruces for the Odyssey training that would begin on Monday. He referred to the document he distributed entitled *Odyssey Project Risk Summary August, 2011*. Risks 4, 7, 30 and 33 were increased by one level because they related specifically to staff resource time and workload. JID Staff are stretched thin and they

need to balance the workflow as they move forward with Odyssey while still supporting the former case management system.

Issues Update. Mr. Mackey referred to the document entitled *Issue Management Plan*, which was attached to the OSC agenda, and he noted the following:

- There are six open issues.
- Issue 11 will be closed as courts have a process in place for handling NRVC.
- No new issues were added within the last couple of months.
- The Judiciary must maintain control of its resources.

III. Administrative Report

E-Citations Update. Steve Prisoc reported the following:

- The Judiciary has an end to end exchange and is testing it.
- The project team does not plan to implement electronic citations (e-citations) at the same time that Odyssey is implemented at the Las Cruces Magistrate Court.
- The University of Alabama is still involved in the project and has remained diligent.
- The Judiciary received additional monies from the Traffic Safety Bureau, which will allow the Judiciary to extend the University of Alabama contract and facilitate TRACS' upgrades with a group in Iowa.
- The TRACS' data exchange was not built out. The project team needs to ensure it is done correctly, so e-citations can be expanded to other courts.

Action Item: *Per Judge Mitchell, Mr. Prisoc to plan a presentation at the upcoming Magistrate Court Conference about the status of the e-citations' project.*

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

- Electronic filing (e-filing) is working very well.
- The Thirteenth Judicial District (Thirteenth) is now on mandatory e-filing.
- The First Judicial District (First) and the Second Judicial District (Second) are currently on voluntary e-filing.
- Complaints relative to two technical problems in Odyssey were received and have been resolved.
- The meeting with Chief Justice Charles Daniels, Arthur Pepin, and John Todd concerning complaints that Chief Justice Daniels received.
- Tyler Technologies (Tyler) is dealing with the issues.
- This is a new system and New Mexico is the first state to implement it, so growing pains are expected.

Judge Mitchell welcomed back Dr. Julie Carroll of Burger, Carroll & Associates, Inc.

Mr. Todd referred to the white screen, which reflected statistics on the progress of the e-filing pilot and spoke of the following points:

- From his prospective, the pilot was very successful.

- On July 25th, the First, Second and Thirteenth implemented the new file and serve product as well as the pilot with two law firms (Farrell & Seldin and Montgomery & Andrews).
- The two law firms filed 1,600 pleadings over the five week period (the First received 381 e-filings, the Second received 755 e-filings, and the Thirteenth received 496 e-filings).
- He explained the statistics for the number of accepted e-filings versus rejections and filings pending review.
- The pilot was opened up to voluntary e-filing in the First and Second.
- Two weeks of training was provided to the legal community.
- He is diligently addressing issues as they arise.
- Emergency maintenance.
- He is pleased with the low rejection rate.
- The statistics show that the number of e-filings increased from week to week.
- It was a successful pilot; however, there are some growing pains.
- The project team is committed to making the system work.
- E-filing has caused the First and the Second to restructure their entire business operation.

There was discussion on the following points:

- Rejection rate and the reasons for rejections.
- The problems that the First faced during the pilot phase.
- Tyler errors versus attorney errors.
- Mr. Todd is constructing a document that will outline errors that the courts have the ability to fix versus errors that Tyler is responsible for fixing.
- Many attorneys are not updating their CAID number information with the Supreme Court.
- E-filing instructions are included on the e-filing website. There is also a link to the Supreme Court website for attorneys to look up their CAID number.
- Mr. Todd reiterated that Tyler is working to resolve the issues.
- Tyler provided an e-filing presentation at the recent Bar Association conference.
- The statistic numbers for the First's e-filings included in-house e-filings for notice of inactivity that were filed by the First's civil judges.
- During the pilot phase, Tyler closely monitored e-filing activity. It is now the courts' responsibility to monitor the queues.
- For future implementations, Eric Erb and Mr. Todd suggested that the project team implement Odyssey first and then implement e-filing at a later date.
- The Eighth Judicial District, the Ninth Judicial District and the Eleventh Judicial District are scheduled to implement Odyssey in September of 2012. A suggestion was made to schedule their e-filing implementations in November of 2012.
- The Third Judicial District, the Sixth Judicial District and the Twelfth Judicial District are scheduled to implement Odyssey in December of 2012. A suggestion was made to schedule their e-filing implementations in January of 2013.
- There is a plan in place to address the issues at the First—attorneys will report issues to the First and the First will then report them directly to Mr. Mackey. The project team

- hopes to resolve the outstanding issues prior to mandatory e-filing in the First.
- The courts have been instructed to enter issues into the defect tracker.
- JID Staff are also working with the First on computer issues to improve performance.
- Mr. Prisoc advised that he spoke to Chief Justice Daniels and committed to put on the Judiciary's website a new e-filing section that will include the most recent e-filing presentations, the new e-filing rule and any other e-filing information. They also spoke about obtaining a regular column in the Bar Bulletin to keep the legal community informed.
- Concerns were raised about some attorneys not reading the Bar Bulletin.
- Attorneys will not be able to e-file until they update their CAID number information with the Supreme Court.
- Justice Petra Jimenez Maes will host an e-filing presentation at the Inn at Loretto next week.
- Mr. Pepin will also provide an e-filing presentation to paralegals.

Action Item: Mr. Prisoc will arrange for JID Staff to include an e-filing section on the New Mexico Judiciary's website to include the most recent e-filing presentations, the new e-filing rule and any other e-filing information. Mr. Pepin asked that JID Staff also include a link to the e-filing system.

- **Hot Site Update.** Mr. Mackey reported the following on behalf of Mr. Prisoc:
- The hot site is up and operational and has been for several months in Albuquerque.
- JID Staff are replicating data to Albuquerque.
- JID Staff are taking back up copies at JID and send a back up copy to Albuquerque.
- JID Staff tested the ability to switch the network if the JID building is destroyed. The Bernalillo County Metropolitan Court (BCMC) and the Second have the ability to move themselves to the back up site without any assistance from JID Staff.
- JID Staff have been tuning the back up process to ensure they are not over or under committing data.
- The next test will involve switching the network over in Albuquerque and verifying that the data version that they are on is what they want to be on. They will also ensure that data is not corrupt.
- The project team will also test the ability to go back to previous data.
- JID Staff met with CenturyLink about configuring the entire network, so it could be moved to another disaster recovery site.

IV. Project Manager Report

Master Schedule Summary. Mr. Mackey referred to the document entitled *JID Odyssey Schedule*, which was attached to the OSC agenda. This document listed all of the projects that JID Staff are currently working on. Mr. Mackey provided a brief explanation of each project.

There was discussion on the appellate court fit assessment that would begin with the Supreme Court in January of 2013 and the status of the BCMC attorney conversion project.

Parking Lot Items: Mr. Mackey then referred to the document entitled *Odyssey Parking Lot List August 15, 2011*, which was attached to the OSC agenda. Items 1-12 and 15 are projects that can be considered after the Odyssey rollout is complete. Items 13, 14, 16 & 17 have been approved for implementation.

Project Schedule. Mr. Mackey then referred to the untitled document with the link labeled *gantt.pdf*, which was attached to the OSC agenda. This document was updated through the end of last month with the Second's go live, the e-citations' project and the disaster recovery plan.

Tyler Hours and Travel. Mr. Mackey distributed the document entitled *New Mexico Administrative Office of the Courts Odyssey Case Management Project Statewide Rollout 8/30/2011* and noted that it was an update to the document that was attached to the OSC agenda. The handout included information relative to the BCMC's request to move hours between categories.

He then referred to the document entitled *Tyler Hours and Travel Plan vs Actual by Fiscal Quarter through 8/31/11*, which was attached to the OSC agenda. The Judiciary remains under budget in the number of Tyler hours and travel reimbursement.

Financials. Mr. Mackey moved on 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 reflected information prior to the BCMC's request to move hours between categories. The projected deficit is \$79,844.00.

Change Requests Update. Mr. Mackey pointed to the document entitled *State of New Mexico Administrative Office of the Courts Change Request Approvals*, which was attached to the OSC agenda. There is no financial impact as a result of the BCMC's request to move hours between categories. The financial impact of public access will be \$26,240.00; however, the Judiciary will use the outstanding credit that it has with Tyler to cover this amount. The credit is a result of a payment relative to the Thirteenth's additional services, and there will be some credit left over after public access is paid for.

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

- Southeastern magistrate courts Odyssey implementation
 - The project team has been involved in data pushes and data reviews.
 - Odyssey training begins on Monday.
 - On Tuesday, the project team will begin the conversion process of extracting data from the thirteen magistrate courts.

- The combined data set from the thirteen magistrate courts is about the size of the Second's data.
- This is the first time the project team will implement thirteen magistrate courts at once.
- The project team will work through issues with post-conversion scripts.
- There is enough coverage, and technology does not prohibit the project team from implementing thirteen courts at once.
- The State of North Dakota divided and implemented their case management system according to four quadrants.
- The e-filing pilot involved three jurisdictions and two law firms. Training was conducted to the three courts and law firms. A web ex training was provided for the rest of the legal community. Tyler also participated in the Bar Association conference. There are some issues relative to e-filing, but the project team is working through them.
- Upcoming activities
 - Training for the thirteen southwestern magistrate courts begins on Monday. Their go live is scheduled for two weeks after the training.
 - After Odyssey is implemented in the southwestern magistrate courts, the project team will begin work on the northwest magistrate courts that are scheduled to go live in December.
- BCMC Project
 - Working on their criminal project
 - Configuration workshop
 - Testing to determine what would occur if they performed conversion today.
 - There are about 2.4 million criminal cases that have to be converted.
 - They continue to work through their business processes.
 - They are waiting to implement Odyssey Version 11.
 - A lot of development will be involved with the criminal project, and they hope to begin development as soon as they get the hardware and the environment upgraded.

There was discussion on the following points:

- The project team is working on post-conversion scripts to deal with how some courts have chosen to enter data into the former case management system.
- Importance of forming an Odyssey data standards group to ensure data consistency throughout the state.
- Appreciation was voiced to Tyler and Mr. Todd. Mr. Todd shared that he valued the New Mexico Judiciary as his premier client.

V. Procedural Issues from Odyssey District User Group and Odyssey Magistrate User Group

Proposal from the Odyssey Magistrate User Group for how magistrate court appeals should be displayed on Case Lookup. Karen Janes reported that she would provide OSC with a proposal for how magistrate court appeals should be displayed on Case Lookup at

the November meeting. She noted that the Odyssey Magistrate User Group had been very active in drafting a procedure for Odyssey courts to follow when they conduct their month-end financial closings. The document is a collaborative effort between AOC Staff, Fiscal Staff, court staff and JID Staff. The four Odyssey pilot magistrate courts support an effort for Odyssey data standards.

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

- Their next formal report is due next month, so she will provide that report to OSC at the November meeting.
- The BCMC Project
 - The BCMC is working on a lot of things in anticipation of their criminal implementation as well as dealing with their civil implementation.
 - The conversion for criminal courts has begun.
 - The first pass of configuration for criminal was completed and they will move into the supervision module soon.
 - The hardware for the document server was received and they are assessing its implementation.
 - The BCMC is identifying challenges of e-filing and investigating staff reports.
 - The December implementation slowed down some of their processes and customer flow, so they are working to determine if the issues are related to system navigation or training.
 - They are documenting policies and procedures for the criminal implementation.
 - They are working with other agencies on interfaces.
 - Planning for MS Word 10 training and implementation.

VII. Future Meetings. Judge Mitchell advised that the next OSC meeting would be held on Wednesday, November 16, 2011 at 2:00 at the Judicial Information Division.

Gina Maestas advised that today would be the last OSC meeting she would be attending due to her upcoming retirement. Justice Maes asked that she inform Kathleen Gibson, so a replacement on OSC could be assigned. Judge Mitchell congratulated Ms. Maestas on her upcoming retirement.

Action Item: Per Justice Maes, Ms. Maestas to inform Ms. Gibson of her upcoming retirement, so a replacement on OSC can be assigned.

VIII. Adjourn. There being no further business, Judge Mitchell adjourned today's meeting at 3:44 p.m.

Final Minutes Approved by Judge Mitchell on September 30, 2011.