



Cook County Government Bureau of Technology

Semi-Annual Major IT Project Report

Executive Summary

Legistar No. 19-4065

July 23, 2019



Agenda

Major Project (*Vendor*)

Enterprise Service Bus (ESB) Justice Initiatives (*AST*)

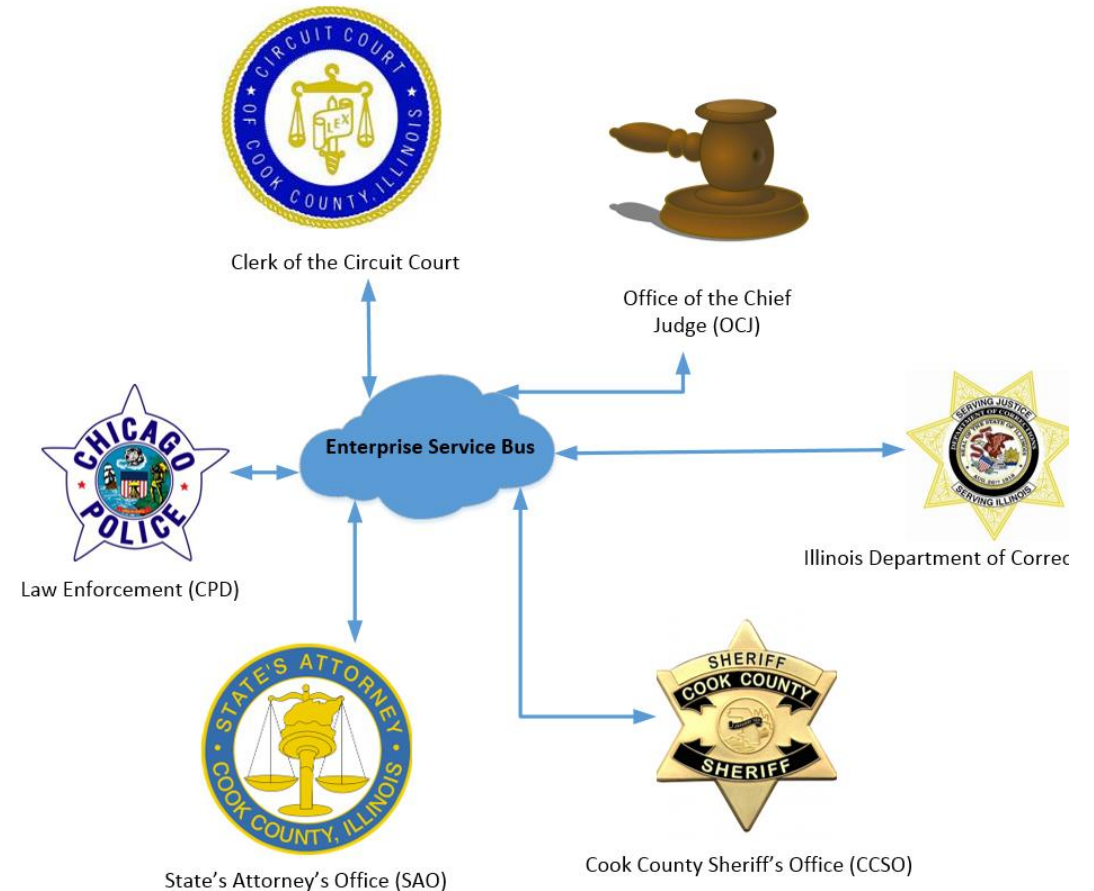
Unified Communications (*Sentinel*)

Integrated Tax Processing System (*RSI*)

Integrated Property Tax and Mass Appraisal System (*Tyler*)

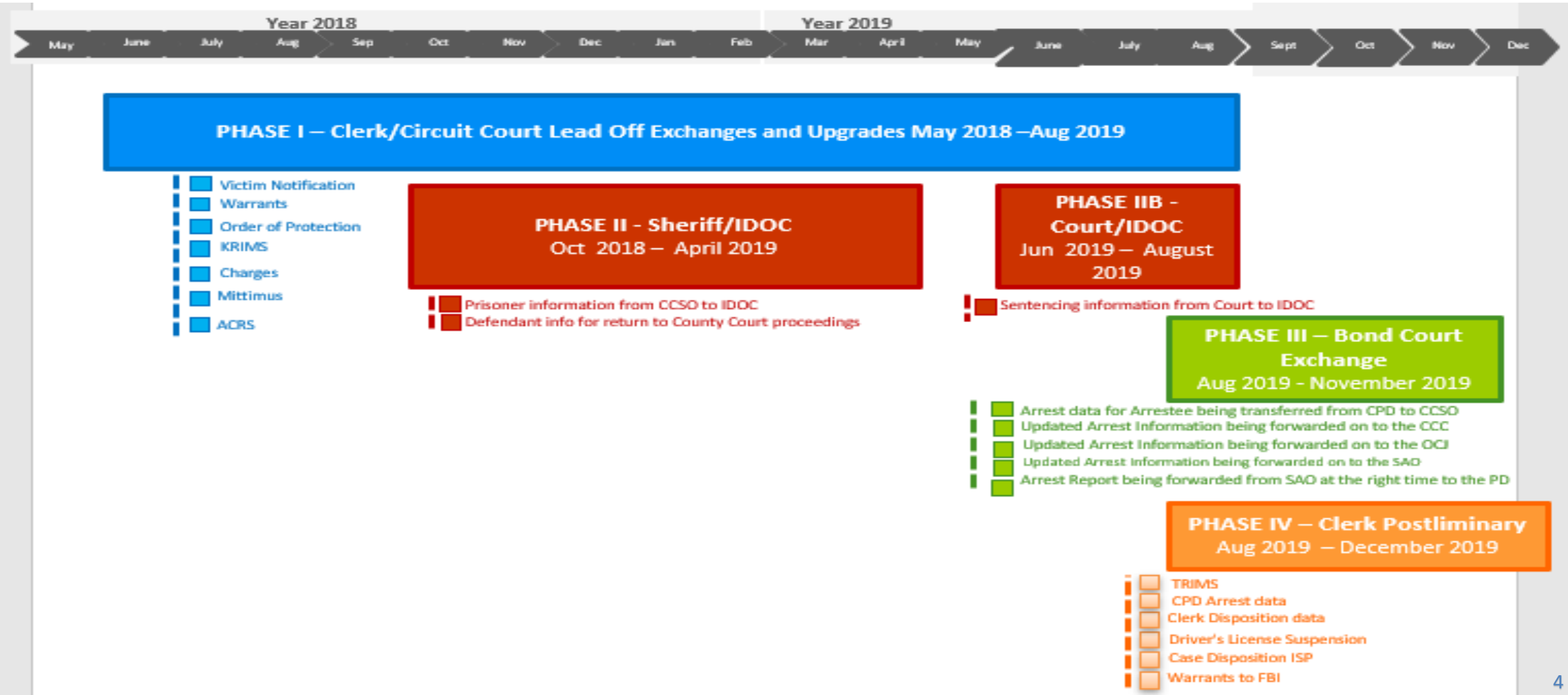
Enterprise Service Bus Justice Initiatives

- The Integrated Justice Partners Project uses the Bureau of Technology's Enterprise Service Bus (ESB) to automate exchanging data between justice agencies
- High-priority data exchanges identified by the Cook County Integrated Criminal Justice Information Systems (CCICJIS) committee
- Mission-critical data sharing between Cook County and other Municipal, State, and Federal agencies





ESB Justice Initiatives Timeline



ESB Justice Initiatives - Recent Updates



- Sheriff & IDOC exchanging defendant transfer data live in **April 2019**
- Cook County Clerk of the Circuit Court & IDOC exchanging sentencing information planned in **August 2019**
- Public Defender eDefender data being added to Automated Court Reminder System (ACRS) planned in **September 2019**

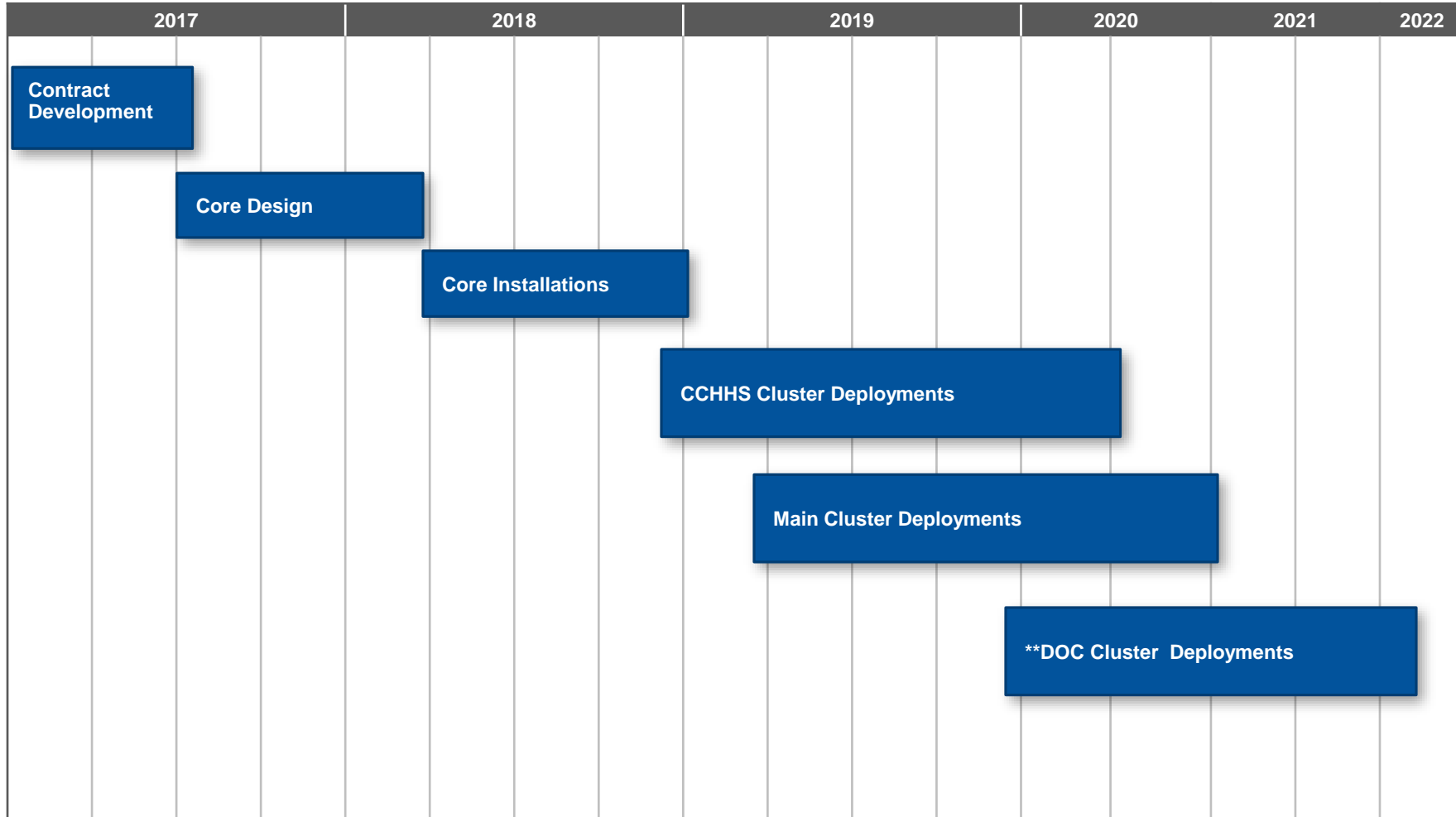


Unified Communications (VoIP)

Deploy	Deploy Cisco VoIP Phones to Approximately 100 County Facilities
Install	Install a Voice over Internet Protocol (VoIP) phone solution to move telephone service to the County network
Collapse	Collapse voice and data networking onto a single infrastructure platform
Provide	Provide users with a suite of unified communication tools (voice, video, messaging and conferencing)



Unified Communications Timeline

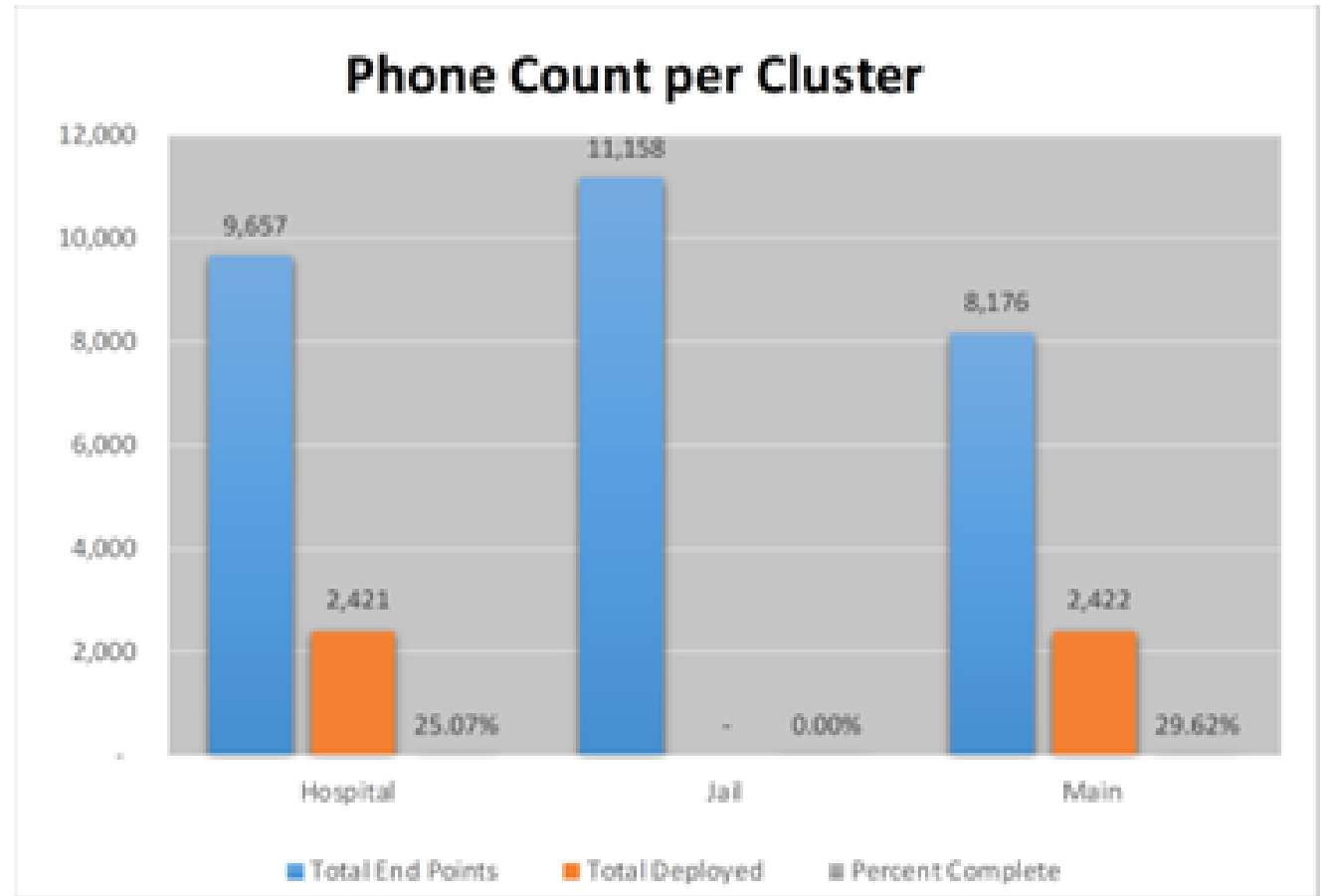


** DOC Cluster deployment dates are pending executive approval.

Unified Communications Recent Updates

- **Accomplishments**

- Approximately 4,800 Cisco Phones deployed YTD
- Stroger Hospital Patient Service Contact Center
- Meetings with Daley Center tenants in preparation of cutover
- Ongoing training to users on phone operation





Department of Revenue - Integrated Tax Processing System

Implement Revenue Premier Software Solution:

Release 1

- Gasoline and Diesel Tax
- Parking Lot and Garage Operations
- Gambling Machine Tax

Release 2

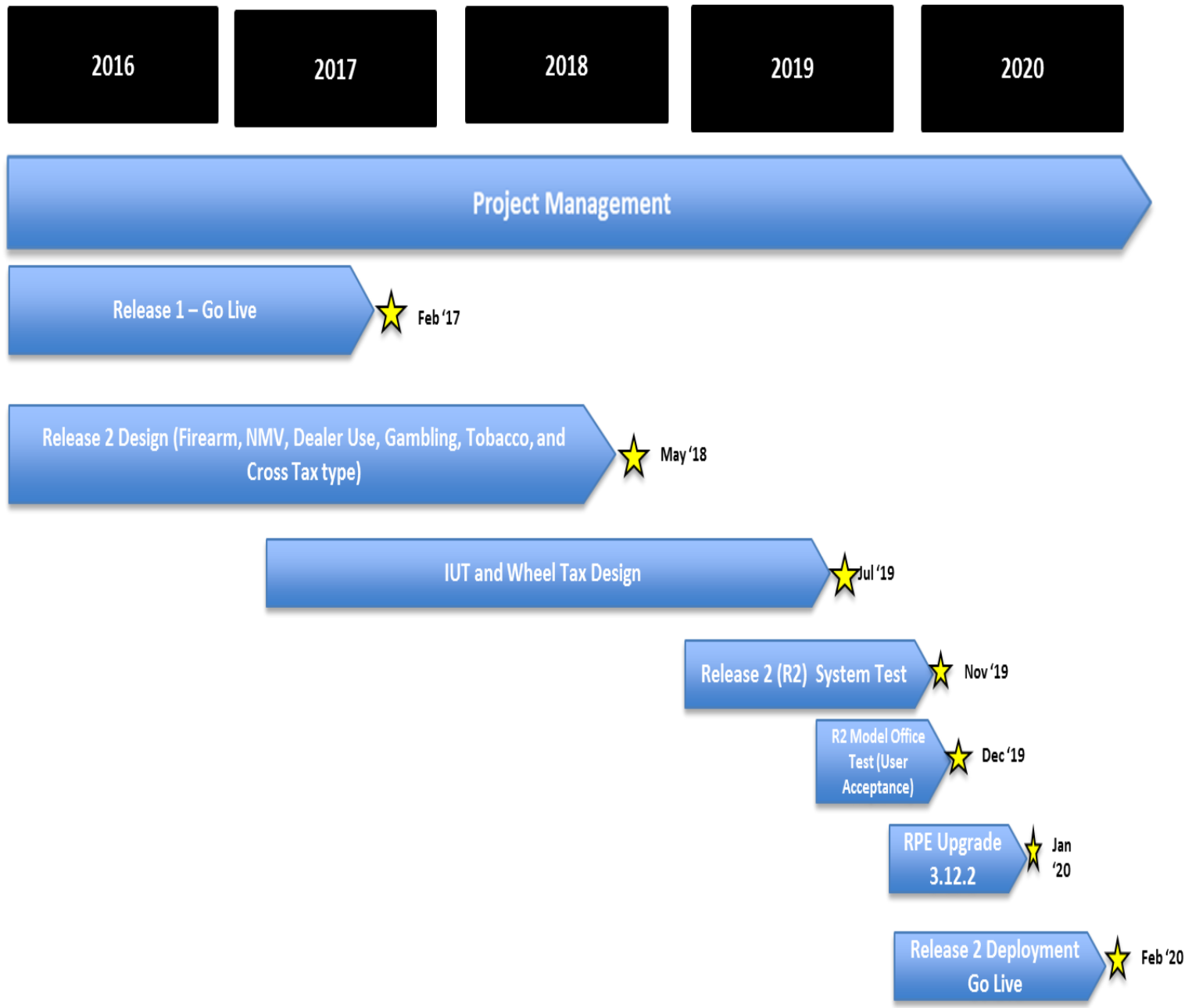
- Alcoholic Beverage Tax
- Amusement Tax
- Firearm Tax
- Sales of New Motor Vehicle
- Tobacco Tax
- Use Tax (titled Personal Property)
- Wheel Tax



Integrated Tax Processing System Timeline

Release 2: Design for all tax types are completed and approved

DOR and RSI are in the process of developing a revised schedule and project plan for remaining Release 2 (R2) tasks





Integrated Tax Processing System - Recent Updates

Accomplishments

- Revenue Premier System
 - Release 1: Go-live February 2017
 - Automated billing for Delinquencies and Deficiencies
 - Taxpayer self-service, filing returns, web payments & account maintenance
 - Post Go-Live (As of May 2019):
 - Overall Payments: \$545,482,609 (Web Payments: \$476,615,920)
 - Number of Taxpayers/Businesses Registered: 1,760
 - Release 2: Go-live planned February 2020 (Final set of planned Tax Types)



Integrated Property Tax System (IPTS)

Implement Tyler's iasWorld Applications for the Assessor, Clerk and Treasurer:

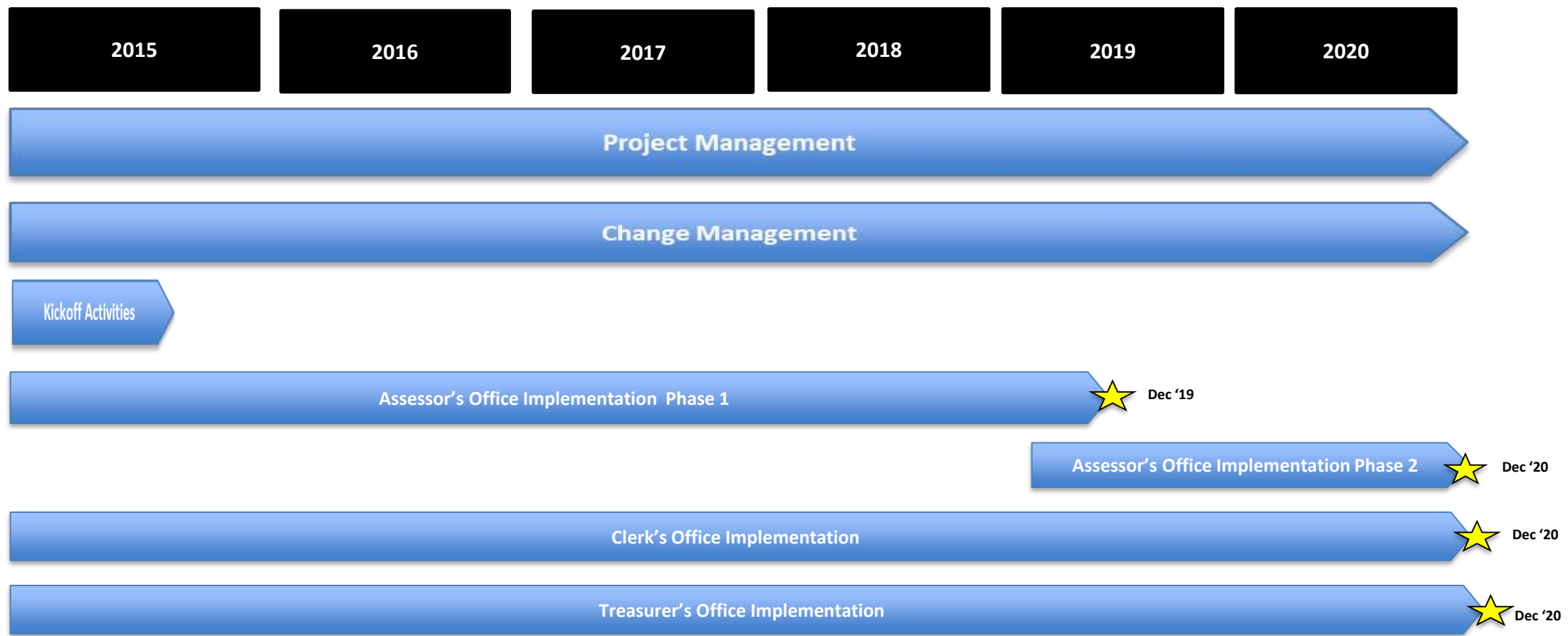
Computer-Assisted Mass Appraisal (CAMA) & Property Tax System

Customized functionality for Tax Extension, Portal, Bond, Tax Redemptions, Refunds & Certificates of Error

Interfaces to existing systems, Centralized Database, Property Tax Bills, Cashiering & Cross-Agency Functions



IPTS Timeline





IPTS Corrective Actions

- Weekly onsite engagement of various Tyler Executives.
- Improvement of the caliber and performance of resources that work in the Tyler Project Management Office (PMO).
- Improvement of the caliber and performance of resources that work in the Tyler Workstreams.
- BOT will add three additional Project Managers to support Tyler and the agencies and a dedicated Program Manager for the Integrated Property Tax Project.
- Tyler and the County will re-negotiate key provisions of the current contract.
- Implementation of new procedures for planning, management and execution of project work.



IPTS Recent Updates

Completed reviews on all four (4) sets of Process Business Requirement Documents (BRDs) with the Assessor (AS) Team

Delivered Next Steps for Manual Commercial Data Entry for the Assessor's Office

Conducted Assessor Tyler Content Management (TCM) Requirements Gathering Session

Completed development of first set of Tax Mods (e.g., Bond, Referenda, Levy, Agency and Management)

SmartFile (Online/Web Portal)