



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

630-407-5000
Fax: 630-407-5001
it@dupageco.org

www.dupageco.org/it

TO: PRMS Oversight Committee and ETS Board
FROM: Don Ehrenhaft, PRMS Manager
DATE: September 6, 2023
RE: DuJIS RMS Monthly Update

Accomplishments:

- NIBRS Go-live first submissions occurred.
- Data Sheet Refresh Subcommittee held kick-off meeting.
 - This is a critical foundational step to begin the OCR 10.0/MFR project.
- OCR 10.0/MFR project kick-off tentatively scheduled for mid-October.

Victories:

- NIBRS
 - Several rounds of submission and troubleshooting have occurred.
 - Communication has been regular and consistent, resulting in the maintenance of high user confidence.
- Issue Resolution
 - Continuous use of resolution strategies has cut average open ticket numbers by 50%.

Action Items:

- NIBRS Transition Go-Live/Certification
 - Hexagon released an update to the NIBRS reporting tool with multiple bug-fixes including ones for issues identified earlier this month.
 - The new version of the NIBRS Reporting Tool is being distributed to a limited number of agencies for the next round of submissions.
- 00102630 - Addresses Validates in FBR without a Zip Code – IN PROGRESS

RSA – Customer Support Collaboration:

- Maintained weekly NIBRS Project status call, standing call at 2:30 pm on Mondays.
- Maintained weekly I/CAD case review call, standing call at 9:00 am on Thursdays.
- Maintained RMS weekly status review call, standing call at 1:00 pm on Thursday.
- RSA and RSA Manager worked collaboratively to reduce the case backlog.
- Effectively utilized new framework for rapid resolution, consistent communication, and transparent interaction.



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

630-407-5000
Fax: 630-407-5001
it@dupageco.org

www.dupageco.org/it

Next Month's Actions Items:

- Complete NIBRS Implementation (Go-Live).
- Support Go-live activities for NIBRS.
- Project kick off meeting for MFR/OCR 10.0.
- Schedule regular meetings for Data Sheet Redesign subcommittee.