COUNTY IT PROGRESS FORWARD REPORT – May 2017

Priority #1. IT Staff Retention and Development

- Recognized the County Service Anniversaries in May 2017 for the following IT Team members:
  - Alice Sweet, IT HR Generalist (28th) – 15 years!!
  - Richard Ballard, IT Applications Chief (19th) – 9 years
  - Kimberly Brown-Cleveland, IT Information Systems Coordinator (23rd) – 9 years
  - Yakov Kuznetsov, IT Senior BizTalk Developer (28th) – 8 years
  - Sarah Stoddard, IT Senior Project Manager (9th) – 6 years
  - Art Brown, IT Senior Systems Analyst (23rd) – 6 years
  - Candace Pierce, IT Senior Systems Analyst (27th) – 3 years
  - John Desanges, IT Senior COBOL Developer (18th) – 2 year

- The Commissioners Court recognized Nathan Dillinger, IT Senior Business Analyst, as the County IT Department Employment of the Month for April 2017.

- Identified a new lead candidate, Ms. Carla Williams, for the contract IT Financial Analyst position with the Court approving her contract on 5/2/17 and with her reporting for work on 5/3/17.

- Identified a new candidate, Derrick Garner, for the contract Senior Cisco Voice Engineer position with the Court approving his on-boarding on 5/2/17 with him expected to report to work on Monday, 5/8/17.

- Have identified a new lead candidate for the CISO position and have initiated the on-boarding process for that candidate. Expect the candidate to report by June 5, 2017, barring any unforeseen circumstances.

- Conducted interviews to fill the vacant IT Network-Server-Desktop Support Manager position and expect to have the position filled before the end of May 2017.

Priority #2. IT Infrastructure Protection and Stabilization

- Completed the migration of the DCSO 911 CAD System on 4/26/17 to the CyrusOne Data Center. Addressing a few residual connectivity items in the post-migration period and expect to have those addressed by 5/12/17.

- With the completion of the migration of the DCSO 911 CAD System to the CyrusOne Data Center, have initiated plans to upgrade the CAD application and its companion applications (i.e., NetMotion, MessageSwitch, VisionMobile, etc.).

- Continue with the planning activities for conducting a Cyber-security Training Exercise for the County Department Heads during the October 2017 Cybersecurity Awareness Month activities. In the interim, have networked with the OHSEM to tentatively schedule a cybersecurity training course presentation in August 2017 for the County Department Heads and Elected Officials by the Texas A&M University Cybersecurity Division.

- Per the rollout of the new Advanced Threat Protection (ATP) application to the County...
PC “fleet”, in the process of confirming the various County remote locations so that they can be scheduled for the ATP rollout. Test and production servers are also being scheduled for ATP implementation.

- The Commissioners Court approved on 4/18/17 the acquisition and implementation of Email Advanced Threat Protection for the County and are finalizing the plans to roll-out the new functionality the week of 6/5/17.
- The County IT Telecommunications Team continues with their focused and concerted effort to address the incoming telecommunications work order requests and now, for all intents and purposes, are current! The Team is now proactively engaged in the planning of new initiatives (i.e., Office relocations, eFax system expansions, Jail Camera Expansion Project, etc.).
- Per the Mainframe Applications Offload initiative, preparing to remove/”retire” the next set of mainframe applications from the County mainframe, effective Monday, 5/8/17. Goal to complete this for all the non-FORVUS and non-JPAS mainframe applications is December 2017.

Priority #3. IT Program Management
Administration & Finance Community
- Talent Acquisition/Performance Management (iRecruitment Replacement)
  - Working with HR SMEs to determine moratorium date for iRecruitment.
  - Completed Sprint 1 for Talent Acquisition and Performance Management during 4/25/17 – 4/28/17 with the representatives from County HR, County Audit, DCSO, County HHS, DA’s Office, County Juvenile and County Facilities.
  - The County HR SMEs are in the process of reviewing the Sprint 1 requirements so that they can provide feedback to the Project Team. The County HR SMEs are also continuing to work on the configuration for Sprint 2 while the Project Team works with AST to determine the dates for Sprint 2 review.
  - Completed the Project Stakeholder meeting on Wednesday, 5/3/17, noting that the Project is still scheduled for rollout in July 2017.
- Per the planning activities for “retiring” the SIRE Agenda Management System (AMS) and possibly migrating to the Hyland AMS, note the County Clerk’s Office is collecting expected end-users’ requirements via a survey. Once the survey results are received and collated, an applicable demo of the Hyland AMS is expected to be conducted in June 2017 for the expected system end-users to review the features and functionality of the potential new platform and to ascertain next steps.
- Per rollout activities for the new HEAT Customer Service Management System for the County’s IT trouble call, service call and change management needs, the IT Project Manager is meeting with the stakeholders to confirm their requirements to ensure they will be addressed as part of the rollout. The application environment configuration is also in progress.
- In the process of conducting an MTF Fund Balance Forecast Review with the County Budget Office as part of developing the MTF FY17-18 Budget proposal and Project Plan.
- In parallel with discussions with the County Purchasing Office, have initiated a fixed asset inventory review to ensure County IT is in line with the County Purchasing Manual and to
confirm our systems and processes used to stay in compliance.

**Civil Justice Community**

- Work activities continue on the CSI Redaction initiative for the Civil Courts with a projected day-forward redaction go-live of July 2017 and with the projected historical redaction go-live for the identified historical District, District Civil, County Civil and County Probate documents also in July 2017. Currently working with the District Clerk’s Office to review a potential change in the scope of the project to address the redaction of Minors’ names in the historical documents.

**Community Services Community**

- Continuing activities with Greenway, the EHR provider, to address the 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. The CIO plans to meet with County HHS, the IT Project Team and Greenway the week of 5/8/17 to confirm what is needed to bring this to fruition.
- Per the initiative to interface the Electronic Health Records (EHR) Systems of the County HHS and Parkland Hospital, County IT has met several times with Parkland Hospital and with EPIC, the Parkland EHR provider, to address the controls for sharing sensitive patient health information on clients they serve in common. At this point, the parties are examining alternatives for making this a reality in order to move forward with the implementation. HHS is also currently vetting an alternative process to see if this method will meet their needs. The CIO plans to meet with County HHS, Parkland Hospital, the IT Project Team and Greenway the week of 5/22/17 to confirm what is needed to bring this to fruition.
- The Court approved the County IT Office’s recommendation on 4/18/17 to proceed with its LIMS replacement/development efforts for the SWIFS Office, keeping in mind the possibility of a recoupment of a portion of its capital investment for any modules developed which Tarrant County might implement. In the process of setting up the development environments so that the development can begin in earnest in May 2017.

**Criminal Justice Community**

- **e-Filing for Criminal Courts**
  - Completed on 5/1/17 the onsite meeting with the DCSO, the Public Defender’s Office, CSCD and Criminal Courts users regarding e-filing and the OnBase solution.
  - The IT Applications & Network Teams have created a batch file for installation of the OnBase virtual print drivers for County & District Clerk Criminal users and have initiated testing of the OnBase virtual printer installation with the Criminal SMEs with an anticipated completion on 5/12/17.
  - Tentative training dates and a permissive Go-Live date of Monday, 6/5/17 have been established for the County and District Clerks’ Offices.
  - The Criminal Courts SMEs have been provided user logins and site information to begin accessing the test environment.
The Criminal Courts SMEs are continuing to work on providing updated configuration for the Dallas County e-File site.

Mr. Warren, the County Clerk, and Ms. Pitre, the District Clerk, plan to meet with the Dallas Bar Association in May 2017 to discuss the upcoming e-file mandate. Mr. Warren and Ms. Pitre are also jointly drafting a press release for the upcoming e-file mandate with the press release scheduled to be released in May 2017.

- **TechShare.Courts**
  - **Development**
    - Software Shaping Session is scheduled to be held in Dallas County on 5/9/17 and 5/10/17.
    - Sprint 21 was completed on Wednesday, 4/5/17 and deployed to the Dallas County BA environment on 4/21/17, which includes an update to “Bond Set for Recommended Collateral Types”.
    - Sprint 22 was completed on Thursday (4/27/17). The total combined committed number of points in Sprint 22 was 111 points, of which 48 or 43.24% were delivered.
      - Anticipating deployment to Dallas County Environment the week of 5/1/17.
    - New Features currently not delivered in Sprint 22 include –
      - Bond UI changes to incorporate collateral type – **Found a bug during Demo**;
      - New Cash Drawer Balance Report – **Development not complete**;
      - Add Bulk Attorney Assignment - **Development not complete**;
      - Case Tracks Schedule Upon Hearing Completed - **Development not complete**.
    - The EDR gateway development is still 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**
    - The Project Team continues to work diligently to execute the risk mitigation plan and to monitor progress on it.
    - TPMG will be working with the CUC to prepare and present a Change Order noting the change in schedule & with no new funding being requested.

- **Document Management System (OnBase)**
  - Provided Hyland with the OnBaseINT Environment Information.
  - Provided Hyland assistance with the installation of the Web Service Publishing License for the Non-Production OnBaseINT environment.
  - Received revised task schedule from Hyland on 4/21/17.
  - Received proposal for the “.tiff to .pdf” conversion services from Hyland. The project team has reviewed the proposal with the PO and the District Clerk’s Office. Business units have approved moving forward with the proposal at an estimated cost of $15K for licensing the conversion module and for professional services to configure the same.
The Project Team will prepare a briefing for presentation to the Commissioners Court with funding identified through the District and County Clerks’ Offices.

Data Conversion
- Lesson learned meeting was held with WhiteBox, CUC and Dallas County on 4/11/17.
- New Database provided to WhiteBox on 5/1/17.
- Follow-up meeting held with WhiteBox on 4/28/17 and the ETA for Mock Three (3) Data pass is currently scheduled for 5/15/17.
- The business unit provided the criteria for Case List required for the data conversion on 4/26/17.
- The updated Data Management Document (DMD) was provided to WhiteBox on 4/25/17.
- A follow-up meeting was held with WhiteBox on 4/28/17 to review the open JIRA items from Data Pass two (2).
- For the purpose of data conversion, received approval from the business unit to remove AIS data updates with the exception of Bond, Warrant and Release Data.

Data Archive
- Due diligence is in progress regarding the minimum data elements required to retrieve a case from the Database Archive.
- A meeting will be scheduled in short order to discuss some concerns with maintaining the integrity of historical data through the archive update process.

Judicial Portal
- Sprint one (1) was started on 4/24/17. It is scheduled to be completed by 5/5/17.
- Each sprint will include a two-week development cycle.

Business Process (FPM)
- The Focus group is scheduled to review the Business Process of “File a Case” the week beginning 5/1/17.
- The Focus Group completed its team review of Attorney Assignment, Case Transfers and Check Cases the week ending 4/28/17.
- Focus Groups are being established to assist with the review of each Business Process and sub-task. Output from the focus groups would include, but not be limited to: Forms/Report/Configuration/Integration/Gaps and PO Decision Items.
- Meetings with the focus group are progressing. A tentative schedule projects a completion date of mid-July 2017.

Reporting
- The SSRS developer has been tasked this month with developing the required financial reports.
- The Project Report developer will be working with the CUC DBA resource to provide assistance and to help increase the velocity in this area.
Forms
- Additional merge codes were received on 4/24/17.
- Received approval from the Divert Court Manager on the forms developed.

Integration
- Completed the testing of custody status message between TechShare.Courts (TSC) & AIS on 4/24/17.
- Currently working on the Court assignment message from AIS to the TechShare.Courts application.
- New case message and Bond set are ready for testing.
- Held discussions on 4/3/2017 around the testing & deployment of the Court Assignment Web Service within AIS.

Testing
- Assisted with integration testing of the custody status message between AIS & TSC.
- Assisted with integration testing of the Court Assignment.
- Functional Test Case Execution is in progress. The QA Lead is mapping test cases to Project Epic (Pre-file\Case Initiation\Pre-Disposition\Disposition\Post-Conviction).

Training
- “Train the Trainer” System Training Session is scheduled to occur in the month of May 2017 on the 3rd, 5th, 8th and 11th.
- The Project Team continues to review the project schedule to facilitate the follow-up Configuration Training Sessions for the County\District Applications Operators and Configuration Manager.
- The proposed training schedule has been reviewed by both the District & County Clerks’ business units.

TechShare.JP
- Project
  - The JP Implementation Scope of Work (Attachment A to the contract amendment) has been reviewed and approved as to form by the Civil DA’s Office. The document establishes the deliverables for software development items required for go-live. Submitting a request to the Commissioners Court on 5/16/17 for the additional funding needed to complete the development and to complete a technology refresh of the PCs to be used at the JP Courts for the application.
  - The Staffing plan has been finalized for the project with the CUC and DC.
- Development
  - Working with SMEs to identify the Citation Entry Screen (CES) design elements.
  - Reviewed the CES design elements with CUC development team.
  - Reviewed In-Court Processing (ICP) screen design elements.
  - Started review of New Case Entry screen design elements for Civil and Criminal Case Types.
  - Note the estimate for completing the JP software development is six months with the start date contingent on the Commissioners Court’s approval of the planned contract amendment.
• **TechShare.Prosecutor**
  o **M&O**
    - Still having performance issues when users are connected to the DC network via VPN. A new maintenance build has been released to further address this item and is in testing. Upon successful UAT, this build will be promoted to the production environment.
    - Additional features to enable integration between TSP and TechShare.Courts are in progress within the Development environment, including New Case, Custody Status, Court Assignment, Bond Set and Bond Post.
    - UAT around the DME migration effort failed due to missing DME and file attributes being modified in transit. IT Applications is revisiting this effort and is making positive progress. Anticipate being in a position for another round of UAT within two weeks.
  o **LEA Portal Rollout**
    - Availability of the remaining County LEAs for scheduling of roll-out activities has required an adjustment of the targeted completion date from March 2017 to June 2017. An extension of the schedule can be managed within the current project budget, however, a no-cost change order to adjust the schedule is being prepared for presentation to the Executive Project stakeholder for review and approval.
    - Agencies scheduled for roll-out in this period include the following:
      ▪ **TABC** – 4/25/17 – Status: Completed
      ▪ **UTSW** – 5/1/17 - 5/5/17 – Status: Completed
      ▪ **UTD** – Scheduled for Tuesday, 5/9/17 – Status: Pending.
      ▪ **Parkland** – Scheduled for Monday, 6/12/17
      ▪ **Seagoville** – Working through issues with execution of MOU. Scheduling is pending completion of this activity.
    - 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 – Completed the “Train the Trainer” process. Currently in monitoring and hand-off phase of the implementation.
    - The County still is conducting its legal review of the “Business Requirements” document developed by the DPD and the City CIS and which contains Service Level Agreements for the operation and support of the application.
    - The team is planning to conduct follow-up site visits during the week of 5/15/17 in order to refresh training and identify any issues that need to be addressed.
  o **Defense Portal**
    - Fifty-one (51) new defense portal users have registered in last thirty (30) days. Total number of registered users is now 1,437.

**LEA Community**
- The Court on 4/18/17 approved the DCSO brief to establish contracts with potential
providers to move forward with the Jail Camera Expansion Project’s implementation.

- **DCIM Phase 2 Integrated Agencies – DPD Roll-out (final Phase 2 agency)**
  - Completed – Reprocessing of DPD Denali Test Information (Production Copy) into Staging DCIM for DPD Validation.
  - Completed - DPD final DCIM Staging information review on 4/29/17.
  - WIP - Denali Spoke Performance Testing is to be scheduled with Dallas CIS. Will follow-up with the City CIS (Tyrone Williams) the week of 5/8/17.
  - DPD E-booking – projected now for late July 2017. Currently have on hold the testing of the City of Dallas HR table interface for the automated DCIM staffing table updates and will follow up with the City CIS the week of 5/8/17. Meeting requested with the City CIS during the week of 5/8/17 to complete the requirements definition of the DCIM web service to DPD Denali with booking information. The schedule for the DPD “Train the Trainer” sessions in E-Booking is pending the completion the aforementioned E-booking items.

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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:
  - Per the approved Oracle 12c Modernization initiative, expect to complete the setup and configuration of the Oracle Exadata Database Machine in May 2017 and then begin the process for upgrading the Oracle Database to Oracle version 12c, which is expected to be completed at the end of October 2017. *(Still on track and in progress.*)
  - While the proposal for the desktop “fleet” modernization is under review with the County Administrator’s Office, note the Court approved on 4/18/17 the purchase of 150 new systems to address several priority upgrades for the County end-user Departments. The corresponding PO was issued on 4/28/17 with an anticipated 2 - 3 week delivery time.
  - Per the rollout of “SplashBI” as a replacement for the Oracle Discoverer reporting tool, still working with the County Auditor’s Office to review the reports which need to be converted to the new application.
- Completed the legal review of and revisions to the CrossMatch SOW proposal for upgrading the DCSO Adult and Juvenile LiveScan systems and have sent the revisions back to CrossMatch for their review. Expect to have their feedback on the revisions by Monday, 5/8/17 so that we can possibly request the Court consider the proposal on their Court Agenda on 5/16/17.
- Per plans to rollout “Calabria”, the County’s new Call Center Recording application for County-wide use, and for upgrading “Finesse”, the County Call Center application, the County IT Telecommunications Team is following up with the affected County Departments to confirm a weekend in either May or June 2017 to complete the system changes at a time convenient to the affected end-users’ operational schedule.
- The Commissioners Court approved on 4/18/17 the next phase of the ESRI GIS development effort. Completed the ESRI GIS Phase II Workshop the week of 5/1/17 with the County Departments from Phase I, except for OHSEM, who wasn’t able to participate due to unforeseen circumstances. Expect the delivery of the full assessment
by 5/19/17 while the IT Applications Team reaches out to other similar sized public-sector organizations to gather feedback, lessons learned and development guidance, in an effort to gain a full appreciation of the landscape.

- Note the IT Project Management Chief Brett Taylor has initiated plans to meet with the ITEGC Subcommittee on Project Prioritization to begin the process of updating the County IT Project Portfolio for FY17-18.