

Cook County Assessor

Technology Strategic Plan – 2023Q1

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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

Phase II of the iasWorld implementation will be rolled out over the course of 2023 adding exemption, certificate of error, and incentive functionality. Once phase II is complete, CCAO will effectively reduce its mainframe footprint to zero as all assessor functions will be performed in iasWorld. CCAO will continue to feed data to other taxing agencies as needed.

Field Mobile

CCAO will deploy up to forty "field mobile tablets" installed with iasWorld Field Mobile application allowing CCAO field analysts to record valuation information online through a secure network connection. Field mobile will eliminate the paper processes currently produced in the field.

Customer Service Experience

Online Forms

CCAO will continue to expand the number of forms that can be submitted by taxpayers online. Taxpayers in 2023 will be able to Tyler Technology's Smartfile application to submit data directly into the property tax workflow including appeals, exemptions, certificate of errors and incentives.

CCAO will continue to use Docusign as well to bring additional paper forms online.

Online Payments

CCAO will launch an online payment portal to collect fees via credit card over the internet and in the office (currently CCAO only takes cash)

Customer Support

CCAO will launch a multi-channel customer support leveraging technologies from Tyler and Granicus to improve response time and outreach to taxpayers

Data

Open Code repository (GitLab)

CCAO publishes modeling code online for peer/public review to ensure transparency and accuracy of our assessment data

OpenData

CCAO will continue to publish property valuations and characteristics to the Cook County open data portal

Data Dashboards

CCAO will use Tableau public dashboards to create useful data analytic tools for taxpayers. Recently, a neighborhood sales tool was launched creating the ability to see market trends.

CCAO will engage Tyler Technologies to launch Assessor Connect and Open Assessment to give taxpayers more tools and greater insight into the data used to create assessments.

Infrastructure

Business Continuity

CCAO has procured equipment and software to improve redundancy, business continuity and data security in 2023. CCAO will leverage both on-prem Nutanix infrastructure as well as cloud services

Information Security

Cook County Security Framework

CCAO has been an active participant in the development of the county's Information Security Framework and aims to be a leader in security of county devices and data.

Identity Access Management

CCAO will explore increased Identity Access Management systems to protect its applications and data.

Applications

M365 Power Apps

CCAO plans to enhance the MS Teams experience for users by including "Power Apps" for users. This will allow the application team and other users to create low/no-code applications for their daily workflows and approvals.

Desktop Review

CCAO will build a “desktop review” application that will allow CCAO analysts to review and appraise properties using online tools aggregated into a single application.

Governance

Creation of IT governance committee

CCAO has moved to create an IT governance committee to set specific goals and priorities allowing the office to better communicate the direction of the CCAO IT strategic plan internally to staff and externally to other county agencies and the public.

Remote work policy

CCAO has moved to a hybrid/remote work environment. In 2023, all employees will have full capability to work remotely as part of a scheduled shift or in emergency situations.