

APPENDIX A

STATUS OF PLEDGES

In the year 2000, when Clerk Brown first ran for the Office of Clerk of the Circuit Court of Cook County, she issued position papers on ten topics:

1. Integrated Information Systems
2. Strategic Information Technology Plan
3. Customer Service
4. Employee Development and Training
5. Domestic Violence Information Sharing Plan
6. Plan for the Child Support Payment System
7. Ethics Plan
8. Diversity in Employment Plan
9. Community Courts
10. The Processing of Criminal and Death Penalty Appeals

In these papers, Clerk Brown outlined 101 initiatives that she planned to implement to bring the Clerk's Office forward into the 21st century. In the following sections, you will learn the status of the various initiatives.



Clerk Brown keeps track of the progress made on the 101 initiatives she proposed for the Clerk's Office in her 2001 position papers.

INTEGRATED JUSTICE INFORMATION SYSTEMS

Clerk Brown pledged to work with the Cook County Board of Commissioners and elected officials to build integrated information systems for the 21st century. Her platform consisted of:

- General integration;
- Developing a blueprint for integration;
- Ensuring proper audit controls; and
- Implementing the needed changes.

INTEGRATED INFORMATION SYSTEMS – STATUS REPORT

Issue	Initiative	Status
<p>General Integration; Develop a Blueprint for Integration; Audit; and Implementation</p>	The Clerk’s Office will work with other justice agencies to integrate information systems in Cook County.	Done
	Implement audit controls throughout the system to provide reasonable assurances that court case information is accurate, timely, and complete.	Done
	Create a task force on Integrated Information Systems that would include executive level policy makers, information system managers, technical staff and members of the Board of Commissioners.	Done
	Assign the task force to recommend major technology acquisitions, ways of upgrading or linking existing systems, and implementing a wide area computing network.	Done
	Support efforts to create an environment that provides for universal access to data and resources, fast access to information, and the use of existing computer hardware.	Done
	Work with vendors to enable the Clerk’s Office to join the e-commerce network for transacting basic business processes.	Done
	Ensure that controls are built into key information processing stage within the network.	Done
	Recommend network-wide controls to protect the security of vital court information and data from unauthorized modification, theft or destruction.	Done
	Work with professional audit groups to identify “best practices” for auditing and controlling Cook County’s integrated information system.	Done
	Develop a funding strategy for integrating criminal justice information systems.	Done: Funding secured for Enterprise Service Bus through President’s Office
Recommend that Cook County issue long-term technology advancement bonds to finance integration efforts and work with legislators to secure funding from state government sources, including general revenue and user fees.	Done: Increased document storage fee through state legislation.	
Apply for federal grants, such as the National Criminal History Improvement Program, to help pay the costs of integrating state and federal reporting requirements in to Cook County’s information network.	Done	

STRATEGIC INFORMATION TECHNOLOGY PLAN

In 2000, candidate Dorothy Brown recognized that the information systems of the Clerk's Office had not been upgraded for many years. She pledged to build information systems for the 21st century and issued a Strategic Information Technology Plan to lay the groundwork.

The Technology Plan identified twelve issues in information systems management that needed to be addressed. The issues were:

Automating data entry in the courtroom; Improving the efficiency and security of the documents; Incorporating imaging technology into the court system; Implementing a sentence tracking system; Work with the Judiciary to implement an electronic filing system; Adopt voice mail and email systems across the Clerk's Office; Provide customers with a Voice Information System; Improve communication within the Clerk's Office; Strengthen the Website for public access; Upgrade cash management control systems; Improve personnel management systems; and Strengthen the statistical reporting system.

STRATEGIC INFORMATION TECHNOLOGY PLAN – STATUS REPORT

Issue	Initiative	Status
Automate Data Entry in the Courtroom	Improve information processing through real time edits.	Done
	Receive input from court clerks on which input devices best serve their needs.	Done
Improve efficiency and security of documents	For paper records, implement a records management system that will track every document and file with bar coding.	Done: Barcodes for court files
	For electronic records, ensure that proper controls are established. Protect paper records from fire and water damage.	Done: IDMS implemented for court documents
Incorporate imaging technology into the court system	Work with judiciary to incorporate digitized images as appropriate.	Done
	Improve tracking of defendant's contacts with the justice system.	Done: Working with Cook County Pretrial Stakeholders Group that has implemented Automated Court Reminders.
Implement sentence tracking system	Work with Cook County justice agencies to implement a sentence tracking system.	Not applicable to Clerk's Office
Implement an electronic filing (e-filing) process	Work with Cook County justice agencies to lobby the Illinois Supreme Court to perm electronic filing.	Done
	Work with judiciary to implement a digital signature program.	Done for Orders of Protection
Implement internal email and voicemail systems	Implement system in the Office and train personnel on its use.	Done
Implement a Voice Information System	Implement a system that addresses frequently asked questions, and a call center to assists any caller to the court system.	Done

Table 2A
STRATEGIC INFORMATION TECHNOLOGY PLAN - STATUS REPORT

<p>Improve intra-agency communication</p>	<p>Fully wire the Clerk's Office to the Cook County Wide Area Network (WAN).</p>	<p>Done</p>
<p>Strengthen Web Site for Public Access</p>	<p>Provide bilingual resources; free information brochures; forms that can be downloaded; review child support case history and payments; pay traffic rickets online; provide link s to community resources for victims and families; and respond to FAQ s.</p>	<p>Done</p>
<p>Upgrade cash management controls</p>	<p>Work to achieve efficient and effective support functions, concentrating on cash management, statistical reporting, and human resources management.</p> <p>Ensure that adequate controls are in place to prevent losses due to fraud or mishap.</p> <p>Implement a computer system that will provide a direct interface between the revenue collection system and the general ledger accounting system to ensure proper reconciliation, accounting, and control.</p> <p>Ensure interconnectivity of the budgeting, purchasing and accounts payable system with the general ledger accounting system to ensure proper control of the disbursement of funds</p>	<p>Done</p> <p>Done</p> <p>Done</p> <p>Done (System belongs to Cook County)</p>
<p>Improve Personnel Management Systems</p>	<p>Automate time and attendance records to enable employees to calculate and track their accrued time more effectively.</p> <p>Make personnel forms such as time off requests and employee handbooks available online.</p>	<p>Done</p> <p>Done; Forms available on Intranet</p>
<p>Strengthen Statistical Reporting System</p>	<p>Implement a PC-based reporting system that could access data in the various systems directly or through a data warehouse.</p> <p>Ensure that the reporting system has pre-built queries for the judiciary and the ability to perform plain language queries for those who have appropriate access court records.</p> <p>Create and appoint a Strategic Information Technology Task Force in the Clerk' s Office.</p>	<p>Done</p> <p>Not applicable to the Clerk's Office</p> <p>Done: eCourts Advisory Committee established.</p>