



THE BIG FOUR

- Integrated Justice
- Integrated Property
- Integrated Revenue
- Enterprise Resource Planning

The Bureau of Technology is approaching a momentous phase in the County's efforts toward modernization, innovation and increased collaboration. We call these "the Big Four" because four new digital universes are being created, each with a huge scope and numerous benefits of integration.

This summer we will be coming before the Board for approval of four integration initiatives of unprecedented proportions in Cook County. The benefits of these initiatives are as monumental as their scope.

These four major initiatives – Integrated Justice, Integrated Property, Integrated Revenue, and Enterprise Resource Planning software for the whole County, including Cook County Health and Hospitals and the Forest Preserves – have been planned for a long time, but this summer we are bringing them forward.

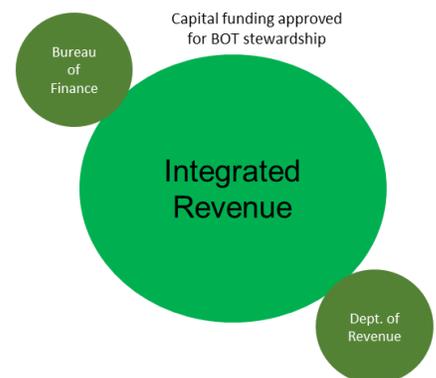
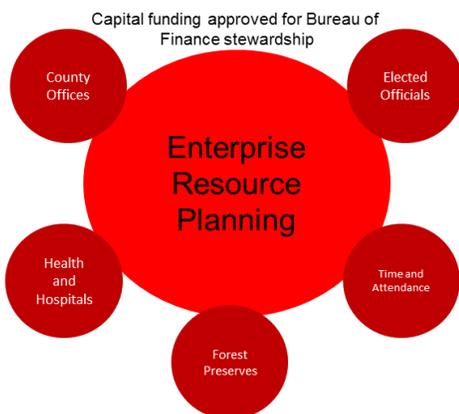
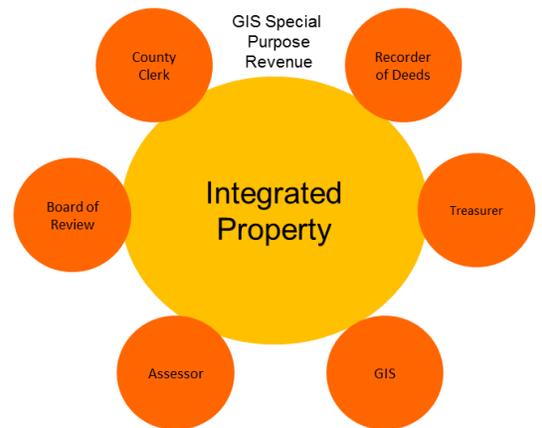
Once these unified systems come online, we can exponentially increase the value of County services for its citizens. These integrated systems will also dramatically increase the efficiency with which we operate. Programs like these will pave the way for new technologies which can be built on these firmer foundations. Not only do the Big Four deliver mission-critical modernization, they promise to revolutionize how Cook County does business.

“ We call it ‘The Big Four’ because four new digital universes are being created, which is an unprecedented technological leap for Cook County. ”

Integrated Property

The Integrated Property system is a landmark collaboration effort for the County's land agencies, creating not only an improved central

database of the County's 1.8 million land parcels and all of the related data behind each parcel from each of 5 agencies, but it will also provide more streamlined ways of pro-



The Big Four

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cessing land services as they travel between each agency.

Integrated Revenue

The Integrated Revenue project brings together diverse tax types within a centralized and modern administration system. The system will streamline and automate many processes, improving efficiency and accuracy.

Integrated Justice

The Enterprise Service Bus is an overarching system that facilitates communication among diverse software applications at different agencies. Integrating these systems improves communication processes between the justice and public safety agencies, as well as ensuring quality, accuracy, accessibility and timeliness of criminal history information.

Enterprise Resource Planning

The Enterprise Resource Planning (ERP) System will operate County-wide to manage business processes. The system allows the County to collect, store, manage and interpret data across all aspects of County operations, allowing the County to manage all its resources efficiently and cost effectively. The functional scope for

this project includes Financials, Supply Chain Management, Human Resources and Payroll and Reporting Analytics. The project includes both configuration and implementation of the software as well as the technical support through ongoing managed services.

A major building block for the ERP system, which is a County-wide digital universe in its own right, is a new phase of pilot group testing this summer — Time and Attendance.

This solution will streamline how time and attendance reporting works across Cook County government. The solution will significantly reduce manual time-keeping processes ensuring improved payroll processes, labor allocation, cost control and data reliability.

The system will accurately track and report time for the County's roughly 24,000 part- and full-time employees across approximately 100 different locations. Having this data flowing at full speed across the County network will be a key element for the County's ongoing mission critical modernization projects. It's an exciting time for Cook County tech.

Office 365 UPDATE

BOT has migrated more than 10,000 County employees to Office365, and that number continues to increase. Office365 is bringing County employees state-of-the-art cloud-based email, which is safer and more stable, and also comes with improved functionality and reduces County infrastructure costs.

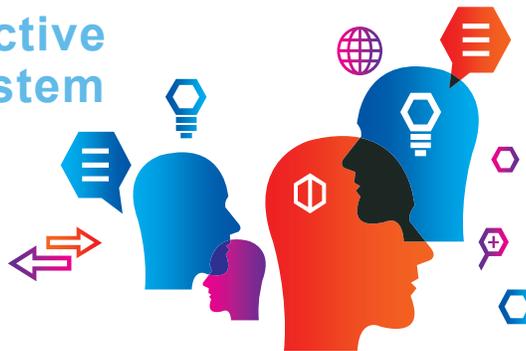
One of the most popular features of the Office365 migration is that it comes with Home Office Suite licenses for every participating County employee to download free copies of Word, Excel, PowerPoint and more for home use. Employees get a total of 15 licenses — 5 desktop, 5 laptop and 5 mobile/tablet — and will usually only need to use two to three for their work computers. The remaining licenses are theirs to use on their own devices. When an employee leaves the County their network account is deactivated, and the free copies immediately revert back to the County. Employees are responsible for the support and backup of information on their personal devices.

County-Wide Interactive Voice Response System

BOT is excited to announce that the new Interactive Voice Response (IVR) system to answer phones County-wide is live.

The new system replaces several older automated systems and consolidates multiple County agencies onto a single platform. The system also provides new IVR service to several offices, including the Clerk of the Circuit Court and the Social Service Department under the Office of the Chief Judge.

"This is a way for Cook County to ensure that even those without access to the internet are able to take advantage of automated 24/7 services," President Preckwinkle said. "This system will also increase productivity as County employees will no longer need to redirect phone calls to other departments. Callers will be connected to the proper person automatically, which will free up employee resources for other tasks."



The IVR system is expected to handle around seven million calls per year.

The new system has the capacity to speak several languages. It can also be programmed for new functions and will be able to integrate with future technology.

Another advantage of the new IVR system is that it operates on modern server technology which is faster, more agile and increases overall system reliability. In the event of an outage, a backup system at an off-site Cook County Data Center will instantly take over, and callers will not experience any gap in services.

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