

Cook County Assessor

Technology Strategic Plan – 2024Q1

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Background

The Cook County Assessor is an elected government official who is responsible for establishing fair and accurate property assessments. Valuation of the county's 1.8 million parcels of property is conducted for ad valorem tax purposes. Ad valorem means according to value and refers to the amount of taxes that will be required to be paid based on the value of the property.

To administer this task, the Assessor reassesses one-third of the properties located in the county each year. The Assessor alternates assessments among the northern suburbs, the southern suburbs and the City of Chicago.

Mission

The mission of the Cook County Assessor's Office is to deliver accurate and transparent assessments of all residential and commercial properties. We serve every community in the County through ethical stewardship within the property tax system. The Assessor's Office Mission will be delivered through data integrity, a teamwork culture and distinguished service while adhering to our values of fairness, transparency and ethics

Modernization of Property Tax System

iasWorld

The CCAO has worked to move all of its assessment processes into the iasWorld environment and is fully ready to implement iasWorld at final go-live and retire mainframe workloads.

Distinguished Service

Website Refresh

CCAO is continually working to improve the user experience of our website. Assessment calendars and reports have been redesigned to make them easier to find and understand.

The property details page, the most visited page on the site, will be refreshed with a better layout and incorporate additional data from iasWorld.

A redesign of FAQs and an addition of a guided menu-based chat will assist users in getting to the information they need quickly.

Additional tools and data visualizations for residents will be identified to help them make better sense of property assessments.

Multi-Channel Customer Support

Create a multi-channel customer support system that will allow to get answers in a more efficient manner using their preferred manner of communication: phone, email, chat, social media

Data

Data Integrity

Identify and secure best-in-class data sources for residential real estate to create accurate property characteristics that are impactful and cost-effective as possible.

Data Architecture

Review, redesign and reimagine the data architecture of the CCAO for the purpose of making data easily accessible to internal staff to do their jobs more efficiently and to improve reporting delivered to external stakeholders.

Information Security

Identity Access Management

CCAO will review Identity Access Management systems to create a framework for managing users and protecting its applications and data.

Security Cameras

New cameras will be installed in all CCAO work locations for the increased safety and security of employees and taxpayers alike.

Applications

Automation

Identify processes in assessment and appeal cycles which can use automation to improve efficiency, performance, and quality control.

AI

Explore artificial intelligence uses cases that can be used by staff to improve their job experience/performance.

CCAO will participate in the Cook County Generative AI Advisory Board to help develop guidelines and policies on how county agencies will leverage this technology.