



# **Odyssey/Enterprise Justice Standard Operating Procedures**

*Intended audience: Enterprise Justice/Odyssey Admin and  
User Groups*



**TRAVIS COUNTY**

Version 1.6 • As of 01/12/2024

POC: ITS Department



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## Purpose

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This Standard Operating Procedure (SOP) is entered into between Travis County Information Technology Services (ITS) and all departmental users, administrators and executives of the application, Tyler Odyssey – Courts and Justice solution.

The purpose of this SOP is to establish a collaborative framework between ITS and the Travis County Odyssey (aka Enterprise Justice) user community. This SOP will assist ITS in fulfilling the division's mission of providing application and server high availability and quality technical support to user communities entities and partners.

This document will be a living document describing operating procedures for Travis County Tyler Odyssey users/departments. It is not meant to replace user manuals and technical support documents provided by the vendor. The spirit of this document is to highlight that this system is a user-owned system, so decisions will be driven by user representatives from participating departments.

## Overview

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Travis County ITS has a long-standing agreement to support and maintain a courts and justice solution in conjunction with departmental technical staff and subject matter experts (SME).

The goal is to provide the departmental staff with technical guidance from an administrator aspect to enhance Odyssey/Enterprise Justice users technical support and encourage enterprise level thinking.

## SOP Updates and Change Procedures

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Final drafts of this SOP will be reviewed and approved by one voting member of each department in the User Group.

Future changes and revisions will be discussed and approved through User Group meetings.

All approvals will be documented at the end of this SOP document.

**NOTE:** The terms Odyssey and Enterprise Justice will be used interchangeably. Odyssey was renamed Enterprise Justice in February 2022.



## System Scope

This SOP applies to all Tyler Odyssey solutions utilized by Travis County. The following table details the role and offices at Travis County that use these applications:

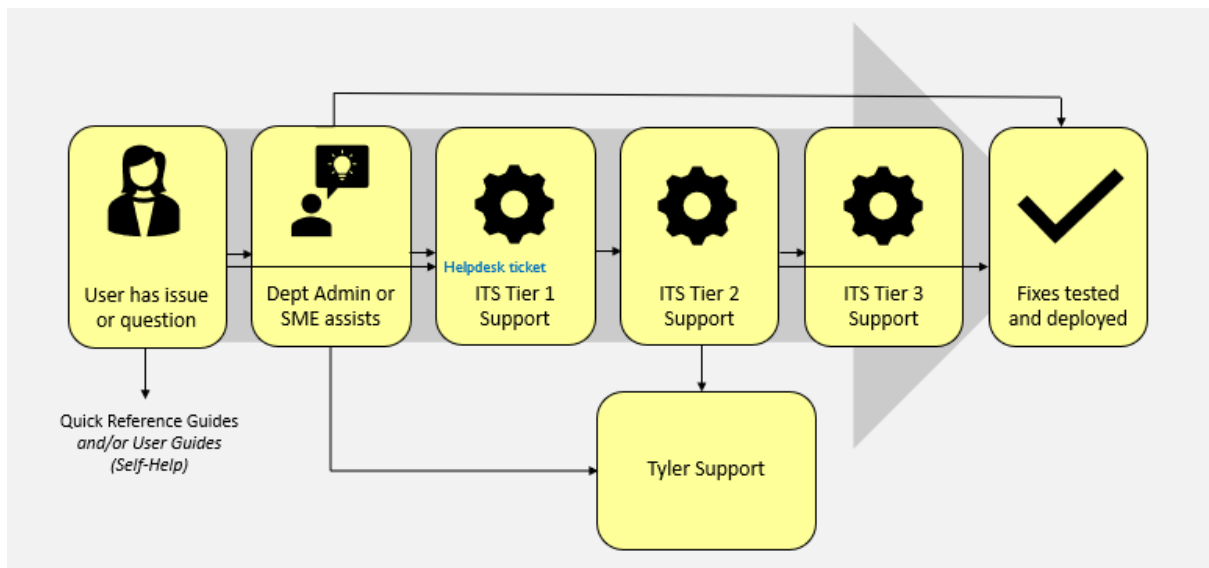
Odyssey Solution	Departments
Odyssey Case Manager	Justice of the Peace Courts 1-5 County Clerk's Office District Clerk's Office Civil & Criminal Courts Probate Court Drug Court Collections County Attorney Hot Checks Division
Check Manager	County Attorney- Hot Checks Division District Attorney- Hot Checks Division
Modria (Online Dispute Resolution)	Justice of the Peace Offices
Judge Edition	Justice of the Peace Offices Probate Court
Integrated with E-file	Justice of the Peace Offices County Clerk District Clerk Probate Court
Odyssey Public Access/Online Payments	Justice of the Peace Offices
Odyssey Portal	County Clerk District Clerk



## Support Process

This section outlines the process by which issues related to Odyssey are initiated by users to ITS or vendors. Depending on the nature of the issue, department admins will make the determination on the appropriate routing of the ticket (ITS vs Tyler). It also details how an issue is escalated and resolved based on its severity. ITS operates on a tiered support system with basic issues that cannot be resolved by the end user or department admins beginning at Tier 1 and elevating up to Tier 4 for issues that require a coordinated response, including vendor support.

An issue must be submitted through a ticket to Helpdesk. Depending on the complexity of the issue and the possibility of it causing a service interruption, Helpdesk may then choose to escalate the issue to a higher tier:



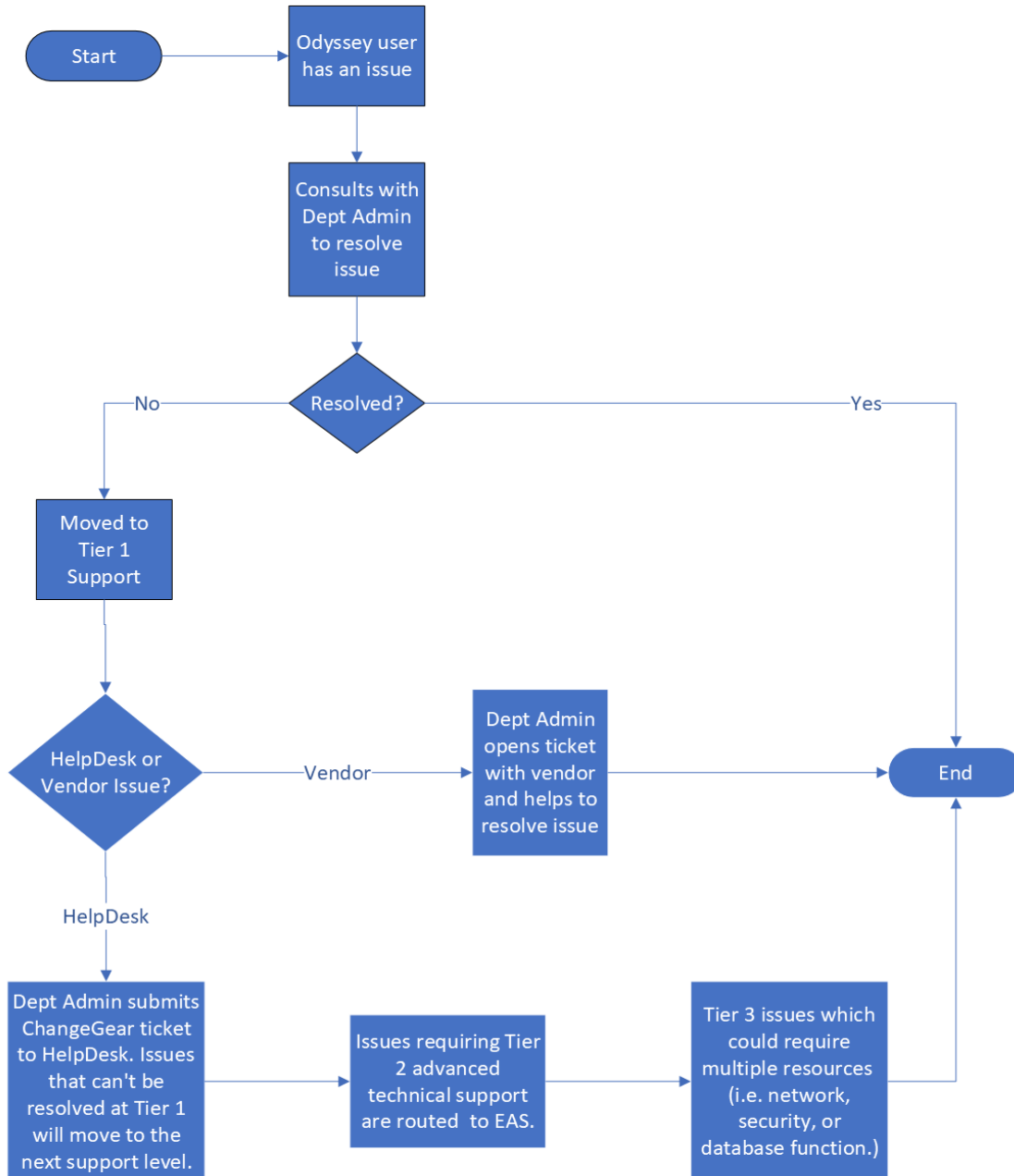
## Support Process Steps

Issues requiring support will go through the following process:

1. An Odyssey end-user discovers an issue that requires attention.
2. Users should consult the Odyssey admin for their department.
3. Issues that cannot be resolved with the Dept Admin will be upgraded to Tier 1 support. To do this, users or their department admin must create a ticket in ChangeGear or submit a request to the ITS Helpdesk. Alternatively, the department admin may create a ticket directly with Tyler via the Customer Portal.
4. If the issue can't be resolved in Tier 1, the issue will then be escalated to Tier 2 (EAS), which are issues that require advanced technical support. Any issues that cannot be resolved by Tier 2 will be routed to the vendor.
5. Issues requiring additional Tier 3 support (networks, security) are completed by ITS and may require multiple support resources.



### Support Workflow





## Support Tiers

Issues requiring ITS support will be addressed based on the following tier system and defines which resource groups will handle certain types of issues. For example, issues determined to be “Tier 1” will be resolved by ITS Helpdesk:

### Support Tier Table

Tier	Support Resource(s)	Issue Types
---	Department Admin/SME/IT	Basic usage issues that may need IT support. This may include issues related to: <ul style="list-style-type: none"> <li>• Helpdesk Requests</li> <li>• Business Process Questions</li> <li>• Functional/Technical Issues</li> <li>• Peripheral hardware (scanners, printers)</li> <li>• Enhancement Requests</li> <li>• Workstation Configuration</li> </ul>
<b>Tier 1</b>	ITS Help Desk	Tickets that are not resolvable at the department level are routed to Tier 1: <ul style="list-style-type: none"> <li>• Installing Odyssey Navigator</li> <li>• Log-in issues</li> <li>• Hardware issues</li> <li>• Navigator client issues</li> </ul>
<b>Tier 2</b>	Enterprise Application Support (EAS)	Mid-level technical issues that were not able to be resolved in Tier 1: <ul style="list-style-type: none"> <li>• Adding new user roles</li> <li>• System level code changes</li> <li>• Enterprise Customer Report (ECR) publications</li> <li>• System performance issues or outages</li> </ul>





<b>Tier 3</b>	ITS	Complex technical issues including those not resolvable by Tier 2 support and could require collaboration of multiple support resources. These issues could be related to network, security, or database functions.
<b>Tier 4</b>	Vendor Support	Collaborates with Dept Admin or ITS at Tiers 2 and 3 to resolve application defects. The vendor is responsible for developing fixes.

## Responsibilities of Support Roles Overview

This subsection will define internal and vendor personnel roles and responsibilities in each step of the support process.

### Department Admin/SME/IT

Serves as the first point of contact and “go-to” person within a department or function for questions and problems within his/her area of expertise.

#### Responsibilities:

- Has a working knowledge of business processes as they apply to Odyssey
- Provide recommendations for procedural improvements
- Understand the language/terms/jargon in his/her area of expertise
- Serves as the liaison and helps troubleshoot and document support issues for both ITS and the vendor
- Accurately represent the needs of the business unit
- Guide other team members



## ITS (Application Services Division, Helpdesk)

Application Services and Helpdesk personnel provide support at all three tiers of issue triage.

### Tier 1 Support Responsibilities:

- Tier 1 personnel respond to requests received through ChangeGear Incident Requests (IR's), emails, or phone. Support for basic customer issues such as solving usage problems and fulfilling service desk requests that need IT involvement.

### Tier 2 Support Responsibilities:

- Tier 2 are technicians who can assist with common mid-level technical questions such as enterprise level reports, performance issues or outages, deployment requests, end user account requests.

### Tier 3 Support Responsibilities:

- Tier 3 requires the greatest level of technical expertise and addresses the most complex technical problems. Tier 3 issues are handled by systems engineers, database administrators, integration developers and other technical experts and may require multiple interactions with the customer before the issue is resolved.
- Tyler Technologies

Collaborates with Dept Admin or ITS at Tiers 2 and 3 to resolve application defects.

### Tier 4 Responsibilities:

- Taking ownership of customer issues reported and seeing problems through to resolution
- Researching, diagnosing, troubleshooting, and identifying solutions to resolve system issues
- Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams (these are internal escalations configured within ChangeGear)



## Intake/Deployment of Packages and Fixes

This section explains the process for deploying upgrades and packages upon receipt from Tyler Technologies.

### Scenarios:

- 1) Issue or broken feature: Submit CG ticket from Department through EAS to Tyler to receive package to fix issue
- 2) Issue or broken feature: Department contacts Tyler directly, then Department submits CG ticket to EAS to track
- 3) Through research, collaboration, or conference: Discover new features/functions/major updates submit Change List request for Admin/User Group discussion
  - a. If approved, EAS recommends through DevOps for features or PMO for projects

### Package/Release approvals for fixes:

- 1) Single Department to test packages
  - a. EAS updates release calendar and deploys to all environments (Stage to Test to Prod/Conv)
- 2) For full regression or multiple departments testing
  - a. EAS submits change item for Admin/User group review and approval
  - b. If approved, EAS updates release calendar, creates deployment plan, and deploys fix to all environments (Stage to Test to Prod/Conv)

### Turnaround Times for Fixes

- 1) Normal – Two weeks or less (for items that have a work around)
  - a. Stage – within two business days of CG ticket and all package info from Tyler
  - b. Test – within two business days upon receipt of confirmation that fix is viable
  - c. Prod/Conv – during User Group approved maintenance/outage window
- 2) Expedited – Three days or less
  - a. Stage – within one business day upon receipt of CG ticket and all package info from Tyler
  - b. Test – within one business day upon receipt of confirmation that fix is viable
  - c. Prod/Conv – within one business day Emergency RFC submitted, deployment scheduled as soon as testing is signed off



## Maintenance Outages

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Below is a list of agreed upon windows that the technical teams can use for planning and conducting scheduled maintenance, patches, and other required actions in the Production realm. Maintenance often, but not always, results in an “outage” whereby users will be unable to login or use the system effectively. Therefore, regular business use is generally suspended during planned maintenance.

Monday: 7:00pm – 6:00am (normal maintenance window)

Tuesday: 7:00pm – 6:00am (normal maintenance window)

Wednesday: 7:30pm – 6:00am (Monthly server patches occur in this window)

Thursday: 10:00pm – 6:00am

Friday: 10:00pm – 6:00am

Saturday-Sunday: 6:00am – 10:00pm

**All planned outages will be subject to User Group review and approval.** If a department needs to propose a hold on planned outages for a window different than noted above those changes must be submitted and approved by the User Group. If an emergency change occurs during a Change Blackout, as much advance notice as possible will be provided to the requesting department. This will depend on the nature of the Emergency change. With certain Emergency changes, there may not be sufficient time to provide advance notice.

### Maintenance Window

Standard, non-emergency changes that require an outage window are only to be performed during the Maintenance Window above. Emergency changes can be performed at any time. Affected services should have users of these services notified as soon as reasonable.



<b>Stakeholder Request:</b> Cannot force anyone to log out or bring the system down before these hours.	
MONDAY	After 7:00PM
TUESDAY	After 7:00PM
WEDNESDAY	After 7:30PM
THURSDAY	After 10:00PM
FRIDAY	After 10:00PM

Patching	
3rd Week of Month is when work is done.	
Wednesday = EVEN	
Thursday = ODD	
<i>Recommendation: Should not do anything on Patch Week</i>	

TAB
RFC TO BE TURNED IN
FAIL-SAFE / EMERGENCY DAY(S)
DEPLOYMENT DAYS
BLACKOUT

January						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			



February						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29		
March						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						
April						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				



May						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	
June						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						
July						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			



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August						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
September						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					
October						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		





November						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
December						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



## Odyssey Change Management

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### Change Management Scope

The Change Management procedure provides a structure for implementing required changes to the Odyssey environment. This framework assists in facilitating communication, planning for changes, and mitigating the risk of interrupting services provided to the production environment.

The requirements of this process apply to the Odyssey environment managed by Travis County. All changes must be performed by authorized personnel only. All changes to the Odyssey Production environment must follow the approved change management process unless the change is categorized as an exception.

### Change Management Objectives

Change management is one of the most important components to an organization. Implementing a formalized Change Management process enables the organization to more effectively manage changes and reduce the risk associated with deploying these changes.

The key components of a Change Management process are:

- Tracking of requests
- Approval
- Communication
- Impact analysis
- Mitigation of risk
- Reporting
- Trend analysis

The purpose of the Change Management is to:

- Balance mitigation of risk in a changing environment with the needs of the business to be agile
- Ensure that changes are made with minimum disruption of services
- Maintain management control of the IT environment
- Provide accurate and timely information about all changes
- Provide a consistent approach for handling all changes
- Reduce or eliminate changes that need to be backed out due to inadequate preparation
- Verify that changes are consistent with Travis County business and technical plans



## Change Management Communication

One of the most important aspects of a Change Management process is Communication. A record of all issues/changes will be available and communicated to all stakeholders.

There are some additional communication requirements when implementing changes that affect departments who have requested a change blackout. Refer to Change Blackouts section for more information.

### Admin Group

#### Goals

The Admin Group's goal is for all Department Admins or designated Subject Matter Experts (SMEs) of Odyssey to review changes and tickets on a weekly basis. Each department brings its own perspective and may be able to identify potential problems that others cannot.

#### Membership

The Admin Group is composed of Department Admins and SMEs from each Odyssey-using department. Each department is granted a single vote (Approve or Reject) on individual changes that require approval.

#### Meeting Time

The normal meeting time is Wednesday at 3:00 PM. The Admin Group may change this based on holidays or other circumstances that may affect attendance.

#### Attendance

Each member of the Admin Group is required to attend. If they are unable to attend, they will designate a member of their team to attend in their stead.

#### Requirements

Members of the Admin Group will review all submitted changes on a weekly basis. There is a deadline for submissions of Wednesday at 12PM (Noon). If a member sends a substitute in their place, that designee will also review all submitted, weekly changes.

### User Group

#### Goals

The User Group's purpose is to give final approval on all changes and ensure that each change aligns with business and organizational goals.

#### Membership

Membership is composed of the department Odyssey SMEs and the Odyssey Product Manager. Each department is granted a single vote (Approve or Reject) on individual changes that require approval.

#### Chair

The Chair is the Odyssey Product Manager but does not have a voting status. If the Product Manager is unable to fulfill the role it is the Product Manager's responsibility to find a substitute who is also a User Group member, who will retain their voting status.



## Meeting Time

The normal meeting time is Wednesday at 3:30 PM. The Chair or User Group may change this based on holidays or other circumstances that may affect attendance.

## Attendance

Each member of the User Group is required to attend. If they are unable to attend, they will designate a member of their team to attend in their stead.

## Requirements

Members of User Group will review all submitted changes on a weekly basis. There is a deadline for submissions of Wednesday at 12PM (Noon). If a member sends a substitute in their place, that designee will also review all submitted, weekly changes.

## Admin and User Group Voting Departments

(One vote each, nine total votes)

Justice of the Peace Offices
District Clerk
County Clerk
County Attorney – Hot Checks
District Attorney – Hot Checks
Probate
Courts - Criminal
Courts - Civil
Collections

## IJS Executive Stakeholder Committee

Any unresolved voting issues in the User Group will be escalated to the IJS committee for stakeholder votes.

## Change Management Methodology

A change is the addition, modification, or removal of anything that could affect Odyssey services in the Production environment.

There are two paths for change management:

1. Through the Admin and User Groups as defined above, and
2. Through the ITS Change Management process via the Technical Advisory Board (TAB) and Change Advisory Board (CAB).
  - Departments are responsible for submitting, reviewing, and documenting changes through the Odyssey Admin and User group process.
  - ITS is responsible for submitting and ushering changes through the TAB/CAB process when they meet the appropriate impact/risk criteria.



## Change Types

There are three types of changes:

### Emergency

Emergency changes are those needing to occur immediately to restore a service that is down, severely impacted, or will be severely impacted. Emergency changes do not require approval and should not be designated as such as a means to circumvent or expedite the change process. Emergency changes go through the TAB/CAB process and will be discussed at the Admin and User Group meetings to review lessons learned and any identified action items to avoid future emergencies.

### Normal

Normal changes are all other non-Emergency changes that should be reviewed by the Department Admins and approved by the User Group.

- TAB/CAB Normal: Any changes to Production systems that require a planned system outage will be submitted by ITS as requests to the TAB/CAB change management process for review and coordination across ITS technical teams.
- Odyssey Normal: Odyssey “normal” changes are those that require review by the Dept Admins and approval by the User Group before changes are made in the Production environment. These are typically enterprise level changes that impact more than one department and/or are conducted at the system level (as opposed to department node level). These types of changes could include:
  - 1) System level changes – offense codes, document/case/event security, financial codes, event codes, case types, task queues / process builder workflows, system level rights/roles
  - 2) Enterprise Custom Reports
  - 3) My Odyssey
  - 4) Org Chart
  - 5) Portal
  - 6) Integrations/API management
  - 7) Package deployments
  - 8) Version upgrades

### Routine

Routine changes are pre-authorized, typically low risk, relatively common, and the process used in executing them is well documented. They do not require TAB/CAB or User Group approval. Changes designated as Routine may be reviewed by the Admin Group for appropriateness and success or failure.

Routine changes are those that are executed by Dept Admins at the department nodes and that do not impact other department’s business operations. Additional Odyssey Routine changes may be identified by the Admin Group and approved by the User Group.

### Odyssey Routine

Node level changes such as:

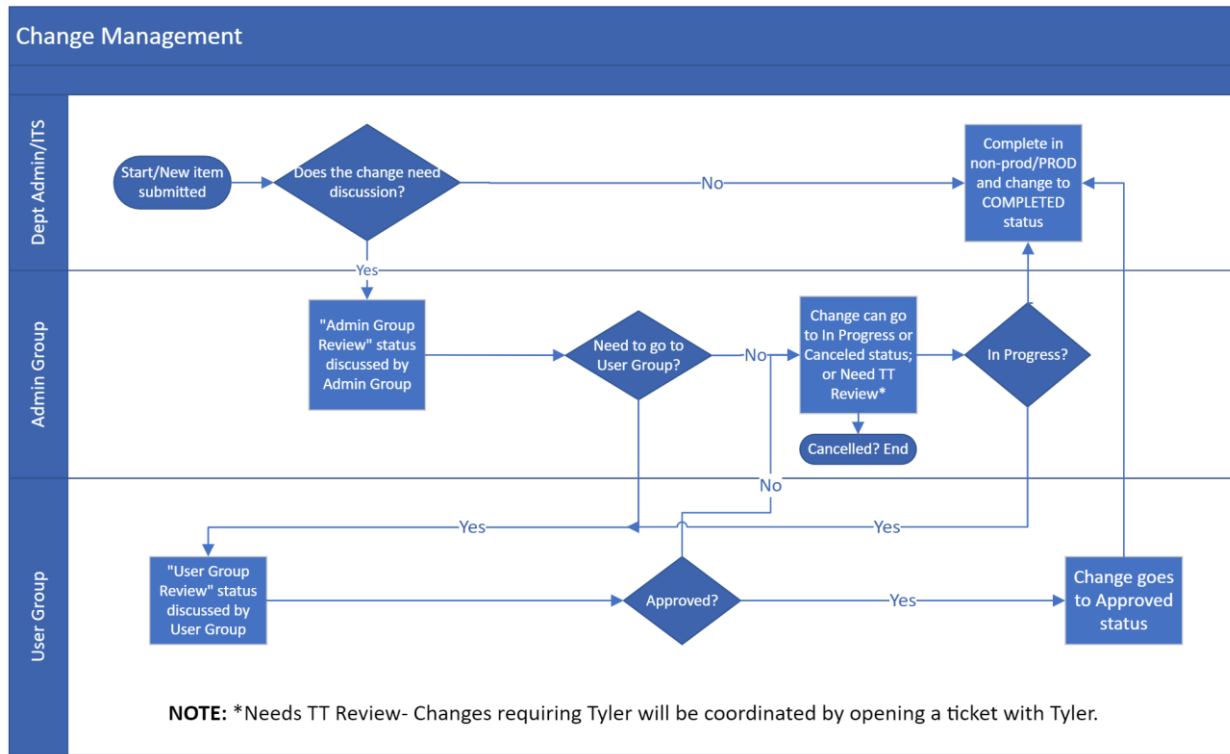


- 1) Document/case/event security
- 2) Financial codes
- 3) Event codes
- 4) Case types
- 5) Task queues / process builder workflows
- 6) Rights/roles (not system level)

## Change Management Process Overview

Change requests will be processed through the following steps:

1. A department within the organization requires a change.
2. An Admin Group member submits the change through the Odyssey Change list.
  - This list can be accessed by the User Group and Admin Group for review and to add comments before the scheduled weekly meeting(s).
3. The Admin Group will hold a review session. The Admin Group Chair will lead the discussion and will direct all changes based on request type:
  - If the approved request is a normal change, it will then be presented to the User Group.
  - If the request is a routine change, it will be fully approved without further review.
4. Requests that have been approved by the Admin Group are then reviewed by the User Group. Once the User Group approves, the change can then be applied to Production.
5. Outage notifications will be communicated via email and in the Odyssey Collaboration Group-General Teams channel.
6. All emergency changes outages will be handled by members of the Department IT Admin group and documented. Once completed, the change will be added to the review process as part of the postmortem review.



### Guidelines for Recording Changes

Change requests must be presented by the person who is performing that change. The person performing the change is best suited to gather the required information and properly assess risk.

When determining whether to enter a change, ask the following questions. If any can be answered as “yes,” it is advisable to enter the change:

- Is there value in recording this change?
- Could recording this change be beneficial to others?
- Could other systems, either departmental or ITS-managed, be affected?
- Does this change affect more than a single user, workstation, or printer?
- If I don’t record this change and it causes problems, will it be difficult for others to identify the cause?
- Will this change affect IT support resources?



### Required Information

Each Change Request requires the following information be recorded. The change request may be rejected if any of these items are absent or incomplete:

- Name of Person to Contact
- Description of what is being changed
- Related Incident or Request
- Reason for the change
- Any necessary business unit or departmental approvals, including agreements on implementation date and time
- Change area category

### Best Practices for Entering Changes

- Avoid using acronyms. If one must be used, state the meaning of the acronym on the first reference. After defining it, use the acronym as needed.
- Avoid only describing the issue the change resolves. Be sure to state what is being changed to fix the issue.
- Include the name of service(s) affected by a change that may not be evident. If a change is performed on a server that will affect availability of an application or service, note the affected application or service.

### Initial Documentation

All Change Request are to be put in the Odyssey Change List. If the change is a **normal** change, then no further approval needed.

### Admin Group Review

Some changes may go to the Admin Group for review. The Admin Group evaluates the technical aspects of the change. The group's goal is to ensure that all changes meet specific technical guidelines and will not interfere with other services following implementation. Objectives include but are not limited to:

- Reviewing requests from the Change List
  - Is there suitable service or feature?
  - Determination if request should be a project
- Receiving actions from Change Advisory Board
  - Alternate approaches
  - Risk mitigation
  - Cost determination
  - Level of effort identified





- Recommendation of approach
- Cross functional reviews
- Documentation reviewed and approved
- Reviewing and approving changes
  - Approve “How” not “What”
- Reviewing unsuccessful changes and making recommendations as appropriate
- Reviewing Routine changes for success/failure and appropriate use
- Technology consulting
- Suggesting process improvements
- Identifying and rectifying undocumented changes

### **User Group Approval**

The Admin Group may submit changes for User Group review and final approval. Objectives of the User Group review include but are not limited to

- Reviewing and approving changes
  - Approve “What” not “How”
- Determining if changes should go back to the Admin Group
  - Provide additional actions that are required
- Reviewing sequencing of User Group approved changes and identifying conflicts
- Reviewing “Closed” and “In-Progress” high risk changes
- Reviewing emergency changes and directing to Admin Group if questions exist



## Odyssey/Enterprise Justice Glossary

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### Glossary of Terms

Item/Acronym	Definition
Admin Group	The Admin Group is a group of all Odyssey admins which meet weekly to evaluate the technical specifications of a requested change. The group's goal is to ensure that a change meets user's needs and doesn't interrupt other services.
Change Advisory Board (CAB)	Once a change has received TAB approval, it goes to the Change Advisory Board (CAB). CAB normally convenes at 1:00pm every Thursday. The CAB gives final approval on all changes. The CAB ensures that each change aligns with business and organizational goals. CAB consists of Director level staff within Information Technology Services.
Change Manager	As part of the UCB, is responsible for decisions to requested changes that have been submitted by a user.
Dept Admin	Department-level system administrator that serves as the point of contact for issues encountered by users. For more information on the Dept Admin, please refer to the Responsibilities Overview, Section I.
Emergency Change	This is a change that requires immediate attention to restore a service that is down, severely impacted, or will be severely impacted. Because emergency changes require immediate attention, this is an expedited process and doesn't need approval from the User or Admin Groups.
Enterprise Justice	Formerly called Odyssey. Renamed as of Feb 2022. Odyssey/Enterprise Justice can be used interchangeably.
ITS	Travis County Information Technology Services
Normal Change	This is a non-emergency change initiated by users submitting a Change Request and reviewed through the Change Management Process.
Odyssey SME	Person with expert knowledge of the Odyssey system within a department and is part of the User Group.
Routine Change	Common changes to the Odyssey system that are categorized as low risk. This may include maintenance or updates necessary to prevent larger problems. Routine changes may be scheduled regularly and do not require approval from the User Group or Admin Group.
Technical Advisory Board (TAB)	A weekly summary of all newly created change tickets is sent to all ITS staff and Departmental IT staff. The TAB evaluates the technical aspects of the change. The TAB's goal is to ensure that all changes meet specific technical guidelines and will not interfere with other services following implementation.
User	Individual that utilizes the Tyler Odyssey system, and usually is the first person to identify an issue and elevate to the department level.



User Group	Organization which is responsible for final approval of all change requests. This group is comprised of department Odyssey SMEs and an Odyssey Product Manager, and its goal is to ensure that all changes meet business and organizational objectives.
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## Odyssey/Enterprise Justice System Admins

The following people have Odyssey system administration access at the enterprise level. Department Admins have access to make changes at the department node level.

Department	Name(s)
Civil Courts	Nicanor Valdez
County Clerk's Office	Carolyn Williams
Criminal Courts	Isabelle Royal
District Clerk's Office	Diana Parsons Ted Nicholson
Justice of the Peace Courts	Jawara Beasley
Probate Court	Kirby Hernandez
Information Technology Services (ITS)	Samantha Casertano Amy Nichols Pamela Locust Ashley Morris



## User Group Approval History

This will document the User Group POCs from each Department that approve the most current version of this SOP. Only one approval from each User Group Department will be counted.

Date	SOP Version	Department	POC Approving
3/8/2022	1.1	Justice of the Peace Offices	Jawara Beasley
	1.1	District Clerk	
3/14/2022	1.1	County Clerk	Carolyn Williams
3/9/2022	1.1	County Attorney – Hot Checks	Don Castiglioni
3/9/2022	1.1	District Attorney – Hot Checks	Haley Grogan
3/8/2022	1.1	Probate	Michelle Auwae-Lapilio
3/8/2022	1.1	Courts - Criminal	Isabelle Royal
3/8/2022	1.1	Courts – Civil	Tonya Watson
3/8/2022	1.1	Collections	Diana Johnson

## Changelog

#	Date	Section	Page	Description	Name
1	3/1/2022	All	All	Draft – Document Creation	Patrick McKimmie
2	3/7/2022	System Scope, Admin/User Group Voting Departments, User Group Approval History	5, 15, 23	Updated Scope to include Odyssey Portal, updated voting members	Patrick McKimmie
3	3/17/2022	Glossary	21	Added CAB and TAB	Patrick McKimmie
4	7/7/22	System Admins	22	Updated Probate Admin from Michelle to Kirby	Amy Nichols
5	7/8/2022	Maintenance Outages	12	Updated language and added weekend options	Stacey Wuest
6	8/5/2022	V1.4	All	Release Version	Patrick McKimmie
7	9/28/2022	Maintenance Outages	12	Updated Wednesday to 7:30 (new JP1 business hours through 7 PM)	Amy Nichols
8	3/16/2023	Updates to System Admins		Moved Pamela Locust from DC to ITS, added Diana Parsons to DC. Updated ITS list.	Amy Nichols



# Odyssey/Enterprise Justice Standard Operating Procedures

9	01/12/2024	Maintenance Schedule	13-17	Added 2024 Maintenance Calendar	Amy Nichols