

ABSTRACT:
**Review of DuPage County, Illinois
Technology Assistance (TA) Engagement Report**

Client Agency

DuPage County
Integrated Criminal Justice Information Sharing (ICJIS)

Participating IJIS Institute Staff

Don Sutherland, *Engagement Manager*
Randy Kent

Participating IJIS Institute Consultants and Firms

Terry Gough, *MTG Management Consultants*
Bob Slaski, *Open Networks*

Dates Services Provided

Site Visit – June 10-14, 2013

Overview of TA Request

The IJIS Institute received the request for TA from DuPage County, and, upon internal approval to proceed with the TA engagement, the IJIS Institute staff worked directly with the County's staff in defining the specifics of the engagement. TA questionnaires were completed by the Sheriff's Department, the County Circuit Clerk, and the Emergency Telephone System Board, and were reviewed by the Institute; and, subsequently, a contract agreement was jointly negotiated authorizing the TA engagement.

As defined by the contract agreement, the principal goals of this TA engagement were:

- ◆ *Problem Definition*
 - Review major Client concerns and issues and determine priorities for each
 - Review relevant current and planned systems enhancement objectives
- ◆ *Current Situation Assessment*
 - Gather information and documentation on current and planned systems
 - Gather information and documentation on current requirements for the automation of real-time inter-agency, intra-agency information sharing
 - Review current use of national information sharing standards

- ◆ *Needs Analysis*
 - Determine IT technology needs
 - Identify the computer technology applicable to facilitate the continuation of real-time information sharing
 - Determine if there are new system training needs
- ◆ *Recommendations*
 - Develop general and specific recommendations to be used as guidance in the development of relevant Request For Proposals (RFP) specifications and expected system features and capabilities
 - Develop recommendations for the procurement and development of the information technology (IT) build-out for new computer-aided dispatch (CAD) and records management systems (RMS) and information sharing processes
 - Develop recommendations for potential improvement of information sharing processes
- ◆ *Actions and Initiatives*
 - Prioritize recommendations and actions to be taken

Type of TA Services Provided

The TA Team performed a site visit during the week of June 10-14, 2013. A series of meetings with key managers, operational, technical staff, and stakeholder representatives occurred during this time. These activities were necessary to complete the scope of work as outlined in the LOA.

The IJIS Institute provided a team of qualified experts selected from its industry membership for this engagement. These consultants represented a consortium of IJIS Institute member companies and alliance partners that possess the required experience and expertise in law enforcement, justice, public safety, and homeland security domains, relevant technologies and product sets, and the applicable information sharing standards and capabilities.

The end result is this TA Report (inclusive of the findings and recommendations) that will help prepare the County for moving forward. More specifically, the engagement provided a high-level review of the County's readiness for the planning and implementation future operational ICJIS capabilities.

Overview of Observations and Recommendations

A copy of the TA report abstract can be found on the IJIS Institute website at http://www.ijis.org/publications/ta_reports.html. A copy of the full TA report is available to authorized personnel only and must be coordinated through the IJIS Institute staff.

Contact Information

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