Travis County Commissioners Court Agenda Request

Meeting Date: 10/11/12 (work session)
Prepared By/Phone Number: Terri Montgomery/4-7784
Elected/Appointed Official/Dept. Head: Judge Susan Steeg
Commissioners Court Sponsor: Judge Sam Biscoe

AGENDA LANGUAGE: Provide update on JP Odyssey Project.

BACKGROUND/SUMMARY OF REQUEST AND ATTACHMENTS:
See back-up

STAFF RECOMMENDATIONS:
N/A

ISSUES AND OPPORTUNITIES:
N/A

FISCAL IMPACT AND SOURCE OF FUNDING:
N/A

REQUIRED AUTHORIZATIONS:
Judge Susan Steeg

Background

- May 2010, Commissioners Court directed Justices of the Peace (JP) to research Case Management Systems (CMS).

- December 2010, Odyssey Tyler Technologies CMS was recommended to Commissioners.

- August 2011, Commissioners Court approved 5 year budget of $2,710,891.

- Contract began April, 2012 – Commissioner Court requested strict adherence to milestones and timeline.

- Travis County purchased the software use through a "Software as a Service" or "Cloud-based" solution.

Cloud-based system

- Odyssey Case Management System installed at Tyler's Data Center.
- Time to delivery greatly reduced; infrastructure and core software available during first month of project.
- Reduced capital investment in servers, operational and labor costs associated with maintaining the system.
- Odyssey responsible for on-going compliance with Local and State reporting modifications.
- Tyler responsible for upgrading the software.
- Travis County project responsible for configuring the processes and data to support Travis County.

Performance Measurements

Three-phased project timeline with milestones.

1. Phase 1 by December, 2012:
   ◦ JP collaboration process for detailed project plan.
   ◦ JP3 on Odyssey CMS.
   ◦ Travis County Central Collections (TCCC) on Odyssey CMS.
2. Phase 2 by March, 2013:
   ◦ JP1, JP 2, and JP5 on Odyssey CMS.
3. Phase 3 by July, 2013:
   ◦ JP4 on Odyssey CMS.

Phase 1 Milestones

1. Complete administrative project tasks.
2. Perform Fit and Gap Analysis.
3. Design and configure system.
4. Extract, load and review data.
5. Create forms.

Project Administration

- Established Governance, Roles and Responsibilities.
- Developed detailed project plan.
- Hired JP Business Analyst, Amy Nichols as JP system administrator.
- Established combined work and training location at 700 Lavaca.

Fit and Gap Analysis

- Completed system functionality analysis with all five JPs.
- Vendor, JP process site observations and site visits.
- Completed Fit and Gap Analysis.
- Subject Matter Expert workshops.
- Identified standardized JP processes, while allowing for non-standard customization.

Design and System Configuration

- Combined processes from four legacy systems.
- Processes reviewed and converted with automated workflow
- Standardized business processes among the 5 JP offices.
- Identified non-standard processes to configure.
- Base system configured, JP SME users are using Test system.

Data Workshops

- Extracted, converted and loaded data from legacy systems:
    1. CJS
    2. Mapper
    3. EZ–Justice
    4. QuickBooks
    5. FACTS (JP4 initial load)
- Three data cycles completed and reviewed by JP subject matter experts.

Forms Workshop

- Forms Workshop held.
- All offices sent several staff members who participated in week-long workshops.
- JP staff created over 200 merge-able forms.
- All forms entered into system.

Summary

- On-schedule for Phase 1 milestones.
- All JP Offices are participating in all activities.
- 224 hours of workshops held.
- JPs continue to make progress on further data mapping and "scrubbing" efforts.
- System is configured and data has been converted currently correcting business rules to correspond with business processes and workflow.

Upcoming Phase 1 Activities

- Data Review #3 (10/3 – 10/5)
- Data Review #4 (10/15 – 10/19)
- Mock Go-Live (10/22 – 10/26)
- End User Training (10/29 – 11/9) JP3/TCCC
- Go-Live pilot for JP3 on Nov 13

Conclusion

- System Demo
- Questions