

## MEET THE NEW COOKCOUNTYIL.GOV

A major update to Cook County's main website, unveiled this summer, will enable visitors to [www.cookcountyil.gov](http://www.cookcountyil.gov) to more easily connect with the County services they need, said County Board President Toni Preckwinkle. "Government websites have a reputation for not being very user friendly," Preckwinkle said. "With our new website we put the user first."

The old school way of designing government websites was to build an online copy of what existed in the physical world – a page for each office, agency and elected official. The new County website still has these pages, but its focus is on the services the County provides. With sections focused on residents, businesses and numerous subcategories, Cook County aims to simplify the process and connect residents as quickly and easily as possible.

The new website is based on the open-sourced Drupal platform, which is used extensively in federal and state websites. It is designed to scale for any sized screen, which means it works just

as well on a smartphone as it does on a desktop computer. Cook County used Smart Chicago's Civic User Testing Group (CUT Group) to test different ways of organizing the site during the design phase. The results should reduce the amount of searching visitors need to do to find what they want.

The content management system that County employees use to populate the site is also designed to be user friendly, which lets the employees of each department maintain their own areas and make quick updates.

A website is never done. The Bureau of Technology (BOT) is collecting public comments and suggestions through a menu item titled "feedback." The BOT will use the feedback to improve the current site content and gauge public interest in new features.

The next phase of the website project will include better integration of online mapping applications, video and forms. Several behind-the-scenes upgrades will also improve the way County staff input information.

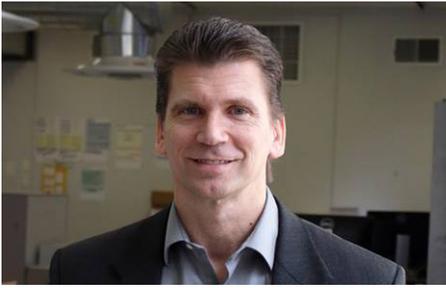


## RESPONSIVE DESIGN

A recent trend fully embraced by the Bureau of Technology is responsive design. If you build a web-based computer application that scales to fit onto screens of any size, then you don't need to build separate apps for iPhone or Google's Android phones.

"App fatigue is a real problem," said County Director of Application Development Derrick Thomas. "People don't want to download an app for every little thing they do," he explained.

The new [www.cookcountyil.gov](http://www.cookcountyil.gov) is only one example of responsive design that Cook County is rolling out in 2016. The new ArcGIS Online mapping system that the Department of Geographic Information Systems (GIS) is launching will work on phones and tablets as well as computers.

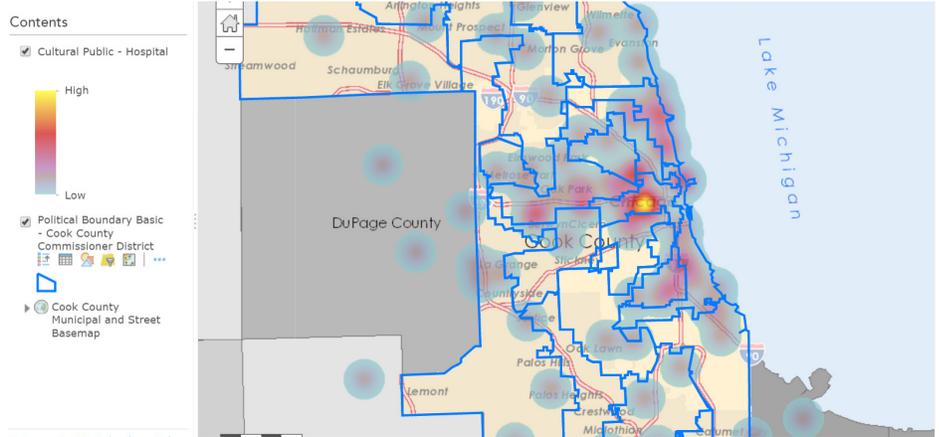


## THE TEAM THAT MAKES THE BILLS RUN ON TIME

Mike Ropa will be the first person to tell you that everything we do in the Bureau of Technology involves a great deal of teamwork. This summer Ropa, Director of Platform Computing, is retiring, and over his 30 plus years of service, he and his team have logged a lot of big accomplishments. Ropa is known for being the Director under whose watch the County tax bills have never once been late — and that's just one example of the advances put in place by him and his team. Other accomplishments during the last three years of Ropa's tenure include:

- Completing 10,600 Service requests
- Completing over 70,000 print requests, which added up to 45 million pages
- Folding/inserting 4 million documents
- Eliminating third shift and weekend work hours while handling the same volume of work
- Reducing overtime pay 21% during tax bills printing
- Reducing the Bureau's cost of printing tax bills to 3/10ths of a penny per bill
- Reducing compensatory time 98%
- Reducing printing 16%
- Reduced paper expenditures 28%
- Reducing head count 12%
- Reducing payroll and increasing staff cross training and responsibilities

In customer satisfaction surveys, Platform Support gets the highest possible score (5) 92 percent of the time and have never received lower than a (4).



## MAKE MAPS WITH YOUR DATA USING ARCGIS ONLINE

The Department of Geographic Information Systems (GIS) is now using ESRI's ArcGIS Online cloud mapping platform to transform how data can be presented throughout Cook County Agencies.

This software allows County employees to easily create and share maps throughout the organization and with the public. This allows access to critical location information from your desktop, browser, tablet, or smartphone, anytime, anywhere.

Mapping can empower County employees to perform analysis to identify and quantify the implications, consequences, and impact of their decisions. The system also

allows users to take advantage of web mapping tools that are compatible with ArcGIS to produce professional maps and graphics.

County employees will be able to learn how to create spatially intelligent web applications to share with the public or other agencies. All of this takes place in a secure system with controlled access that can be modified with specific permissions for users and groups.

GIS will provide users with tools for their ArcGIS Online account to address any departmental needs. Currently the Cook County GIS staff is in the process of collaborating and training agencies within the organization on the new platform.



## JURORS GET FREE WI-FI

Thanks to the Bureau of Technology and the Office of the Chief Judge, jurors coming to the Circuit Court of Cook County will now have access to free Wi-Fi. People reporting for jury service can access the Wi-Fi access while they wait to find out if they will be considered to serve as jurors for a trial. Have no fear, though — jurors will not be surfing the web during the trial.

## ORIGAMI RISK MANAGEMENT COMES TO COOK COUNTY



The Risk Management Department is responsible for the development and administration of programs and procedures relating to employee benefits, workers' compensation and liability programs. The Origami Risk Management Information System (RMIS) is a web-based claims management system for the County which supports Risk Management's workflows. Origami improves case management, allows for document storage and provides operational visibility into County claims data. Since launching in April of this year, staff has noted a reduction in processing time and paper use.