



Cook County Government Bureau of Technology

Semi-Annual Major Technology Project Update

Item #18-1402

February 7, 2018



Agenda

- STEP Enterprise Resource Planning System (IBM)
- Unified Communications (Sentinel)
- IPTS Integrated Property Tax and Mass Appraisal System (Tyler)
- Clerk of the Circuit Court Case Management System IV&V (PwC)



STEP ERP Project Overview

Implement Oracle's E-Business Suite (EBS), Hyperion & Business Intelligence (BI) Applications:

- Financials
- Budget Preparation & Control
- Human Resources & Benefits Management
- Payroll
- Supply Chain Management & Mobile Supply Chain
- Organization-wide reporting and analytics
- Single-Sign On
- Performance Management



STEP ERP Project Management Status

- **W3 HCM**
 - Parallel 2 in progress
 - Validation ongoing
- **W4 SCM**
 - UAT In Progress
 - CCHHS SIT Requirements in development
- **W5 Single Sign On**
 - Design completed
 - Go-Live TBD
- **W6 Mobile Supply Chain**
 - UAT in progress
- **BI – Projects**
 - Deployment pending Commissioner's District data in production

Workstream	Last Week	This Week
W3 HCM – HR	Y	Y
W3 HCM – Benefits	G	G
W3 HCM – Payroll	Y	R
W4 – Supply Chain	G	G
W4 – Inventory	G	G
W5 – SSO	G	G
W6 – MSCA	G	G
Business Intelligence	G	G
Technical and RICE	Y	Y
Change Management W3	Y	Y
Change Management W4	G	G
AMS	G	G

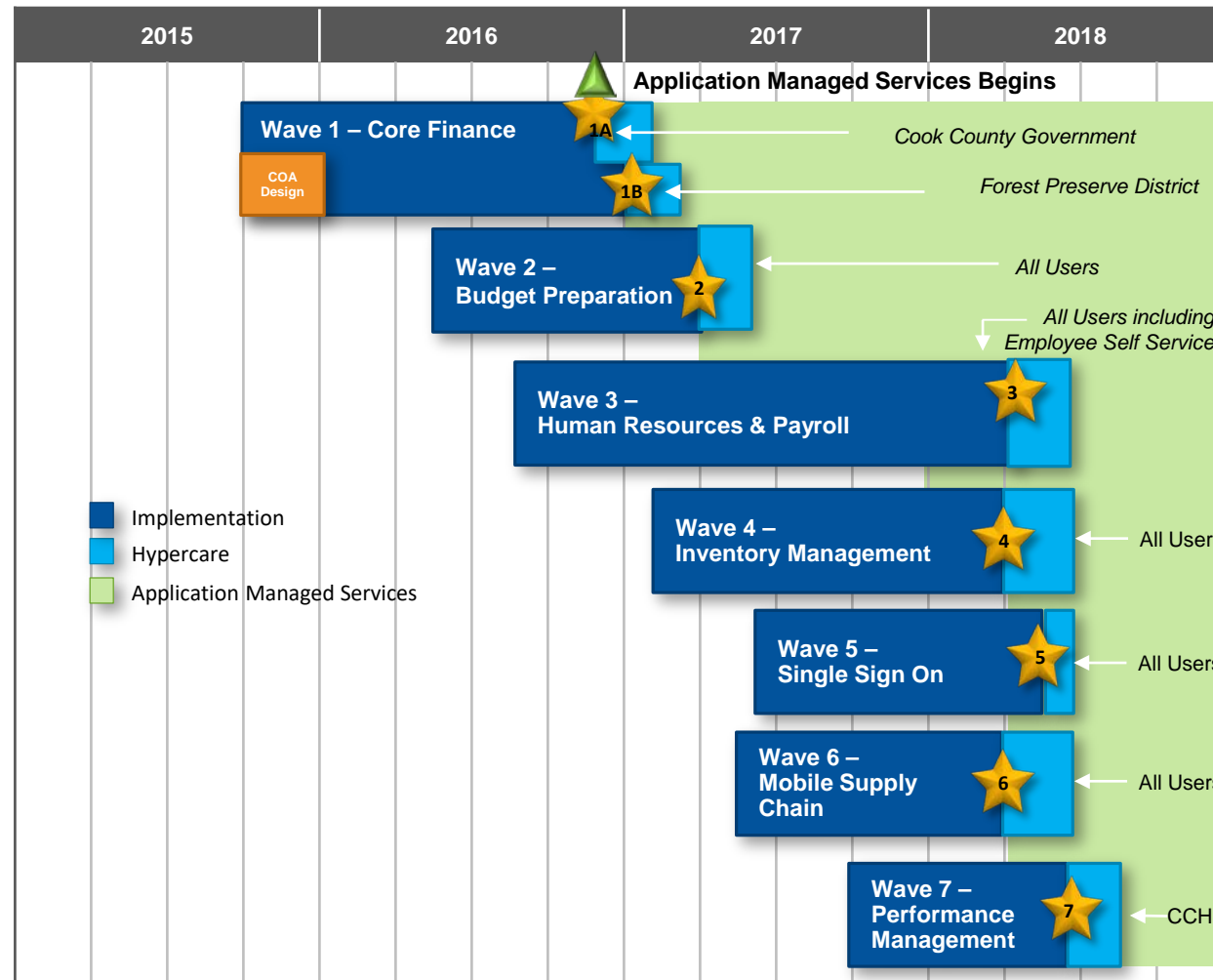


STEP ERP Corrective Action

- Issues can be grouped by Category, Risk highest to lowest:
 - **Parallel Payroll Issues**
 - Conversion
 - Configuration
 - Process
 - **Data Cleansing/Data Conversion**
 - **Process Issues**
 - There are some policy items that could be addressed with process changes
 - **Custom Development Objects (e.g. Interfaces)**
 - 40 of 50 Complete & Tested
- Requested Payroll subject matter experts from Elected Offices to assist in validating Parallel Payroll results
- Defining success criteria with auditor feedback for wave 3 go/no-go decision
- Major activities from user groups:
 - HR Data Validation & Cleansing
 - Parallel Payroll Testing
 - User Acceptance Testing (UAT)



STEP ERP Project Schedule





STEP ERP Project Snapshot

- Wave 3 (HR, Payroll and Benefits) and Wave 4/6 (SCM and Mobile Supply Chain) are scheduled to go live in April 2018, with Wave 5 Single Sign-On in May 2018
- Key Current Activities include:
 - Parallel Payroll testing
 - HR & Payroll Data Cleanup
 - User Acceptance Testing (starting 2/6)



Unified Communications Project Overview

Deploy Cisco Unified Communications to approx. 100 County sites:

- Install a VoIP phone solution to replace existing aging legacy system
- Collapse voice and data networking onto a single infrastructure
- Provide end users with a suite of unified communication tools (voice, video, messaging and conferencing) on one platform



Unified Communications Project Management Status

Dashboard

Overall:		A ⇄	Scope (S):	A	
Budget (B):		G	Resources(R):	A	
Schedule (T):		A	Assessment Level:		

A = Action Required

G = Good

Risk Ratings

Overall Risk:		M	Resource:	M
Technology:		M	Other:	L
Vendor:		L		

L = Low

M = Medium

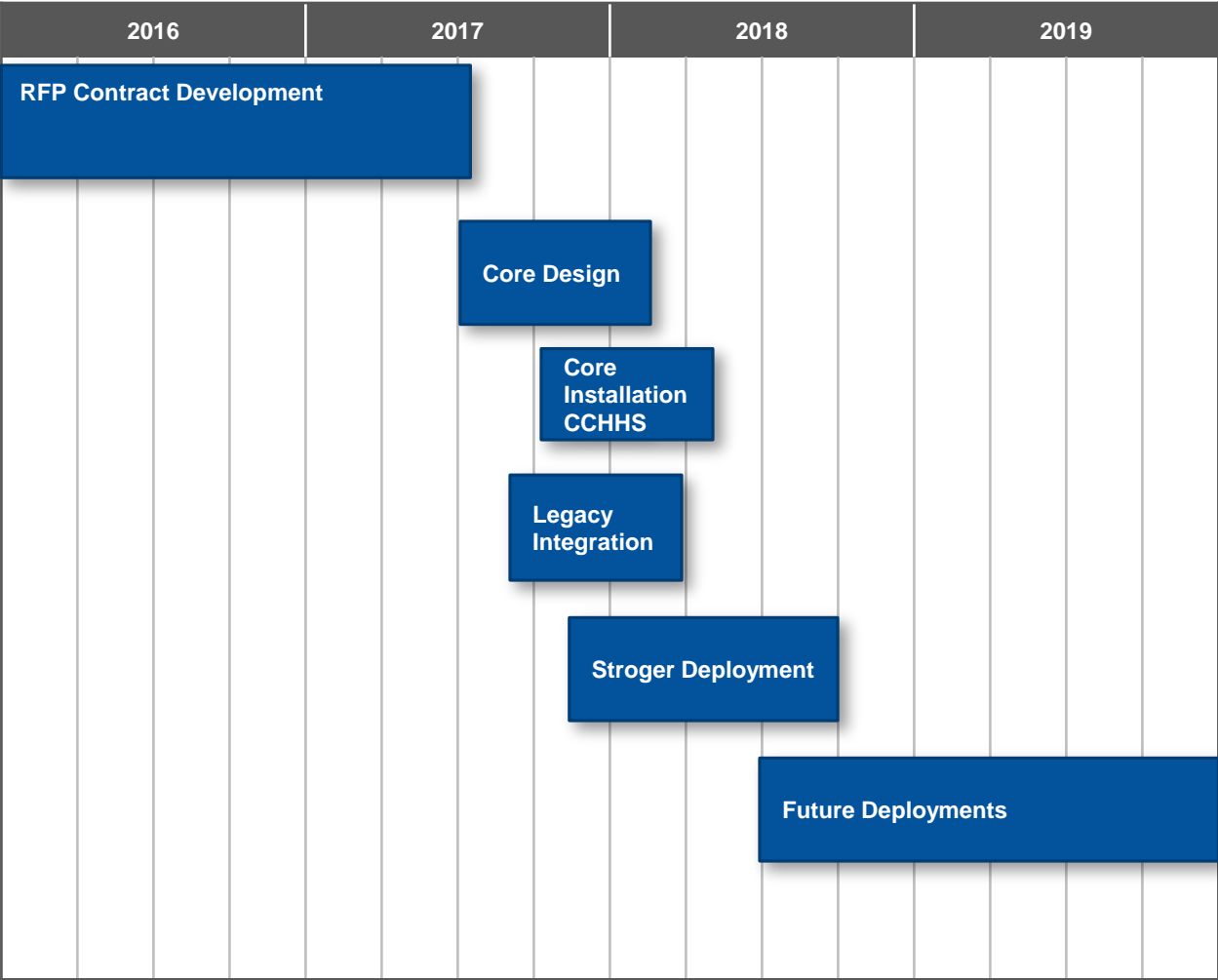


Unified Communications Corrective Action

- Requested vendor to drill deep on design to address fail-over and redundancy concerns
- Requested vendor to add more hardware to address growth and capacity constraints
- Involved the manufacturer in this process to validate vendor's approach



Unified Communications Project Schedule





Unified Communications Project Snapshot

Accomplishments

- Wrapped up Core design phase
- Addressed design concerns regarding Core redundancy and fail over
- Installed Core hardware at 118 N Clark
- Completed Several Site Surveys

Next Steps

- Installing initial software load for Core System
- Conducting facility readiness at CCHHS
- Complete integration with Legacy Phone System & Telephone Carrier (AT&T)
- Complete Proof of Concept
- Begin Stroger Hospital Deployment



IPTS Property Project Overview

Implement Tyler's iasWorld Applications:

- Computer-assisted Mass Appraisal (CAMA) & Property Tax System
- Interfaces to existing systems
- Customized functionality for Tax Extension, Portal, Bond, Tax Redemptions, Refunds & Certificates of Error



IPTS Property Project Management Status

PM Area	Previous Status	Current Status	Comments
Overall Project	R	R	Due to the lack of a baselined project schedule.
Schedule	Y	R	Project Schedule - Estimated baseline was to be performed at the end of November. Project schedule refinements are still underway.
Scope	G	G	At this time there are no Project Change Orders.
Human Resources	Y	Y	Tyler PM has been onboarded. Transition of OCM leadership. Identification of a replacement for Tax Lead
Risks	Y	Y	Implementing a process to review risks weekly.
Issues	Y	Y	Implementing a process to review issues weekly.
Budget	G	G	At this time there are no Project Change Orders.

Legend

Timeline Impacted

Progress Warning

On Schedule

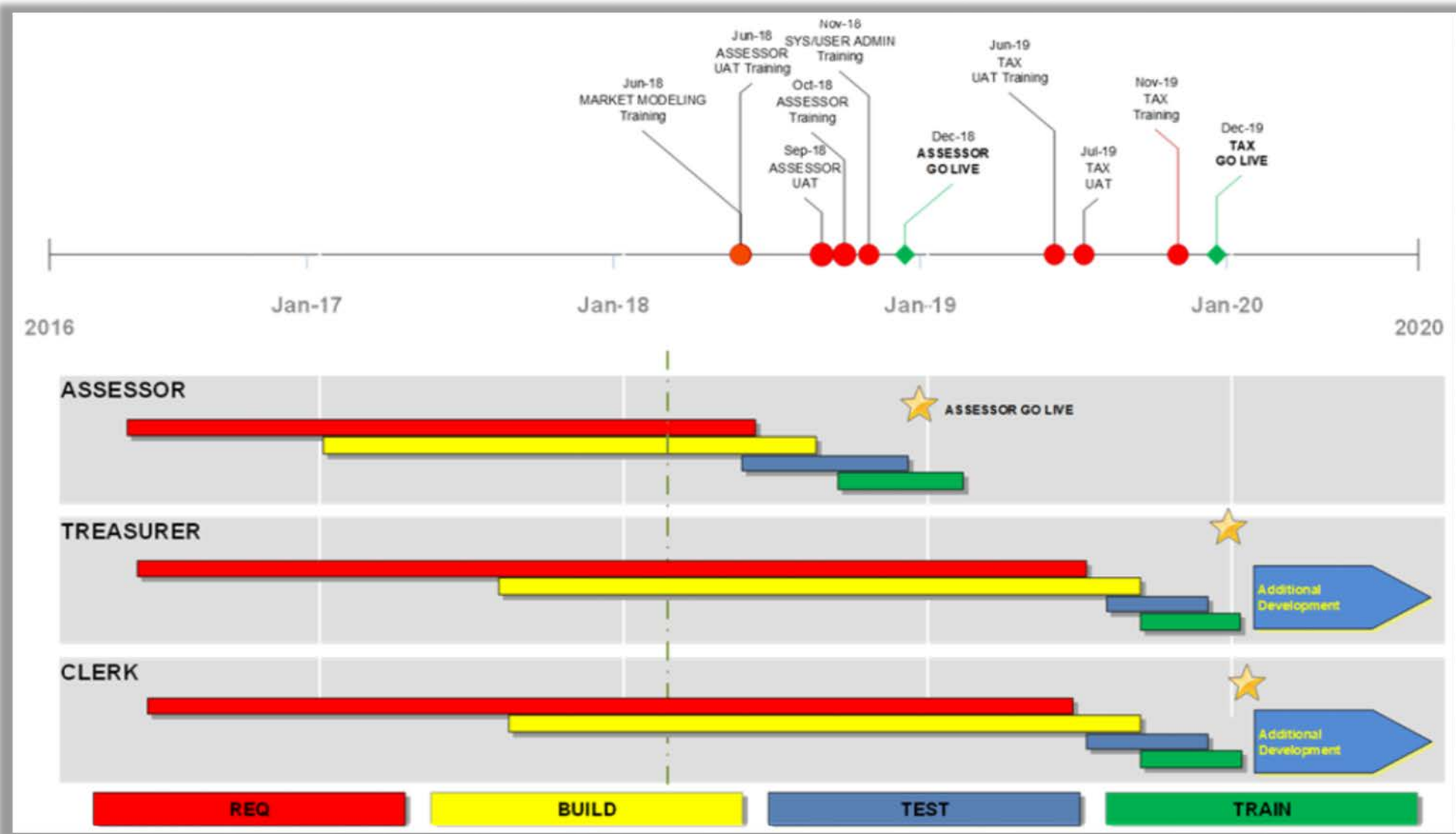


IPTS Property Corrective Action

- Collaboration to restructure the Project Schedule
- Tax Team Lead identified for January 2018
- Tyler working to build stronger relationships with County
 - More on-site visits by Tyler Management
 - Better working relationship with Project Manager
 - Regular calls with Tyler Executive Management
- Re-alignment of the OCM Team
 - Transition in OCM Leadership
 - Increased collaboration with Agencies on IPTS Communications
 - Better alignment with Fit/Gap work effort to identify changes
 - Weekly engagement from Tyler and The William Everett Group senior leadership



IPTS Property Project Schedule





IPTS Property Project Snapshot

Accomplishments

- Transitioned Tyler PM responsibilities
- Received sign-off on all Future State Requirements Documentation
- Maintained the schedule for the Fit/Gap Phase
- Provided more details to support Treasurer's Office decision to use Tyler Cashiering
- Identified all required Assessor's Office Conversion/Migration data files

Next Steps

- Finalize Restructured Project Plan and baseline by 2/14
- Build Staging environment for the Assessor's Office
- Secure Conversion/Migration data and develop detailed strategy
- Develop detailed Interface and Reports Strategies



CCC Case Management Project Overview

Project Summary: Implement a new case management solution for all areas of law in Cook County to enhance the efficiency of court operations and increase the services offered by the court. The Clerk of the Circuit Court will leverage Tyler's Odyssey Case Management application to improve court operations and allow the Clerk's customers to interact more efficiently with the Office.

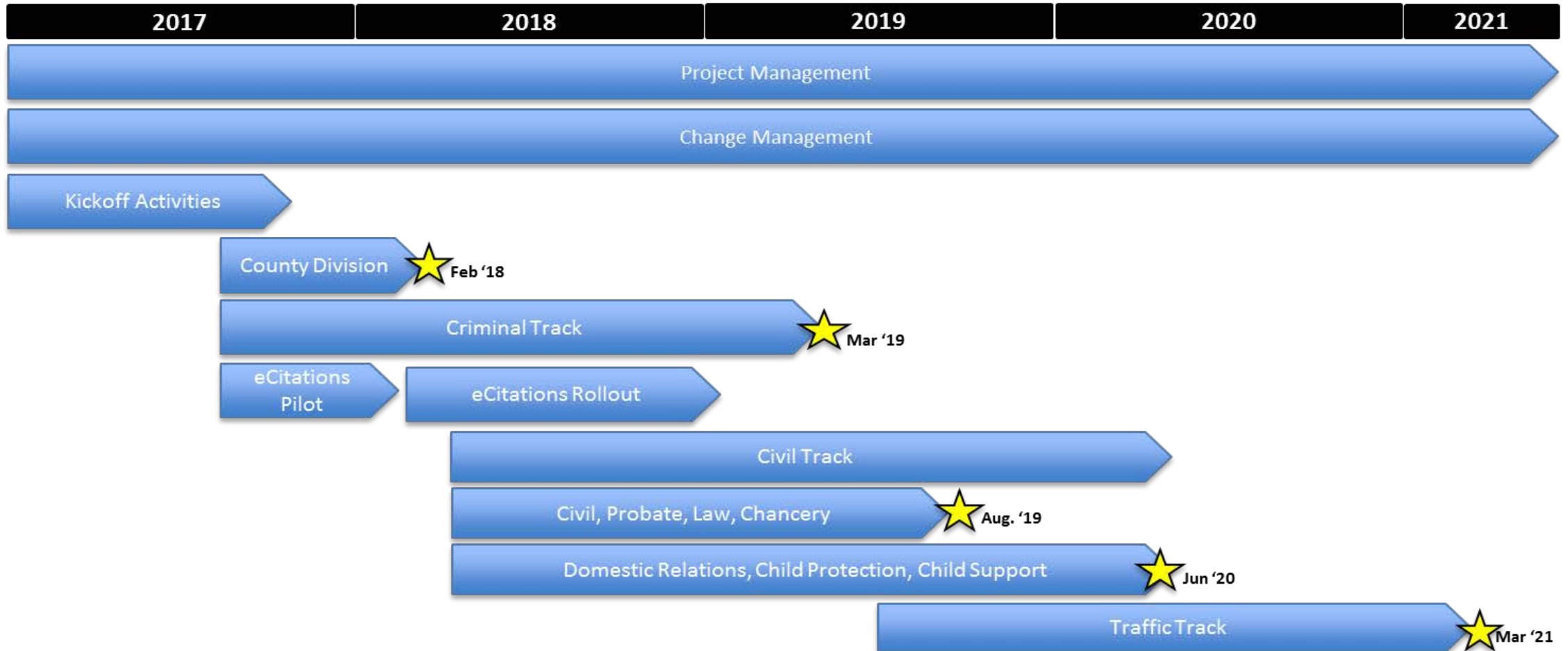
Core Objectives:

- To provide an innovative and advanced solution to drive automation and enhanced efficiencies to the Clerk's business
- To leverage proven methodologies to eliminate risk, while also expanding services being offered to the users of the Court system
- To enhance the court system with a solution that has advanced functionality and features
- To minimize ongoing maintenance and support costs by replacing multiple legacy applications
- To comply with Illinois Supreme Court Rules



CCC Case Management Project Timeline

The County CMS Implementation is on Schedule





CCC Case Management Project Snapshot

Accomplishments

- Completed all initial Business Process Reviews across all Areas of Law
- Developed Global Organizational Change Management Plan
- *County Division Phase*: On Target for February 13 Implementation
- *Criminal Area of Law Phase*: Substantial progress on configuring Odyssey

Next Steps

- Prepare for County Division Go Live
- Continue configuration for Criminal Area of Law toward validating solution in Q3 2018
- Conduct Fit Gap Analysis Readouts for all Areas of Law
- Kick off Civil Phase; engage Subject Matter Experts in these Areas of Law



CCC Case Management Schedule – County Division

eFileIL Pilot
Go-Live
11/27/2017

CMS Go Live
2/13/2018

2017

Nov

Jan

2018

Integration Design

Integration Development

Integration Testing

Conversion Cycle 2

Conversion Cycle 3

Portal Config/Testing

Solution Validation

Training Preparation

Training

Organizational Change Management

Go Live Planning and Preparation



CCC Case Management – County Division Phase

Accomplishments

- Completed all major milestones through 1/31/18, including the CMS configuration and the first and second data conversion cycles
- Executed two passes of Solution Validation
- County Division went live with permissive electronic filing on 11/27/17
- Deployed Production and Conversion environments to robust hardware platform

Next Steps

- Execute remaining deliverables and complete IV&V reviews
- Execute final pass of Solution Validation
- Provide training for County Division staff
- Prepare for County Division Go-Live



CCC Case Management Project Snapshot

Enterprise Service Bus (ESB) – CCC CMS Data Exchanges

- Listed below are the criminal data exchanges that are being reviewed on the ESB for the CCC's CMS project.

Interface No.	Source	Interface Description	Target
1	Clerk of the Circuit Court	Data for Non-Traffic Cases (KRIMS)	Public Defender
2	State's Attorney	Charge Data	Clerk of the Circuit Court
3	Clerk of the Circuit Court	Data for Traffic Cases (TRIMS)	Public Defender
4	Clerk of the Circuit Court	Mittimus Data	Sheriff
5	Clerk of the Circuit Court	Automate Court Reminder	Automated Court Reminder System (ACRS)
6	Clerk of the Circuit Court	Victim Information Notification	Victim Information & Notification Everyday (VINE) 3rd Party
7	Chicago Police Department	Arrest Data	Clerk of the Circuit Court
8	Clerk of the Circuit Court	Disposition Data	Chicago Police Department
9	Clerk of the Circuit Court	Driver's License Suspension Data	Illinois Secretary of State
10	Clerk of the Circuit Court	Case Disposition Data	Illinois State Police
11	Clerk of the Circuit Court	Warrant Data	Federal Bureau of Investigation (FBI)
12	Clerk of the Circuit Court	ESB File Exchange Pass Through	Shared Managed File Transfer Service



CCC Case Management IV&V Project Overview

Provide Oversight for the Implementation of Tyler's Odyssey Case Management System:

- Manage court administration
- Locate case information & attach multiple file types
- Create & view dockets
- Generate forms, letters & reports with advanced tools



CCC Case Management IV&V Status

IV&V Findings

There are currently a total of 6 program risks and 4 watch items that the program should monitor:

- deliverable sign-off volume
- aligning integration scope and schedule with ESB development (no MOU established)
- resource constraints
- benefits tracking
- external dependency monitoring
- staff re-alignment activities

Given the program is 2 months away from go-live, consider tracking project activities to a robust go/no-go checklist