



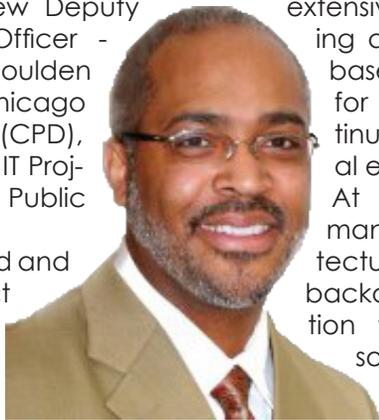
## BOT WELCOMES NEW DEPUTY CIO

The BOT is excited to announce that we have a new Deputy Chief Information Officer - Arba Houlden. Houlden joins us from the Chicago Police Department (CPD), where he served as IT Project Manager for Public Safety.

At CPD he developed and managed the Project Management Office for the Public Safety Information Technology Application and Development Team. Prior to CPD, Houlden served as Deputy Commissioner for Health Information Technology at the City of Chicago's Department of Innovation and Technology.

Houlden is a Six Sigma Black Belt with invaluable skills in both leadership and process improvement. He has an MBA from Capella University and a BA in Computer Science and Information Systems from DePaul University.

Houlden has extensive experience with a shared services model, which makes him an excellent



fit for Cook County. He also has extensive experience driving adoption of cloud-based technologies for both business continuity and operational efficiency.

At the City Houlden managed the architecture that enabled backoffice modernization for Enterprise Resource Planning (ERP). He also managed the Health Alert Network,

which provides the Chicago Department of Health with the capacity for quick, efficient, reliable and secure web-based communication with staff, health-care providers, laboratories, first responders and other agencies.

Prior to government work, Houlden served as the Executive Director of the American Brotherhood of Contractors. He also worked for several years at Sun Microsystems, where he developed business plans and conducted financial analysis as a Senior Program Manager.

## 2016 APPS STRATEGY

In 2016 the rubber is hitting the road. 2015 was a year of large technology procurements. Cook County awarded more than \$154 million in IT contracts in FY2015. FY2016 will also have some major new contracts, but overall this is a year for implementation and modernization. The hard work of bringing these major projects to fruition and making the leap towards modernization is upon us.

Application modernization is a key priority for Cook County. App modernization begins with the oldest technologies residing on legacy platforms which are expensive to maintain. Through new applications, we will transition away from predominantly manual and paper-centric business processes and into the digital realm.

Modern frameworks increase operational transparency, regulatory compliance and provide greater flexibility for users. They can trigger a shift from handling work as discrete transactions to handling work more holistically to optimize outcomes within a dynamic environment.

Cook County's Big Four initiatives

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# A DAY IN THE LIFE

OF  
TOM  
QUINN



Tom Quinn is a Telecom Electrician General Foreman who has been with the County for just a few months short of 30 years. Telecommunications

is a branch of BOT that sometimes gets overlooked, but taking a look at their hard work behind the scenes illustrates how much planning and expertise it takes to keep even mission-critical parts of our IT infrastructure working smoothly.

Quinn's day begins at 7:00 a.m. at the Cook County building at 23rd and Rockwell. The first thing he does is make sure all the foremen have their work orders. Once the game plan for the day is laid out, they head off to their work sites. Then, Quinn starts putting together all the materials for the upcoming shifts: wire, jacks, phones, patch cords and lots of other things.

After 9:00 a.m. the meetings start. Recently Quinn was heavily involved in preparing for a power shutdown at the jail. This critical operation affected dozens of buildings, and it went off without a hitch, but required extensive planning and coordination. After morning meetings, Quinn goes out to inspect the progress at major jobs. After checking on jobs, he comes downtown to meet with his techs. He then stops by the Network Control Center (NCC) to pick up switches and access points needing installation.

After that, Quinn takes materials and paperwork back to 23rd and Rockwell, and he stages the equipment for the next morning. Then deliveries come in: more wire, jacks, phones, time-clocks and other tools of the trade. Quinn checks all items in and puts them away. When 3:30 comes, it's time to go home.

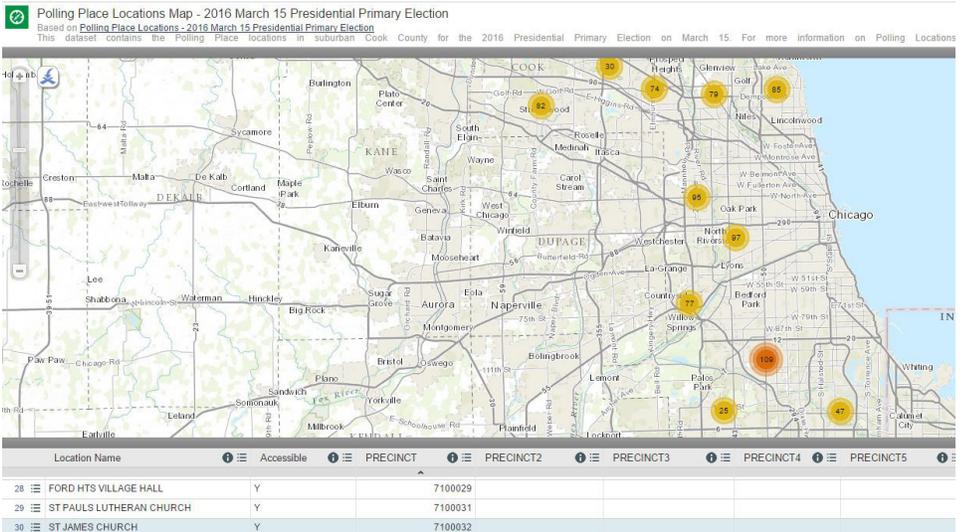
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**data.cookcountyl.gov**

The Open Data portal for Cook County Government

Toni Preckwinkle, President



## COUNTY GIVES NEWS WEBSITES INTERACTIVE MAPS

In early March, the Cook County Clerk announced a number of changes to suburban Cook County polling locations for the March 15 election. The same day, using data provided by the Clerk's Office, the BOT was able to create and distrib-

ute to media an up-to-date digital list and map of polling places available on the County Data Portal -- **data.cookcountyl.gov**. Media and members of the public were able to embed this map on their websites using a button on the portal.

## 2016 APPS STRATEGY

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approved last year -- Integrated Justice, Integrated Revenue, Integrated Property and Enterprise Resource Planning (ERP) -- have all entered the implementation phase. We call these the "Big Four" because four new digital universes are being created, each with a large scope and huge benefits of integration.

The Bureau of Technology has installed timeclocks throughout the County for the ERP project, and rollout of the new Time and Attendance System will be moving forward in the next few months. Kickoff meetings have been held for the other projects, and implementation is moving on schedule. These unprecedented projects are at the forefront the BOT strategy for Modernization, Shared Services and Innovation. Other County departments in the process of receiving new systems include:

- Public Defender: the new

system improves the handling of case initiation, subpoena management, investigations, case scheduling, managing expert witnesses and dispositions. It will ensure assistant public defenders can effectively manage their case loads as well as ensure that case information is stored electronically in a secured environment. This new system will also generate data to use in improving office efficiency and attorney assignments.

- Justice Advisory County (JAC) Grantee Reporting Application: JAC annually awards 60 organizations with grants to assist them with the services they provide to the community in the areas of: violence prevention, recidivism reduction, restorative justice practices and public safety initiatives. The new system will allow all organizations to apply for JAC Cook County grants online. The system would also improve overall data management and storage.