

Administrative Office of the Courts

Supreme Court of New Mexico

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Judicial Information Division (JID)

Requesting a New Officer Party
or Request to Modify or Inactivate an Officer Party
Standard Operating Procedure

Version 1.0

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Request a New Officer Party

COURT / DEPARTMENT / DIVISION

All Courts

USER

Court Clerks

PURPOSE

To request a New Officer Party in Odyssey when one does not exist. Typically, this is done when the court receives a citation, complaint or charging document submitted by an officer who does not have an officer record.

NAVIGATION

Judicial Information Division(JID) Service Desk SolarWinds Portal

STEPS

1. Assure clerk has all officer information, Officer Full Name, Badge number, Agency name, address and phone number. Fax number and e-mail address, if applicable.
2. Navigate to SolarWinds Service Desk Portal
<https://support.nmcourts.gov/incidents/new>, click on “New Incident”.
3. Title: Add New Officer to Odyssey

Description: List all pertinent officer information: Officer Full Name, Badge number, Agency name, address and phone number. Fax number or e-mail address, if applicable.

Category: Odyssey

Subcategory: Parties

The screenshot shows the 'New Incident' form in a Service Desk application. The form is titled 'New Incident' and has a 'New' button in the top right corner. The form fields are as follows:

- Requester (Email or Name) ***: A text input field containing 'your name or email here'.
- State**: A dropdown menu set to 'Open'.
- Title ***: A text input field containing 'Add New Officer to Odyssey'. A red arrow points to this field.
- Description**: A rich text editor with a toolbar containing bold, italic, underline, text color, font size (16px), bulleted list, numbered list, table, link, image, and video icons. A red arrow points to the description area.
- Category ***: A dropdown menu set to 'Odyssey'. A red arrow points to this field.
- Subcategory**: A dropdown menu set to 'Parties'. A red arrow points to this field.
- Assigned to**: A dropdown menu set to 'JID Service Desk'.
- Priority**: A dropdown menu set to 'Medium'.
- Due at**: A date picker set to 'Select Date'.
- CC**: A text input field.

At the bottom right of the form, there are two buttons: 'Cancel' and 'Create'. The 'Create' button is highlighted in blue.

4. The Service Desk turnaround to add a new officer is typically within 1 – 2 hours. They will keep in communication with the requestor through the incident. If the Service Desk needs more information or clarification on the request they will contact you through the incident. Please check your incident periodically. If your request has not been completed within 2 hours please check the status of your request.

****Note: Do NOT create the party name “New Officer” as a placeholder. New cases can be created without an officer party and the officer can be added later when the service desk creates them.**

5. Once the Service Desk creates the new officer, it is the court’s responsibility to add the newly created officer to the case(s) as soon as possible so the case has the appropriate officer prosecution named as the party.

Request to Modify or Inactivate a Current Officer Party

1. Navigate to SolarWinds Service Desk Portal
<https://support.nmcourts.gov/incidents/new>, click on “New Incident”.

New Incident

Requester (Email or Name) * State

Title *

Description

Category * Subcategory

Assigned to Priority

Due at

CC

2. Title: Request an officer to be updated, modified or inactivated.

Description: Be detailed in the request. Provide as much as information as possible, Name, Agency name change/modify, Badge number change/modify, etc..

For example:

*Officer no longer with agency. Inactivate officer party.

*Officer has changed agencies. Inactivate current officer party and add a new officer party with new/updated/modified agency information.

Category: Odyssey

Subcategory: Parties