



DUPAGECOUNTY

Technology Committee – IT Projects Update



Projects Completed in 2023



Property Tax System Implementation:

- Soft Launch Completed – **January 17, 2023**
- Public Access Portal Launched – **February 13, 2023**



New Website Project:

- Go-Live: **February 14, 2023**
- Post Launch Enhancements: Animal Services, Board Members, and Elected Official Pages



Granicus Legistar Implementation:

- Go-Live: **February 14, 2023**



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Projects Completed 2021 - 2023

Application Projects:

Team	Project
Applications	Patient Care Point Click Care (PCC) - Clinical Module completed 10/01/2021
	Point Click Care - Financial Module completed 03/01/2022
	Other PCC Modules completed after 3/1 - Database Review Project, Wound Module, Payor Tree Creation, Data Relay for Reporting, MARS/TARS Emergency Backup
	Modernizing and updating SQL SSRS reports for several of our systems to improve security
	Created modern applications to replace mainframe applications for Clerk and Recorder
	Rewrote Budget application to a new web application
	Upgraded backend databases to newer, more secure SQL versions
	Mainframe paper reports converted to PDF
	Created automated programs to batch-pull electronic images of deeds for the Clerk/Treasurer

Team	Project
Web Team	Family Violence Coordinating Council Website
	20+ new online courses in Training DuPage
	New Stormwater Site
	ARPA portals for online submittals (Fire Districts, Park Districts, Townships)
	Care Center Kronos version/server update
	Relocation of seven Azure websites to WP-Engine

Team	Project
RMS Team	Children's Advocacy Center (CAC) OCR Project
	Zendesk Helpdesk Tool Rollout with the ETSB
	Monday.com Implementation
	Launch of PRMSNEWS.ORG
	NIBRS Reporting Tool Upgrade
	OnCall Analytics (OCA) Reporting Enhancements



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Projects Completed 2021 - 2023

Application & IT Infrastructure Projects:

Team	Project
GIS	Accela Online Permitting Application
	Winter Weather Solution
	OEM Storm Damages Assessment (tornados)
	Point In Time County (Homeless Count)
	Parcel Maintenance (Moving to Parcel Fabric)
	Coroner's Data and Dashboard
	Utility Network (Water & Sanitary Sewer Mapping)
	Unincorporated Waste Hauling Services Survey for the Department Environmental
	Stormwater GIS Data & Tool Development
	Police Transparency & Crime Stats Solutions
	ETSB E911 GIS Map Maintenance
	GIS Shared Service
	<ul style="list-style-type: none">- Forest Preserve Amenities Application- Bloomingdale Park District- Lisle Woodridge Fire Protection District- Village Of Lisle

Team	Project
Cybersecurity	Adopted Office 365 MFA
	Implemented Tanium
	Internal Applications configured to use OKTA MFA
	Additional Cybersecurity projects, as noted in the Cybersecurity Briefing (Confidential)

Team	Project
Network Systems	Moved to Cloud FTP Service
	Moved all physical SQL Servers to Virtual
	Upgraded backbone of campus wireless to allow for additional access points
	With Stormwater, upgraded SCADA network
	3PAR SAN decommissioned (after the previous implementation of VSAN)





Projects Completed 2021 - 2023

IT Infrastructure Projects:

Team	Project
Operations	Completed audit of all hardware supported by County IT
	Implemented Zendesk Service Desk
	Upgraded 150 devices from Windows 7 to Windows 10
	Replaced 413 desktops and laptops
	Consolidated 135 users to one device

Team	Project
Telecom Team	Completed 211 Implementation
	Upgraded NuPoint voicemail & MiCollab
	Transitioned Worknet to SIP Service from PRI Service
	Installed Distributed Antenna System in 505/503 basement for added AT&T coverage
	Completed cellular transition from Verizon Wireless to AT&T

Team	Project
Network Systems / Ops / Applications	Implemented new Change Approval / CAB process for IT department





Cybersecurity Action Plan

Highlights:

- Adding a Managed Detection and Response (MDR) Provider
- Adding more Security Performance Management
- Updating cybersecurity documentation to align with NIST SP 800-171 Guidance
- Replacing existing backup system
- Addressed Beazley's 2021 Cybersecurity Liability Insurance assessment findings in partnership with the Circuit Court and Sheriff's Office – Completed
- Cybersecurity Assessment being completed by the internal team and CISA – Completed

Watch Items:

- Managed Detection and Response RFP
- Cybersecurity Liability Insurance Renewal



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ERP Action Plan Update

ENTERPRISE RESOURCE PLANNING

Highlights:

- [HR/Payroll Systems and Payroll Outsourcing RFPs](#)
 - Advertised RFPs for an HR/Payroll System and Payroll Outsourcing
 - Reviewed RFP proposals and developed a short list of presenters
 - Presentations and demos from seven vendors will take place over the next few weeks
- [Finance ERP RFP](#)
 - Creation of the RFP is in its final stages. Will advertise in the coming months

Watch Items:

- [Finance ERP RFP launch timing and alignment to HR/Payroll Systems RFP](#)





DuPageCounty.gov Project

What: Change all county email addresses from “dupageco.org” to “dupagecounty.gov.”

Highlights:

- Created the scope, project plan, and timeline for the .gov project
- Engaged domain migration third-party vendors to validate dupagecounty.gov strategy and solicit technical input
- Developed a communication plan for major stakeholders
- Testing critical applications that will be affected by the change, including but not limited to Okta, Adobe, LEAP, Tyler, etc.

Watch Items:

- The implementation timeline has shifted and must be closely monitored going forward

.gov



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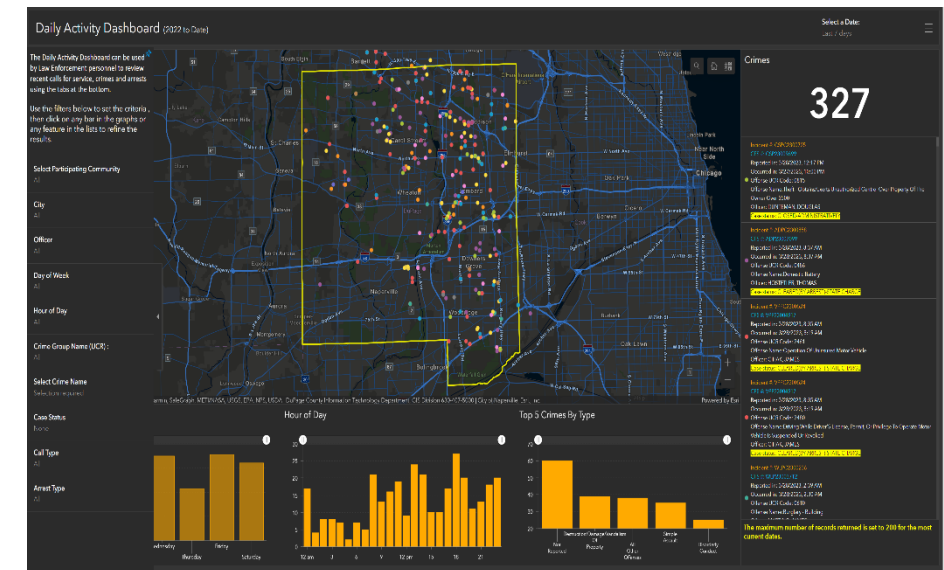
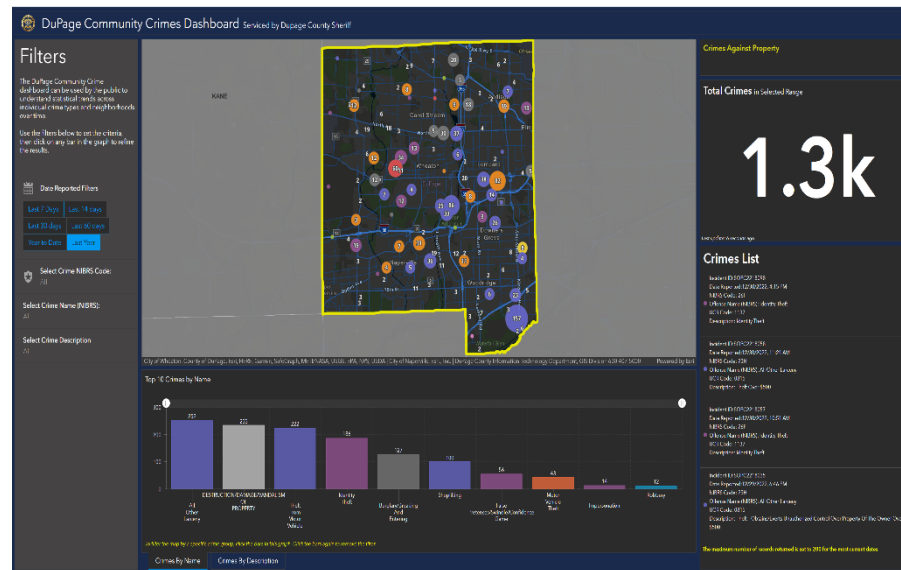
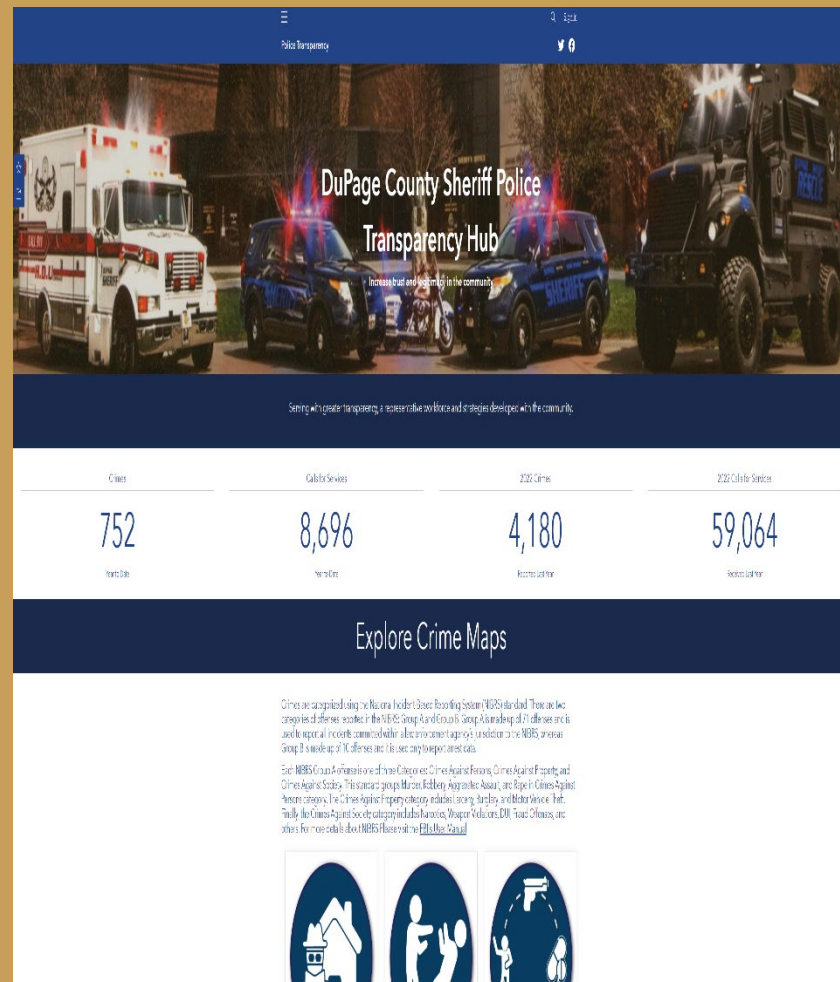
Police Transparency Portal

Highlights:

- Completed the design and build of the Police Transparency & Crime Stat Portal in November 2022
- Presented the Portal to the Sheriff's Office and over 13 DuPage County police chiefs. Received positive feedback
- Developed a new Crime Reduction function

Watch Items:

- Approval from all DuPage County law enforcement agencies



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Additional Project Updates



☐ **B2Gnow Diversity Tracking Tool – In progress**

- Pilot completed
- Infor data integration completed
- Public Go-Live is scheduled for April 2023

☐ **OpenGov Implementation – Completed**

- Went live February 2023, but the team continues to work with the vendor to address post-go-live issues
- A presentation and demo to the Finance Committee will be scheduled at the end of April



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Q & A



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Thank you!
