



Interstate Commission for Adult Offender Supervision

Technology Committee Meeting MINUTES

July 14, 2020 · 2:00 pm ET
Teleconference

Members in Attendance:

1. Chris Moore (GA), Chair
2. Sally Kreamer (IA)
3. Mac Pevey (WA)
4. Dan Blanchard (UT)
5. Joselyn Lopez (WI)
6. Matthew Billinger (KS), Ex-Officio
7. Julie Lohman (VA), Ex-Officio

Members not in Attendance:

1. Benjamin Jean (NH)
2. Daryn Cobb (MI), Ex-Officio

Staff:

1. Ashley Lippert, Executive Director
2. Allen Eskridge, Policy and Operations Director
3. Barno Saturday, Logistics and Administrative Coordinator
4. Mindy Spring, Administrative and Training Coordinator
5. Xavier Donnelly, ICOTS Project Manager

Call to Order

Chair C. Moore (GA) called the meeting to order at 2:02 pm ET. Five out of six voting members were present, a quorum was established.

Approval of Agenda and Minutes

Commissioner M. Pevey (WA) moved to approve the agenda. Commissioner J. Lopez (WI) seconded. Agenda approved as presented.

Commissioner J. Lopez (WI) moved to approve the minutes from April 20, 2020 meeting. Commissioner M. Pevey (WA) seconded. Minutes approved as written.

Discussion

Technology Committee Report: Chair C. Moore (GA) presented his report to the committee:

Helpdesk tickets

Chair C. Moore (GA) stated that there was a 40-50% decline in Helpdesk tickets for March and April. These numbers went up to their pre-COVID 19 level in May and June.

ICOTS Bugs/Issues

On May 19, the national office identified an issue with Google Chrome and Microsoft Edge Beta users getting an error upon trying to upload attachments. A fix was pushed into production on May 28 resolving the issue.

ICOTS Help Points

The Training Committee reviewed the changes for the first batch of Help Point updates in ICOTS last week. The first set of training Help Points will go live on Wednesday, July 15, 2020.

Enhancement Requests

The seven proposed ICOTS enhancements were posted to the comment forum for feedback. Comments were closed on July 1st, 2020.

ICOTS Enhancements Requests: Chair C. Moore (GA) stated that the ICOTS enhancement proposals were posted for thirty days for comment on the Commission website. Today, the Technology Committee will need review the comments received and prepare the final draft for approval at the Annual Business Meeting (ABM).

The committee reviewed the comment received for the *ER_2020_01 Update Language on CCN Due Notifications* enhancement.

The committee decided to leave the proposal as it was originally written.

Commissioner J. Lopez (WI) moved to approve ER_2020_01 Update Language on CCN Due Notifications enhancement as written for full Commission vote at the 2020 ABM. Commissioner D. Blanchard (UT) seconded. Motion passed.

The committee reviewed comments received for *ER_2020_02 Add Ability for RECSTA Compact Office to Remove Retaking Requirement from OVR* enhancement.

ICOTS Project Manager X. Donnelly noted that Appriss provided a statement of work for this enhancement. They are going to make changes through an addendum to the violation report. The option to remove the requirement for retaking will only appear to Compact Office users in the receiving state. The assigned probation officer (PO) will see the changes without an option to remove it.

The committee agreed the ability to remove the requirement for retaking should only be available at the compact office level.

DCA J. Lohman (VA) inquired if it was possible to merge two addendums created by different users.

ICOTS Project Manager X. Donnelly stated that this was not included in the original scope of work. He added that there could be a problem with ownership of the data as it moves through the workflow.

Training Coordinator M. Spring suggested reassigning cases to yourself, if users sent a violation report requiring retaking and probable cause is requested and not found. She noted that users could also withdraw addendums.

For training purposes, DCA J. Lohman (VA) suggested transmitting the addendum from the PO and sending a follow up addendum with the updated information.

Commissioner J. Lopez (WI) moved to approve ER_2020_02 Add Ability for RECSTA Compact Office to Remove Retaking Requirement from OVR enhancement as written for full Commission vote at the 2020 ABM. Commissioner M. Pevey (WA) seconded. Motion passed.

The committee reviewed the comment received for *ER_2020_03 Allow Users to Select the Specific CAR and Multiple CARs to Which They Are Replying* enhancement.

Commissioner M. Pevey (WA) moved to approve ER_2020_03 Allow Users to Select the Specific CAR and Multiple CARs to Which They Are Replying enhancement as written for full Commission vote at the 2020 ABM. Commissioner J. Lopez (WI) seconded. Motion passed.

The committee reviewed comments received for *ER_2020_04 Add New CAR Specialization for Travel Permits with Indicator to be included in Email Subject* enhancement.

DCA J. Lohman (VA) supports this enhancement. She suggested considering other specialization language to add to emails specific to existing specialized CAR: “1) Third state transfer and develop instructions for who and how the third state transfer is initiated as users often think the receiving can submit the TREQ to the subsequent state and sending state users often do not know how to select the specialized Transfer Request that copies case materials over to a new case/transfer; 2) When a progress report is requested, adding language to the email that reminds users to use the progress report already created when the CAR was submitted rather than creating a new one that does not satisfy the deadline for submission.”

ICOTS Project Manager X. Donnelly clarified that any progress report transmitted after one is requested fulfills the requirement created with the specialized CAR, regardless of whether the original progress report was deleted by the sending state user.

Commissioner J. Lopez (WI) moved to approve ER_2020_04 Add New CAR Specialization for Travel Permits with Indicator to be included in Email Subject enhancement as written for full Commission vote at the 2020 ABM. Commissioner D. Blanchard (UT) seconded. Motion passed.

The committee reviewed comments received for *ER_2020_05 Include Preview of the Comment Field and Specialization in CAR Email Body* enhancement.

ICOTS Project Manager X. Donnelly clarified that even though enhancement ER_2020_05 goes together with the enhancement ER_2020_04, both enhancements can function separately.

Commissioner D. Blanchard (UT) moved to approve ER_2020_05 *Include Preview of the Comment Field and Specialization in CAR Email Body* enhancement as written for full Commission vote at the 2020 ABM. Commissioner M. Pevey (WA) seconded. Motion passed.

There were no comments submitted for ER_2020_06 *Update Rejected Case Notifications* enhancement.

Commissioner M. Pevey (WA) moved to approve ER_2020_06 *Update Rejected Case Notifications* enhancement as written for full Commission vote at the 2020 ABM. Commissioner J. Lopez (WI) seconded. Motion passed.

There were no comments submitted for ER_2020_07 *Include Last Primary Residence on Both the Case Closure and Case Closure Reply PDFs* enhancement.

Commissioner J. Lopez (WI) moved to approve ER_2020_07 *Include Last Primary Residence on Both the Case Closure and Case Closure Reply PDFs* enhancement as written for full Commission vote at the 2020 ABM. Commissioner D. Blanchard (UT) seconded. Motion passed.

ICOTS Project Manager X. Donnelly will send the approved proposals to Appriss to start generating the cost components for each enhancement.

Old/ New Business

There was no old/new business.

Adjourn

Commissioner M. Pevey (WA) made a motion to adjourn the meeting. Commissioner S. Kreamer (IA) seconded.

Meeting adjourned at 2:53 pm ET.