



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

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TO: PRMS Oversight Committee and ETS Board
FROM: Don Ehrenhaft, PRMS Manager
DATE: July 26, 2023
RE: DuJIS RMS Monthly Update

Accomplishments:

- NIBRS Go-live date set for 8/1/23.
 - Workshops had nearly 100% attendance.
 - User engagement was extremely high.
 - Feedback was very positive.

Victories:

- NIBRS
 - Consortium on track to go live on August 1, 2023.
 - User confidence high.
 - Consistently providing communication to end-users, maintaining engagement.
- Issue Resolution
 - Continuous use of resolution strategies has cut average open ticket numbers by 50%.

Action Items:

- NIBRS Transition Go-Live/Certification
 - Agencies have been given instruction on how to make final preparations for implementation.
 - Agencies are being provided with spreadsheets listing specific records that need to be addressed.
 - Production Reporting Tool has been distributed, including detailed instructions for successful installation.
- 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.



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Next Month's Actions Items:

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