Summary of County Clerk's Concerns with the Odyssey Implementation

Security Issues:				
Issue	**What we need**	**Includes**	**Issue Resolution Category**	**Action Items from 10/13/15 Meeting. Refer to Meeting Minutes for a summary of the detailed discussion.**
Audit Capability	Permanent trail of record changes and viewing	Configurable reports to show data entry, revision and viewing of docket, criminal history & charges, financials, addresses, all case documents, confidential record access.	Requires Cost Estimate ---------- $170,000	**Action Item 1** – Tyler will clarify their plans to improve Odyssey's audit functionality, including when it will be implemented, estimated cost dependent on the Clerks' requests, and whether this functionality is included in the current contract or if there will be an additional expense.
Gatekeeper of access	Custodian legally responsible for integrity of record has sole authority to grant ability to modify record & provide viewing rights, and can access all records under his/her care.	Events/docket; parties to case; all pleadings, orders, decrees, judgements, warrants, letters, minutes, records of proceedings; motion calendars; all financial records of the registry including addresses.	MOU	**Action Item 2** – AOC will reaffirm the process in place to assign roles and rights. This may be an item to address within an MOU.
Quality Control	Case Verification	An efficient method that allows us to confirm accurate data entry of case type, titles, parties, charges, entry of judgments.	No Further Action Required	**Action Item 3** – Tyler will create some examples of how verification can be achieved in Odyssey; this will include verification examples for receipting and docketing.
Data Security	Protection , redundancy of data entered into Odyssey, transparent communication re: security status and identified concerns.	Up-to-date security measures and procedures that the Office of the CIO will sign off as conforming to current industry best practices. Immediate disclosure to the record custodians of any data breaches. Mandatory, high quality training for all staf whose access to Odyssey could provide a potential avenue of risk to the system. Suficiently frequent random audits of encryption, firewalls, redundancy, etc. to confirm Tyler's compliance with security agreements and contract provisions.	MOU	It was clarified by the county clerks at the meeting that the OCIO requirement is not an issue for them and that they are not asking for or requiring review or approval by the OCIO. They understand the separation of powers issue. **Action Item 4** – AOC will produce an MOU or similar document which formalizes AOC's security plan for ensuring the security of court data. The agreement will also include sections regarding risk reduction, disaster recovery, and exit strategy.
Risk Reduction	Tyler Odyssey must not pose a risk to county Local Access Networks and their contents.	Review by the OCIO or other experts chosen by WSSAC and local IT experts to confirm that security features of Odyssey are sufficient to meet current industry best practices.	MOU	It was clarified by the county clerks at the meeting that the OCIO requirement is not an issue for them and that they are not asking for or requiring review or approval by the OCIO. They understand the separation of powers issue. **Action Item 5** – AOC will schedule an IT security overview with Terry Overton (ISD IT Security Officer), Dennis Longnecker (ISD Infrastructure Manager), and the County Clerks and/or their IT staff to generally discuss data security, risk reduction, disaster recovery, and how AOC protects the courts' data.

Summary of County Clerk's Concerns with the Odyssey Implementation

Issue	What we need	Includes	Issue Resolution Category	Action Items from 10/13/15 Meeting. Refer to Meeting Minutes for a summary of the detailed discussion.
Disaster Recovery Plan	Clearly articulated protocol for restoration of our data and documents.4	Written plans, to be updated on an agreed schedule, that address various scenarios including worst case scenarios and indemnify local courts from the cost of ransoming their stolen data, in the event security measures fail.	MOU	**Action Item 4** – AOC will produce an MOU or similar document which formalizes AOC's security plan for ensuring the security of court data. The agreement will also include sections regarding risk reduction, disaster recovery, and exit strategy.
Exit Strategy	A written agreement that assures return of local court data in a functional, accessible condition.	Provisions that satisfy the Secretary of State's recommendations for retention of electronic records in regard to end-of-contract return of local records with sufficient metadata to allow courts to have post-Odyssey use of their records.	MOU	This scenario is no different than what AOC currently has in place in the event that a court decides to stop using SCOMIS. AOC data is already useable and nothing changes. There are processes and procedures already in place. **Action Item 4** – AOC will produce an MOU or similar document which formalizes AOC's security plan for ensuring the security of court data. The agreement will also include sections regarding risk reduction, disaster recovery, and exit strategy.
Contract	A memorialized, articulated nexus between the clerks as the local officials legally responsible for the integrity of Superior Court records, AOC as the user of the records, and Tyler as the vendor entrusted with the records' integrity.	A binding document detailing the roles and responsibilities of the parties, including limits and scope of data and document dissemination, and detailing the security measures the vendor has promised to provide.	No Further Action Required	As was clarified earlier, Tyler does not host Odyssey. Odyssey is hosted by AOC and resides on AOC's servers in their own Data Center. **Action Item** – See Action Item 4 under Data Security.

Summary of County Clerk's Concerns with the Odyssey Implementation

Issue	What we need	Includes	Issue Resolution Category	Action Items from 10/13/15 Meeting. Refer to Meeting Minutes for a summary of the detailed discussion.
Document Management:				
Administrative Records	Odyssey DMS.	Method for retaining non-case records that are not held by AOC.	No Further Action Required regarding Odyssey. However, Clerks have requested a follow-up letter.	General administrative records (i.e., juror files, personnel files, etc.) are not part of the Case Management system because they are not judicial records. Access and storage of local administrative records is outside the scope of the case management project.
Confidential Transitory Records	Odyssey DMS.	Ability to permanently delete sensitive non-case documents.	Requires Cost Estimate ---------- ($62,700)	**Action Item 6** – Tyler will research all options available for the permanent deletion/destruction of documents.
Court Can Function without Internet	Odyssey DMS, in re: records.	Internet independent access to local image stores.	No Further Action Required	Odyssey resides on AOC servers and is accessed by counties via the State Government Network (SGN), not the Internet. If the internet goes down, it will not impact Odyssey. If the State Government Network (SGN) experiences an outage, then Odyssey will be impacted (as happens currently with SCOMIS).
Improved API protocol	Local DMS.	A rule-based API that does not require dual data entry to populate templates of local DMS documents.	Requires Cost Estimate ---------- $0 (No additional cost)	**Action Item 7** – AOC will research and answer the following questions: Can the 3rd party vendors start testing in a test environment? When will AOC and Tyler start working with Spokane, Liberty and Laserfiche? How does the process work via API's? Will AOC make the API tool kit available to the local courts so they may make local modifications, if necessary? **Action Item 8** – Tyler will research and review the business process and will cost out alternative approaches, if necessary. **Action Item 9** – Meetings will need to be scheduled with the Clerks/courts and 3rd party vendors.
Risk Management	Local DMS/possibly Odyssey DMS.	Option to have no court documents retained in the AOC/Tyler cloud.	No Further Action Required	Based on the discussion concerning Improved API Protocol, answers/solutions were ascertained for this issue. It was determined that Judge Edition could be modified to work with each DMS vendor to pull in documents. Also, it was clarified that there is no cloud in which these court documents will be retained.

Summary of County Clerk's Concerns with the Odyssey Implementation

Issue	What we need	Includes	Issue Resolution Category	Action Items from 10/13/15 Meeting. Refer to Meeting Minutes for a summary of the detailed discussion.
Local Costs for Judge Edition	Local DMS.	Costs to access local records born by the State, not by county.	Requires Cost Estimate ---------- $336,000	**Action Item 10 –** AOC will validate whether counties are responsible for costs associated with connecting to Odyssey when they choose to retain their own local DMS. The Clerks would like a clear definition of which costs will be assumed by the State and which by the local court (i.e.: hardware, software, development work, etc.). JISC minutes will also be reviewed to determine whether a decision has been made by the Committee regarding local DMS costs per vendor. **Additional Action Item** – The Clerks asked that when the local cost for Judge Edition is eventually presented to the Legislature, the figures should include costs associated with third-party DMS development to enable local records use of Judge Edition.
Recommended Network Bankwidth (not minimum bandwidth)	Odyssey DMS and Local DMS.	Funding to upgrade local networks for download/upload of documents.	No Further Action Required	It was clarified that the project is providing any needed network enhancements to ensure adequate bandwidth for the counties. The cost of network upgrades is not falling to the counties, unless it is an internal issue. Also, AOC explained that we meet with the local court staff, including court IT, to discuss network issues well in advance of Odyssey implementation so that necessary upgrades may be completed. AOC is working with WaTech to ensure that bandwidth upgrades are planned in advance of the statewide rollout schedule.