



HONORABLE CATHELENE "TINA" ROBINSON

OFFICE OF THE CLERK OF SUPERIOR & MAGISTRATE COURTS

FULTON COUNTY

(404) 613-5313 • (404) 613-5314

WWW.FULTONCLERK.ORG



January 14, 2019

Office of the County Auditor
Fulton County Government
141 Pryor St, Suite 8052
Atlanta, GA 30303
Attn: Anthony Nicks, County Auditor

RE: *Response to 2017 Audit of Clerk of Superior and Magistrate Court Fiscal Services Division*

Dear Mr. Nicks:

Please accept this communication as our official response to your 2017 Audit for the Clerk of Magistrate Court Fiscal Services Division. We reviewed said report and appreciate the opportunity to provide feedback. We would like to acknowledge and commend your office on the professionalism and diligence exhibited by you and your staff during the audit process.

Our office agrees with your audit finding and recommendations to alleviate limitations of functionality contingent upon employment of the Odyssey Financial Management System.

At this time, we would like to highlight our progressions and efforts in the area identified as a findings for Fiscal Year 2017.

As indicated above, a response to the audit finding has been provided below.

Finding 1 – Limited Use of the Odyssey Financial Management System

Since consolidation of Magistrate Court into the pre-existing Clerk of Superior Court's Fiscal Services Division, we have meticulously refined operational and financial systems to provide improved customer service.

Several constraints within Odyssey Software System (*henceforth, Odyssey*) were recognized after implementation. This propelled a continuous effort to upgrade Odyssey to encompass current financial practices as well as enhanced features to provide higher standards of efficiency and security.

Although, we had a plan and desire to improve the Odyssey Financial Management System; there was a lack of availability to create and implement our requirements by the Tyler's project management resources. Therefore, without Tyler's support, the Odyssey Financial Management System remained underdeveloped.

Our office prudently determined the groundwork by classifying areas of improvement, benchmarking best practices and developing a detailed strategic plan which address the technology compulsory to enhance fiscal operations. Currently, we have a unified fiscal operational area which manage finances for both courts. Thus, the financial modules in Odyssey for Superior and Magistrate Courts are being updated. Odyssey Software System serves as the Clerk of Superior and Magistrate Courts' ERP (*enterprise resource planning*), and is critical to our functionality.

Technological resources have been maximized to maintain business continuity. For example, utilizing software applications developed in-house to interface with the enterprise systems and banking services that provide automated and/or electronic deposits, disbursements and accounting transactions. While such is not the preferred platform in an enterprise environment; we also employ Excel and QuickBooks,

in conjunction with other manual systems to proceed with daily responsibilities until the above-referenced projects are implemented.

We have established a systematic strategy to implement the Odyssey Financial Manager System in all fiscal functions. We began modification of Odyssey and are in the first phase of development. We expect implementation to be completed and look forward to constructing an industrialized, efficient and effective Odyssey Financial Manager System for both courts by the end of 2019.

In the interim, we will continue to prioritize providing the highest level of customer service to our clients by utilizing all available technology, devices and resources.

Sincerely,

A handwritten signature in blue ink that reads "Cathelene Robinson". The signature is fluid and cursive, with a large loop at the end of the last name.

Cathelene "Tina" Robinson
Clerk of Superior and Magistrate Courts