



## **Purpose:**

The purpose of this document is to define roles and responsibilities with respect to implementation and on-going operation of the Odyssey product developed by Tyler Technologies and provided to all participating Superior Courts and County Clerk's Offices in the State of Washington through the Administrative Office of the Courts (AOC).

## **The roles included are as follows:**

- [Local] County IT
- [Local] County IT Liaison
- [Local] County Superior Court
- [Local] County Clerk's Office
- [Local] County Site Power User
- [Local] County Site Coordinator
- AOC Customer Service Desk
- AOC Staff

## **The escalation levels for resolving Odyssey issues are as follows:**

- First level is local County IT for technical issues or incidents, the local Site Coordinator for business issues, and the local Site Power User for training issues.
- If the staff noted in item #1 are unable to resolve the issue:
  - The Local Site Power User may escalate training issues to the site coordinator;
  - The site coordinator or designated IT liaison may escalate issues or incidents to the second level by contacting the AOC Customer Service desk by (1) submitting an eService Ticket, (2) phone call to Customer Service Desk.
- If AOC Customer Service staff is unable to promptly identify and resolve the issue when received, he or she will route the incident to the appropriate resource at AOC. **Only Site Coordinators and designated IT staff should contact the AOC Customer Service Desk.**
- Third level support is initiated and escalated by the AOC to the vendor(s). AOC will track the issue to resolution. **Only AOC staff are authorized to escalate incidents to the vendor.**

## **Roles and Responsibilities**

### **A. [Local] County IT will be responsible for:**

1. First level incident response, triage, and resolution for users as well as general IT issues related to the Odyssey service using the [Odyssey Troubleshooting Guide](#).
2. Work together with or hand off to Site Coordinator if the issue has a business component.
3. Second Level incident escalation to AOC Customer Service Desk by assigned IT Liaison or Site Coordinator only after due diligence to obtain relative assurance that the cause of the incident is not a local issue.

4. All local hardware support including PCs, scanners, touch screen monitors, and bar code printers.
5. All local hardware configuration.
6. Simple Odyssey workstation and user configurations (default receipt printers, document printers, cash drawers, etc.)
7. Local network connectivity to the building's demarcation point.
8. Maintaining supported versions of Windows Operating systems and Microsoft Office Software that are required to work with Odyssey.
9. Ensuring staff availability for integration and conversion projects.
10. Notify AOC (through Customer Service Desk Line 1) of local changes that could impact Odyssey operation five (5) business days in advance.
11. Shared responsibility (with AOC) for maintaining integration tools or programs.
12. Maintaining Remote Document Storage servers.
13. Designate IT Liaison (and backup Liaison) to submit requests to the AOC Customer Service Desk.
14. Scheduling Enterprise Custom Reports (ECR), standard reports, and other jobs specifying proper (county specific) output paths where the results are placed on the AOC hosted FTPS<sup>1</sup> site (see diagram on page 4). AOC will provide the proper output paths to use.
15. Scheduling Reports and jobs using assigned report scheduling account. Account credentials will be provided by AOC.
16. Managing County FTPS site<sup>2</sup> at [odyftp.courts.wa.gov](http://odyftp.courts.wa.gov). This includes processing data files which are the results of reports and other job output that is sent to the County from the Odyssey job/report server.
17. Provide valid primary and secondary email addresses for notifications from site host (ex: password expirations)

**B. [Local] County Superior Court and County Clerks will be responsible for:**

1. Appoint Site Coordinator and backup Site Coordinator.
  - Ensure Site Coordinators are properly trained in their responsibilities as described in eService Answer 1314 (link - [eService Answer 1314Odyssey Troubleshooting Guide](#)).
2. Ensure Site Power Users are aware of, and properly empowered in carrying out, their responsibilities as defined in Section C.
3. Ensuring Court and Clerk staff are properly trained specifically with regards to information security practices.

**C. [Local] County Power Users will be responsible for:**

1. First level response for business issues (business process, data, codes, work flow configurations, etc.).
2. Work with [Local] County IT as needed to resolve issues that may have a technical component.
3. Empowered and expected by Court and Clerk's Office leadership to assist staff in first line business process and Odyssey training problem resolution.

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<sup>1</sup> Secure File Transfer Protocol

<sup>2</sup> See Odyssey Report and Data Output Process Document

4. Referencing the Odyssey training manual and other Site Power Users as necessary when assisting co-workers with training questions before escalating them to a Site Coordinator.

**D. [Local] County Site Coordinator will be responsible for:**

1. First level response for business issues (business process, data, codes, work flow configurations, etc.).
2. Work with [Local] County IT as needed to resolve issues that may have a technical component.
3. Shared responsibility (with [Local] County IT) to escalate issues that cannot be resolved locally to the AOC Customer Service Desk.
4. Shared responsibility (with Local Site Power User) to escalate training issues that cannot be resolved locally to the AOC Customer Service Desk.
5. Shared responsibility (with AOC) to manage users and rights.
6. Responsible for requesting and tracking enhancements or changes.

**E. AOC Customer Service Desk will be responsible for:**

1. Employing knowledgeable staff that can properly triage, resolve, or route incidents to appropriate AOC staff members.
2. Route business change requests to proper AOC resources.
3. Track issues through to final resolution.
4. Inform [Local] County Site Coordinator or IT Liaison of progress and resolution.

**F. AOC will be responsible for:**

1. Odyssey servers, databases, and infrastructure.
2. Provide second level support escalated by Site Coordinator and triaged by AOC Customer Service Desk.
3. Resolve second level issues and inform AOC Customer Service Desk.
4. Escalate to third level (vendor) support when necessary.
5. Track and report on progress of third level support issues until resolved.
6. Provide all necessary technical configuration information to [Local] County IT staff.
7. Provide all necessary software installation kits and media to [Local] County IT staff.
8. Train [Local] County IT staff to perform support functions (software installation, hardware configuration, etc).
9. Train Local Power Users in Odyssey.
10. Initial set up of County FTPS site for transferring data files that are the results of reports and other jobs. This also includes training County personnel to schedule jobs and specify proper (county specific) output paths.
11. On-going Management and cleanup of AOC hosted FTPS site which includes deleting files that are more than 30 days old.

ECR file Delivery Diagram

