

# Cook County Assessor

Technology Strategic Plan – 2025Q1

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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

## Distinguished Service

### Modernization of Property Tax System

The CCAO has moved all Valuation workflows into iasWorld environment and is poised for full "Go-Live". All mainframe workloads will be retired and archived

### Website

CCAO is continually working to improve the user experience of our website. Improve search capabilities and include online chat to find information quickly in a user-friendly manner.

### Customer Service

Explore and implement solutions to improve customer relations capabilities to personalize and enhance customer experiences. Improvements to be made to online scheduling and CRM (customer relations) capabilities.

## Data Integrity

### Data Sources

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 Analytics

Continue to create and deploy data visualization and analytical tools to assist residents and generate data driven insights.

### Cloud Services

Migrate appropriate workloads to the cloud to enhance scalability, flexibility, availability and cost-efficiency.

## Teamwork Culture

### Automation and AI

Identify AI/automation use to improve efficiency, performance, and quality control to business processes and workflows. Enter into Proof-of-concepts to examine areas to leverage technology and measure effectiveness.

CCAO participates in the Cook County Generative AI Advisory Board to assist in developing guidelines and policies.

### Digital Workplace

Provide employees with modern tools and emerging technologies that foster collaboration, increase productivity, improve remote work capabilities and drive innovation.

## Information Security

### Identity Access Management

CCAO will implement Identity Access Management to create a framework for managing users and protect its applications and data.

### Strengthen Security and Compliance

CCAO implements robust cybersecurity measures, ensuring data privacy, and adhering to County and industry standards.