



Tyler Odyssey  
Update  
07-09-2024

Department of Information  
Technology

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# Truncated Timeline

- September 11, 2018 - Tyler Odyssey was presented to Council to replace the antiquated 30-year-old court management system from 1988.
- Prior to the Sept 11th council meeting presentation, there were many meetings with affected parties who agreed upon the Tyler Odyssey software. That included:
  - Superior Court Judges
  - Superior Court Clerk
  - District Attorney
  - Records Court
  - State Court Solicitor
  - Public Defender
  - Probate Court
  - Municipal Court
  - Sheriff
  - Marshall
- September 25, 2018 - Council authorized the purchase via resolution 344-18

# Truncated Timeline

- After approval, all parties collaborated to configure their aspect of the integrated system.
- Each area identified an “SME” System Matter Expert to work closely alongside the implementation team from Tyler to configure the system to their area's needs.
- System in place, configured and functional

# Truncated Timeline

- Three unrelated issues that recently occurred in June 2024.
- Experienced a performance issue on or about June 5, 2024, preventing some users from accessing the Odyssey system.
- Performance issue - FIXED
- Unrelated but occurring simultaneously experienced a Portal Payment issue.
- Portal Payment issue - Resolved. CCG IT is still working closely with Records Court to monitor.
- Duplicate Case - Currently working to implement a solution with records court.


# Next Steps

- Met with Tyler Leadership on 07/03/2024 and discussed ways to proactively prevent systemwide issues.
- Meet with the CCG Executive Steering Committee to outline the ongoing evolution of the Tyler Odyssey system.
- Continue to meet with Tyler Leadership and 3<sup>rd</sup> party consultants to discuss ways to prevent system issues proactively.
- Met and continue to meet with Tyler engineers/programmers to work on solutions to resolve tickets.



Summary  
of Where  
We Stand

All June/July Odyssey  
issues have been  
resolved or a solution  
is currently being  
implemented at this  
time.





Questions?