Cook County Government Bureau of Technology

IT Major Project Report

Item #20-4679

October 08, 2020

Agenda

Major Project (*Vendor*)

- Enterprise Service Bus (ESB) Justice Initiatives (*AST*)
- Unified Communications (*Sentinel*)
- Integrated Tax Processing System (*RSI*)
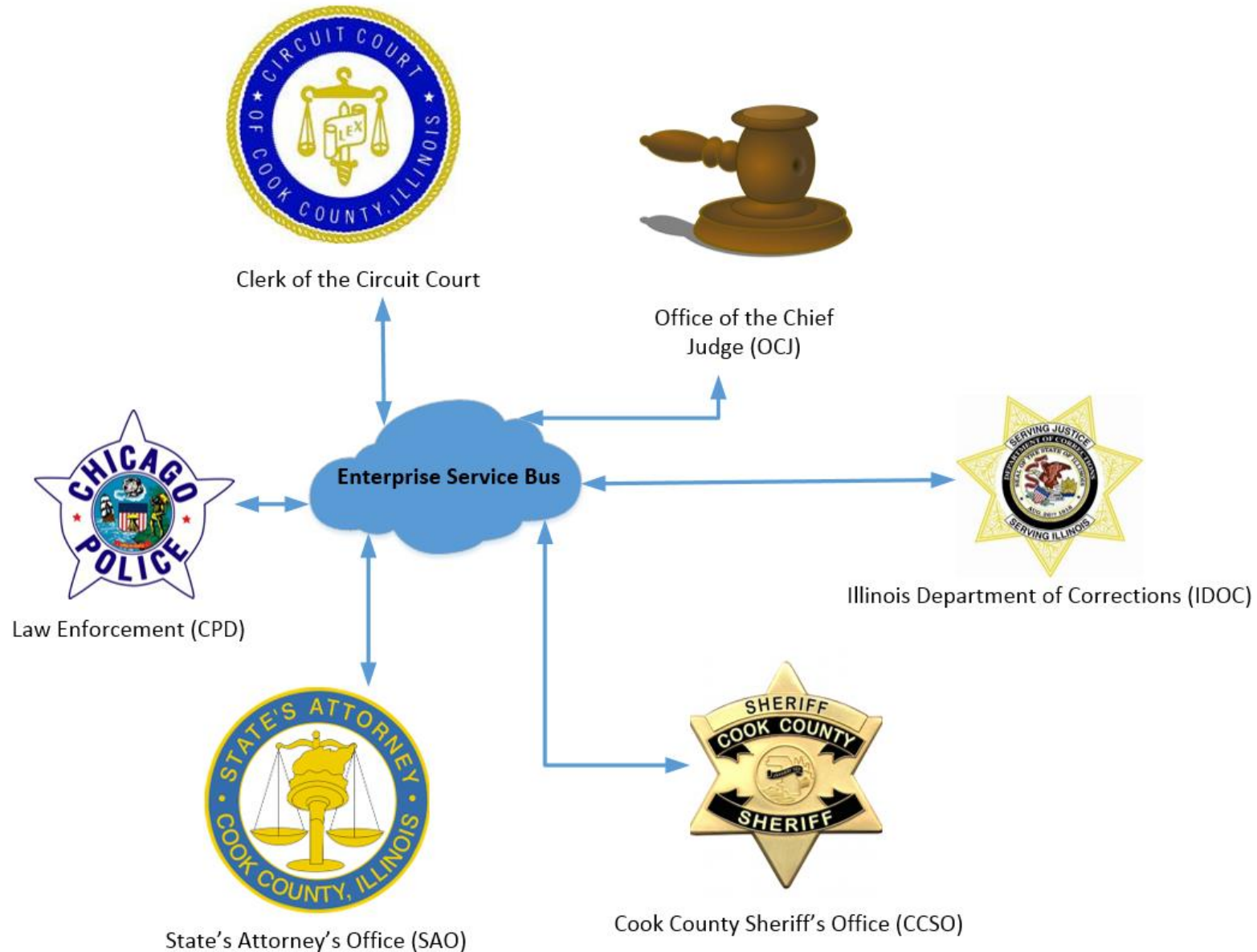- Integrated Property Tax and Mass Appraisal System (*Tyler*)

- The Integrated Justice Partners Project (IJPP) is a multi-phase initiative to utilize the Bureau of Technology's (BOT) Enterprise Service Bus (ESB) to automate the exchange of data between key justice agencies.

- The Project combines the high-priority data exchanges that have been identified by the Cook County Integrated Criminal Justice Information Systems (CCICJIS) committee and a sharing of mission-critical data between Cook County and other Municipal, State, and Federal agencies.

- The 'Service Bus' program will expand to include additional projects as part of the Integrated Justice Initiatives

- Projects within the program are separately managed and may require their own funding source and Memorandum of Understanding (MOU).

- The initial projects were based on the Criminal Justice program using a heat map as a source for new data exchanges. The Criminal Justice Information Systems (CJIS) Heat Map was devised to help organize the selection process to choose which data exchanges to automate in what order. "Hot" exchanges on the map, which are more frequent or important, were given priority.

Clerk of the Circuit Court

Office of the Chief Judge (OCJ)

Enterprise Service Bus

Law Enforcement (CPD)

Illinois Department of Corrections (IDOC)

State's Attorney's Office (SAO)
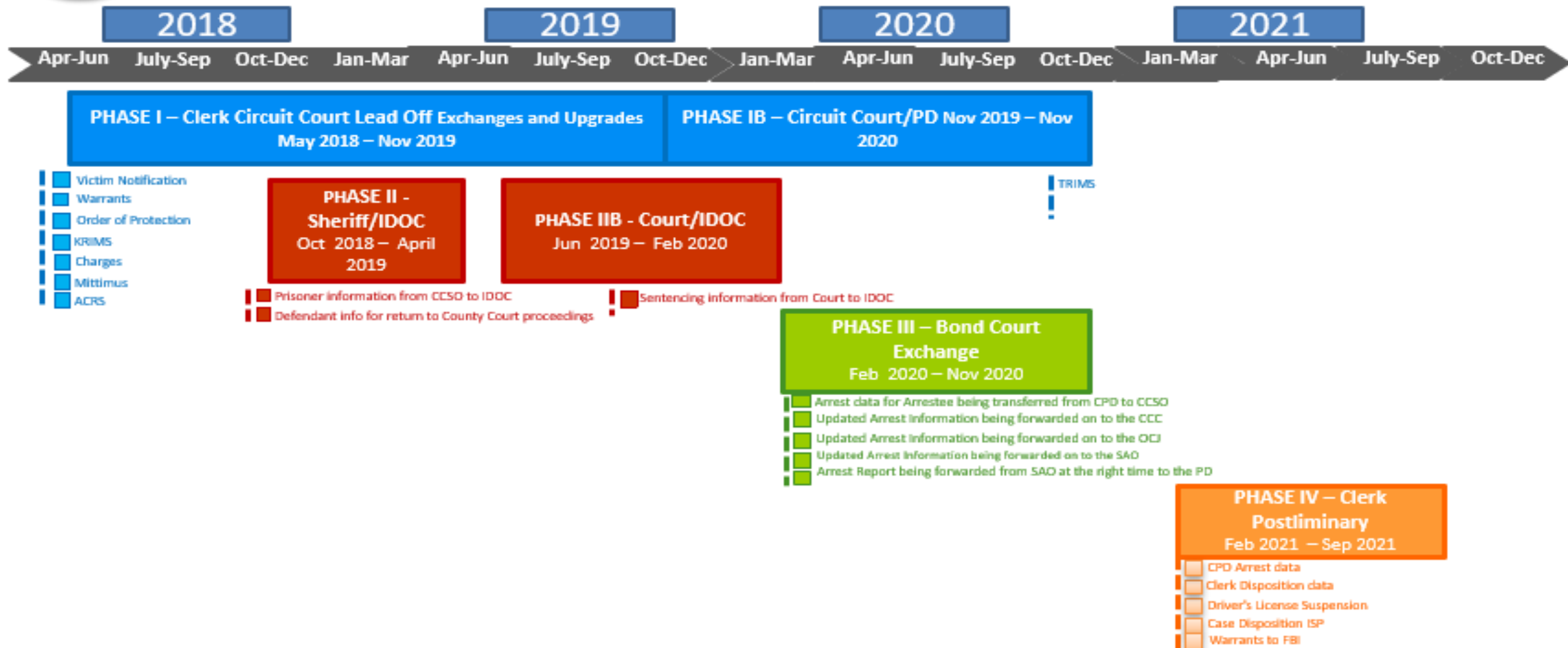
Cook County Sheriff's Office (CCSO)

Enterprise Service Bus (ESB) Justice Initiatives

- **Enterprise Service Bus (ESB) Integrated Justice Program Summary**

- **Integrated Justice Exchanges Timeline**

- **Clerk of the Circuit Court (CCC) Exchanges**

- **Cook County Sheriff to Illinois Department of Corrections (IDOC) Exchanges**

- **Bond Court Exchanges**

ESB Exchanges Timeline

Automated Court Reminder Notification System (ACRS)

Key Highlight I

Scope

The Bureau of Technology (BOT) partnered with the Public Defender (PD), Clerk of the Circuit Court (CCC), Sheriff and Chicago Police Department (CPD) to implement the ACRS. The system sends reminders to individuals who are scheduled to appear in court using a variety of methods, including calls and text messages. The project included Bus data exchanges between the PD, CCC, Sheriff and the CPD's CLEAR application (Citizen and Law Enforcement Analysis and Reporting). The initial ACRS implementation that included an automated phone call was December 2017 and texting was added in March 2018.

Enhancement

- BOT worked closely Public Defender to add additional functionality to the PD's E-Defender Case Management System. The PD has the ability to subscribe their clients to receive court event reminders.
    - Enhancement Go Live: October 2019

Key Highlight II

Scope

The scope of this phase was to implement data exchanges for the Clerk of the Circuit Court's (CCC) new Odyssey Case Management System (CMS). The effort included integration to multiple source systems. Although there are approximately 26 interfaces as part of the CCC's Criminal Phase I implementation, eight (8) exchanges went live in November 2019. The exchanges are actively sending data to receiving agencies. The various exchanges are listed below:

- Victim Notification
- Warrants
- Order of Protection
- KRIMS (Data for Felony & Misdemeanor Cases)
- Charges for the CCC
- Charges for the Sheriff
- Mittimus
- Automated Court Reminder System (ACRS)

Key Highlight III

Scope

The scope of this phase is the development of a data exchange between the Cook County Sheriff's Office (CCSO) and Illinois Department of Corrections (IDOC). The data exchange will send data about detainees being transferred from Cook County Department of Corrections to IDOC. The IDOC and CCSO exchange went live in April 2019.

- Electronic data should help speed up the processing of new inmates by reducing the reliance on paper documents:
    - By reducing the duration of the intake process, it should also greatly improve the safety of the IDOC staff
    - CCSO passes information electronically via Exchange to IDOC when transferring inmates from their custody to IDOC
    - Reduces the time and cost overhead of prisoner transfers and prevents duplication of effort
    - When IDOC returns inmates to the custody of the Sheriff, they also send information pertaining to that inmate based on a Writ to appear in Court
    - Improves safety and reduces the level of effort and security involved with prisoner transfers

- The Clerk of the Circuit Court (CCC) has also agreed to send sentencing information to the IDOC*. Final testing was completed, and the Exchange is ready to go live as soon as the CCC and IDOC complete their MOU. *Pending Court & IDOC approval.

Bond Court Data Exchanges

Key Highlight IV

Scope

Several agencies participate in the Bond Court process, continuously passing documents between each other. This document-sharing process prepares for a defendant to be seen in Bond Court. The Bond Court Exchanges project will modernize the document-sharing process by using the ESB to replace the various point-to-point connections. The ESB will provide a more simple, secure and robust way to exchange data.

There will be a series of nine (9) of Bond Court exchanges taking the initial arrest data from local law enforcement to the Sheriff. This will include additional exchanges to share data from the Chief Judge and Sheriff with County partner agencies.

- The Sheriff will then book the defendant in preparation for Bond Court and update the arrest information
- The Sheriff will then pass the updated information on to the Clerk of the Circuit Court, State's Attorney and Office of the Chief Judge
- The State's Attorney will pass information on to the Public Defender
- Chief Judge will pass public safety assessment information to the Sheriff, States Attorney and Public Defender
- Sheriff will pass jail custody updated to the Public Defender
- This phase of the project is in progress and exchanges are projected to Go Live November 2020

Service Bus Program – Production Data Exchanges

Exchange No.	Source	Interface Description	Target	Status
1	Clerk of the Circuit Court (CCC)	Data for Felony & Misdemeanor Cases (KRIMS)	Public Defender	Production
2	Clerk of the Circuit Court (CCC)	Data for Traffic Cases (TRIMS)	Public Defender	Production
3	State's Attorney	Charge Data	Clerk of the Circuit Court (CCC)	Production
4	State's Attorney	Charge Data	Sheriff	Production
5	Clerk of the Circuit Court (CCC)	Mittimus Data	Sheriff	Production
6	Clerk of the Circuit Court (CCC)	Court Case Appointment Data for ACRS	Automated Court Reminder System (ACRS)	Production
7	Chicago Police Department (CPD)	Arrest & Opt-In Data for ACRS	Automated Court Reminder System (ACRS)	Production
8	Chief Judge	Court Call Notification Opt-In Data for ACRS	Automated Court Reminder System (ACRS)	Production
9	Sheriff	Court Call Notification Opt-In Data for ACRS	Automated Court Reminder System (ACRS)	Production
10	Automated Court Reminder System (ACRS)	Text Messaging for ACRS	Verizon Wireless	Production
11	Sheriff	Defendant Intake Data	IDOC	Production
12	IDOC	Defendant Writ of Transfer Data	Sheriff	Production
13	Public Defender	Court Call Notification Opt-In Data for ACRS	Automated Court Reminder System (ACRS)	Production
14	Clerk of the Circuit Court (CCC)	Defendant Sentencing Information	IDOC	Ready for Production
15	Clerk of the Circuit Court (CCC)	Warrant Information	Sheriff and CPD	Production
16	Clerk of the Circuit Court (CCC)	Orders of Protection	Sheriff	Production
17	Clerk of the Circuit Court (CCC)	VINE	Appriss Analytics	Production

Service Bus Program – Production Data Exchanges

Exchange No.	Source	Interface Description	Target	Status
18	CPD	Arrest Data	CCC/BPM Dashboard	Go-Live November 2020
19	CPD	Bond Court Arrest Data	CCSO/BPM Dashboard	Go-Live November 2020
20	CPD	Bond Court Arrest Data	SAO/BPM Dashboard	Go-Live November 2020
21	CPD	Bond Court Arrest Data	OCJ/BPM Dashboard	Go-Live November 2020
22	CCC	Case Initiation	OCJ/SAO/BPM Dashboard	Go-Live November 2020
23	CCSO	Booking Number	SAO/BPM/OCJ	Go-Live November 2020
24	SAO	Bond Court Case Release	CCC/BPM Dashboard	Go-Live November 2020
25	OCJ	Public Safety Assessment	CCSO/SAO/PD	Go-Live November 2020
26	CCSO	Jail Custody Update	PD	Go-Live November 2020

Unified Communications Project Overview

Deploy Cisco VoIP Phones to Approximately 100 County Buildings/Properties

- Install a Voice over Internet Protocol (VoIP) phone solution to replace existing legacy system — Avaya

- Collapse voice and data networking onto a single infrastructure

- Provide users with a suite of unified communication tools (voice, video, messaging and conferencing) on one platform
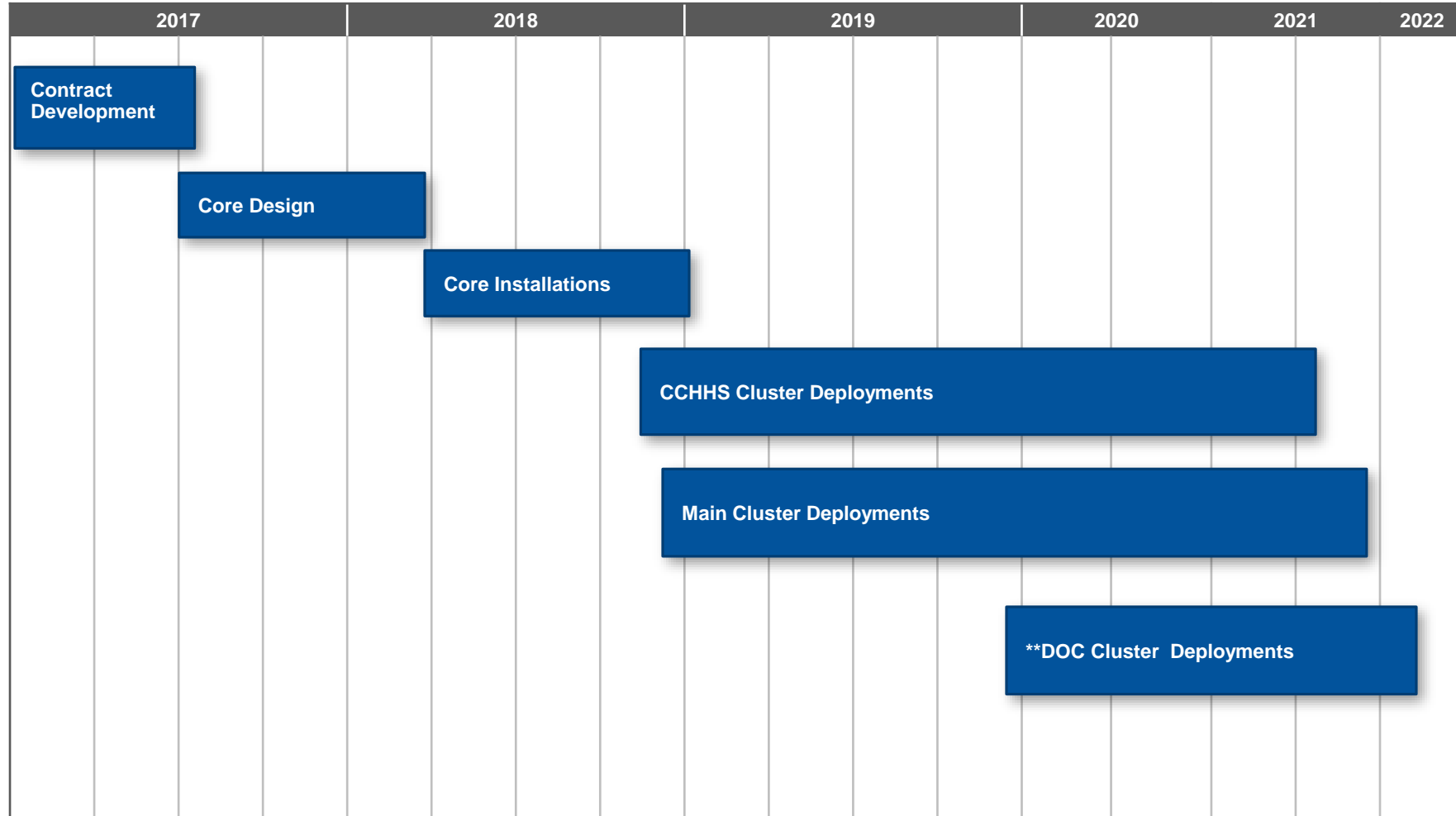
Unified Communications Project Status

PM Area	Previous Status	Current Status	Status Trend	Comments
Overall Project	Y	Y	↑	Phone deployments for CCHHS, Jail and BOT Clusters are in flight. Slightly behind schedule due to COVID-19.
Schedule	Y	Y	—	Targeting available small site work and scheduling with least impact to Cook County and project team. Monitoring the schedule closely.
Scope	G	G	—	No concerns.
Human Resources	Y	Y	↑	The task to identify and secure resources needed to support the accelerated phone deployment of CCHHS and BOT (e.g. Jail Cluster) clusters is complete. Sentinel (vendor) adding additional Engineers and Level-1 (vendor MBE) resources.
Risks	G	G	—	Risks are being updated and analyzed weekly.
Issues	G	G	—	Issues are being updated and analyzed weekly.
Budget	G	G	—	At this time there are no Project Change Orders (PCO) impacting the budget.

Legend		
G (On Track)	Y (At Risk)	Red (Off-Track)

Unified Communications Project Schedule

	2017	2018	2019	2020	2021	2022

Contract Development

Core Design

Core Installations

CCHHS Cluster Deployments

Main Cluster Deployments

**DOC Cluster Deployments

** DOC Cluster deployment dates are pending executive approval.

Unified Communications Project Snapshot

Accomplishments

- Approximately 11,963 Cisco Phones deployed.
- CCH Cluster – 84% Complete
  - Stroger Hospital Campus – 87% Complete
  - 14 Satellite Clinics - Complete
- BOT Cluster – 73% Complete
  - Downtown Campus - Complete
  - County Commissioners – Complete
- DOC Cluster – 47% Complete
  - Skokie Courthouse – Complete
  - Rolling Meadows Courthouse – Complete
  - Markham Courthouse - Complete

Next Steps

- Track project progress against 250 phones per week
- Phone deployment timing, logistics & communications
- Decommission activities for Brunswick Switch.
- Finishing Hospital IVR migration
- Operational cost due to schedule impact of site cutover delay. Maintenance contract on Avaya systems will need to be extended.
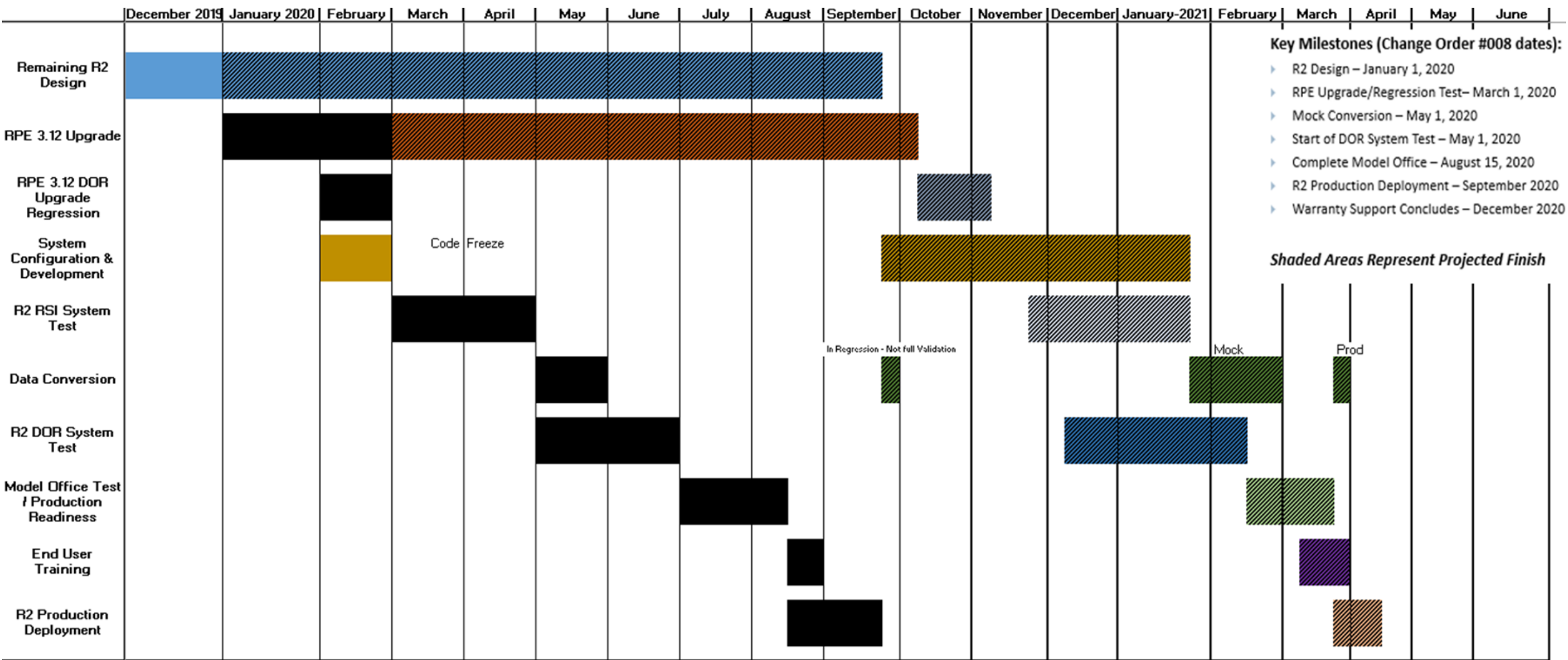
Scope

The Department of Revenue (DOR) collects and administers Cook County Home Rule Taxes and a variety of fees. Implementation of the Revenue Premier solution will enable DOR to centralize the management of the various taxes and fees listed below:

- **Release 1 (includes three tax types implemented into Revenue Premier)**
    - Gasoline and Diesel Tax
    - Parking Lot and Garage Operations
    - Gambling Machine Tax

- **Release 2 (includes seven tax types to be implemented into Revenue Premier end-to-end)**
    - 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 Snapshot

Accomplishments

- Revenue Premier System
  - Initial Go-live for Registration: February 27, 2017
  - Initial Go-live for Filing Returns and Payments: April 3, 2017
  - Final Design of Eight (8) Interfaces Completed: July 24, 2020
  - Software version upgrade (non-Production environment) for Release 2 was completed September 23, 2020

Next Steps

- Interface Build Complete: October 30, 2020
- Regression Test Completion – December 2020
- Release 2 Go-live – April 2021

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

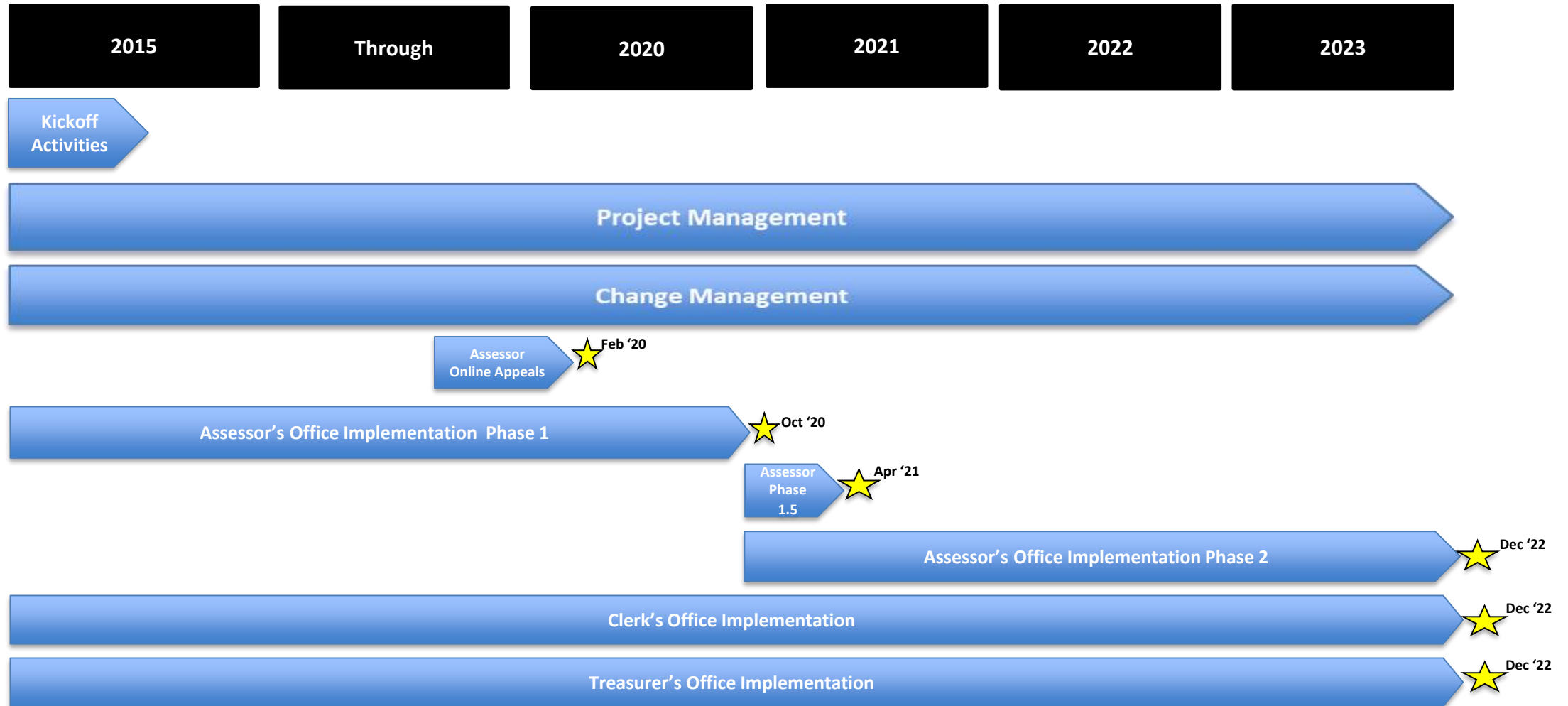Interfaces to existing systems, Centralized Database, Property Tax Bills, Cashiering & Cross-Agency Functions

IPTS Property Project Management Status

PM Area	Previous Status	Current Status	Status Trend	Comments
Overall Project	R	R	—	Steps to improve: Go-Live with the Assessor's Phase I (October 2020), Go-live with the Assessor's Phase 1.5 (April 2021), agree to the Tax and Assessor Phase II project schedule. Complete an amendment to the Tyler contract.
Schedule	R	R	—	Complete the baseline of the Tax and Assessor Phase II project schedule.
Scope	R	R	—	Agree to and execute the contract amendment which includes 64 items that impact the Tax scope.
Human Resources	Y	G	↑	Continue to monitor staffing against the project schedule tasks especially in QA and Training.
Risks	Y	Y	—	Priority Risks include gathering legacy interface requirements for two-year gap between Assessor go-live and Tax go-live (close to resolution).
Issues	Y	Y	—	Priority Issues include the need to rebuild and implement the project schedule (close to resolution).
Budget	G	G	—	At this time there are no Project Change Orders impacting the budget.

Legend		
G (On Track)	Y (At Risk)	Red (Off-Track)

IPTS Project Timeline

| 2015 | Through | 2020 | 2021 | 2022 | 2023 |

Kickoff Activities

Project Management

Change Management

Assessor Online Appeals — Feb '20

Assessor's Office Implementation Phase 1 — Oct '20

Assessor Phase 1.5 — Apr '21

Assessor's Office Implementation Phase 2 — Dec '22

Clerk's Office Implementation — Dec '22

Treasurer's Office Implementation — Dec '22

Key IPTS Project Updates

- In February 2020 the Tyler SmartFile Portal went live for the Assessor's Office, which gave them the capability to accept appeals online. This solution provided critical functionality that directly impacted office operations and helped enable the processing of appeals during the COVID-19 pandemic.

- The Bureau of Technology is actively leading contract negotiations to amend the contract to improve several key areas:
    - Updated Deliverable Payment Schedule, tying payments to more meaningful milestones/deliverables
    - Updated Software Maintenance Support Payment Schedule
    - Additional resources across the entire Tyler project team
    - Memorializing the updated project schedule
    - Additional Analytics Assessment Tools for the Assessor's Office

- Risk: As part of the contract negotiations there will likely be additional scope that will be added based on agency requirements. The implementation of additional scope will be planned after Tyler and the County agree to terms. The inclusion of the new scope may impact the schedule.

Key IPTS Project Updates

- The Assessor's Office is scheduled to Go-Live with Phase 1.0 mid-October 2020.
  - Assessor's Office Phase 1.5 iasWorld modules will be deployed through April 2021 to meet the Assessor's Office business/operational needs.

- Tyler is actively working with the County's Project Managers to plan out a very detailed Tax implementation schedule which will include the scope for the Clerk and Treasurer offices.

- In summary, there are still opportunities for Tyler to improve performance. However, there are areas of the project that have improved and those include:
  - **Data conversion:** Conversions are underway and on track.
  - **Infrastructure and Application Environments:** Installation and configurations are underway and on track.