Priority #1. IT Staff Retention and Development

- Recognized the County Service Anniversaries in February 2017 for the following IT Team members:
  - Joe Gray, Senior .Net Developer (26th) – 10 years!!!
  - Samuel Sukumar, IT Applications Architect (18th) – 9 years
  - Duy Duc Dinh, IT Senior Developer (4th) – 4 years
  - LeeAnn Clark, IT Information Systems Coordinator (21st) – 4 years
  - LaTonia Hill, Lead IT Technical Support Analyst-Trainer (24th) – 3 years

- Welcomed Tony Lam and Scott Nieto as IT Technical Support Analysts on 2/6/17, filling two vacancies.
- Craig Morrissey and Shirley Gardner of County IT attended the Texas Conference of Urban Counties Education and Policy Conference in Austin, Texas from January 10 - 13, 2017.
- The Commissioners Court approved Jason Moreau, LaTonia Hill and Demond McLennan of County IT to attend the Tyler Connect 2017 Conference in San Antonio, Texas from May 7 - 10, 2017.
- Have identified lead candidates for all but one of the currently vacant positions and expect to have them all filled by the middle of March 2017.

Priority #2. IT Infrastructure Protection and Stabilization

- Per extensive research, the County IT Operations Team has successfully tested and rolled out changes to the County Tax Office Call Center’s Firefox web browser settings, which was adversely impacting the Staff’s specialized access to their Finesse call center application.
- Per the rollout of the County disk encryption initiative, note that 1,460 PCs (i.e., up from 1,236 systems in the last report) in various County Departments have been encrypted and the IT Project Team is networking with the next group of County Departments to begin their PC encryption process.
- Per the rollout of the new Advanced Threat Protection app to the County PC “fleet”, note that the app has been centrally pushed to 4,740 of the County PCs.
- Continue efforts to routinely “push” out application patches to the desktop and server “fleet” with the near-term goal of appreciably shortening the “load-test-push” cycle time.
- Per guidance from County Administrator Mr. Martin, finalizing activities with the OHSEM for conducting a County Cybersecurity Training Exercise for the County Department Heads at the County EOC on Wednesday, 3/1/17 from 2 – 4 pm. Currently networking with Microsoft and the State DPS Office CISO on their presentations for the Exercise.
- Continue with completing tasks to bring the “CyrusTwo” Data Center in Carrollton, Texas on-line with the projected date of 3/1/17 for doing so.
- Per the engagement of our extended business partners, note the focused and concerted effort by the County IT Telecommunications Team to address the backlog of telecommunications work orders from the end-user Departments. For all intents and purposes, the Team has cleared the backlog of work orders from October – December
2016 and now is aggressively addressing the work orders from January – February 2017.

- Per meeting with WynnDalco, the County IT Desktop Support provider, on 1/10/17 to address the County’s concerns with the company’s delivery of services, the County is proceeding with the appropriate “next steps” to ensure these concerns are addressed.

**Priority #3. IT Program Management**

**Administration & Finance Community**

- Currently assessing the BAFO from AST with County HR and County Purchasing for the iRecruitment application replacement, with plans to present it to the Commissioners Court for consideration for approval on 3/7/17.
- Note the Commissioners Court approved the on-boarding of the HEAT Customer Service Management System for the County’s IT trouble call, service call and change management needs, with the on-boarding efforts expected to begin in late February 2017.
- Per the initiation of the IT Applications Team’s efforts to develop an IT Services Catalog, note County IT will be leveraging the new HEAT System for implementing the developed Services Catalog as well as for documenting and maintaining the IT enterprise applications portfolio.
- Per meetings with the County Budget Office and the County Auditor’s Office on the expected funding reviews of and forecasting needs for the Major Technology Fund, County IT plans to request approval for on-boarding a contract Financial Analyst for the remainder of the fiscal year to assist with addressing these fund planning, documentation and forecasting needs to ensure the long-term health of the Fund.

**Civil Justice Community**

- Work activities continue on the CSI Redaction initiative for the Civil Courts now with a projected April 2017 day-forward redaction go-live and with a projected July 2017 completion date for the historical redaction to which all identified historical District Family, District Civil, County Civil and County Probate documents will have been redacted via a separate, but parallel effort.

**Community Services Community**

- Per the initiative to interface the Electronic Health Records (EHR) Systems of the County HHS and Parkland Hospital, note County IT is scheduled to meet with Parkland Hospital and Greenway, the HHS EHR provider, on Tuesday, 2/14/17 to review the new interface functionality and the testing detail as a precursor to scheduling the interface going into production.
- Continuing with activities to address the few remaining EHR items (i.e., label printing, report generation, etc.) for the County HHS STD Clinic to complete their migration from the in-house developed STD app to the new County HHS EHR. Tentatively project the migration by the end of February 2017, which will trigger activities to retire the old STD application.
- For due diligence purposes, County IT has recommended a pause in the standalone development of a Laboratory Information Management System (LIMS) for the SWIFS
Office while the County assesses if there are any viable options for acquiring a new system in concert with Tarrant County, per Tarrant’s plans to acquire a new and similar system for their Medical Examiner’s Office.

Criminal Justice Community
• e-Filing for Criminal Courts
  o Per the last meeting, the Stakeholders have decided to forego utilizing the Judges’ consent form to perform the permissive Go-Live. Instead, the Stakeholders have agreed to Go-Live for July 2017, which will change the tentative project plan.
  o Provided associated documentation (i.e., user names, criminal case types and new merchant ids for financials) to Tyler Technologies for review and configuration.
  o Completed follow-up e-filing user meeting with SMEs on 1/26/17.
  o Tyler Technologies has initiated configuration on the Dallas County testing site.
  o Conducted conference call & demo of the Dallas County e-filing test for Friday, 2/3/17.
  o Working with Tyler Technologies to adjust the Tentative Project Timeline.
• TechShare.Courts
  o Development
    ➢ Note that Sprint # 18 has been completed and is planned for deployment to the Dallas County BA, test and Sandbox environments during the week of 2/6/17.
    ➢ EDR gateway development timeline estimated at 4 - 6 weeks. Solution will need to be certified by State DPS Office. CUC has made contact with DPS to provide early notice to ensure scheduling capacity for certification process.
  o Implementation
    ➢ Risk items have been communicated to the County Executive Leadership. The Implementation team is working closely with Executive Leadership team to redouble efforts in areas of concern. Executive teams are closely monitoring progress and actively addressing issues in order to minimize any potential impact to the project schedule.
    ➢ Staffing – M2XC resources have been positioned within work streams and are providing immediate and positive impact. TPMG and County IT are working to position a DBA resource in a full-time role to assist with data archive, development of reporting queries and assistance with Integration Development. Project that this resource will be engaged during the month of February 2017.
    ➢ TPMG is working with the Executive Stakeholders to identify and engage coordinator SMEs to a greater degree. This will help to ensure that the interest of the Coordinators and Judiciary are more adequately represented through this project.
  ➢ Document Management System (OnBase)
    ▪ Completed two (2) planning sessions with Hyland, Dallas County Business Unit, County IT and CUC.
    ▪ Completed first technical work-session on 2/3/17 and plan to finalize proposal on 2/8/17.
- Goal is to submit contract for development work to the Commissioners Court on 3/7/17.

- **Data Conversion**
  - Data mapping revisions were completed on 1/24/17 with the business units. A revised active case definition was provided to the Data conversion project team on 01/25/17.
  - Business unit are working with the Data conversion project team to extract the “Active Case List”. The case list will be provided to WhiteBox to be utilized for the Data Conversion. Final review & sign-off meeting completed scheduled for 2/1/17. Some questions around “open till” cases remain, however, the definition is sufficient to move into the next iteration of the conversion.
  - Data from the mainframe that is not converted into the TechShare.Courts application will be available within a “Data Archive” Database for easy retrieval.

- **Data Archive**
  - Critical Dependencies have been exposed between AIS and MF_COURT/CB_Cases databases, which are currently populated by the Mainframe Data. Discovery work is underway to determine the degree of dependence on these databases. This may force the Development Team to change course with regard to the planned architecture and could introduce significant unforeseen complexity to our solutions. (RISK)
  - TPMG plans to begin engaging an IT Apps DBA, starting the first 2 weeks in February 2017.
  - A meeting will be scheduled with the business unit to assist with determining the minimum data elements to retrieve a case from the Database Archive.

- **Judicial Portal**
  - Phase two (2), which would include the bi-directional flow from the Judicial Portal to TechShare.Courts, is scheduled to begin in March 2017. This item is a go-live requirement and contributes to the risk that the current project schedule may be over-run.
  - A review is required to determine if additional functionality will be included to accommodate the request from the Court Coordinators.

- **Business Process (FPM)**
  - The validation of previously completed business processes for the Pre-File/Case Initiation groups has been completed. A significant number of gaps were identified and tasks are being assigned to appropriate resources in order address these issues and close process gaps.
  - Items identified as roadblocks are being added to the Product Owner decision register for guidance, awareness and recommendations, where possible. Examples include such items as standardization of forms and providing updates to AIS.

- **Reporting**
  - MAJOR RISK ITEM – Deriving requirements for replacing mainframe reports is presenting a substantial challenge. The lack of adequate documentation to
define mainframe court related report parameters and outputs is causing resources to perform manual code reviews where required.

- TPMG is working with the IT Applications Team to onboard a contract DBA resource to assist with alleviating this “pain point”. CUC is also in the process of hiring a DBA resource to provide assistance and to help increase the velocity in this area.

- **Forms**
  - Eight (8) merge codes are required to complete the required forms for the Pre-file/Case Initiation business groups. Waiting on the delivery of the required merge codes and expected to be delivered with Sprint 18, with an ETA of the week of 1/30/17.)
  - Testing and the validation of the forms developed are in progress within the BA environment.

- **Integration**
  - Court Assignment integration message development (FORVUS-TSP) was deployed and testing is completed.
  - New Case integration message (Prosecutor-FORVUS) development is completed and testing is in progress.
  - Shell Case integration message (Arrest Data) will be replaced with the Custody Status message. Data required within the Shell Case message will be handled within the Custody status message.

- **Testing**
  - Implementation QA Test Schedule is in progress, pending completion of the system configuration. Development of test scripts continues for the following work streams: 1) Business process (FPM) (forms & reports) & 2) Integration.
  - Integration message testing scheduled to begin the week of 1/30/17 for the New Case integration message.

- **Training** – Proposed training schedule will be reviewed with the business unit on 2/2/17.

- **TechShare.JP**
  - **Project**
    - Per discussions with the CUC, presently planning a Project Team trip to Potter County to review their recent TechShare.JP implementation for lessons learned.
  - **Development**
    - JP cost estimates for development have been confirmed with the CUC. The duration based estimate for completing JP software development only is six months.
    - Meeting with CUC on Monday, 2/6/17 to review resource plan and determine start date for software development.
  - **Staffing**
    - Secured a common work location for the JP Project Team at the George Allen Courtroom 3A.
    - Working towards obtaining equipment for the JP Team to include PC, monitors, printers, white-marker boards and chairs for the George Allen location
• TechShare.Prosecutor
  o Techshare.Prosecutor M&O
    ➢ Q4 Mandatory has been released and deployed into the County pre-production environments for testing. Targeting 2/16/17 for the production rollout.
    ➢ Preparing end-user training materials on new features contained with the Q4 Build.
    ➢ Migration of legacy DME to the new EMC Isilon storage solution has been completed with testing of the application to the new storage locations being in progress. Next steps are to consolidate legacy storage volumes into a single storage volume at which time this effort will be complete. Target date for completion: 2/17/2017.
  o LEA Portal Rollout
    ➢ Completed implementations for Addison PD and for University Park PD.
    ➢ Currently working to schedule the remainder of the agencies for rollout with a goal of project completion by end of March 2017.
    ➢ Continue in the discussions with the DA’s Office, the CUC, the applicable LEAs in the County and Taser, the potential interface provider, on finalizing the definition of requirements for the development and implementation of an interface to Evidence.Com. Implementation of this interface will greatly improve the efficiency of DME submissions for consumers of the Taser body cameras, helping to improve compliance with the Michael Morton Act.
    ➢ Dallas PD - Issue management around network performance is showing steady improvement.
  o Defense Portal
    ➢ Twenty-eight (12) new users registered in last thirty (30) days. Total number of registered users is now 1,235.
    ➢ Held first quarterly Defense Portal meeting with the defense attorneys on 2/1/2016. Scheduling is in progress for future meetings to occur every quarter.

LEA Community
• County IT met with the DCSO CFO and provided feedback from a 2nd review of the revised costs for the Jail Camera Expansion Project.
• DCIM Phase 2 Integrated Agencies – DPD Roll-out (final Phase 2 agency)
  o The County CIO is planning to host a status meeting in February 2017 with the DPD Leadership and Project Team.
  o Implement Indico RMS/DCIM New Release by 3/6/17
    ➢ Prepare & perform installation and testing in production – 2/17/17 thru 2/24/17.
  o Resolve processing issues of moving from Staging SQL 2016 to Production SQL 2012 Internal discussions scheduled on 2/10/17 Weekly Status Meeting
  o Implement Justice Information Sharing by April 2017
    ➢ Develop alternative processing option to building last six months of Denali Production in DCIM Staging - to be reviewed at the 2/10/17 Weekly Status Meeting
    ➢ Migrate DPD DCIM data to DCIM production database during 3/12/17 - 3/13/17.
- Validate migrated data by 3/13/17.
  - DPD E-booking (TBD) – potentially late May 2017
- Demonstrate and implement DCIM E-booking/AIS DMU booking changes – **testing completed**.
- Complete City of Dallas HR table interface testing for automated DCIM staffing table updates.
- Determine feasibility of providing web service of booking information for DPD Denali e-booking updates.
- DPD to complete the “Train the Trainer” sessions in E-Booking.

### DCIM Agency Roll-Out Status

<table>
<thead>
<tr>
<th>Agency</th>
<th>Justice Info Sharing</th>
<th>e-Booking</th>
<th>Comments</th>
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<tbody>
<tr>
<td><strong>Phase 2 Integrated NIEM Compliant Agencies</strong></td>
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<tr>
<td>Cedar Hill PD</td>
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<td>Aug 2014</td>
<td>Under SWRCC</td>
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<tr>
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<td>Duncanville PD</td>
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<td>Lancaster PD</td>
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<td>DC Sherriff Office</td>
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<td></td>
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<tr>
<td>Farmers Branch PD</td>
<td>March 2014</td>
<td>Sept 2014</td>
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<tr>
<td>Garland PD</td>
<td>Sept 2014</td>
<td>TBD</td>
<td>Delayed by DCSO personnel changes, building moves, and FCCB electrical repairs.</td>
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<td>Irving PD</td>
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<td>Sunnyvale PD</td>
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<td><strong>Phase 3 DCIM Web-based Agency Roll-out</strong></td>
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<td>Coppell PD</td>
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Priority #4. IT Infrastructure Maintenance and Development

- Per the County IT Infrastructure modernization initiative (i.e., desktop & server “fleets”, data network infrastructure, enterprise applications environments, etc.), note the following:
  - The migration of the TechShare.Prosecutor DME production data has been successfully migrated to the EMC Isilon SAN.
  - Kim Ingram of County IT has been assigned as the lead for the Oracle 12c Modernization initiative.
  - The PIR network infrastructure upgrades are in progress at various locations around the County.
  - The NetApp SAN data migration to its new infrastructure is underway and going well.
  - The proposal for the desktop “fleet” modernization has been developed and is currently under review with the County Administrator’s Office.
  - Created new servers to host BizTalk v2016 Enterprise Service Bus (ESB) for the IT Dev, QA and Pre-Production environments. These will contain the newly developed TechShare interfaces along with those already existing in the Production environment.
  - Created a new SQL Server instance for the BizTalk v2016 ESB for the IT Development environment and continue with the creation of new instances for the remaining environments.
- Per the continuing review and revision of the CrossMatch SOW proposal for upgrading the DCSO Adult and Juvenile LiveScan systems, now project the proposal to be presented to the Court for consideration of approval on 3/7/17.
- Continue with efforts to deploy the new eFax service throughout the County Government with Offices in the DA’s Office and the County Criminal Courts being the next scheduled to be added to the service.
- Finalizing plans to upgrade “Finesse”, the County’s Call Center application for the weekend of 3/17/17.
• Finalizing plans to install “Calabria” the County’s new Call Center Recording application for County-wide use, which will initiate activities to retire the existing “MediaSense” application.

• Per changes in the process to empower the end-users to reset their own ESS passwords by using a “self help” utility, note that as of 2/1/17, the IT Service Desk has generally discontinued resetting ESS passwords. For January 2017, noted an approximate 7% decrease in the number of related calls to the IT Service Desk. Expect to see an additional drop in the subsequent months and planning to implement a similar process change for Active Directory password resetting before the end of the fiscal year.

• Have gathered the applicable Departments’ “GIS needs” surveys for ESRI’s preliminary assessment and have scheduled the ESRI on-site assessments with the noted County Departments to begin the week of 2/13/17.