



## Travis County Commissioners Court Agenda Request

**Meeting Date:** 11/5/2013

**Prepared By/Phone Number:** Tanya Acevedo/48685

**Elected/Appointed Official/Dept. Head:** Judge Susan Steeg

**Commissioners Court Sponsor:** Judge Sam Biscoe

**AGENDA LANGUAGE:** Provide update and recognition for completion of 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

# Travis county Justice of the Peace

## Tyler Technology Odyssey Case Management System

Project Update



# 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.
- Tyler partners with customer 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.



# Data Conversion

- ▶ Extracted, converted and loaded data from legacy systems:
  1. CJS
  2. Mapper
  3. EZ-Justice
  4. QuickBooks
  5. FACTS (JP4)



# System Live

- ▶ JP3 and TCCC went live in Jan, 2013
- ▶ JP1 , JP2 and JP5 went live in May, 2013
- ▶ JP4 went live in July, 2013



# The project was successful because:

- ▶ The end users were invested in project and spent the time necessary to attend work sessions, correctly map and review data.
- ▶ Tyler provided detailed reports of “bad data” and the end users took the time necessary to clean up data
- ▶ Tyler had tools to track issues and show proof of resolution





# Challenges

- ▶ Conversion was the biggest hurdle. Mapping the multitude of fee codes, fee schedules and remittance behaviors, along with financial transactions and compliance report balancing were a specific obstacle.
- ▶ Staff also faced difficulties with the case data conversion. Since the legacy system was so dated, it was difficult to convert case data so that it would make sense to the end user when reviewing the case.





# Overcome because

- ▶ Core team worked outside of business hours to complete configuration
- ▶ End users spent hours reviewing data and testing the system
- ▶ PM's and BA kept organized list of issues with status and resolution
- ▶ All JP offices worked as a team to reach consensus on configuration items
- ▶ Our Tyler team was fully invested in the success of the project



# Team Effort

- ▶ Amy Nichols, JP Business Analyst
- ▶ Diana Johnson, Tax Specialist – Centralized Collections
- ▶ Joe Alvarado, JP Accountant
- ▶ Terri Montgomery, ITS Project Manager
- ▶ Office Managers, SMEs and Staff
- ▶ ITS Subject Matter Experts



# JP user's comments:

- ▶ Odyssey is more user-friendly, easy to learn and intuitive to navigate
- ▶ Clerks are able to provide better customer service because all JPs and Collections use one centralized system
- ▶ Using OFM instead of QuickBooks has reduced the number of financial transactions by 50 percent.
- ▶ JP Collections Department has more time to spend on valuable tasks, such as following-up on defendant's missed payments and tracking down defendants who fail to report.



# Conclusion

- ▶ Questions

