

# IOWA COUNTY ATTORNEY'S CASE MANAGEMENT PROJECT

## BOARD OF DIRECTORS MEETING Minutes for Wednesday July 18, 2018 at 12:00pm Telephonically

**Members present:** Tim Dille, Danelle Essing, Ronda Burnes, Jessica Trobaugh, Nick Johnson, Matthew Wilbur

**Members Absent:** Matt Schultz, Ryan Baldrige, Andrew Van Der Maaten

**Staff:** Andrea Jansen, Molly Steffen, Brad Holtan

**Call to Order:** Chair Tim Dille called the meeting to order at 12:04pm.

**Minutes from previous meetings:** Motion to approve the minutes from April 18, 2018 was made by Jessica Trobaugh, seconded by Ronda Burnes. Motion carried unanimously.

Agenda Items:

- I. Reports:
  - a. Financial Report:

Brad Holtan reviewed the Balance Sheet and Income Statement.  
Matthew Wilbur made a motion to approve the Financials as presented, seconded by Jessica Trobaugh. Motion carried unanimously.
  - b. Program Manager Report/IT Technician Report  
Andrea Jansen reviewed time allocations for April, May and June. The majority of staff time was spent on user support tickets. Most of the tickets requested assistance with Prolaw in general, followed by Reports, Charging Table Update Assistance, Microsoft Outlook and Documents. In addition to responding to support tickets, staff time was spent on Program Management, User Training, Version Upgrade and .NET Reports. Andrea has also been working on Updating the Charging Table.  
Andrea also informed the Board of additional activities that occurred within the Project over the past few months which included:

- Release of the July issue of the Iowa County Magazine which featured County Attorneys (copies were sent to all Board Members and Prolaw Admins)
- The Project purchased a new vehicle in June
- Andrea Jansen and Bailey Krebs attended the Prolaw Conference held in NY
- Implemented Basecamp

Andrea also provided the update for the IT Technician Report. Bailey Krebs has spent her time working on the Version Upgrade to 2017.2. All the Shared Server Counties have been updated as well as Johnson, Linn and Warren Counties. We are now ready to begin the process for updating all other Counties. Instructions were sent last week to all Prolaw Admins notifying them of the process and system requirements to update. Bailey has also been working on transitioning everyone from the v11 reports to the .NET reports. She has in particular spent a lot of time with one County that has requested additional assistance with transitioning from the v11 reports to the .NET reports. Bailey has also re-vamped a Collections Report and is also looking at the Collections Tab in general as to some changes that may be needed.

c. Support Coordinator Report

Molly Steffen reported that the on-site visits are going well. The focus of the on-site visit is to gain an understanding of how each office is using Prolaw, to provide updates as to what the Project is working on and aiding with troubleshooting any issues the office may be experiencing. Molly also spent time answering support tickets and coordinating trainings for our users. Molly will also be assisting with coordinating the Version Upgrade to 2017.2 for our Members.

II. Old Business

a. Version Upgrade Update

As Andrea mentioned in her report, we have updated 10 counties to 2017.2 and have started the scheduling process for everyone else.

b. Training Update

We completed Webinar trainings on Reports, Queries, and Documents. 10 people participated in the Reports training, 12 participated in the Queries training and 8 participated in the Documents training. We will post the Webinars on Basecamp so users can view them anytime at their convenience. Jessica Trobaugh also provided a Collections training at the ISAC Office in June and 15 members attended this training. This training was recorded, and we will also post on Basecamp as a resource for our users. Currently we are working on coordinating a Victim Witness training. We've

asked Users what type of training is needed and will review the results once all are received. We will also be reaching out to our Expert Users to inquire if anyone is interested in assisting with the Victim Witness training.

Molly also reported that the Project has been discussing offering a support type of meeting for Prolaw Admins. The idea is to get Prolaw Admins together regularly to network and discuss ideas/issues. We asked the Board for their feedback. Board Members thought that if we wanted to pursue this, the meetings should be organized with an Agenda/purpose and that it should be open to all employees not just the Admins. The Board also mentioned that for years there used to be a Support Conference held annually. Speakers were brought in and the Conference was geared more towards the entire County Attorney Office and not just Prolaw. There was usually time at the end of the day for networking. This conference has not been held for several years mainly due to budgets. We will research to inquire if there is any interest in bringing this conference back.

c. Other Old Business

None

III. New Business

a. Other New Business

None

Next meeting date: September 19<sup>th</sup> to be held at the ISAC Offices. This will be an in-person meeting to discuss/draft the FY20 budget.

Adjourn: Matthew Wilbur made a motion to adjourn the meeting, seconded by Nick Johnson. Meeting adjourned at 12:36 p.m.