

IOWA COUNTY ATTORNEY'S CASE MANAGEMENT PROJECT

**BOARD OF DIRECTORS MEETING
Minutes for Wednesday
September 19, 2018 at 10:00am
5500 Westown Parkway, West Des Moines, IA 50266**

Members present: Tim Dille, Danelle Essing, Ronda Burnes, Matt Schultz, Matthew Wilber, Andrew Van Der Maaten, Darin Raymond

Members Absent: Nick Johnson, Ryan Baldrige

Staff: Andrea Jansen, Bailey Krebs, Molly Steffen, Brad Holtan, Molly Hill, Jeanine Scott

Call to Order: Chair Tim Dille called the meeting to order at 10:00 am

Minutes from previous meetings: Motion to approve the minutes from July 18, 2018 was made by Matthew Wilber, seconded by Andrew Van Der Maaten. Motion carried unanimously.

Agenda Items:

- I. Reports:
 - a. Financial Report:

Molly Hill reviewed the Balance Sheet and Income Statement.
Andrew Van Der Maaten made a motion to approve the Financials as presented, seconded by Darin Raymond. Motion carried unanimously.
 - b. Program Manager Report
Andrea Jansen reviewed time allocations for July and August. Although the majority of staff time continues to be spent on user support tickets, this number has decreased with staff spending approximately 27% of their time on tickets. We received 109 tickets over the past two months with most of the tickets requesting assistance with Prolaw in general, followed by Data Exchange Assistance, Version Upgrade, Reports, Microsoft Office and Adobe. In addition to working on support tickets, staff time was also spent on Program Management, Onsite visits, Charging Table, User Training, Version Upgrade, and Maintenance.

Andrea also informed the Board of additional activities that occurred within the Project which included:

- We received payment from the AG's Office for their dues from last FY
- Adams County notified us that they would like to join the Project. We have sent them the IT environment information and we are waiting to hear from them regarding if they will be housed on site or the Shared Server.
- Chickasaw County has also notified us that they plan to join the Project in January 2019.
- Time spent on developing the budget while trying to contain member costs.
- Completed the Charging Table update on our end. URL will now need to install the publisher piece to add all the charges to the master Prolaw table.
- Data Exchanges: The Victim Witness Exchange has finished testing and is ready to be installed. However, URL has three updates to complete prior to the VW Exchange being installed.
- In November, after the elections, Andrea plans to meet with the newly elected CA across the state to market the Project with the goal of growing our membership.

c. Support Coordinator Report

Molly Steffen reported that the Onsite visits continue to go well, and offices seem to appreciate the face to face visits. The focus of the Onsite 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 troubleshoot any issues the office might be experiencing with Prolaw. In addition, Molly also spent her time responding to user support tickets, coordinating events for meetings, trainings, and the version update to 2017.2 for our members.

d. IT Technician Report

Bailey Krebs reported that she has spent her time on support tickets, .NET reports, working with URL on the Data Exchanges, testing the Charging Table, and the Version Upgrade.

II. Old Business

a. Version Upgrade Update

Bailey Krebs reported that approximately 20% of our members have been updated to 2017.2. The process has been going smoothly and Bailey notes that we have requested and used the same Analyst from TR to complete the update so contributes this as the reason the process is going well. Plymouth and Tama counties both indicated during today's meeting that they are ready

for the update. Molly Steffen will send them the paperwork/questionnaires from TR and submit to TR as soon as the paperwork is received back.

b. Training Update

Webinar trainings on Reports, Queries, Documents and Collections are now posted on Basecamp and available for our users as a resource. In addition, New User webinars are also posted on Basecamp. The next trainings offered will be for the Prolaw Administrator and the Victim Witness Coordinator.

Molly Steffen also reported that she sent out a survey asking if there was an interest in reinstating the Support Staff Conference. 19 Counties responded positively that they would like this training brought back. The Board recommends that we form subcommittees consisting of our members to meet and plan the conference.

c. Other Old Business

None

III. New Business

a. Shared Server Hardware Discussion

Jeanine Scott, ISAC IT Manager, provided an update to the Board regarding the current shared server environment. Currently the server is at end life and the support contracts for the software need to be renewed.

Several options were researched including:

1. Move the shared server counties to a data-center such as IPP or a cloud service (annual costs vary but were upwards of \$30,000 - \$50,000 a year with the feasibility of consistent access not known)
2. Replacing the existing ICACMP Server and upgrading/renewing software support contracts (approximate implementation cost \$20,000)
3. Move the shared server counties to ISAC's existing infrastructure (approximate implementation cost \$4500)

Options 1 is not financially realistic. Option 2 is a viable option but the project will save money overtime if the shared servers reside on ISAC's servers. Given these factors, option 3 was recommended by Jeanine with an approximate cost of \$4500 to move the 11 virtual servers to ISAC's hardware.

ISAC is researching the question of the SQL licensing. The current SQL license will be utilized if possible. If a purchase of an additional SQL license is necessary, the board will be notified of the additional cost. ICACMP will share a portion of future server upgrades and software renewals in the future. The project is not being charged for existing software and hardware.

Jeanine reported that they will aim to have this completed by the end of October 2018. A motion to approve \$5000 for the migration of the Virtual Server to the ISAC Server was made by Matthew Wilber, seconded by Andrew Van Der Maaten. Motion carried unanimously.

b. Collections Tab Quote

We discovered that with the transition from the v11 reports to .NET reports that the calculations did not carry over. Bailey reported that the custom tabs that use calculations will need to be re-written for the .NET reports. We are aware that this currently consists for the Collections, Juvenile, and Victim Witness calculations. The Board suggested that we email 5 high end users to inquire if anything else needs to be fixed. Thomson Reuters is requesting 10 hours = \$2300 to re-write and test the calcs. A motion to approve moving forward with fixing the collection tab and checking with our users for all other calc issues was made by Andrew Van Der Maaten, seconded by Matthew Wilber. Motion carried unanimously.

c. Board Member Terms

Andrea reported that County Attorney's Tim Dille and Andrew Van Der Maaten both have expiring terms. Both agreed to serve another three-year term. Andrea reported that Board Member, Jessica Trobaugh, has resigned her position as Office Manager with Plymouth County. Her position on the ICACMP Board will need to be replaced. Her position will be replaced with a like position. Andrea is open to suggestions and Office Managers from Clay and Sioux counties were suggested. Plymouth County will also check for a possible replacement. The Project will coordinate getting this completed and make formal recommendations to the Governing Board to approve in October.

d. FY 2020 Budget

Andrea Jansen and Brad Holtan presented two options regarding the FY 2020 budget to the Board. Andrea reported that based on feedback from members and potential new members regarding the current fee structure they wanted to provide some options.

Option 1: Consists of the same plan as what it has been: Flat fee remains the same, Per User Fee increase 2%, Maintenance Fee increase 2%, Shared Server User Fee increase 5%, Shared Server Maintenance Fee increase 5%.

Option 2: Tiered approach allowing each county to customize the services they would like from the Project. Ideas presented included:

A General Membership Package- allows counties to have input on charging language, date exchange implementation, access to any trainings/conferences.

Tier 1: Includes Prolaw and General Membership Package plus support needs but support needs will be charged at an hourly rate.

Tier 2: Includes Prolaw and General Membership Package, 20 hours of support, one custom report, and half day of onsite training. Additional support will be charged at an hourly rate.

Tier 3: Includes Prolaw and General Membership Package, unlimited support including custom reports, full day of onsite training, and a business process review.

After much discussion within the group and reviewing past support data presented from Andrea, it was decided to offer a hybrid of Option 2 which will consist of two tiers. The first will offer a \$3,500 flat fee to counties with low support hours if they want to pay for support on a per hour basis. The second tier offered will be no increase in the flat fee of \$5,000 with unlimited support. The per user fee will remain at \$325.00/user and the ProLaw Maintenance fee will increase \$10/user to \$145. The Cloud Hosting / Shared Server goes from \$500/user to a flat fee of \$2,500 per county. The Board also recommends at the Annual Governing Board meeting that we inform members that next fiscal year we will start looking at caps on support hours. A motion to approve the budget consisting of the General Membership and Option 3 was made by Matthew Wilber, seconded by Andrew Van Der Maaten. Motion carried unanimously.

- e. Other New Business
None

Next meeting date: Governing Board Meeting, 10:00 a.m. Wednesday, October 25, 2018 tentatively to be held at the ISAC Offices- 5500 Westtown Parkway, West Des Moines, IA 50266.

Adjourn: Meeting adjourned at 1:28 p.m.