



**MARK C. CURRAN**  
**SHERIFF**  
**RAYMOND J. ROSE**  
**UNDERSHERIFF**

## **OFFICE CORRESPONDENCE**

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**DATE:** June 2, 2016

**TO:** County Administrator Barry Burton  
Deputy County Administrator Amy McEwan  
Director of Finance Gary Gordon  
Purchasing Director RuthAnne Hall

**FROM:** Undersheriff Raymond J. Rose  
Business Manager Dawn Wucki-Rossbach

**REFERENCE:** Emergency Procurement – Information Technology Staff Augmentation

The Sheriff's Office currently has 325 computers, 165 Mobile Data Terminations (MDT) and 22 servers. Our IT is located in two primary facilities (Waukegan and Libertyville) and three remote locations (the range, SEDOL and seasonally at our Marine Unit) twenty-four hours a day seven days a week, with no downtime during the holidays or after normal business hours. Our IT staff also maintains the 22 MDTs that the Forest Preserve District uses in their operations and we serve as the connection point for 40 outside agencies and with the Lake County's own Health Department, juvenile detention facility and with the State's Attorney's Office, etc.

The Sheriff's Office has operated conservatively in the area of Information Technology; between 2005 and 2013 the Office had only one IT staff member. In FY2013 the Sheriff's Office converted a Deputy position to an IT Technician position. The IT Technician position was brought on board to address calls for service and troubleshoot MDTs and mainly works out of the Libertyville facility. The Sheriff's Office possess many software programs that allow us to connect to external agencies and to operate our facilities. Overtime the ability to address daily maintenance issues became a challenge based on the volume of IT Help Desk calls, preventative service maintenance and monitoring. There is also the need to move forward with many IT projects that affect the overall operations of the Office and outside agencies, with minimal IT staff moving these projects forward has become a great challenge.

As part of the County's 2015 Compensation Study the IT Manager position became an actual IT Manager position and received an appropriate salary adjustment; however, in September 2015, the IT Manager tendered his resignation for another opportunity. The resignation meant that the lone IT Technician would assume a majority of the workload until a replacement IT Manager could be hired. In an effort to improve daily operations and move projects forward we converted a Deputy position to a second IT Technician position.

In order to keep the Sheriff's Office IT operating we brought in a temporary technician to try and assist the lone IT Technician with daily operations. The temporary technician was not as successful as we hoped in responding to daily operational needs because the position still had to learn about Sheriff's Office operations all the programs that we operate and how it all fits together so not as many help desk tickets or MDTs were configured as we hoped. The cost for the IT staff augmentation for \$24,297 and was paid for out of line item 101-3001110-79940. Also during this time IT Technician was able to troubleshoot some server and report generation problems by working with the former IT Manager, via an agreement with GovHR. The cost for this was \$1,960 and was paid for out of the same line item as the staff augmentation.

Approximately three and one-half months following the Manager's resignation the IT Technician submitted his resignation. Prior to completing negotiations with the IT Technician to postpone his departure discussions were held with Central IT on how to address the lack of IT support in the Sheriff's Office if negotiations with the technician were unsuccessful. This dialogue is beneficial for both Central IT and the Sheriff's Office because the information and knowledge of our respective operations was exchanged at a much higher level than it had been in the past. Both Central and Sheriff's Office IT became more aware of what each other's responsibilities are and how we can work together. Central IT agreed to handle help desk calls for the MDTs and for daily server maintenance issues (monitoring for data storage space, bringing servers back on-line when they went down, etc.) Negotiations were successful with the IT Technician and we have been able to keep him on board while IT needs were analyzed, including a list of prioritized projects, for the Sheriff's Office. This situation prompted a re-evaluation of the current IT structure and how daily maintenance and project needs have been handled.

In order to keep the Sheriff's Office operating an emergency procurement for IT is needed. The emergency procurement process has Prescient Solutions providing three interim IT Staff the will address daily maintenance functions and complete critical projects that need to be completed so that operations may continue to move forward.

The process began with inviting three firms versed in police services to competitively interview for the opportunity to analyze current IT structure and our daily and project needs. The Sheriff's Office, Central IT, Finance and County Administration participated in the process. Two of the three firms interviewed and Prescient Solutions was selected to complete the analysis. This emergency IT procurement covers the three items listed above and are being paid out of line item 01-3001110-79940 Miscellaneous Contractual Services.

Prescient's analysis confirmed the industry standard that one IT position would support 100 – 105 Sheriff's Office employees and identified a support structure that includes four additional IT staff; this is in addition to the Sheriff's Office IT Technician. The analysis also clarified the list of IT projects that need to be completed. Prescient provided a cost proposal to address their staffing recommendation. The year-long proposal equated to \$775,000.00 and an additional five IT staffers provided. This lead to a negotiated short-term solution of Prescient providing two additional IT staff from February 2016 through June 2016, so that the Sheriff's Office, County Administration, Purchasing and Finance could present the emergency procurement resolution and agreement that provides three additional IT staff through November 30, 2016 to County Committees and the County Board.

Using this emergency procurement will allow the Sheriff's Office the ability to complete specific software programming projects must be completed to bring the MDTs up-to-date, replace computers and servers that are still operating on the XP platform, upgrade all computers to Office365 and to complete the installation of the Northpointe jail classification software, the Realis training software, Lexipol policy and training software and upgrade TriTech software on all MDTs. This will also allow Central IT to step down in handling a number of the help desk calls.

In order to move this IT Staff Augmentation through the emergency procurement process the Sheriff's Office is utilizing the salary and benefits costs for the vacant IT Manager and second IT Technician, the balance of the dollars needed to fund the \$268,500.00 is being generated through the line items listed below. These additional line items were identified based on the current balance and anticipated expenditures. While we are progressing through the remainder of this fiscal year the Sheriff's Office, with the assistance of Central IT and County Administration will analyze how we will address the IT issue from this point forward.

Transfer From Account Number:	Dollar Amount to Transfer	Transfer To Account Number:
101-301110-51110 Salary	\$147,983.00	101-301110-79940
101-301110-74080 H/L/D	\$37,411.00	101-301110-79940
101-301110-74100 FICA	\$11,321.00	101-301110-79940
101-3001110-74110 IMRF	\$15,568.00	101-301110-79940
101-3001110-61060 Clothing & Uniforms	\$21,217.00	101-301110-79940
101-3001110-72210 Vehicle Maintenance	\$12,000.00	101-301110-79940
101-3004110-71500 Trips & Training	\$15,000.00	101-301110-79940
101-3004110-85040 Replacements	\$8,000.00	101-301110-79940

We appreciate your consideration regarding this emergency procurement and will use this time and staff augmentation to address daily maintenance needs and complete several critical projects so that we can move forward and prepare for the next round of software driven changes, County-wide security requirements, etc.

We also appreciate the support given to us by Central IT, County Administration, Purchasing and Finance as we have moved through this process.

c: Sheriff Mark C. Curran, Jr.  
Chief Douglas Larsson  
Lieutenant Scot Kurek  
Contract/Project Manager James Chamernik