



COOK COUNTY CLERK DAVID ORR

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TO: Cook County Board of Commissioners

DATE: Nov. 1, 2017

RE: IT Consolidation

Dear Commissioners,

Here are the Cook County Clerk's responses to your letter of Oct. 26 requesting certain information about our agency's IT structure.

1. Personnel Distribution (FTE)
 - a. Server Engineer Team/Systems Management and Service Desk (3)
 - b. On-Site Desktop Support (3)
 - c. Mainframe Print Operations (0)
 - d. Applications and Development (3)
2. The Clerk's office buys all of its software through the countywide software contract (CDW). If a desired software is not available on contract, the Clerk's office works with BoT to discover whether the same or comparable software is in use elsewhere in the County (e.g. Tableau, which is in use by the Sheriff and is part of the County contract). When software solutions are required through the RFP process, all BoT concurrence and shared service initiatives are followed.
3. The Clerk's office implements the printer leasing contract of Cook County (Toshiba) wherever feasible. The Clerk's office no longer purchases printers for individual desktops. The Clerk's office has not actively pursued collaboration on printers because (1) all printer purchases are from the countywide contracts on the marketplace and are already available to all county agencies and (2) single printers are only purchased for customer service in the Vital Records and Tax Services divisions. The Clerk's office does have a need for high volume printers in the Elections department which might lend itself to a collaborative effort.
4. The Clerk's office uses a KACE (Dell) management system that provides a trouble ticketing system known as ClerkIT. Through this system all tickets are tracked from assignment to completion. The Clerk's office can run reports to measure average length to complete tickets, number of tickets completed by employee, and number of tickets by category.

5. The Clerk's office uses Microsoft Systems Center Configuration Manager (SCCM) to keep inventory of hardware and software, perform patch management, review software versions, and monitor activity (the Clerk's office avoided the WannaCry ransomware virus because of this robust monitoring and patching regimen). Separately, the Clerk's office maintains an in-house database of inventory and location of each device along with detailed floor maps showing all hardware locations and network connections. The Clerk's office diligently reviews ISO vulnerability scans and remediates as quickly as possible.
6. See attached table (Excel spreadsheet)

As you can see, the Clerk's office works closely with BoT wherever we can. In addition, we maintain dozens of applications and have a significant and highly technical hardware footprint that are necessary to administer elections, and because of their specificity, would not be good candidates for consolidation.

Sincerely,

Kevin McDermott
CTO, Cook County Clerk's Office