

Cook County Assessor

Technology Strategic Plan – 2022Q1

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Background

The Cook County Assessor is an elected government official who is responsible for establishing fair and accurate property assessments. Valuation of the county's 1.8 million parcels of property is conducted for *ad valorem* tax purposes. *Ad valorem* means according to value and refers to the amount of taxes that will be required to be paid based on the value of the property.

To administer this task, the Assessor reassesses one-third of the properties located in the county each year. The Assessor alternates assessments among the northern suburbs, the southern suburbs and the City of Chicago.

Mission

The mission of the Cook County Assessor's Office is to deliver accurate and transparent assessments of all residential and commercial properties. We serve every community in the county through ethical stewardship within the property tax system. The Assessor's Office mission is fulfilled through data integrity, teamwork culture, and distinguished service while adhering to our values of fairness, transparency and ethics.

Leveraging Enterprise Agreements

Microsoft/O365

The Cook County Assessor's Office (CCAO) recently completed a project to migrate into the County's O365 tenant. This migration allowed CCAO to leverage the Teams client to work collaboratively, both internally and with other agencies, within the county. Entering the tenant also allows for CCAO to have easier access to other MS technology/resources including Azure, GitHub, BI, etc.

DocuSign

The CCAO used the county's agreement with DocuSign to allow taxpayers to file their exemptions and certificates of error online. The CCAO plans to expand the use of DocuSign by using enhanced features of the product to eliminate as many paper processes as possible.

Modernization of Property Tax System

iasWorld

The CCAO deployed Phase I of the Integrated Property Tax allowing CCAO to do all its valuation and appeal work within Tyler Technology's iasWorld. Phase II will be rolled out in 2022 and 2023 adding exemptions, certificates of error, and incentives functionality.

Field Mobile

CCAO will deploy forty "field mobile tablets" that will be installed with applications allowing CCAO field analysts to record valuation information online through a secure network connection. Eliminating the paper process and adding the ability to work from anywhere, providing tremendous efficiency to the office.

Public Access

In 2022, the CCAO will launch Tyler's taxpayer portal named "public access". Public access will allow taxpayers to take a deep dive into the details of the property.

Smartfile

Taxpayers currently can file their appeals online via the Smartfile application. Smartfile will expand in 2022 to include exemptions and certificates of error.

Data Transparency

GitLab

CCAO publishes modeling code online for peer/public review to ensure transparency and accuracy of our assessment data.

OpenData

CCAO publishes property valuations and characteristics to the Cook County Open Data Portal.

PINVAL

PINVAL is a public application currently in development that will allow taxpayers to understand how the CCAO arrived at a residential assessed value for each PIN without the need for a FOIA request.

Infrastructure

Nutanix

CCAO has continued to expand its footprint in the County's Nutanix environment leveraging the shared services of BOT. All data servers have now been migrated to Nutanix with expanded services providing data backup and recovery in 2022.

Cook County co-location

CCAO looks forward to the completion of the county's RFP for co-location services to enhance its cloud workloads.

Information Security

Cook County Security Framework

CCAO has been an active participant in the development of the county's Information Security Framework and aims to be a leader in security of county devices and data.

Governance

Formalizing the CCAO IT governance committee

CCAO moved to create an IT governance committee to set specific goals and priorities allowing the office to better communicate the direction of the CCAO IT strategic plan internally to staff and externally to other county agencies and the public.