



OFFICE OF THE CLERK OF THE CIRCUIT COURT OF COOK COUNTY

March 20, 2017

Honorable John P. Daley  
Cook County Commissioner – 11<sup>th</sup> District  
118 N. Clark Street, Room 567  
Chicago, Illinois 60602

Dear Commissioner Daley,

Please accept this letter as my response to your questions regarding Item #17-1491, a proposed contract with Tyler Technologies Inc. that is to be considered during the Technology and Innovation Committee Meeting on Wednesday, March 22, 2017.

1. *"How long will the migration from the old mainframe system to the new system take if this contract is approved? Can you provide a timeline?"*

If approved, the migration from the old mainframe system to the new system will take approximately four (4) years. The project schedule will be confirmed in consultation with the Clerk of the Circuit Court's (CCC) project management team. The plan is to begin the project with an initial kickoff phase with the County Division, followed by the Criminal System. The third phase of the project will include all remaining non-criminal case types and will be called the Civil Phase. After the completion of the Civil Phase, the Traffic Courts phase will begin.

2. *"Are there any concerns about access problems/issues for the Court system or public access to court system documents during the transition?"*

Our office does not have any immediate concerns, as it relates to access to the court system documents during this transition. Our office will maintain dual systems during the transition, and continuously inform the public of the changes in ways to access court system documents.

3. *"How much staff training will need to occur to ensure we don't have any implementation problems as we have seen in other locations that utilize this electronic case management and court docket system?"*

To ensure that we can appropriately train staff and partners, we have chosen to use the train-the-trainer approach. Accordingly, Tyler Technologies will develop a training approach, curriculum, and schedule for the instructor-led training. Prior to instructor-led stand-up training, designated CCC trainers are enrolled in Tyler University to receive on-line Odyssey product training and certification. Once Tyler has completed the subject matter expert (SME) instructor-led training, CCC SME's will proceed with end user training. This training will focus on the specific job functions of the end users, and will be tailored to the business processes of the court. Training will be administered to minimally impact the day-to-day operations of each office.

*Please See Reverse Side*

4. *"Will there be cross training for the other elected offices so that everyone is working co-operatively?"*

**We will provide training, which may include online webinars, for those offices who will wish to access the court's docket information. Additionally, we will have trained staff that can train other elected offices.**

5. *"Will the anticipated \$2 million in savings be realized only in the Clerk's Office or will there be additional savings due to improved process for the justice partners such as the State's Attorney and the Chief Judge's offices?"*

**The estimated cost savings was derived from the Clerk's Office 40% capacity usage of the mainframe along with the software cost we currently incur to support the legacy systems. The implementation of the case management system will eliminate the need for the county to support our portion of the mainframe and the associated software cost.**

6. *"Has the Sheriff's Office, as a stakeholder, been consulted as part of the process?"*

**At the inception of the case management system procurement process, the Clerk's Office notified all of our justice partners at one of the Cook County Integrated Criminal Justice Technology meetings. As a result, the Offices of the State's Attorney and Chief Judge ended up participating as voting members on the RFP selection committee. The Clerk's Office has been in consultation with the Sheriff's Office and we are in the final stages regarding the data exchange of the electronic mittimus for the old system. The mittimus is the court document that communicates to the Sheriff to release or detain a defendant. We will work with the Sheriff's Office to implement the same process in the new system.**

If you have any additional questions, please do not hesitate to contact me at (312) 603-5071 and my staff will be available on Wednesday, March 22, 2017, to answer any further questions.

Sincerely,



Dorothy Brown  
Clerk of the Circuit Court of Cook County

CC: John Fritchey, Chairman of Technology and Innovation Committee  
Members of the Technology and Innovation Committee  
Toni Preckwinkle, President, Cook County Board of Commissioners  
John Keller, Chief of Staff to President Preckwinkle  
Wasiu Fashina, Chief of Staff, Clerk of the Circuit Court

DB:rk