October 30, 2017

The Honorable John P. Daley
Chairman, Finance Committee
Cook County Board of Commissioners
118 N. Clark St, Room 567
Chicago, IL 60602

Dear Chairman Daley:

Your inquiry of October 26 had questions related to the possibility of consolidating certain areas within my office's IT functions.

As we had mentioned in the previous correspondence regarding the IT consolidation, most of this automation has come through the in-house development of specialized systems. These specialized systems are the cornerstone of my offices operations, including the property tax collection, refunds and distributions of funds to all of the taxing agencies. Furthermore; my entire IT related functions are funded completely through my special purpose fund without the use of taxpayer dollars.

The aforementioned specialized systems require the support of qualified IT technicians. My office is fortunate to have some of the most qualified IT specialists in the County. Our staff is often called on to support other agencies that experience problems that require unique technical skills.

Additionally, we have built and maintained IT systems that support other agencies. These efforts have provided enormous benefit without the County bearing the corresponding cost.

To provide the required technical support for these systems, it is extremely important that our highly skilled technical staff remain in place. Many of our most critical systems are public facing and require immediate attention when issues arise.

As previously mentioned above, all of the items identified below are funded by the Treasurer's Special Purpose Automation Fund.

Responses

Please provide a comparison of your office's information technology personnel distributed to the Bureau of Technology's program areas – i.e. Server Engineer Team, Systems Management and Service Desk, On-Site Desktop Support, Mainframe Print Operations, and Applications and Development.

a. **Server Engineer Team**	**1.5 FTEs**
b. **Systems Management and Service Desk**	**0.25 FTEs**
c. **On-site Desktop Support**	**0.25 FTEs**

d.	Mainframe Print Operations	0 FTEs
e.	Applications and Development	10 FTE's
f.	Project Management	2.5 FTEs
g.	Senior Management	1.5 FTEs

Does your office collaborate with any other County departments when purchasing computer software?

Yes. The office partners with BOT on enterprise contracts such as:

a. **Enterprise software**
   i. **Microsoft Enterprise Agreement**
   ii. **EBS Financial/HR Software**
   iii. **Workforce Time/Attendance Software**
   iv. **Tyler iasWord IPTS**
b. **OnBase/Hyland Software**
c. **Security Software (FireEye, McAfee)**
d. **Procurement contracts negotiated by BOT (CDW, Dell, SSI, etc.)**

Does your office collaborate with any other County departments when purchasing printers?

Yes. The office procures printers according to the established countywide contract negotiated by BOT.

Please provide information on the specific tools used to measure the productivity of its information staff.

The Treasurer's Office implemented an employee activity reporting system where employees detail the daily activities and the time spent on the work they perform. The purpose of the reporting is to measure employee performance, work backlogs and have management oversight. Each employee details their activities for the day and reports are automatically generated daily and emailed to managers for review. Managers in turn, review the reports, identify any issues and take necessary actions.

Please provide information on specific tools that your office uses to: maintain an inventory of its servers; patch its servers, laptops, and desktop devices: and monitor its servers.

The office utilizes various tools within the department.

a. **The office uses the KACE Management System for all hardware and software asset management. This software was included on the County's Marketplace procurement system established by BOT. Our office utilizes KACE to record, track and maintain an inventory of servers.**

b. **The office utilizes a product called Shavlik to patch servers, laptops and desktop devices. Shavlik was purchased as an item off the CDW countywide procurement contract.**

c. Finally, the office has implemented GFI Network Server Monitor to monitor servers. The GFI Server Network Server Monitor was procured from the CDW countywide procurement contract.

Please provide detailed information on your office's printer utilization. How many multi-functional devices (MFD) are connected to the Wide Area Network (WAN)? How many MFDs are not connected to the network? How many desktop printers are used by your office? How many of your office's desktop printers are connected to the WAN?

a. **Multi-functional devices connected to WAN:**   **12**
b. **Multi-functional devices not connected to WAN:**   **0**
c. **Desktop Printers not connected to WAN:**   **7**
d. **Desktop Printers connected to WAN:**   **28**

Sincerely,

Maria Pappas
Cook County Treasurer

CC: Toni Preckwinkle, President
       Board of Commissioners
       Simona Rollinson, Chief Information Officer