



Finance and Administrative Services

18 North County Street – 9th Floor
Waukegan, Illinois 60085-4355
Phone 847 377-2992
Fax 847 377-5889

LCETSB and Lake County Board have approved the Tyler Technologies CAD and Mobile software and services to support expanded interoperability and enable the prompt entry of and response to emergency calls for service by 9-1-1 PSAPs and first responders. LCETSB in partnership with Lake County Sheriff's Office has identified the need to contract project management tasks to assist with the implementation of the CAD/Mobile/RMS and JMS systems.

Through the Regional 9-1-1 Consortium, Crowe LLP was selected as the vendor that assisted in the RFP development and negotiations of the systems which included an additional option for implementation project management services. LCETSB, Lake County Sheriff's Office, and Lake County Purchasing prepared and presented a scope of work to Crowe LLP which returned a final quote for services. Crowe LLP has also provided pricing for organizational change management deliverables.

Task 5: Implementation Project Management & Organizational Change Management

Crowe LLP has professional resources to assist in tracking, coordinating, and execution of project management tasks in addition to providing public safety software subject matter experts from Waterhole Software Consulting. Through the LCETSB partnership with Lake County Sheriff's Office, project management tasks provided by Crowe LLP will be shared for the implementation of all Tyler Technology software and services solutions providing consistent and coordinated project plans. Work for CAD, Mobile, RMS, JMS, and Brazos will be expensed and accounted to the ETSB and LCSO respectively.

Implementation Project Management

In Task 5, Crowe will support the County / 9-1-1 Consortium throughout the software implementation of CAD / Mobile, RMS, and JMS. Crowe will work with the County to serve as the County's Project Manager, interfacing with the third-party software vendor, and establish a Project Management Office (PMO), serving as the "Project Manager" role within the project.

Organizational Change Management

In task 5, Crowe will leverage our Organizational Change Management (OCM) Framework throughout the engagement to support a successful implementation. The OCM Framework, is based on Crowe's successful track record of planning and implementing change management initiatives in the public sector. Within each Project Management Lifecycle Phase (i.e., Concept, Initiating, Planning, Executing, and Closing), the OCM Framework provides activities, tasks, recommended practices, tools, and stylized templates as a guide.