



# Cook County Government Bureau of Technology

Semi-Annual Major Project Report

Item #22-1943

March 17, 2022



# Agenda

## Major Project (*Vendor*)

- Enterprise Service Bus (ESB) Justice Initiatives (*AST*)
- Unified Communications (*Sentinel*)
- Integrated Tax Processing System (*RSI*)
- Integrated Property Tax and Mass Appraisal System (*Tyler*)



# Enterprise Service Bus (ESB) Integrated Justice - Overview

The Integrated Justice Partners Project (IJPP) is a multi-phase initiative to utilize the Bureau of Technology's (BOT) Enterprise Service Bus (ESB) to automate the exchange of data between key justice agencies.

The Project combines the high-priority data exchanges that have been identified by the Cook County Integrated Criminal Justice Information Systems (CCICJIS) committee and a sharing of mission-critical data between Cook County and other Municipal, State, and Federal agencies.

The 'Service Bus' program will expand to include additional projects as part of the Integrated Justice Initiatives.

Projects within the program are separately managed and may require their own funding source and Memorandum of Understanding (MOU).

The initial projects were based on the Criminal Justice program using a heat map as a source for new data exchanges. The Criminal Justice Information Systems (CJIS) Heat Map was devised to help organize the selection process to choose which data exchanges to automate in what order. "Hot" exchanges on the map, which are more frequent or important, were given priority.



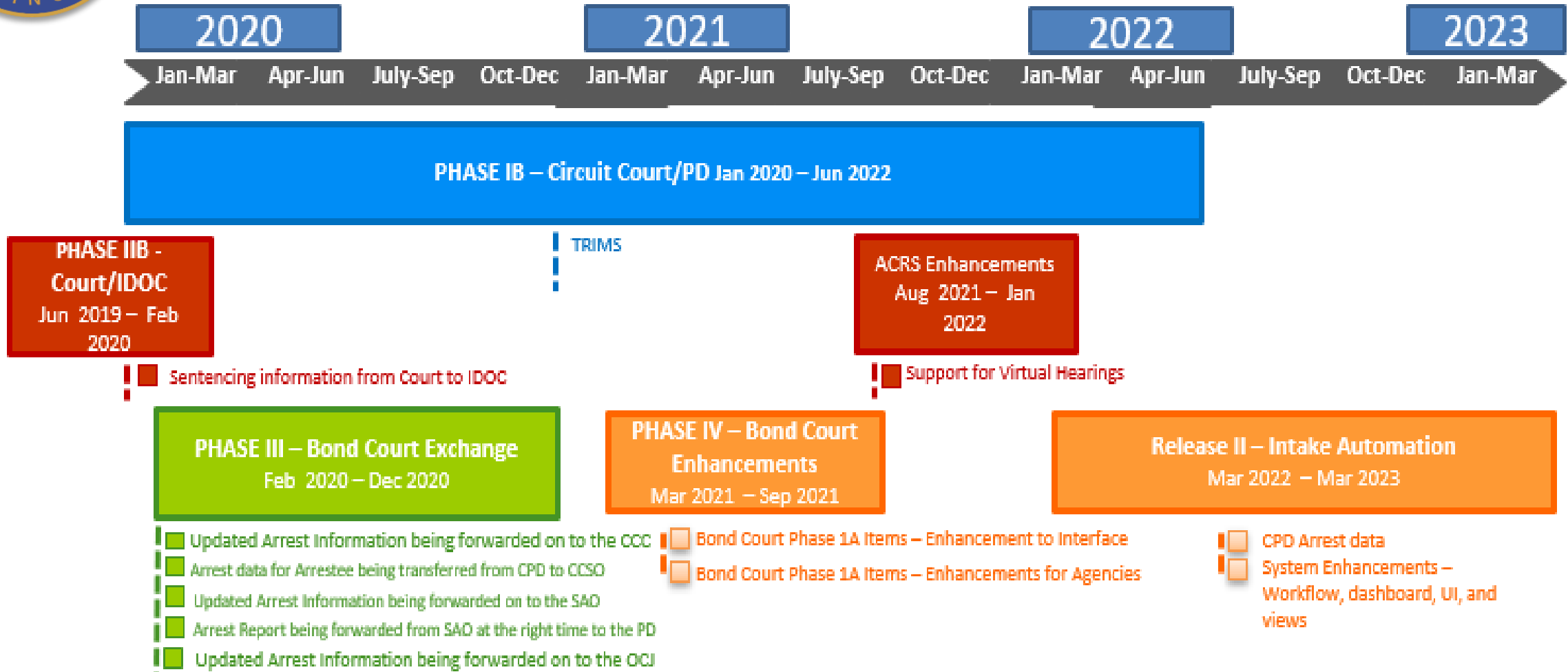
# Enterprise Service Bus (ESB) - Project Status

Project Area	Previous Status	Current Status	Status Trend	Comments
Overall Project	Y	G	↑	Project is on track and in good health.
Schedule	Y	G	↑	Targeting smaller enhancements while agencies conduct internal requirements gathering for next Phases. Monitoring the schedule closely.
Risks	G	G	—	Risks are being updated and analyzed weekly.
Issues	G	G	—	Issues are being updated and analyzed weekly.
Budget	G	G	—	At this time, there are no outstanding Project Change Orders (PCO) impacting the budget.

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



# Enterprise Service Bus (ESB) - Project Timeline



TRIMS: Traffic Case Data from the Clerk of the Circuit Court  
 ACRS: Automated Court Reminder System (Chief Judge)



# Enterprise Service Bus (ESB) - Project Snapshot

## Accomplishments

- Automated Court Reminder System (ACRS) refresh to accommodate video conferencing
  - Updated ACRS SMS (texting) and updated ACRS IVR (Interactive Voice Response/automated phone call) went live Dec 1<sup>st</sup>
- Bond Court Workflow Enhancements

## Next Steps

- Jail Custody Data Exchange Enhancements CCSO→PD, March Go Live
- Implementation of ESB Arrest data exchange from CPD→CCC
  - Migrate CCC off of legacy interfaces
  - Pending CCC and CPD Approval to proceed
- Release 2 for Bond Court solution



# Unified Communications - Overview

## *Deploy Cisco VoIP Phones to Approximately 100 County Buildings/Properties*

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



# Unified Communications - Project Status

Project Area	Previous Status	Current Status	Comments
Overall Project	Y	Y	Phone deployments for CCHHS, Jail and BOT Clusters are in flight. Slightly behind projected schedule.
Schedule	Y	Y	Targeting final large site work (Jail Campus) and conducting quality audits in preparation for closeout. Monitoring the schedule closely as security high security areas are slowing progress.
Risks	G	G	High security areas and necessary escorts are causing slow delays in phone deployments.
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

2021

2022





# Unified Communications - Project Snapshot

## Accomplishments

- Approximately 23,162 Phones deployed (19,704 VoIP / 3,458 Analog).
- CCH Cluster – 99% Complete
  - Provident Hospital – 72% Complete
- BOT Cluster – 98% Complete
- DOC Cluster – 92% Complete
  - Jail Campus – 50%

## Next Steps

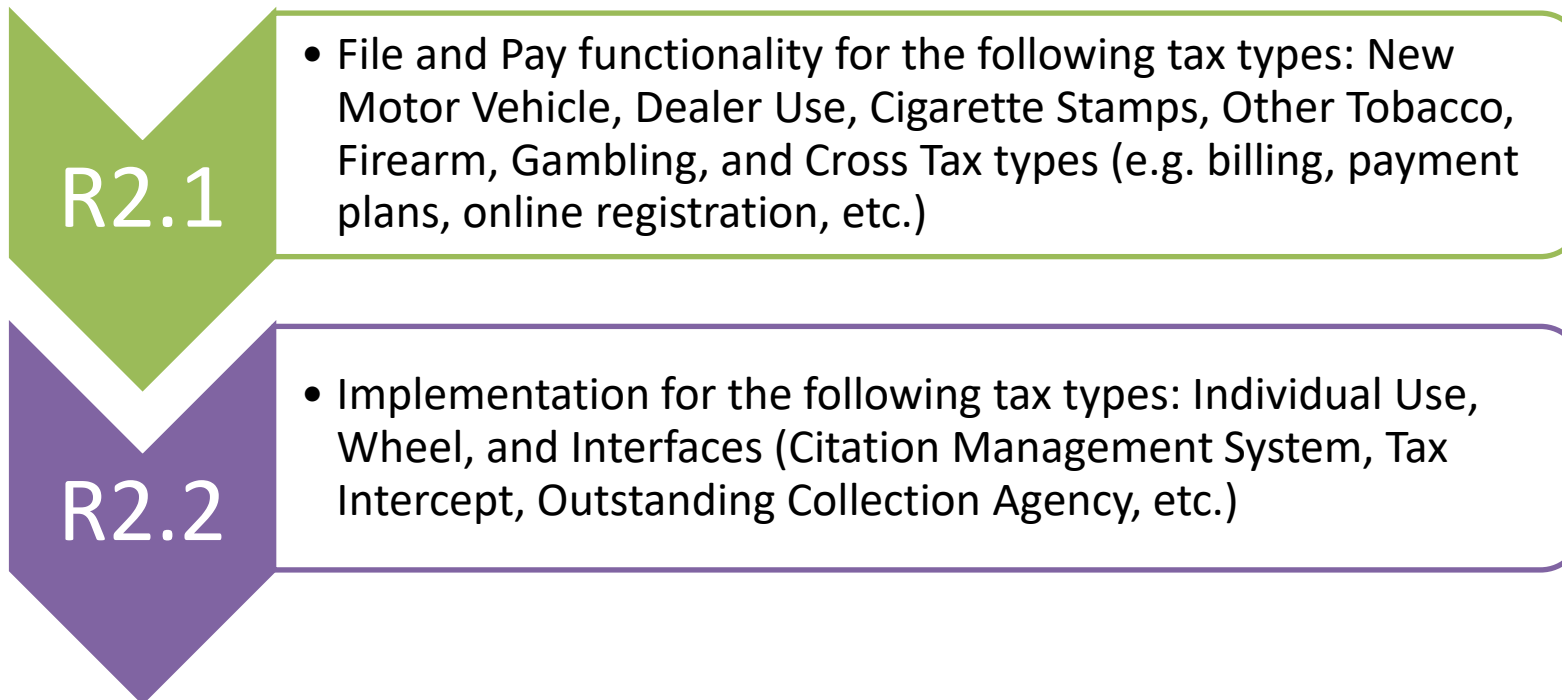
- Complete project closeout and documentation review by 4/22/2022.
- Complete remaining large site - Jail Campus (Jail).
- Track project progress against 250 phones per week. Approximately 3,000 phones remaining.



# 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:





# 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 is scheduled for May 2022
Risks	G	Y	Wheel Tax - possible 3rd amendment pending
Issues	G	G	Issues are being managed and assessed regularly during R2.2 Go-Live preparations.
Budget	G	G	

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



# Release 2.2 Schedule Overview

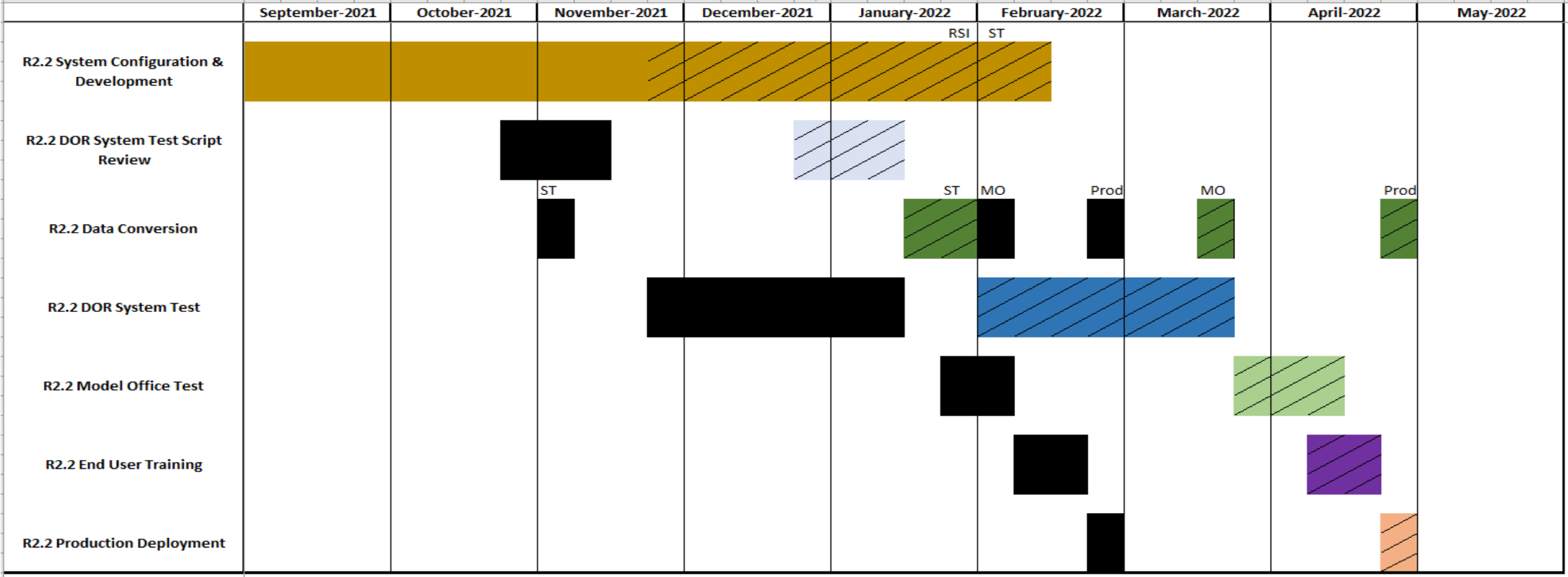
May 2022 Go Live: additional focus on R2.1 Prod Stabilization

Tax Intercept Design – Changes may need to roll into production post go-live. Not Critical path

IUT Design Updates – form update risk to go live, additional updates not critical path

Wheel Design Updates – changes not critical path

Need to plan CCB meetings





# Integrated Tax Processing System (Revenue) - Project Snapshot

## Accomplishments

- R2.1 Go-Live System Deployment
  - July 6, 2021
- Board Approved Contracts
  - Compliance (Time-Only)
  - Application, Maintenance & Support

## Next Steps

- EP3 On-Base Planning
- Change Requests Pending
  - Tax Intercept
  - IUT
  - Wheel Tax
- R2.2 Go-Live (May 2022)



# 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	<ul style="list-style-type: none"> <li>Performance against new plan dates is under close observation but shows early signs of concern.</li> <li><b>Steps to improve status:</b> Demonstrate consistent progress on cycle goals and plan. AS achieves regular business cadence in iasWorld as additional functionality is deployed.</li> </ul>
Schedule	Y	Y	<ul style="list-style-type: none"> <li>Tyler investigating inter-agency dependencies on path to merge plans and dependencies.</li> <li><b>Steps to improve status:</b> Resolve any remaining resource imbalances within an acceptable margin. Demonstrate consistent schedule performance against new plan.</li> </ul>
Risks	G	G	Continue to monitor Risks and remediate as needed.
Issues	Y	Y	The pace of Tyler application development is negatively impacting the schedule. Cook County and Tyler will continue discussions on development resource capacity, and other areas of the project to try and reduce the delay in delivering the Tax scope.
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

2021

2022-2024

Project Management

Change Management

Assessor Phase 1.2  
Feb '21

Assessor Deferred Scope  
Jul '21

Assessor Phase 2 Implementation

Sept '23

Clerk & Treasurer Phase 1 Implementation

Sept '23

Clerk & Treasurer Phase 2 Implementation

Apr '24



# IPTS (Property Tax) - Project Snapshot

## Accomplishments

### Assessor

- Finalization of Assessor Phase 2 project plan and started Assessor Phase 2 implementation.

### Clerk

- Development of the re-baselined project plan.
- Successful onboarding of the Redemptions Team and kick-off of the Property Tax Business Unit.

### Treasurer

- Preparations are underway to begin validating eighty functional requirements related to Tax Bill adjustment calculations.
- Completed design on six of nine business units needed for Phase 1 go-live.

## Next Steps

### Assessor

- Stand up of field mobile application and public access website (March go-live)
- Continuation of Assessor Phase 2 implementation.

### Clerk

- Continue assisting and coaching the Tyler Team to ensure project delivery process improvements developed are properly implemented.
- Continue to recover previously missed goals.

### Treasurer

- Tyler to demo Collections and Cashiering functionality.