Priority #1. IT Staff Retention and Development

- Recognized the County Service Anniversaries in March 2017 for the following IT Team members:
  - Terry Clark, IT Senior Business Analyst (14th) - 6 years
  - Dang Dinh, IT Senior Systems Analyst (28th) - 6 years
  - Sabrina Roberts, IT Senior Project Manager (26th) - 5 years
  - Traci Newbill, IT Senior Oracle Systems Administrator - 4 years
- The Commissioners Court recognized Alice Sweet, IT HR Generalist, as the County IT Department Employee of the Month for January 2017.
- The Commissioners Court recognized Trent Schulz, IT Server Administrator, as the County IT Department Employee of the Month for February 2017.
- Sean Caldwell, Acting IT Network, Server & Desktop Manager, and LeeAnn Wilson, one of the IT Information Services Coordinators for the DCSO, attended the TriTech Conference in Clark County, Nevada from 2/26/17 – 3/2/17.
- The Commissioners Court approved Stephanie Guice, IT Project Manager, and Raison Thompson, IT Technical Support Analyst, to attend the Tyler Connect 2017 Conference in San Antonio, Texas from May 7 - 10, 2017.
- Have scheduled the quarterly IT “All Hands” Staff Meeting for Wednesday, 3/15/17.
- Have identified candidates for all full-time IT positions and presently finalizing the remaining HR on-boarding items.

Priority #2. IT Infrastructure Protection and Stabilization

- Per the County Administrator Mr. Martin’s guidance and networking with OHSEM Chief Bass, conducted a County Cybersecurity Training Session for the County Department Heads at the County EOC on Wednesday, 3/1/17 from 2 – 4 pm with the Microsoft National Technology Officer and the State of Texas DPS Office Chief Information Security Officer (CISO) each providing an hour-long presentation during the session with Q&A periods afterwards.
- Making plans for a Cybersecurity Training Exercise for the County Department Heads during the October 2017 Cybersecurity Awareness Month activities.
- County Facilities plans to recommend to the Commissioners Court on 3/21/17 the acquisition of two generators at the FCCB Complex, which should also provide greater power infrastructure protection for the IT data network closets in the Complex, especially during external electrical power outages.
- Per the rollout of the County disk encryption initiative, note that 1,622 PCs (i.e., up from 1,460 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 (ATP) application to the County PC “fleet”, note that the app has been centrally pushed to 4,775 (i.e., up from 4,740 in the last report) of the County PCs. As of 3/7/17, have moved the ATP rollout into Phase 2.1 – Auto Quarantine, turning on the auto-quarantine feature of the application.
• Continuing 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 down to 30 days.

• Note that the “CyrusTwo” Data Center in Carrollton, Texas is on-line and the IT Operations Team has started the migration of the IT data center assets (i.e., Email Archiver, other servers, etc.) from their temporary FCCB location to their new “home” at “CyrusTwo” by April 2017.

• Continuing efforts to complete the migration of the DCSO 911 CAD System and its associated support applications to the CyrusOne Data Center by the end of April 2017. Once the migration efforts are completed, then the IT Applications Team will finalize the plans for and initiate the upgrade of the System and the other support applications.

• The Commissioners Court approved on 2/21/17 bringing to closure the Wynndalco IT Desktop Support Management Agreement and with entering into an IT Desktop Support Management Agreement with Robert Half Technology after an approximate 30-day transition period. Expect Robert Half Technology to assume responsibility for this support function on or about Wednesday, 3/29/17.

• The County IT Telecommunications Team is continuing with their focused and concerted effort to address the backlog of telecommunications work orders from the end-user Departments, having now cleared the January 2017 backlog and working on the February and March 2017 work orders at this time. Currently reviewing several process improvements to appreciably reduce the turn-around time on routine telecommunications requests (i.e., voicemail password resets, changing a user to a new location, etc.).

• The Commissioners Court approved on 3/7/17 the on-boarding of Tariq Shafiq, a contract Senior Cisco Voice Engineer from GTS Technology Solutions, to temporarily add support Staff capacity to the County IT Telecommunications Team. He is projected to be on-board starting 3/15/17.

Priority #3. IT Program Management

Administration & Finance Community

• The Commissioners Court on 3/7/17 approved the RFP award for the iRecruitment application replacement to AST, with Stephanie Guice of the IT Project Management Office being assigned as the Project Manager and with the preliminary planning meeting being scheduled with AST on 3/9/17.

• The Commissioners Court approved on 2/21/17 the on-boarding of a contract Financial Analyst for the remainder of the fiscal year to assist with addressing the planning, documentation and forecasting needs for the Fund to ensure the long-term health of the Fund. Currently interviewing candidates for the contract position with the County Auditor & ITEGC Member Mr. Darryl Thomas participating as a member of the IT Interview Panel.

• Per discussions with the County Clerk Mr. Warren, note that County IT will be taking part in the planning activities for “retiring” the SIRE Agenda Management System and migrating to a new platform.

• Per the Commissioners Court’s approval of the on-boarding of the HEAT Customer
Service Management System for the County’s IT trouble call, service call and change management needs, note that Sabrina Roberts, IT Senior Project Manager, will be managing the rollout of the new system and is currently scheduling meetings with the applicable stakeholders starting in March 2017.

**Civil Justice Community**
- Work activities continue on the CSI Redaction initiative for the Civil Courts. Due to items discovered as part of the initiative, note that the projected day-forward redaction go-live has been moved back from April 2017 to July 2017. Note that July 2017 is still the projected 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, County IT met with Parkland Hospital and with EPIC, the Parkland EHR provider, on Wednesday, 3/1/17 to review the interface functionality to EPIC. Because of Parkland’s global settings in the EPIC application, the requirements for the interface may require additional interfaces outside of the EPIC EHR. A follow-up meeting is scheduled for Thursday, 3/9/17 to confirm the available interface functionality in EPIC.
- 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 March 2017, which will trigger activities to retire the old STD application.
- For due diligence purposes, the Commissioners Court has approved the recommendation to pause 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. Catapult Systems has been engaged to conduct the requirements comparison work and a status meeting was held on Wednesday, 3/8/17.

**Criminal Justice Community**
- e-Filing for Criminal Courts
  - On the return of the Tyler Project Manager to the Office on 3/13/17, plan to continue efforts with the eFile site configuration.
  - Working with Sarah Stoddard of the County IT Project Management Office to schedule OnBase demonstrations (virtual printer) for the Criminal SMEs.
  - Working with Gary Miller of County IT Applications to assign IT Applications Team members to rollout OnBase (virtual printer module) to Criminal e-file users.
  - Plan to begin the bi-weekly project meetings once the site configuration is
completed.

- **TechShare.Courts**
  - **Development**
    - Note that Sprint # 19 has been completed and deployed into the Dallas County BA environment.
    - Software Shaping Session was held at Tarrant County February 28 - March 1, 2017. The session included a demo of the newly developed Court Assignment Web Services. This would allow Dallas County to safely replace the court assignment wheel within AIS. The Code update/change would be seamless to the business unit.
    - **EDR gateway development** is projected to be completed by mid-May 2017. The solution will need to be certified by State DPS Office. The CUC has made contact with DPS to provide early notice to them to ensure scheduling capacity for the certification process.
  - **Implementation**
    - Risk items have been communicated to and being monitored closely by the County Executive Leadership.
    - **Document Management System (OnBase)**
      - Commissioners Court approved the OnBase SOW on 2/21/17. The Hyland OnBase integration development kick-off meeting was rescheduled, per a request by Hyland, from 3/8/17 to 3/13/17.
    - **Data Conversion**
      - A Data Validation strategy meeting was held on 3/3/17.
      - WhiteBox is working through the Data Conversion with the ETA of data being converted of 3/8/17.
      - Once the data is received from WhiteBox, the CUC will load the converted data into the TechShare.Courts platform, which should take no more than two (2) days.
      - A Data Validation exercise with the business unit is scheduled for 3/17/17.
    - **Data Archive**
      - Discovery work is progressing and the MF-Courts file layouts have been provided.
      - A follow-up meeting with IT Applications was held on 3/3/17.
      - The draft Data Dictionary was received on 3/6/17.
      - Currently awaiting the delivery of the SSIS packages.
      - 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 II, 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 (*no change*).
A review of the Phase requirements was completed on 2/17/17. Phase functionality expected to be in place for the end-to-end demo scheduled in April 2017 for the Product Owners (PO) Monthly Meeting.

Business Process (FPM)
- The PO Decision items were reviewed with the Stakeholders on 2/20/17 as it relates to the Bond Discharge and the TSC Integration with AIS – Jail Chain Report. Guidance has been provided and the business process definitions will proceed.
- The Sheriff provided approval of the integration request between TSC & AIS as it relates to the Jail Chain Report. The Report will be sent to an email address where a staff in the Sheriff’s office will be able to print the report.

Reporting
- The lack of adequate documentation of the TSC DB is providing a challenge to the SSRS report writer. TPMG has adjusted its methodology to rely solely on the requirements being defined as a part of the FPM work stream.
- The PreFile & Case Initiation reports will be completed by 3/31/17.
- The CUC has on-boarded a DBA resource to provide assistance and to help increase the velocity in this area.

Forms
- Six (6) of eight (8) required merge codes needed to complete the required forms for the Pre-file/Case Initiation business groups were delivered the week of 2/22/17. The remaining merge codes are expected to be delivered the week of 3/13/17.
- The testing and the validation of the forms developed are still in progress within the BA environment.

Integration
- Court Assignment integration message development (FORVUS-TSP) has been completed and its deployment into its target production environment is pending. Currently working on the Court assignment message from AIS to the TechShare.Courts application.
- The testing of the New Case integration message (Prosecutor-FORVUS) is in progress.
- A meeting on the Bond set integration message requirements definition was held on 3/2/17 and the requirements definitions have been completed. Projecting to have this messaging through Unit Testing the week of 3/13/17.

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 identified a design issue which needed to be addressed. Have received the new build which should address this design issue and will be testing the new build the week of 3/13/17.

Training – The proposed training schedule has been reviewed with Project SMEs.
• TechShare.JP
  o Project
    The Project Manager has completed the recommended funding request, which has been presented to the County Executive Leadership for review. This request will include funding necessary to support additional development activities as required by the POs.
    The County Executive Leadership has determined that a contract amendment will be required before development activities can commence. Charles Gray with the CUC is working to provide the requisite amendment while the TPMG is targeting a briefing date of 4/4/2017.
  o Development
    ➢ Note the estimate for completing the JP software development only is six months with the start date contingent on the Commissioners Court’s approval of the planned contract amendment on 4/4/17.
  o Staffing
    ➢ Requisite hardware has been positioned within the new project area (GACB Courtroom 3A) and is being configured for use with the TechShare.Courts software.
    ➢ The Project Manager is working to validate the server-side hardware requirements and will be working with IT Operations to have the applicable environments created and configured.
• TechShare.Prosecutor
  o M&O
    ➢ The Q4 Mandatory release deployment has been delayed due to environmental changes not yet complete. Specifically, the pre-production BizTalk environment was not migrated to the new platform until 3/6/17. With this work now complete, the business unit is now completing the requisite testing. Production deployment targeted for week of 3/13/17.
    ➢ Completed the preparation of the end-user training materials on the new features contained with the Q4 Build.
    ➢ **Migration of legacy DME to new EMC Isilon storage solution has been completed.** All dependencies on the NetApp SAN have been eliminated and IT Operations has reclaimed over 100 TB of storage space for use in other projects. IT Operations is planning to consolidate the displaced legacy storage volumes into a single storage volume.
  o LEA Portal Rollout
    ➢ Availability of remaining departments for scheduling of roll-out activities is placing the target completion date of 3/31/17 in jeopardy. Currently, it appears that the project activities will need to continue through the beginning of May 2017 in order to deliver to all the identified customers.
    ➢ Agencies scheduled for roll-out in this period include the following:
      ▪ **SMU – 2/20** Status: Completed.
      ▪ **Glen Heights – 2/28.** Status: Completed.
      ▪ **Rowlett – 3/6-3/10** Status: In Progress.
      ▪ **Highland Park – 3/21.** Status: Pending.

- 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.
- Dallas PD - Continuing work with DPD to complete the implementation activities around “training the trainer”.
- DPD and CIS have developed a “Business Requirements” document containing Service Level Agreements and are requesting that the County to sign this document. TPMG Project Manager will be forwarding the requirements to County Legal for review and recommendations for next steps.

○ Defense Portal
  - Seventy Eight (78) new defense attorney users have registered in last thirty (30) days. Total number of registered users is now 1,313.

**LEA Community**

- Per the 2nd review with DCSO CFO Mr. Delmore of the revised costs for the Jail Camera Expansion Project, note that the new projected costs are approximately $1.5M, including new cameras which were added to the scope of the project.
- **DCIM Phase 2 Integrated Agencies – DPD Roll-out (final Phase 2 agency)**
  - The County CIO is following up with DPD Assistant Chief Cynthia Villareal to schedule a status meeting on the project by 3/22/17.
  - Implement Indico RMS/DCIM - Slated for Sunday, 3/26/17, contingent on the availability of the needed Staff resources and on the confirmation of access to the production database for Indico.
    - Staging Testing and approval by DCSO – DCSO approved the changes today.
    - Prepare & perform installation and testing in production – Ready to move forward with setting up the DPD feed into production. This won’t be activated until DPD is ready, but the preparation work will have already been completed.
  - Resolve processing issues of moving from Staging SQL 2016 to Production SQL 2012. These issues have been resolved, however, upgrading to SQL 2016 won’t happen until later.
  - Implement Justice Information Sharing by April 2017
    - Develop alternative processing option to building last six months of Denali Production in DCIM Staging - Still in progress.
    - Migrate the DPD DCIM data to the DCIM production database - Scheduled for 3/26/17.
  - DPD E-booking (TBD) – potentially late May 2017 (No Change)
    - Demonstrate and implement DCIM E-booking/AIS DMU booking changes – the testing has been completed.
    - Complete City of Dallas HR table interface testing for automated DCIM staffing table updates. (No Change)
    - Determine feasibility of providing web service of booking information for DPD Denali e-booking updates. (No Change)
- DPD to complete the “Train the Trainer” sessions in E-Booking. *(No Change)*

## DCIM Agency Roll-Out Status

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<thead>
<tr>
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<th>Justice Info Sharing</th>
<th>e-Booking</th>
<th>Comments</th>
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<td><strong>Phase 2 Integrated NIEM Compliant Agencies</strong></td>
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<tr>
<td>Cedar Hill PD</td>
<td>Dec 2013</td>
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<td>DeSoto PD</td>
<td>Dec 2013</td>
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<td>Duncanville PD</td>
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<td>Lancaster PD</td>
<td>Dec 2013</td>
<td>Aug 2014</td>
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| Dallas PD            | April 2017           | May 2017  | Justice Info Sharing (JIS) - delayed  
  - Dallas Core Switches Internal & External being replaced in March 2017.  
  - DCIM is second priority to LEA Portal – DPD should complete work on LEA Portal by 2/27/17. |
| DC Sherriff Office   | June 2006            | June 2007 |                                                                         |
| Farmers Branch PD    | March 2014           | Sept 2014 |                                                                         |
| Garland PD           | Sept 2014            | TBD       | Pending                                                                 |
| Irving PD            | Sept 2015            | TBD       |                                                                         |
| Mesquite PD          | July 2014            | TBD       |                                                                         |
| Sunnyvale PD         | June 2006            | June 2007 |                                                                         |
| **Phase 3 DCIM Web-based Agency Roll-out** |
| Addison PD           | TBD                  | TBD       | Web-Based                                                                |
| Balch Springs PD     | TBD                  | TBD       | Web-Based                                                                |
| Carrollton PD        | TBD                  | TBD       | Web-Based                                                                |
| Cockrell Hill PD     | TBD                  | TBD       | Web-Based                                                                |
| Combine PD           | TBD                  | TBD       | Web-Based                                                                |
| Coppell PD           | TBD                  | TBD       | Web-Based                                                                |
| DART PD              | TBD                  | TBD       | Web-Based                                                                |
| Ferris PD            | TBD                  | TBD       | Web-Based                                                                |
| Glenn Heights PD     | TBD                  | TBD       | Web-Based                                                                |
| Grand Prairie PD     | TBD                  | TBD       | Web-Based                                                                |
| Highland Park PD     | TBD                  | TBD       | Web-Based                                                                |
| Hutchins PD          | TBD                  | TBD       | Web-Based                                                                |
| Ovilla PD            | TBD                  | TBD       | Web-Based                                                                |
| Richardson PD        | TBD                  | TBD       | Web-Based                                                                |
| Rowlett PD           | TBD                  | TBD       | Web-Based                                                                |
| Sachse PD            | TBD                  | TBD       | Web-Based                                                                |
| Seagoville PD        | TBD                  | TBD       | Web-Based                                                                |
University Park PD | TBD | TBD | Web-Based
Wilmer PD | TBD | TBD | Web-Based
Wylie PD | TBD | TBD | Web-Based

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:
  - Per the approved Oracle 12c Modernization initiative, note that this consists of two (2) components: The Oracle RDMS upgrade to Oracle 12c and the implementation of Oracle Exadata Database Machine x6-2. The hardware has been received and staged at both data centers. The initial discovery and requirement meetings have been held as well as scheduling of training for the IT Oracle IT Team members on the Exadata platform and on the new Oracle 12c features. The estimated completion of the project is October 31, 2017.
  - The NetApp SAN data migration to its new infrastructure has been completed and the County IT Operations Team is now in the process of scheduling the decommissioning of the older infrastructure.
  - The proposal for the desktop “fleet” modernization has been developed and is currently under review with the County Administrator’s Office (Pending)
  - The Commissioners Court has approved the acquisition of SplashBl as a replacement for the Oracle Discoverer reporting tool, which is no longer being supported by Oracle. Shrihari Sathaye, IT Oracle Senior Database Developer, has been assigned as the lead to bring this replacement to fruition, the Project Kickoff Meeting was held on Friday, 3/3/17 and the preliminary review meeting is scheduled with the County Auditor’s Office on Thursday, 3/9/17.
- Per the continuing review and revision of the CrossMatch SOW proposal for upgrading the DCSO Adult and Juvenile LiveScan systems, have moved the proposal presentation to the Commissioners Court to 4/4/17.
- Continue with efforts to deploy the new eFax service throughout the County Government with Offices, receiving very positive feedback from a pilot rollout at the SWIFS Office.
- Per the plans to install “Calabria” the County’s new Call Center Recording application for County-wide use, have submitted the briefing for the Commissioners Court Agenda on 3/21/17 requesting to move forward with the initiative and to subsequently retire the existing “MediaSense” application. With the scheduling of the MediaSense replacement, will also be performing the upgrade of the Finesse Call Center application at the same time. Have tentatively rescheduled these events for the weekend of 3/24/17, pending the approval of the Calabria request, the confirmation of the schedule with the affected County Departments and the availability of the contract installers/upgraders.
- Per the plans to install the new AT&T Flex Reach SIP Trunking for the County’s local and long-distance calling needs, note that AT&T has assigned a Project Manager for this effort.
and the County expects the delivery of the applicable network router on 3/22/17 as the catalyst for the implementation activities.

- With the general empowerment of the County end-users to reset their own ESS passwords, have noted an approximate and overall 15% drop in the number of password reset requests to the IT Service Desk. The next phase is to address the Active Directory (AD) (i.e., the PC login) password reset requests by empowering the County end-users in similar fashion.

- Per the gathering of the applicable Departments’ “GIS needs” surveys for ESRI’s preliminary assessment, ESRI has completed their onsite interviews with the noted Departments and expects to provide their recommendations to the County for next steps by mid-March 2017.