Cook County Bureau of Technology
Product and Service Catalog Quick Info Sheet

How to Contact the Bureau of Technology:
Call the Help Desk at **(312) 603-3333** or email: HelpDesk@cookcountyil.gov
Monday to Friday: 8:00 am – 5:00 pm; Off-Hour Emergency Support available

Telecom (Telephone & Pager)
Landline telephones
Interactive Voice Response (IVR)
Setup and maintenance
Call routing

Desktop and Service Support (Server Support)
Servers for files, print, email
Backup/restore
Virtual servers, test servers

Telecom (Cell Phone Provisioning)
Blackberry, Apple, Android
Mobile device management

Desktop and Service Support (User & Workstation Support)
User account maintenance
Desktop & laptop provisioning
Break/fix desktop support
Software and applications
Salvage old equipment

Telecom (Voicemail Services)
Create a voicemail box
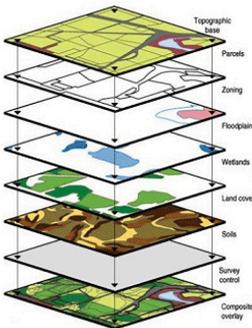Reset voicemail password
Broadcast voicemail messages

Platform Computing Services (Mainframe / AS400)
Critical batch completion
Application development
FMIS printers
JDE training

Telecom (Broadcast Video & Audio)
Elections and Board Meetings
Video productions

Web Services and Social Media (Web Services)
Web Application Development
County Intranet, Blog
Social Media
SharePoint, Team Sites

Geographical Information Systems
Standard map products
Metadata
Geospatial data
Ground imagery
Asset Management Application
CookViewer Application

Enterprise Application Services (Project Management & Consulting)
Project Intake & Management
System Quality Assurance
Business Process Analysis
Business Intelligence

Print Services
Printer/plotter/copier/scanner
Tax bill printing
Jury summons printing
Payroll check printing
Revenue letter printing
Assessor document printing

Network Services
Data & phone jack provisioning
Move/change requests
Internet egress, VPN access
Design wireless solutions
Install & maintain access points

AS OF JULY, 2013