Cook County Government Bureau of Technology

Semi-Annual Major Project Report

Item#: 22-5023

October 14, 2022

Agenda

Major Project (*Vendor*)

- Unified Communications (*Sentinel*)
- Integrated Tax Processing System (*RSI*)
- Integrated Property Tax and Mass Appraisal System (*Tyler*)

Legacy Migration Status

- Legacy Migration Project Timeline by Office
- Legacy Migration Project Timeline by System

Unified Communications - Overview

Deploy Cisco VoIP Phones to Approximately 100 County Buildings/Properties

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

- **Core Benefit**
  - The project provided an enterprise-wide unified communication solution with a single high available solution that will leverage the existing Data Network; incorporating new tools for voice, video and messaging.
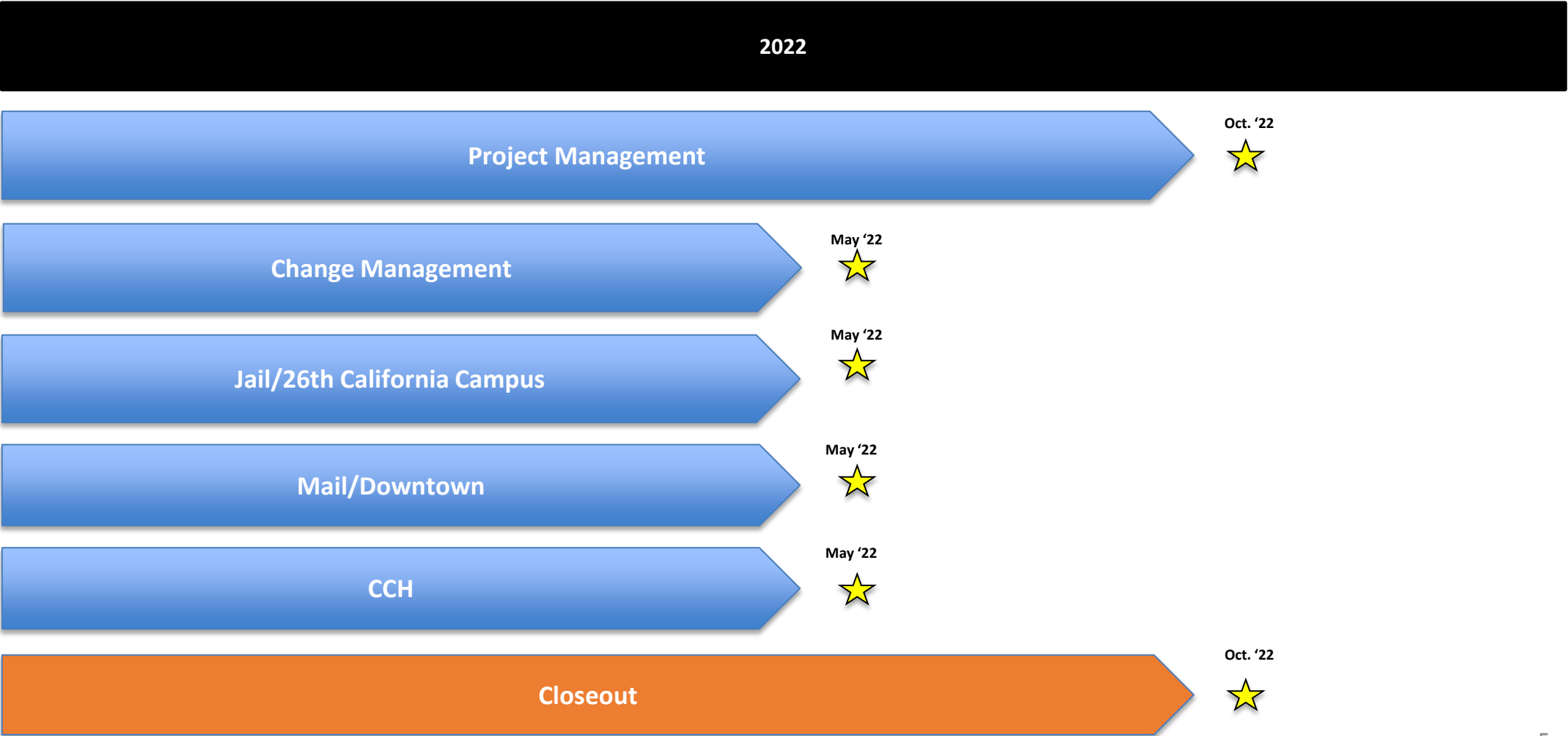
Unified Communications - Project Status

Project Area	Previous Status	Current Status	Comments
Overall Project	G	G	Phone deployments for CCHHS, Jail and BOT substantially completed in May 2022. Conducting quality audit for all sites.
Schedule	G	G	Conducting quality audits and finalizing closeout activities.
Risks	G	G	None to report.
Issues	G	G	Issues are being updated and analyzed weekly.
Budget	G	G	There are no Project Change Orders (PCO) impacting the budget.

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

Unified Communications - Project Schedule

2022

Project Management — Oct. '22 ⭐

Change Management — May '22 ⭐

Jail/26th California Campus — May '22 ⭐

Mail/Downtown — May '22 ⭐

CCH — May '22 ⭐

Closeout — Oct. '22 ⭐

Unified Communications - Project Snapshot

Accomplishments

- Approximately 25,967 phones deployed (21,820 VoIP / 4,147 Analog).

- VoIP phones deployment – 100% Complete

Next Steps

- Complete "Closeout" items
  - Approximately 31 open tasks including final failover testing of sites.
  - Jail analog elevators and Valcom overhead paging system.

- Complete project closeout and documentation.

- Quality check of all Clusters
  - VoIP phone deployment.

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:

R2.1

- File and Pay functionality for the following tax types: New Motor Vehicle, Dealer Use, Cigarette Stamps, Other Tobacco, Firearm, Gambling, and Cross Tax types (e.g. billing, payment plans, online registration, etc.)

R2.2

- Implementation for the following tax types: Individual Use, and Interfaces (Citation Management System, Tax Intercept, Outstanding Collection Agency, etc.)

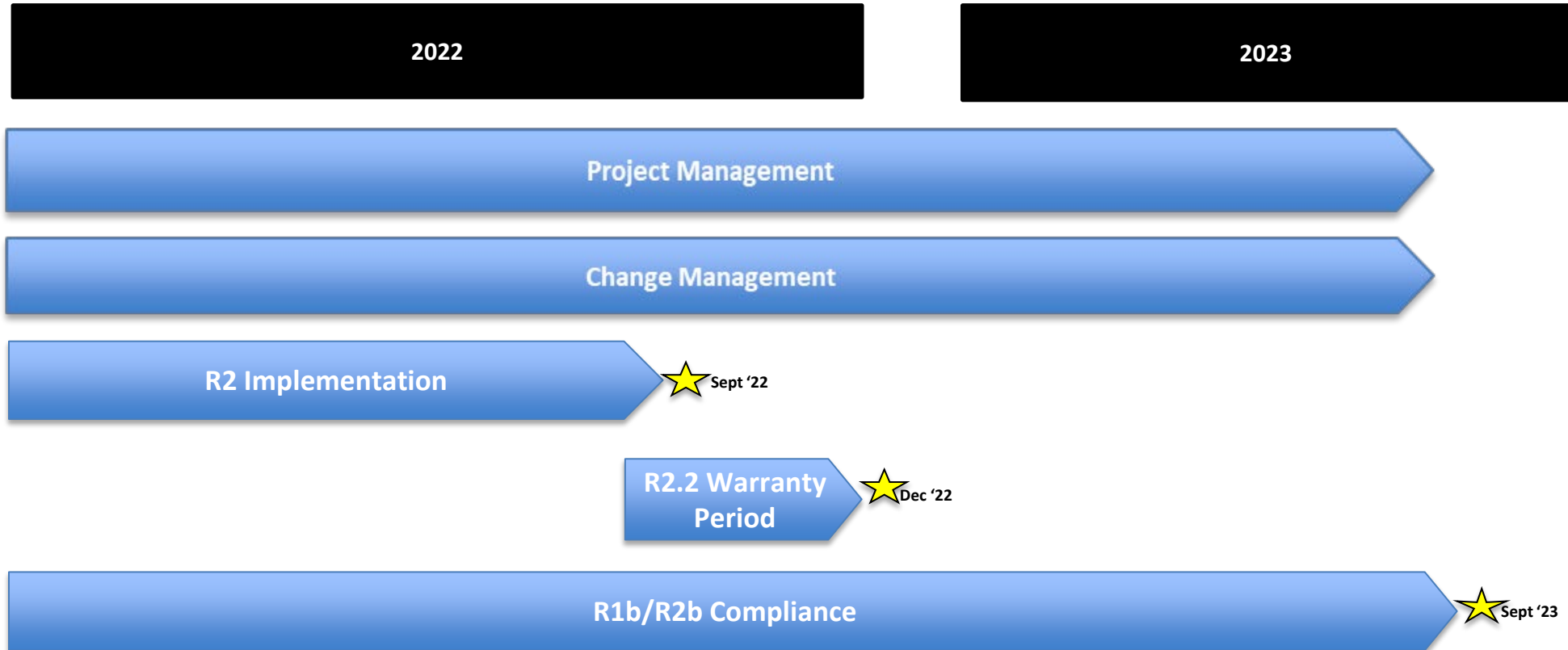# Integrated Tax Processing System (Revenue) - Project Status

Project Area	Previous Status	Current Status	Comments
Overall Project	G	Y	Impacted by schedule changes and potentially new amendments
Schedule	G	G	R2.2 Go Live Warranty Period ends December 26, 2022
Risks	G	Y	Defects found during warranty period could impact project timeline
Issues	G	Y	Issues are being managed and assessed regularly during weekly status meetings
Budget	G	G	No impact to budget

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

ITPS (Revenue) - Project Timeline

2022

2023

Project Management

Change Management

R2 Implementation — Sept '22

R2.2 Warranty Period — Dec '22

R1b/R2b Compliance — Sept '23

Accomplishments

- R2.2 Deployment
  - Successfully implemented Individual Use Tax and Interfaces (Citation Management System, Tax Intercept, and Outstanding Collection Agency) on September 26, 2022

- Wheel Tax Removal
  - The DOR identified Wheel Tax as a tax that could be repealed by the County Board and excluded it from the implementation.

Next Steps

- R2.2 Warranty Period
  - 90-Day Warranty period

    Production deployments to be scheduled to address bug fixes as needed

  - Deferred items to be activated/configured during warranty period:
    a. Registration Wizard
    b. Credit Cards
    c. Payment Plans
    d. DACRA
    e. OCA

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
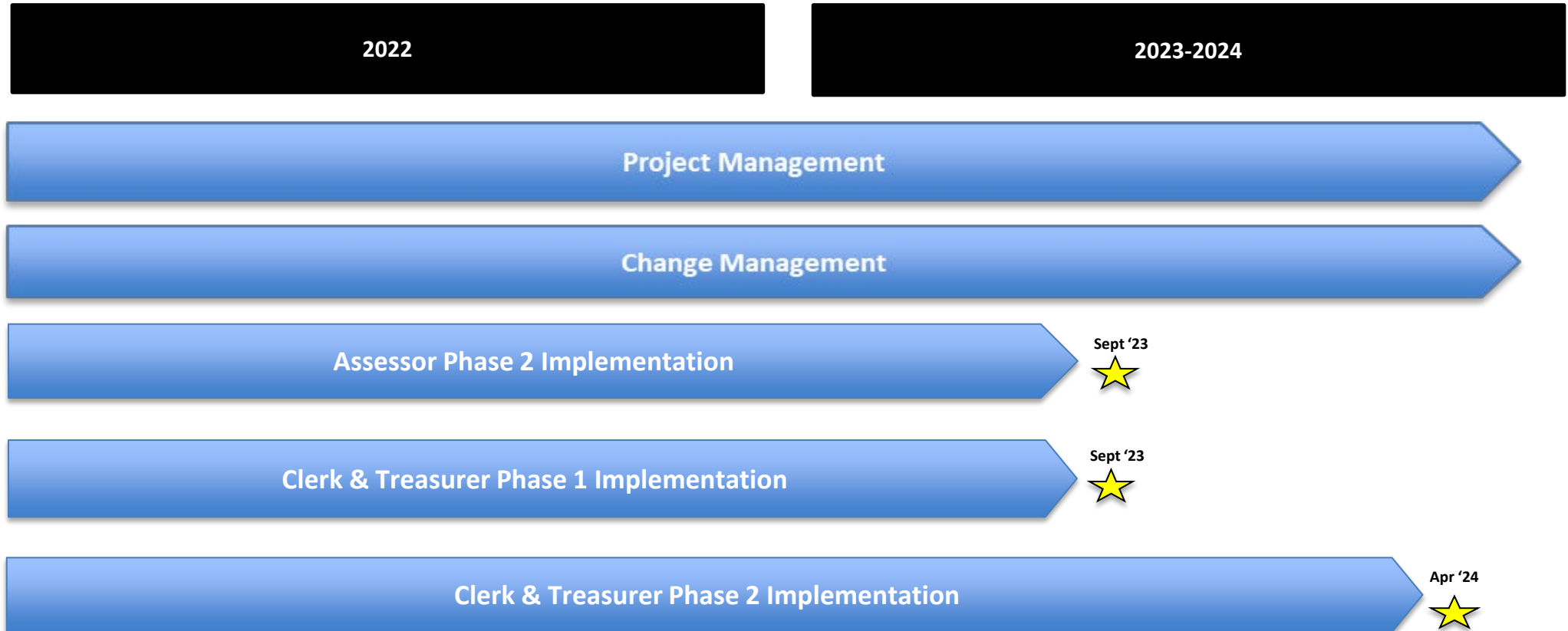
IPTS (Property Tax) - Project Status

Project Area	Previous Status	Current Status	Comments
Overall Project	Y	Y	• **Overall, the project is trending up, the Yellow status areas are on track to move to Green in the near term.** • **Tyler Development velocity has continued to be above 20 points per sprint (average of 24 points over last three sprints).** • **Steps to improve status:** Continue to demonstrate consistent progress on cycle goals and plan. Achieve clarity on dependencies between AS and Tax Team.
Schedule	Y	Y	• **Tax development story point pace has risen in past three sprints.** • **Distributions demo was completed. Team is executing working sessions for Distributions setups in preparation for upcoming SIT phase.** • **Refunds testing has commenced with a target end date of 10/21.** • **AS and Tax teams have finalized requirements for C of E dependencies and will communicate to Tyler Team.** • **Steps to improve status:** Teams need to continue progress on AS/Tax dependencies. Teams need to meet planned recovery dates for next cycle.
Risks	G	G	Continue to monitor Risks and remediate as needed.
Issues	Y	G	County and Tyler PMO regularly meet and improve attention on risk and issues.
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 (Property Tax) - Project Timeline

2022	2023-2024

Project Management

Change Management

Assessor Phase 2 Implementation — Sept '23 ⭐

Clerk & Treasurer Phase 1 Implementation — Sept '23 ⭐

Clerk & Treasurer Phase 2 Implementation — Apr '24 ⭐

Accomplishments

Tyler Development
- Tyler development velocity has continued to be above 20 points per sprint (average of 24 points per sprint over last three sprints).

Assessor
- Stand-up of the Assessor public access website
- Completion of testing and configuration of the field mobile application
- Continued progress on Assessor Phase 2 implementation

Clerk
- Continued providing project management best practices, tools and techniques training to Tyler PMs.
- Continued leading effort to keep CL on track, despite challenges posed by late or defective deliverables from Tyler.

Treasurer
- Conducted an analysis on testing closure metrics to identify areas of improvement and then develop process improvements.
- Increased goal attainment by 14.4% since March 2nd (78.31% to 89.96% for the week of August 17th)
- The Treasurers office and the Tyler team have completed design on 7 out of the 9 business units that are necessary for the first go live.

Next Steps

Assessor
- Training and go-live for field mobile application (2022)
- Continuation of Assessor Phase 2 implementation (Go-live projection 02/2023)

Clerk
- Continue training and coaching project team members (especially Tyler resources) on project delivery best practices.
- Continue to lead effort for project team to deliver quality deliverables on time.

Treasurer
- The team is moving forward on QA for Refunds, Cashiering, and Distributions business units. The QA for these three business units is projected to be completed by the end of the year.
- County PMO is working with the Tyler team to finalize the project plan for Phase 2 Go-Live (Tax Sale).

Summary

Efforts to migrate aging end-of-life systems from BOT's legacy platforms have continued and there is good progress. Some of the highlights are listed below:

- Nine (9) of ten (10) Offices under the President have retired their legacy systems.
- Office of the Chief Judge recently retired four (4) legacy systems.
- Pending final approvals, the Clerk of the Circuit Court anticipates going live with their Traffic module as part of their Odyssey Case Management System.

At this point there are 15 offices with systems/data residing on the mainframe and/or iSeries (AS/400). Based on estimates provided to the Bureau of Technology, all offices should end use of the iSeries (AS/400) by Q4 2023 and the Mainframe by Q4 2023.

Critical Risks

- If all Legacy Systems don't migrate off the mainframe and/or iSeries (AS/400) by the end of 2023, the County may have to execute the optional one-year amendment with Ensono.

- End-of-life or Unsupported Legacy Hardware & Software: The iSeries (AS/400) hardware is end-of-life, additionally there is software on the AS/400 and Mainframe that is no longer running at supported version levels. Ensono, including their contractors will provide best effort services to replace faulty hardware and provide software support. The risk for extended outages, data loss or even systems being unrecoverable is heightened significantly.

- Resources: Employees that support legacy systems are retiring or generally leaving the County. As these employees leave our offices, we lose critical institutional knowledge and the ability to support legacy systems becomes more challenging. Legacy programmers are in high demand and at some point, County offices may need to pursue external resources to provide legacy programming and/or database services.

Legacy Migration Project Timeline by Office

Office	FY2022				FY2023			
	Q1-FY2022	Q2-FY2022	Q3-FY2022	Q4-FY2022	Q1-FY2023	Q2-FY2023	Q3-FY2023	Q4-FY2023
Animal Control - Mainframe								
Assessor - iSeries (AS/400)								
Assessor - Mainframe								
Board of Review - Mainframe								
Building & Zoning - Mainframe								
Chief Judge - iSeries (AS/400)								
Chief Judge - Mainframe								
Clerk - Mainframe								
Clerk of the Circuit Court - Mainframe								
Comptroller - iSeries (AS/400)								
Comptroller - Mainframe								
Cook County Health (CCH) - Mainframe								
Environment & Sustainability - Mainframe								
Forest Preserves - Mainframe								
Highway - Mainframe								
Law Library - Mainframe								
Medical Examiner - Mainframe								
Revenue - iSeries (AS/400)								
Revenue - Mainframe								
Sheriff - Mainframe								
States Attorney - Mainframe								
Treasurer - Mainframe								

Legacy Migration Project Timeline by System

Legacy System	Office	BOT Project Managed	Platform	Status	2022				2023			
					Q1-FY2022	Q2-FY2022	Q3-FY2022	Q4-FY2022	Q1-FY2023	Q2-FY2023	Q3-FY2023	Q4-FY2023
Property Tax System	Assessor	Yes	Mainframe, iSeries (AS/400)	In Progress	▮	▮	▮	▮	▮	▮	▮	▮
Property Tax System	Board of Review	Yes	Mainframe	In Progress	▮	▮	▮	▮	▮	▮	▮	▮
Property Tax System	Clerk	Yes	Mainframe	In Progress	▮	▮	▮	▮	▮	▮	▮	▮
Animal Control Current & Historical Data	Animal Control	Yes	Mainframe	In Progress	▮	▮	▮	▮	▮	▮	▮	
Building & Zoning Historical Data	Building & Zoning	Yes	Mainframe	Completed	▮							
Escheatments, Bank Reconcilliation	Comptroller	Yes	Mainframe	Completed	▮	▮	▮					
Financial Historical Data	Comptroller	Yes	iSeries (AS/400)	Retired	▮	▮	▮	▮				
Payroll Historical Data	Comptroller	Yes	Mainframe	Retired	▮	▮	▮	▮	▮			

Note: Mix, indicates Application is in house with the court on windows server and data resides on the iSeries (AS/400)

Status

In Progress - Active project that is underway

Retired - Application is in Read Only mode. Historical data needs to be archived

Completed - Application is no longer in use and the historical data is archived

Not Started - The project to replace the application has not kicked off

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					Q1-FY2022	Q2-FY2022	Q3-FY2022	Q4-FY2022	Q1-FY2023	Q2-FY2023	Q3-FY2023	Q4-FY2023
Jury Administration System	Chief Judge	No	Mainframe	In Progress	■	■	■	■	■	■	■	
Orders of Protection (Optio)	Chief Judge	No	iSeries (AS/400), Windows	Retired	■	■	■	■	■			
Adult Probation (PROMIS)	Chief Judge	No	Mainframe	Retired	■	■						
PSA (Mix)	Chief Judge	No	iSeries (AS/400), Windows	In Progress	■	■	■	■	■	■	■	
Interpreter's System (Mix)	Chief Judge	No	iSeries (AS/400), Windows	In Progress	■	■	■	■	■	■		
Marriage and Family Counseling	Chief Judge	No	iSeries (AS/400)	In Progress	■	■	■	■				
Various Probation billing and accounting systems (Mix)	Chief Judge	No	iSeries (AS/400), Windows	In Progress	■	■	■	■	■	■		

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					Q1-FY2022	Q2-FY2022	Q3-FY2022	Q4-FY2022	Q1-FY2023	Q2-FY2023	Q3-FY2023	Q4-FY2023
Domestic Violence Judge's system (Mix)	Chief Judge	No	iSeries (AS/400), Windows	In Progress	■	■	■	■	■			
Assignment Processing for Adult Probation and Social Service	Chief Judge	No	iSeries (AS/400)	In Progress	■	■	■	■	■	■		
Bulk Data, Adult and Juvenile	Chief Judge	No	iSeries (AS/400)	Completed	■	■	■	■				
Attorney Billing	Chief Judge	No	iSeries (AS/400)	In Progress	■	■	■	■	■			
Guardianship Desk (Mix)	Chief Judge	No	iSeries (AS/400), Windows	In Progress	■	■	■	■	■	■		
Public Guardian Divorce (Mix)	Chief Judge	No	iSeries (AS/400), Windows	In Progress	■	■	■	■	■	■		
OCJ HR System	Chief Judge	No	iSeries (AS/400)	Completed	■	■						
OCJ Judge System System	Chief Judge	No	iSeries (AS/400)	In Progress	■	■	■	■	■			
Law Intern System	Chief Judge	No	iSeries (AS/400)	In Progress	■	■	■					

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					Q1-FY2022	Q2-FY2022	Q3-FY2022	Q4-FY2022	Q1-FY2023	Q2-FY2023	Q3-FY2023	Q4-FY2023
Probate, Domestic Relations, Domestic Violence	Clerk of the Circuit Court	No	Mainframe	Completed								
Civil, Law, Chancery	Clerk of the Circuit Court	No	Mainframe	Completed								
Traffic	Clerk of the Circuit Court	No	Mainframe	In Progress	■	■	■	■				
T-Kids	Clerk of the Circuit Court	No	Mainframe	Not Started	■	■	■	■	■	■	■	■
HUMN (Human Resources)	Clerk of the Circuit Court	No	Mainframe	Not Started	■	■	■	■	■	■	■	
ACCPAC (Accounting System)	Clerk of the Circuit Court	No	Mainframe	Not Started	■	■	■	■	■	■	■	
Environment & Sustainability Historical Data	Environment & Sustainability	Yes	Mainframe	Completed	■	■						
CCH Historical Data	Cook County Health	Yes	Mainframe	Retired	■	■	■	■				

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					2022				**2023**			
JJB (Juvenile Case Management System)	States Attorney	No	Mainframe	Not Started			▮	▮	▮	▮	▮	
Internal Warrant Information Computer (IWIC)	Sheriff	No	Mainframe	Retired	▮	▮	▮	▮	▮			
Property Tax System	Treasurer	Yes	Mainframe	In Progress	▮	▮	▮	▮	▮	▮	▮	▮
Law Library Historical Data	Law Library	Yes	Mainframe	Completed	▮	▮						
Medical Examiner Historical Data	Medical Examiner	Yes	Mainframe	Retired	▮	▮	▮	▮				
Customer Account, Invoice and Payment Historical Data	Revenue	Yes	iSeries (AS/400)	Completed	▮	▮	▮	▮				
Use Tax, Historical Records	Revenue	Yes	Mainframe	Retired	▮	▮	▮	▮	▮			
FPD Historical Data	Forest Preserves	Yes	Mainframe	Retired	▮	▮	▮	▮				
Highway Historical Data	Highway	Yes	Mainframe	Retired	▮	▮	▮	▮	▮			

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