



COMMISSIONERS COURT  
COMMUNICATION

REFERENCE NUMBER CO#143117

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DATE: 05/21/2024

SUBJECT: **RECEIVE AND FILE THE AUDITOR'S REPORT OF THE  
CIVILSERVE CONFIGURATION AND STANDARDIZATION**

**COMMISSIONERS COURT ACTION REQUESTED**

It is requested that the Commissioners Court receive and file the Auditor's Report of the CivilServe Configuration and Standardization.

**BACKGROUND**

The Auditor's Office reviewed the configuration of financial transactions in CivilServe, the system of record utilized by the Constable precincts to record receipts and track service papers.

**FISCAL IMPACT**

There is no fiscal impact associated with this item.

|               |                |                              |                                       |
|---------------|----------------|------------------------------|---------------------------------------|
| SUBMITTED BY: | Auditor Office | PREPARED BY:<br>APPROVED BY: | Kara Hoekstra<br>Kimberly M. Buchanan |
|---------------|----------------|------------------------------|---------------------------------------|

Kimberly M. Buchanan, CPA  
Tarrant County Auditor

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April 8, 2024

André V. Mendes, Chief Information Officer  
The Honorable District Judges  
The Honorable Commissioners Court  
Tarrant County, Texas

Re: Auditor's Report – CivilServe Configuration and Standardization

We have observed some significant risks related to *CivilServe*, a Tyler Technologies software, used for recording service activity and financial information for civil papers, which impacts all Constables. Certain configuration allows or requires manual entry increasing the risk of error or irregularities. Specifically:

- System-generated receipts can be edited prior to deposit.
- Pre-populated fees can be deleted without an audit trail.
- Additional fee exemption reasons are needed to accurately track paper status (e.g., State of Texas, CPS, etc.).


We have also observed that not all precincts use its financial components as intended. For example, some precincts use manual processes for billing AG papers and for interest calculations contained in writs of execution. Additionally, certain financial transactions are not always processed correctly. If a service for a paper was paid in court but the fee status for the paper is entered as "Normal", an incorrect receivable balance is created.

To ensure that the Auditor's Office and Constables meet their statutory obligations, we will update the guidelines distributed in February 2023 and include standardized procedures for processing financial related transactions. Our office will continue to work with the Constables and Information Technology Department to address system configuration concerns.

Furthermore, we recommend ITD implement a change management process to ensure all new system enhancements are adequately tested and approved by the stakeholders before placed into production.

We appreciate the cooperation of your staff during this process. If you have any questions, please do not hesitate to contact me.

Sincerely,

  
Kimberly M. Buchanan, CPA  
Tarrant County Auditor

*Distribution:* Constables and Office Managers, Precincts 1 – 8  
Chandler Merritt, County Administrator  
Russell D. Scott, Deputy CIO  
Melei H. Kelly, Senior IT Resource Manager



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Date: April 9, 2024

TO: Kimberly M. Buchanan

FROM: André Mendes [REDACTED]

SUBJECT: Auditor's Report – Constable CivilServe Standardization and Configuration

ITD has reviewed the identified deficiencies. We are working with both the vendor, Tyler Technologies and the Constables to address the concerns noted by the Auditor's Office. The three technical issues highlighted in the report are being addressed as follows:

- System-generated receipts can be edited prior to deposit: Tyler Technologies has provided a new build of the software that will address this. This build is currently in testing and will be released upon completion of testing.
- Pre-populated fees can be deleted without an audit trail: IT is researching this issue to determine if the software can be configured to ensure these fees cannot be deleted.
- Additional fee exemption reasons are needed to accurately track paper status: IT will work with the Auditor's Office and the Constables to implement additional codes in the software.

We would like to thank the Auditor's office for working with us to identify these deficiencies and to develop an acceptable course of action to address them.