

Judicial Information Systems Council Meeting (JIFFY)

Meeting Minutes

Judge Karen Mitchell, Chair

Judicial Information Division

Friday, January 22, 2016

9:34 - 11:51a.m.

JIFFY Voting Members Present:

Judge Karen Mitchell, Chair

Judge Duane Castleberry

Judge Henry Alaniz

Tobie Fouratt

Judge J. Miles Hanisee

Brenda Castello

Judge Sarah Singleton

Judge Alan Kirk

Judge Mark T. Sanchez (phone)

Dennis Jontz

Jason Jones (phone)

Jim Noel

Lynne Rhys

JID Staff Present:

Jane Davenport

Laura Orchard

Wesley Reynolds

Genevieve Grant

Steve Harrington

Tim Elsbrock

April Sessions

Margarita Terrell

Renee Cordova

Suzanne Winsor (video)

Annie Hall

Guests Present:

Orlando Ulibarri (video)

Jonathan Ash

Frank DiMaggio (video)

Oscar Arevalo

Colleen Reilly

David Vermooten

Kennon Crowhurst (video)

Chris Siegel (video)

Barry Massey

Daniel Garcia

Non-Voting Members Present:

Justice Petra Jimenez Maes

Artie Pepin

Greg Saunders

I. Approval of Agenda. Judge Mitchell called the meeting to order at 9: 34 a.m. The agenda was accepted as presented.

II. Budget and Revenue.

C2 Appropriations. Greg Saunders reported that the LFC recommendation removes the request for VNOC money. DFA includes the VNOC funding request; however that recommendation includes a decrease of \$84,000 of JID's budget. Mr. Arevalo noted that LFC recommended a \$214,000 increase for statewide automation.

- Judge Mitchell attended a legislative subcommittee meeting and noted that every IT request needed to be vetted through the Cabinet Secretary of DoIT according to the committee members. The NM Judiciary is a separate branch and has a separate selection process that does not go through DoIT.

JID Revenue Pipeline. Oscar Arevalo presented the "*JID Revenue Pipeline*" and reported that (p1) the information at the bottom of the page shows that the collections in FY15 were 10% lower than the previous year. The current projection is that the collections this year will be approximately \$66, 0000 lower than last year. Magistrate courts (p2) thru December are up \$109,595, MVD is down \$134, 637, district courts are up \$37,975 and BCMC is down \$31,090 for that time period. The cash flow analysis (p3) shows that the projected fund balance will be \$846,745 at the end of the fiscal year. Fund balance is still up (p4) as there have been no Odyssey expenditures. Red Light Camera funds (p5) are allotted for VNOC expenses. Only \$7500 in expenditures has been reported for December.

III. Informational.

Website Update. Tim Elsbrock stated that the website update project is at the halfway point and proceeding on schedule.

- Racquel Leyba referred to the handout entitled "*Judicial Website Refresh Project*" and pointed out (p1) what has been accomplished since May 2015. JID has entered into a contract with Realtime Solutions and has approved the design of the new website. There have been 28 individual site map meetings and the courts and court entities are starting to submit content to Realtime Solutions

for the individual websites. The project completion date (p14) is set for June 2016. The courts and court entities were divided into two groups. Group one is set to complete the uploading of their content by January 29 as well as assigning their Content Management Systems (CMS) administrators who will be trained mid-February. User acceptance training will be completed between March 9 and April 5 for group one. Group two is set to complete the uploading of their content by March 8 and assign their CMS administrator. Group two training will take place mid-March. User acceptance training will be completed between April 19 and May 16 for group two. Final testing will take place mid-May thru mid-June.

- Chris Preston pointed out the current and future home pages of a number of courts and court entities and explained that in the past there was no sense of cohesion. The new website will allow the user to search site wide across all of the pages that are available. The top navigation will have a common look , but then below that each court and court entity has the opportunity to decide on their own web content and create an informative web presence that is unique to them but still consistent with the overall state website. At the top of each page are state wide resources for anyone that needs jury related information and various reports that apply to all courts. Each court also has the opportunity to provide their own distinct information and the ability to maintain their own content. Strides have been made toward unifying the state web presence while still allowing each court and court entity their own voice in maintaining this web presence.
- Brenda Castello noted that courts are pointing to pages on the public access site or erroneously linking to the one source paid subscription log-on page and links are bad or broken. The suggestion is that all of the courts are pointing back to the official laws on the free public access site which also contains the official Supreme Court approved forms.
- Justice Maes stated the importance of standardizing the link to Supreme Court forms to hear domestic relations cases so that all of the courts are utilizing the Supreme Court forms.
- Mr. Elsbrock explained that there are still places that need to be standardized. This is a work in progress and even after the new website is up and running in

June, there will be ongoing refinements. JID will be hosting the updated web presence once it goes live.

- Mr. Saunders reiterated that dividing out which forms are statewide judiciary forms and which go on the local websites will not be totally accurate at go-live of the new web presence. The content of local forms will be changing for years to come. Content control will be by the individual courts and court entities.
- Justice Maes expressed concern that the official Supreme Court seal could be mined and used by persons on non-judiciary documents or social medial sites.
- The Website Committee will produce a number of alternatives such as a different image, a blended seal or a seal with a watermark to be used in place of the official Supreme Court seal as the logo for the updated NM Judiciary website.
- Judge Mitchell clarified that the action item from the November 2015 meeting for the 2nd JDC to give a report on their new website was not included in the January 2016 agenda because the 2nd JDC has been incorporated into the Judiciary Website Refresh project.

New Email System Update. Wesley Reynolds reported that a pilot with Google to test out migrating email services from Zimbra to Google is taking place Monday, January 25. There will be a total of 100 participants including clerks, jury staff, judges and justices from across the state. All of the features Google has to offer will be presented. Over the next three weeks assignments will be sent out to the participants such as composing emails, archiving, creating documents and saving documents. At the end of each week, there will be a survey sent out for participants to provide their feedback as to how they think that service work for the NM Judiciary. At the same time, JID will be working with Google on what it would take to migrate all of the processes that tie into our current email system into a fully hosted Google solution. JID intends to present the responses of the participants as well the cost and timeline for the migration at the February JIFFY meeting.

Tyler File & Serve Contract Status. Artie Pepin, Mr. Saunders and Mr. Elsbrock have met with Tyler a few times to discuss the current contract. AOC/ JID is under an

extension of the existing contract and is waiting for Tyler to bring a new proposal. The proposal will be reviewed by AOC/JID and then brought to the JIFFY Executive Committee for approval and for final approval from the Supreme Court.

Judiciary IT Purchase Policy Update. Mr. Elsbrock stated that posted on the intranet on *inside.nmcourts.gov* under JID are the four whitelists that contain the applications, services, infrastructure and desktops that JID supports and are approved for purchase and use by the judiciary. The purchase codes that are posted need to be refined by AOC Fiscal. An exception process in OSTicket is explained in the handout entitled “*Whitelist Request Process using OSTicket*”. If a user wishes to order a desktop, Carlos Cordova has the contact information for the vendors and when the computer is shipped to the user, it already has the NM Judiciary configurations installed. Mr. Elsbrock thanked the JID staff for the considerable effort it took to compile such an exhaustive list.

- Mr. Saunders clarified that the items on the whitelist are the things that JID will support. If a user finds an item that is not on the whitelist, they should go to OSTicket process for an exception which is a request to Mr. Saunders. Mr. Saunders will discuss with the user the business reason they are asking for the exception and either approve the request or send it to JIFFY for further discussion. If the exception is granted, that exception goes on the whitelist and will then be available to all users.

Network Upgrade- JID Data Center. Mr. Elsbrock reported that the Network was taken down for three days January 16-18 to replace a single piece of very outdated equipment with more than ten other pieces of hardware that needed replacement at a cost of \$180,000. Dell technicians as well as JID staff worked the entire weekend and all services were cut off for two days. As of Tuesday, the operation was a complete success, except for a glitch in the VNOC system for which JID had a workaround. Had the single device failed before it was replaced, the entire network would have been brought down for an extended period of time.

- Mr. Pepin noted that this is the kind of endeavor where no one will ever notice because it prevents a major system failure. Mr. Pepin thanked the Systems Team for their dedication and hard work on the project.

Jury System RFP Update. Daniel Garcia has studied jury programs in other states and put together a plan of what needs to be done to develop a new jury system for the NM Judiciary. In May 2014, a workgroup was formed from around the state and included magistrate courts, district courts, BCMC, AOC and JID. A detailed statewide needs and wants list was created for a new statewide jury management system. The jury program received \$780,000 in 2015 for a new statewide jury management system. An advisory committee was formed from members of The Committee for the Improvement of Jury Services in May 2015 to incorporate the needs and wants list created from the workgroup and to evaluate proposals. In October 2015 an RFP was issued for the new statewide jury management system. The big question is what will be needed to keep the program running properly once the new program is in place such as funds, staff and equipment?

- Mr. Saunders explained that there is some money in the budget for maintenance of a new jury system. This is money that is allocated to the system that is being replaced. Presently, there are three disparate jury systems in New Mexico and the goal is to have one system in the future and possibly have the people that are running the three systems, run the new system.

IV. JIFFY Subcommittee Activities.

Judges User Group. Judge Singleton reported that OJUG met this morning and was asked to revisit the processing of Domestic Violence (DV) cases. The committee that is looking into this matter asked for more time to study the issue and is expected to have a report at the next OJUG in February. A committee has been formed to assess how free process applications are being treated. This is both an issue with the free process application itself in terms of how it is handled and with e-filing. OJUG is discussing prioritizing reports that JID is asked to run, in order to systematize those reports to make them easier to run and get information that NM Judiciary needs and is currently unable to access.

Forms Committee. Judge Mitchell reported that the Forms Committee met on Tuesday and will continue to meet the third Tuesday of every month. The focus is on mirroring what is in Odyssey with the Black Book and if there are changes to submit those either to correct the Odyssey forms or to submit those requested changes to the

Rules Committee. Chris Preston has done an excellent job as the JID representative and his work is much appreciated by the committee.

Data Standards. Judge Mitchell stated that Data Standards met on Wednesday and began going through the hearing types to see if some could be eliminated or consolidated or if the language on some could be more standardized. There were no recommendations to change the codes for the hearing types, which allows the clerks to continue with the same procedures. The goal is to make the hearing types more informative to the public and standardizing the terminology between the courts when there are differences. JID will gather some information on such things as how often the different hearing types are being used. A discussion commenced on how hearing types should or should not be changed in the courtroom and how hearings may morph into other things. More than half of the result codes were recommended to be obsoleted as most of them were calendar events not hearing results. The use and definitions of the ones recommended to retain, were expanded. District and magistrate courts conducted a mini pilot with the new and retained result codes which was very successful. At the next meeting, the obsoleted and retained result codes will be brought to JIFFY for approval.

IT Budget Strategy Committee. Judge Sanchez reported that the work of the IT Budget Strategy Committee is proceeding and there is a meeting scheduled for Wednesday, January 27, 2016. Data is being collected to determine the approach the committee will take on the IT budget for the NM Judiciary. The committee will make an extensive report to JIFFY in March.

Online Access Subcommittee. Judge Mitchell reported that the Online Access Subcommittee (OAS) will meet today to discuss the update on Portal and give JIFFY, Mr. Saunders and the rest of JID, some direction on adding persons to Secured Odyssey Public Access (OPA). The thought is that OAS will be able to provide some suggestions as to guidelines and direction for JIFFY and JID as to what criteria would determine a persons' eligibility to obtain access to Secured OPA and what level of access should be granted.

V. CIO Report. Greg Saunders reported that Laura Orchard has been hired to take Helen Miller's position. Recruitment continues for IT Specialists for VNOC and Systems and a Data Base Administrator (DBA). A contractor may be hired short term for the DBA position or the position may be downgraded to an entry level position. JID

is examining all of the vacancies as to whether they should be reclassified to junior positions and build in a career ladder.

Magistrate Scanning. Magistrate scanning is proceeding on schedule and should be completed by April 2016.

TRACS. After a three month delay, TRACS is moving forward. AOC/JID received the reimbursement of \$135,000 and the agreements are signed that they will pay for the program going forward.

Conservator Accounting Software Grant. Conservator accounting software is used for tracking conservators and guardianship and is being used in Minnesota. It works in conjunction with Odyssey. More research is being conducted to decide whether it would fall on the short term active list or the short term parking lot.

Tyler

Tyler /Odyssey Updates Patch 2013v_.98. Genevieve Grant reported that Patch 2103v_.98 is being rolled out January 24. As soon as the 2013 Patch is completed, IE 11 will be rolled out to all users and planning will begin for 2014.3 including the Court of Appeals. Tyler will be at JID in March to provide a demo of everything that is in the 2014 upgrade. In April Tyler will be on site to help with the new test scripts for functionality needed in the 2014 Patch.

File & Serve Upgrade. Ms. Grant indicated that Tyler will be on site to assist with user acceptance testing for the File & Serve upgrade. The upgrade will improve the filing and viewing of cases for large party cases and performance when adding extra service contracts.

Session Works Judge Edition Upgrade. Ms. Grant explained that the goal of the upgrade is to address latency issues, fix the downloading of documents from large cases and hopefully address the syncing of notes between the judges' chambers and the bench. There will be a formalized user testing to make sure that those issues have been addressed.

Supreme Court Workflows. Ms. Grant reported Tyler was onsite and configured Supreme Court workflows in a test environment and provided Joey Moya with a demo

of the workflows. Mr. Moya requested some changes to the workflows which were passed on to Tyler who will inform JID of the timeline and costs for those changes.

Water Conversion. Ms. Grant stated that the fourth round of conversion has begun on the water cases. Testing will begin on the water conversion cases with File & Serve and the Odyssey Patch 2013v_.98. The goal is to have all of the water cases into Odyssey production by spring 2016.

Portal Upgrade. Ms. Grant informed JIFFY members that there were three changes that Renee Cascio identified before she left that will be included in the new Portal functionality which is set to be released the end of 1st quarter 2016. Tyler will be onsite in April to do a demo of all Portal functionality. Testing will follow in May and the courts will be included in that test script.

Disposition & Judgment Code Changes. Ms. Grant related that those were pushed into production January 9 and there are no major issues up to date with those codes.

OSTicket. Ms. Grant mentioned that an upgrade was done on OSTicket and there will be a redesign on how the system will be utilized for all of the court users. Part of the upgrade will include the following enhancement. When an individual logs a ticket via the helpdesk email address, it will automatically create a ticket in OSTicket. That will eliminate a step for the helpdesk staff.

VI. E-Pay Update. Mr. Saunders believes that the collections for e-pay will be roughly \$300,000 per month.

JIFFY Meeting Calendar. Judge Mitchell stated that Data Standards will meet the afternoon after JIFFY starting in March.

The June JIFFY meeting, OJUG meeting and Data Standards meeting will take place on June 23.

VII. Future Meetings. The next meeting will be held on Thursday, February 18, 9:30 a.m. at the Judicial Information Division in Santa Fe.

VIII. Adjourn. Judge Mitchell adjourned the meeting at 11:51 a.m.