



Cook County Government Bureau of Technology

Semi-Annual Major Project Report

Item #21-3269

June 1, 2021



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 (ESB) Integrated Justice - Overview

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.



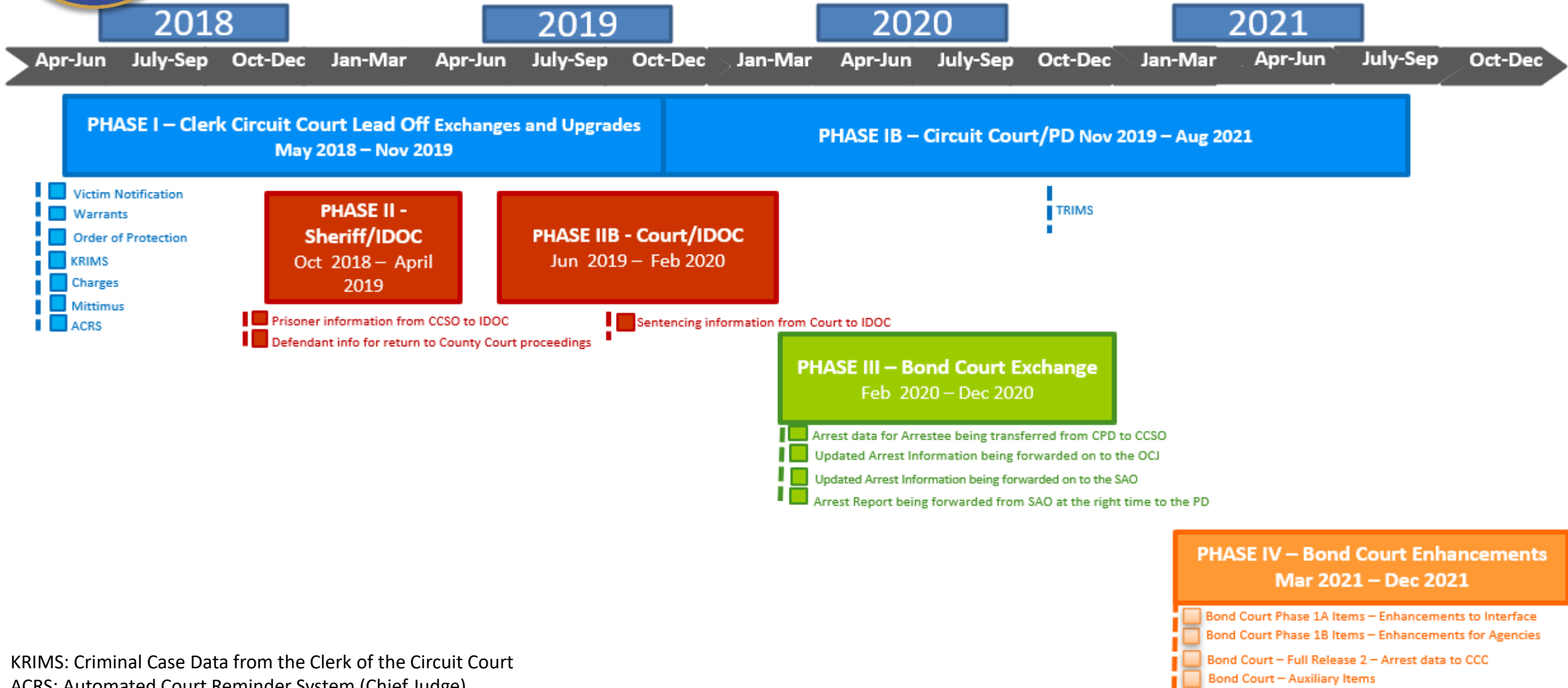
Enterprise Service Bus (ESB) - Project Status

| Project Area | Previous Status | Current Status | Status Trend | Comments |
|-----------------|-----------------|----------------|--------------|---|
| Overall Project | Y | G | ↑ | Project is on track and in good health. |
| Schedule | Y | G | ↑ | Targeting smaller enhancements while agencies conduct internal requirements gathering for next Phases. Monitoring the schedule closely. |
| Scope | G | G | — | No concerns. |
| Human Resources | G | G | — | Teams working together to identify and receive commitment from the right mix of SMEs, technical, and operational resources for upcoming phases. |
| 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 outstanding Project Change Orders (PCO) impacting the budget. |

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



Enterprise Service Bus (ESB) - Project Timeline



KRIMS: Criminal Case Data from the Clerk of the Circuit Court
ACRS: Automated Court Reminder System (Chief Judge)



Enterprise Service Bus (ESB) - Project Snapshot

Accomplishments

- Bond Court data exchanges Go Live – Complete as of Dec 2020
- Bond Court Business Process Manager (BPM) solution Go Live – Complete as of Dec 2020
- BPM solution Enhancements (partially complete) and Release 2 – in progress pending agency approval of scope
- ESB Platform availability – 99.9%

Next Steps

- Completion of BPM enhancements and Release 2 for Bond Court solution
- Implementation of ESB Arrest data exchange from CPD→CCC
 - Migrate CCC off of legacy interfaces
 - Pending CCC Approval to proceed
- Automated Court Reminder System refresh to accommodate video conferencing
- Additional data exchanges and/or reminder systems
 - Integration with outside agencies such as State



Unified Communications - 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



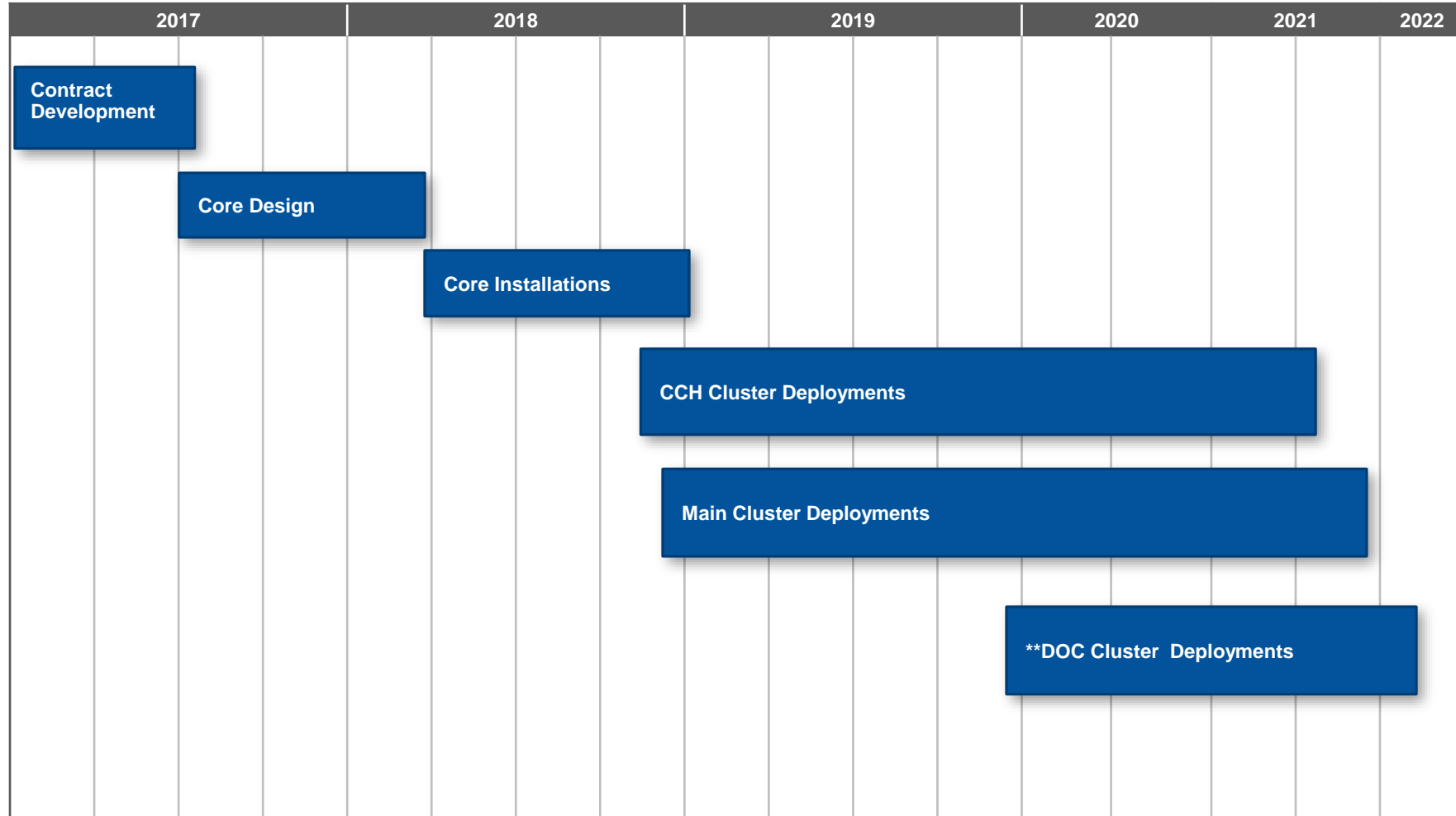
Unified Communications - Project Status

| Project 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 CCH and BOT (e.g. Jail Cluster) clusters is complete. County formally requesting additional resource (PM or Coordinator). |
| 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



** DOC Cluster deployment dates are pending executive approval.



Unified Communications - Project Snapshot

Accomplishments

- Approximately 19,610 Phones deployed (16,683 VoIP / 2,927 Analog).
- CCH Cluster – 91% Complete
 - Stroger Hospital Campus – 87% Complete
 - Provident Hospital – 72% Complete
- BOT Cluster – 96% Complete
 - 6 Forest Preserve Site – Complete
 - 2 Highway sites – Complete
- DOC Cluster – 80% Complete
 - Maywood Sheriff/Courthouse – Complete
 - Bridgeview Courthouse – Complete
 - Juvenile Detention Center - Complete
 - Medical Examiners Office - Complete

Next Steps

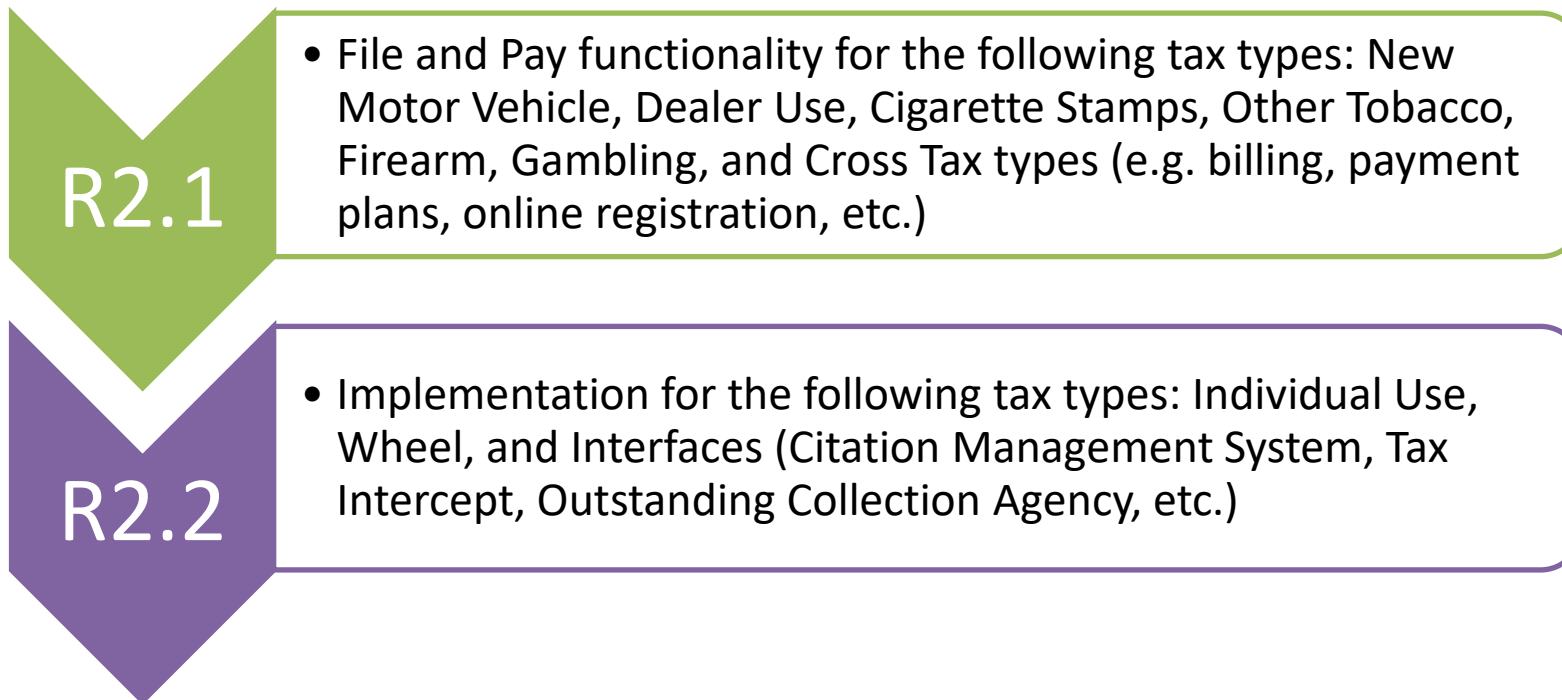
- Track project progress against 250 phones per week. Approximately 4,000 phones remaining.
- Cutover remaining large site -Jail Campus (Criminal Courthouse Building, Criminal Court Administration Building, and Jail).
- Phone deployment timing, logistics & communications.
- Failover/Survivable Remote Site Telephony (SRST) testing for cutover sites.
- Project documents deliverables audit and Quality Control audit of Cisco Call Manager Data.



Integrated Tax Processing System (Revenue) - Overview

Implementation of the second release (R2) of the Revenue Premier System which will enable the Department of Revenue (DOR) to centralize the management of the multiple taxes and fees

Release 2 has been divided into two parts:





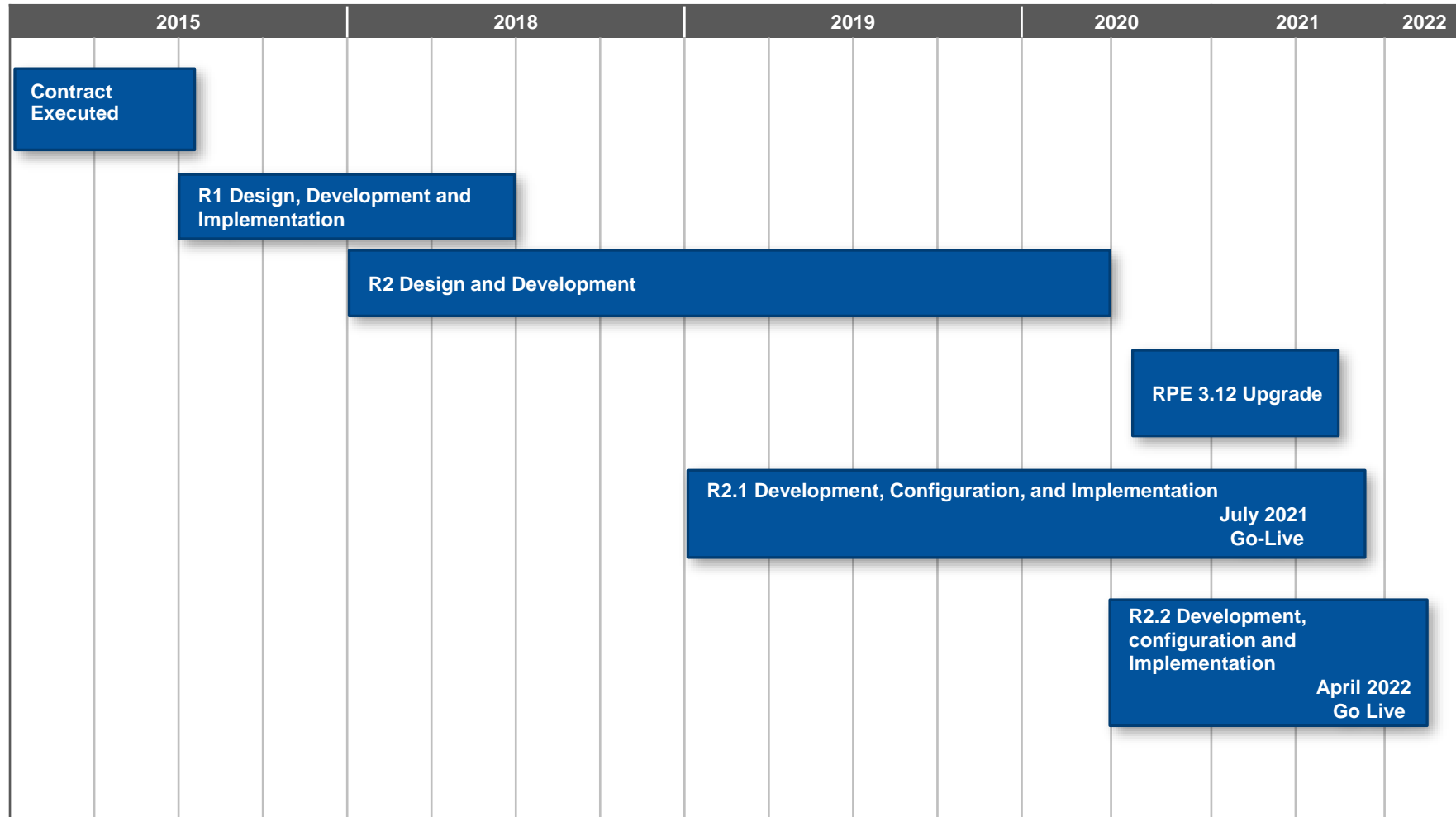
Integrated Tax Processing System (Revenue) - Project Status

| Project Area | Previous Status | Current Status | Comments |
|-----------------|-----------------|----------------|--|
| Overall Project | R | G | The overall project schedule has been adjusted with R2.1 Go-Live in July 2021 and R2.2 Go-Live in April 2022. |
| Schedule | R | G | Past schedule was impacted due to multiple constraints on scope, schedule, resources, and quality. R2.1 Go-Live is now on track. |
| Scope | R | G | Past zero-dollar change requests were executed to resolve scope conflicts. Scope has been finalized for R2.1 and R2.2 implementations. |
| Human Resources | Y | G | Vendor resource availability were resolved, and the required resources will be available for the July 6 th Go-Live. |
| Risks | R | G | Past risks were design, functionality and upgrade issues that delayed the overall project. Now, we're on track, and all risks are being monitored closely. |
| Issues | R | G | Issues are being managed and assessed daily during Go-Live preparations. |
| 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) |



Integrated Tax Processing System (Revenue) - Project Schedule





Integrated Tax Processing System (Revenue) - Project Snapshot

Accomplishments

- RPE 3.12 Software Upgrade and Regression Testing (non-production).
- R2.1 Model Office Testing (User Acceptance Testing) started.
- R2.1 Go-Live Readiness and Cutover Planning are in progress.

Next Steps

- Final Defect and Retest for R2.1 Go Live.
- Execute Cutover Plan.
- R2.1 Go Live System Deployment
 - July 6, 2021



Integrated Property Tax System (IPTS) Overview

*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



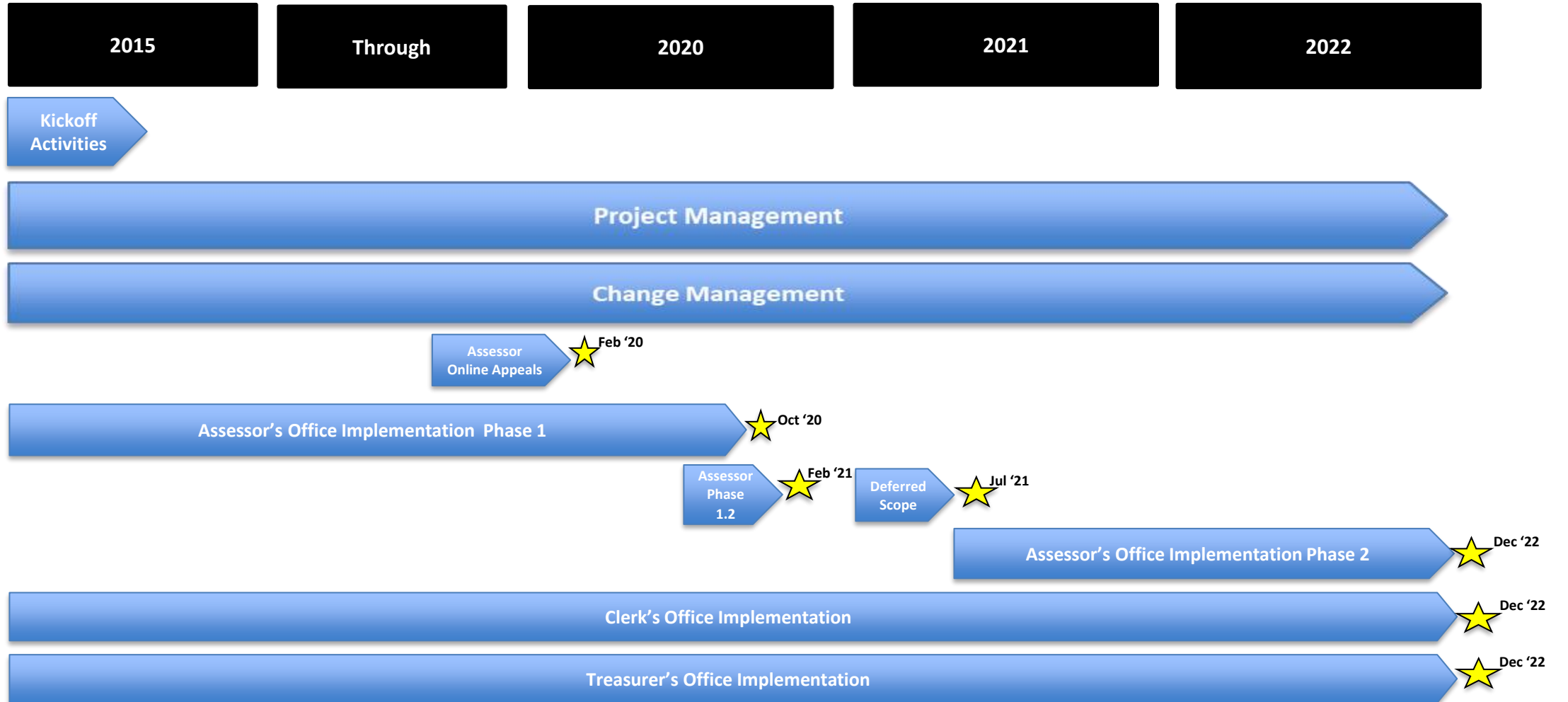
IPTS Property - Project Status

| Project Area | Last Tech Comm. Status | Current Status | Status Trend | Comments |
|-----------------|------------------------|----------------|--------------|--|
| Overall Project | R | Y | ↑ | Completed Multiple Go-Live events for the Assessor, 1.1 October 2020, 1.2 February 2021, working through the remaining Phase 1 scope items and estimate completing them by July 2021. agree to the Tax and Assessor Phase II project schedule. Complete an amendment to the Tyler contract. |
| Schedule | R | Y | ↑ | Completed the baseline of the Tax schedule in December 2020. Updates to the Assessor's Office Phase II project schedule will be completed by August/September 2021. |
| Scope | R | Y | ↑ | Tyler has agreed to include 25 challenged scope items and 14 added scope items at no additional cost. Tyler provided work estimates for the scope items, the BOT PMO is working with stakeholders to update the project schedule. BOT is also working with Tyler to complete an amendment to the original agreement. |
| Human Resources | G | G | — | Continue to monitor staffing against the project schedule tasks across all areas of the project. |
| Risks | Y | G | ↑ | Continue to monitor Risks and remediate as needed. |
| Issues | Y | G | ↑ | Continue to manage Issues and mitigate as needed. |
| 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) |



IPTS - Project Timeline





IPTS - Project Snapshot

Accomplishments

Assessor

- Assessor Phase 1.1 Go Live.
- Assessor Phase 1.2 Go Live.
- Implementation of SmartFile Appeals 2021 for external filers.
- Additional improvements & configurations added for internal Appeals processing post Assessor go-live.

Clerk

- As a result of our project delivery process improvements and resource planning, Clerk is on track with its project deliverables. Tyler is actively working to Tyler to complete open test scripts.
- CL has already begun to onboard key members from the Redemptions team to ensure they are able to be productive when their activities come up in a few months.
- CL has worked ahead of the project plan due dates for deliverables whenever the SMEs have slack time to avoid future bottlenecks.

Treasurer

- Developed and implemented an iterative Business Requirements Document Review process.
- Reached agreement with Tyler about Previously Contested Scope Items that were outstanding in project plan.
- Provided first set of Use Cases to Tyler team for test script development.

Next Steps

Assessor

- Planning and implementation of final phase of Assessor scope.
- Implementation of Assessor public access website.
- Implementation of field mobile product for Assessor field staff use.
- Further improvements and configuration tweaks to initial Assessor Phase 1 scope.

Clerk

- Work through the delivery phases for the previously out-of-scope deliverables.
- Review and approve test scripts for outstanding Business Units (BUs) as they are delivered by Tyler.
- Complete the System Integrated Testing Go/No go process for the outstanding Business Units as they are made available by Tyler.
- Participate in demos when they are given by Tyler and provide detailed feedback.
- Continue tracking issues and defects until they are resolved.

Treasurer

- Receive Demo on 1st/2nd Installment Billing Processes from Tyler.
- Implement strategy for comprehensive business process reviews to assist in writing complex BRD designs (Treasurer).
- Work with TR and Tyler teams to build next set of Use Cases and Test Scripts to prepare for System Integrated Testing (Clerk/Treasurer).