CIO’S PROGRESS FORWARD REPORT – March 2016

Priority #1. IT Staff Retention and Development

- Recognized the County Service Anniversaries in March 2016 for the following IT Team members:
  - Terry Clark, IT Senior Business Analyst (14th) – 5 years
  - Dang Dinh, IT Senior Systems Analyst (28th) – 5 years
  - Sabrina Roberts, IT Senior Project Manager (26th) – 4 years
  - Traci Newbill, IT Senior Oracle Systems Administrator – 3 years
- Note that Hien Trinh, IT Senior Network Engineer, was selected as the Department’s Employee of the Month for March 2016.
- Darin Fredde, the IT Senior Security Analyst and newest addition to the IT Security Team, has successfully passed the CISSP certification exam, which is a commendable professional accomplishment.
- The following IT Team members attended the TriTech TriCON 2016 Annual Training Conference in San Diego, California during the period February 29 – March 2, 2016:
  - Janice Nelson, IT Applications Support and Development Manager
  - Anthony Akins, IT Information Systems Coordinator at the DCSO
  - LeeAnn Clark, IT Information Systems Coordinator at the DCSO
- The Commissioners Court approved several members of the IT Team to attend the Odyssey User Conference in Austin, Texas during the period March 28 – 30, 2016.
- The Commissioners Court approved the addition of and the Civil Service Commission classified the new position IT Continuous Improvement Analyst in February 2016 with the County and District Clerks’ Offices funding the position at 50% each. Recruitment activities are underway.
- Note the recent resignation of one of the IT Technical Support Analysts and have already started the process to fill the vacancy.
- Continue interview activities to identify and select qualified candidates for the current IT vacancies and expect to select primary candidates by March 31, 2016. Current vacancies with final candidate not yet finalized are:
  - IT Applications Support and Development Manager (interviewing candidates)
  - IT Project Manager (candidate identified via the interview process)
  - IT Network Engineer (candidates identified for interview)
  - IT Server Administrator (candidate identified and on-boarding in progress)
  - IT Technical Support Analyst/Trainer (recent vacancy & potential candidates identified)
  - IT Continuous Improvement Agent (new position has been posted)

Priority #2. IT Infrastructure Protection and Stabilization

- Completed the relocation of all of the County’s OnBase infrastructure components to the CyrusOne Data Center on Thursday, 2/25/16.
- The storage backup provider encountered a significant issue with the upgrading the storage backup system, but, while working closely with the County IT Server Team, was able to recover the data storage backup system. A “lessons learned” review is scheduled for March 2016.
• Worked with County Elections and their Votec, their elections systems provider, to address a systems performance issue with the Votec Elections Server as part of preparations for the March 1st, 2016 Early Voting Season and Primary Elections Day.
• Continue with various activities to strengthen the County Government’s IT infrastructure security program.
• Per IT Operations successfully addressing the Storage Area Network (SAN) performance item at the CyrusOne Data Center and per discussions with the DCSO, have rescheduled the AIS migration to the CyrusOne Data Center for Sunday, Sunday, 3/6/16.
• While initiating activities to replace the application platform, continue with researching with the applications provider a significant operating environment issue adversely impacting the performance of the LIMS applications from the SWIFS on-site PCs. Have setup virtual PCs at the CyrusOne Data Center as a work-around for the SWIFS Staff to use when this system performance issue manifests, which proves to do so randomly. Have also networked with the Tarrant County IT Team which is currently working to identify a replacement for their LIMS platform.

Priority #3. IT Program Management
Administration & Finance Community
• Per the Commissioners Court’s approval of the release of the iRecruitment Replacement RFP for bid and County Purchasing’s conduct of the corresponding RFP Pre-proposal Conference on 2/18/16, currently awaiting potential bidders’ responses on Monday, 3/14/16.
• Per the Commissioners Court approval on 1/9/16 of the acquisition of hosted property inventory control services from the provider FacilityDude for the County Clerk’s Office, project the County Clerk’s Office to “go-live” with the new service by Thursday, 3/31/16.
• Per the product demonstration of the FacilityDude application for the County Tax Office, the County Tax Office has elected to move forward with using the hosted service for their property inventory control needs. Their Kick-Off Meeting and preliminary end-user training session with FacilityDude is scheduled for Monday, 3/14/16.
• Working with the District Clerk’s Office, re-launched the iDocket Public Access web portal as part of the interim data redaction initiative. Continued efforts in support of the District Clerk’s Office to partner with a provider to perform the long-term data redaction for the Public Access web portal with the planned briefing to the Commissioners Court scheduled for Tuesday, 3/15/16.
• Per the County Treasury - Check Printing Modifications initiative, AST is currently working on a few additional changes to the last check template, according to the County Treasurer’s Office’s requirements. This template is the dynamic template for Regular Funds. With the implementation of this template, it will eliminate the need for one of the other regular fund templates. Also of note, AST has modified the Special Funds template in such a way that it can now serve as a dynamic template to handle multiple special funds, which effectively eliminates the need two other templates completely.
• Per the award of the RFP for the Civil DA - Document Control & Case Filing Management System to the provider The Legal Files, have completed the first pass of the contract review, have itemized the functional modules for the Civil DA’s Office and have completed the hardware and environment review.
- Continue in planning efforts with County Operations on the Records Building Relocation Initiative to Renaissance Towers and with the planning for the Records Building Renovations. Note the Commissioners Court approved the budget for the IT components of Renaissance Tower move at their Court Session on 2/16/16. At that Court Session, the Court also approved the budget to purchase the necessary IT assets to relocate the IT Development and Test Environments from the Records Building to the Frank Crowley Data Center.

- Per Phase II implementation discussions with County Facilities and Accruent, the FAMIS applications provider, have confirmed plans to add the County Administration Building into the FAMIS application in March 2016 so that County Facilities can review the application in operation.

- Continue planning process to integrate the County Telecommunications Office into the County IT Department by 3/31/16 and have participated in several operational reviews of the County’s telephony system.

**Civil Justice Community**

**Odyssey Juvenile Courts Case Management System**

- Hosted the “Second Half” Kick-off Meeting with the Stakeholders and Tyler Technologies on Wednesday 2/24/16. During the meeting, the County Project Manager provided the following:
  - The current status of the Project;
  - Updates on the open tasks for the Project;
  - An update on the Project timeline; &
  - An update on the Project financials.

**Community Services Community**

- For the Scytl Poll Worker Management module addition, note the organization content creation has been completed. Configuration based on Workflow and changes are underway.
  - High Level milestones:
    - System configuration - February – March 2016
    - Mock Election and Training - early April 2016

**Criminal Justice Community**

**Jail Mental Health Diversion (JIMI/STELLA)**

- White board session occurred on Friday, 02/26/16 with representatives from the Criminal Justice Office, the DA’s Office and Dallas County IT in attendance.
- Next anticipated steps are to outline a project plan accounting for all currently known and anticipated deliverables.

**TechShare.Courts**

- **Development**
  - TPMG will continue the process of validating the Release v1.5 functionality through this week. The validation process started Wednesday, 2/3/16, however, due to initial test scripts challenges, Software Shaping session and Functional
Process mapping exercise, the process is taking longer. The completion of the process will mark a significant milestone in that once the County validates the Release v1.5 functionality, the Maintenance and Operations Cost will become due as a part of the TechShare.Court Resource Sharing Addendum.

- Release v2.0 will be delayed until September 2016 and this version is expected to contain the “Back Office” functionality, first with Financials and then with Bonds.

  o Judicial Portal Development
    - Continue activities to prepare an early release of the Judicial Portal by the March/April 2016 timeframe.
    - IT Applications has developed a suitable data source for use for updating the Portal.
    - TPMG held a meeting with CUC & Hyland on 2/22/16 to confirm the features and capabilities of OnBase App Enabler.
    - Dallas County IT Applications is in the process of developing the necessary Stored Procedures to retrieve the require data.

  o Implementation
    - The combined TPMG and CUC project leadership team briefed Dallas County Executive leadership and the Criminal Courts Product Owner with regard to the “State of the Project” on 2/12/2016. During this meeting, a request was submitted and approved authorizing the project team to re-work the project schedule to forgo the implementation of Release v1.5 of the software and position the implementation project for Release v2.0. The new approach re-organizes project milestone deliverables while maintaining the project completion date and forecasted project budget.

  o Data Conversion
    - Dallas County has received the delivery of the Table Mapping document from WhiteBox. The review process is currently underway.
    - Dallas County expects the delivery of the Code Mapping Tool by COB on Friday, 3/4/16.
    - Data Conversion exception report is due to the county on 5/20/16.
    - Data conversion is presenting some significant challenges in terms of the lack of detail in the mainframe data and the need to utilize the AIS data to augment and or enrich the mainframe data.
    - Approval for use AIS data has been secured from the County Sheriff’s Department. TPMG is working with IT Applications to procure an encrypted drive on which to transport the information.

  o Business Process
    - Completed a business process Improvement Review session with the Product Owner & Judiciary on 2/8/16.
    - Business Process review session scheduled with the Product Owner, Clerks & the DA’s office on 3/3/16.
Completed follow-up of the Release Group “1” To-Be functional Process session on 2/18/16 with Dallas County SMEs. Per the SMEs’ review on 2/18/16, the following are the action Items & Feedback:

- Provide & present process improvement recommendations to business unit;
- Improve alignment of “to be” functional process reviews real world workflow (i.e. group processes in logical order from start to end); &
- Additional participant feedback was captured in JIRA and will be considered/evaluated for inclusion in future “To Be” reviews.

**Training**
- Reviewing core training module documentation and providing feedback to CUC.
- Completed a full review of the training plan with CUC and additional reviews will be done when the Release v2.0 functional “To-Be” modules are finalized.

**Integration**
- Per the amended project schedule, Dallas County & CUC completed a review of the revised integration messages with the exclusion of Mainframe integration.
- Dallas County & CUC in the process of prioritizing the integration message list.

**TechShare.JP**
- Stakeholder Communication Plan finalized to facilitate monthly project status updates to the Justice of the Peace Courts.
- Fit Gap Requirements feedback is pending with the CUC to validate Development Estimates on items which have determined to be In-Scope for the JPI Project. **RISK:** **Potential exists that the cost of the development items may overrun the development fund budget.**
- The JPI Project Team identified 70 JIRA Items which are dependent on the CCI Project for production delivery.
- Met with Judge Sholden and Brenda Barron, Chief Clerk, at JP2-1 to discuss handling of Warrants, Truancy and Juvenile Cases.
- The JPI Testing Environment has been reconfigured and now available (DEV/BA). The JP software version is 1.5. Plan to setup SMEs and JPI team for access to JPI v1.5.
- The Brazos Citation Interface has been documented and posted on Confluence.
- Documenting AS-IS business process for ten additional Case Types with an associated User Story. The User Stories will ensure we deliver the functionality required for the JPI System and serve as a guide for testing efforts.
- Continued work to validate integration requirements.
- Continued BA Interviews to collect/validate reporting and forms requirements.
- Bi-monthly meetings continue with SMEs to review status, demo JPI and resolve outstanding issues. These sessions are productive in maintaining communication with JP1-1 & JP3-1 and keeping the project on track.

**TechShare.Prosecutor:**
- LEA Portal Rollout:
Conducted kickoff meeting with Garland PD on 2/23/2016 and completed training with Garland PD during the same week. Garland PD went live with the LEA Portal on 2/29/2016 and is filing cases in the production environment.

Met with DPD on 2/24/16 to present recommendations for business process improvements. Information/recommendations were well received. DPD will be sharing these recommendations internally.

Planning kick-off meeting with Mesquite PD on 3/14/16 and expect to have training completed by 3/18/16 with a go-live planned for the Monday, 3/21/16.

TPMG is planning to engage DPD during the month of March 2016 in a controlled pilot program with their legal division during which live cases will be filed with the DA’s Office as a “proof of concept” exercise.

IT Operations working with Dallas CIS on establishing connectivity to LEA Portal across dedicated, high speed network connection.

Prosecutor M&O

Completed a major systems upgrade to deploy the first of many mandatory quarterly releases of the Prosecutor system. Version 5.1.37.0 is now in production use.

Deployed new Prizm Server to manage the load of the HTML 5 content viewer in order to improve overall system performance. Since deployment, no reports of poor performance have been received. Monitoring will continue.

Taser International is considerably overdue on next-step deliverables related to the development of an interface with Evidence.Com. Project team will be reaching out to them during week of 2/29/16 to remedy this situation.

Deployed patches to address messaging failures on the BizTalk enterprise service bus. Patches included logic to eliminate problems with JI77 “suspense file”.

Remaining issues to be addressed include:
- Missing arrest agency (pending development modifications)
- FTP stabilization (pending completion - IT Apps).

Defense Portal Rollout

Completed deployment of major system upgrade. Version 5.1.37.0 of the Defense Portal API is now live in the DC Production environment.

Upgrading to version 5.1.37.0 appears to have resolved several issues which were preventing a full scale rollout of the software. Team will continue to monitor utilization to ensure that no further issues are encountered.

Team will consider pilot group feedback over the next two weeks before making plans for a larger scale rollout.

LEA Community

- DCSO Brazos e-Citation System

  Open Items: 2

  All software issues resolved. No open tickets.
  Additional issues have been encountered in the data conversion validation process delaying the anticipated project completion date by an additional four weeks.
Tyler (Brazos) is working to resolve the issues around incorrect citation types (i.e. violation vs. warning).

New data set is expected to be delivered to Dallas County during week of 2/29/16.

Successful UAT will complete contracted deliverables and trigger final payment to vendor on this project.

Funding identified for repair of Zebra printers and work is underway to engage vendor for repairs.

- **DCIM**
  - **Completed:**
    - Installed the DCIM DPD Spoke into Dallas CIS production environment for performance testing. Provided requested copies of executed MOU and CJIS attachments to DPD.
    - A DCIM demo is scheduled for Dallas CIS & DPD on 3/8/2016.
    - E-booking AIS queue changes reviewed by the DCSO DMU and have rescheduled the implementation to two weeks after the AIS migration to the CyrusOne Data Center.
  - **Work In Progress:**
    - DCIM DPD Denali Spoke has been updating DCIM staging from Dallas CIS Denali staging environment for over a week without processing issues. Funding is required for the new Orion / DCIM interface at a cost of $18,500 was returned to DPD for funding. Could not identify a Dallas County funding source.
    - Have identified additional requirements for DPD E-booking as a result of our 2/17/16 review meeting with the DCSO DMU, County IT Support and DCSO DCIM Admins. The corresponding documentation is pending.
    - Notified vendors and users of the pending AIS migration to the CyrusOne Data Center on 3/6/16. DCSO RMS/DCIM and CrossMatch web services and addressing changes will be applied and tested immediately after the AIS instance at CyrusOne is deemed production ready.
  - **Pending**
    - The item on replicated DCIM databases for County-wide inquiry and reporting with the Dallas CIS will be addressed on 3/8/16 at the DCIM demo.
    - DPD scheduling of DPD DCIM Admin Training is pending available personnel.

### DCIM Agency Roll-Out

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<th>Agency</th>
<th>Info Sharing</th>
<th>e-Booking</th>
<th>Comments</th>
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<td>Pending availability of DPD personnel for DCIM Admin Training (DPD delay)</td>
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**NOTES:**
- Web-Based agencies are 6% - 8% of Dallas County incidents, booking, arrests, offences & case filings.
- All “TBD” items are dependent on the availability of future funding and agency personnel.

**Priority #4. IT Infrastructure Maintenance and Development**

- Continue with the activities to research and develop a recommendation to address the projected growth in data storage requirements. Per the DCSO receiving a grant award to field 182 body cameras, County IT is in the process of refining the data storage requirements to the degree possible to minimize the overall deployment costs. **This event along with other County LEAs’ potentially fielding body cameras and the anticipated increase in the upload of even more digital media evidence in the upcoming years will significantly impact the County’s overall and long-term data storage requirements.**

- AgileJury Management System Upgrade:
  - Note Anne Brabham of the County Jury Services Office has taken a position with the local Federal Court with her last day with the County being Friday, 2/19/16. The Project Team is adjusting accordingly to keep moving the project forward to fruition.
  - Donna Barrance, the County Jury Services Lead Clerk, completed the As-Is process on 2/18/16.
- Continue test planning and writing test scenarios
- Kathleen Storm, of Dallas County IT Apps department began testing the seating charts on Wednesday, 2/10/16.
- Xerox, working with Dallas County IT, successful installed the AgileJury and eJuror Production Environments on Monday, 2/26/16.
- Jury Services’ UAT training will start on 3/14/16.
- Continue addressing a JAVA version compatibility item which has to be resolved by 6/1/16.
- Court Coordinators training at GACB scheduled to start on 6/13/16.
- Court Coordinators training at FCCB is now scheduled to start on 6/27/16.