Project Tracking No.: 10200

# Return on Investment (ROI) Program Funding Application

This template was built using the ITD ROI Submission Intranet application.
**FINAL AUDIT REQUIRED:** The Enterprise Quality Assurance Office of the Information Technology Department is required to perform post implementation outcome audits for all Pooled Technology funded projects and may perform audits on other projects.

This is an IOWAccess Fund Request. Amount of funding requested: $146,000.00

## Section I: Proposal

| | |
|---|---|
| **Date:** | February 26, 2007 |
| **Agency Name:** | County Real Estate Electronic Government Advisory Committee |
| **Project Name:** | CREEGAC – Iowa Real Estate On-Line |
| **Agency Manager:** | Kenneth Kline – Cerro Gordo County Auditor |
| **Agency Manager Phone Number / E-Mail:** | Kenneth Kline - Chair, County Real Estate Electronic Government Advisory Committee (CREEGAC)<br>(641) 421-3034<br>kkline@co.cerro-gordo.ia.us |
| **Executive Sponsor (Agency Director or Designee):** | Kenneth Kline – Cerro Gordo County Auditor |

## A. Project Summary: Describe the nature and use of the proposed project, including what is to be accomplished, how it will be accomplished, and what the costs and benefits will be.

The County Real Estate Electronic Government Advisory Committee (CREEGAC) Iowa Real Estate On-Line project will develop an Internet web portal linking the websites/web portals of the four offices that serve as custodians of county real estate data. The 4 (four) affiliates include:

1. recorders;
2. treasurers;
3. auditors; and
4. assessors

The goal is to increase public access to Iowa real estate information from any web-accessible site.

The project will neither house data nor contain a search engine. Instead, the web portal would initiate concurrent searches on multiple websites using their existing search engines to retrieve specified data. That data would be displayed on a given real estate parcel in a consolidated manner using a data structure based on the tax or assessment year, downplaying the source of the data, such as "treasurers', auditors', or assessors' data". The benefits of this approach are to:

1) create a user-friendly access point;
2) display information in a simple and understandable manner; and
3) minimize duplication and project cost by using existing resources.

The web portal would contain active links to the four county affiliate websites to create the ability for the user to move seamlessly and transparently between different data sources without reentering parcel information. Users would use the links to access additional detail that would not be retrieved or displayed on the joint web portal, and to access an image of a recorded real estate document or pay real estate taxes on-line.

The web portal would also contain active links to individual county websites so that a user could "drill down" for additional detail.  For those counties that have a geographic information system (GIS), the user would also be able to see an electronic map or aerial photo of a real estate parcel.  Again, the benefit of this approach would be to provide access to additional detail not available on the joint web portal.

## B. Strategic Plan:  How does the proposed project fit into the strategic plan of the requesting agency?

The CREEGAC committee was created pursuant to House File 882, 2005 Iowa Acts and House File 2794, 2006 Iowa Acts.  The goal of this legislation was to integrate the websites/web portals used by the four affiliate offices.

## C.  Current Technology: Provide a summary of the technology used by the current system.  How does the proposed project impact the agency's technological direction?

County treasurers have two distinct websites for housing real estate data, between which all ninety-nine counties are represented.  The systems were built for taxpayers, banks, credit unions, and mortgage companies to pay real estate taxes electronically and were funded by user fees.

County recorders have a statewide website for indexing, housing and displaying images of recorded real estate documents and for electronic filing of documents.  The system was paid by added real estate recording fees.

County and city assessors have a website that could be described as a loose confederation with links to about seventy assessors' websites, but which houses no data.  Assessors are in the process of exploring expansion to a statewide system.

County auditors are in the process of developing a website for real estate information.  The auditors' association contracted in 2006 with Iowa Interactive Inc. to build a website, with development costs to be repaid by marketing of auditors' data.

## D.  Statutory or Other Requirements

Is this project or expenditure necessary for compliance with a Federal law, rule, or order?  No

Is this project or expenditure required by state law, rule or order?  Yes
**Explanation:**
 House File 882, 2005 Iowa Acts and House File 2794, 2006 Iowa Acts.  The County Real Estate Electronic Government Advisory Committee was created and extended pursuant to these two (2) House Files.

Does this project or expenditure meet a health, safety or security requirement? No

Is this project or expenditure necessary for compliance with an enterprise technology standard?  No

| [This section to be scored by application evaluator.] | |
|---|---|
| **Evaluation (15 Points Maximum)** | |
| If the answer to these criteria is "no," the point value is zero (0). Depending upon how directly a qualifying project or expenditure may relate to a particular requirement (federal mandate, state | |

mandate, health-safety-security issue, or compliance with an enterprise technology standard), or satisfies more than one requirement (e.g. it is mandated by state and federal law and fulfills a health and safety mandate), 1-15 points awarded.

## E. Impact on Iowa's Citizens

**a**. **Project Participants** - List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, other levels of government, etc.) and provide commentary concerning the nature of participant involvement. Be sure to specify who and how many **direct** users the system will impact. Also specify whether the system will be of use to other interested parties: who they may be, how many people are estimated, and how they will use the system.

The direct users of the application would be any citizen wishing to access current ownership information, assessed values, images of recorded real estate documents, property descriptions, tax information, etc.

It is anticipated, however, that interested parties will include:  assessors, realtors, attorneys, abstractors, appraisers, surveyors, engineers, and representatives of banks and credit unions.

**b. Service Improvements -** Summarize the extent to which the project or expenditure improves service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

The general public, as well as any other interested parties, will be able to use the new web site as a one-stop access point to find real estate information.  The user would be unaware the information actually resides on separate websites/web portals.

**c. Citizen Impact** – Summarize how the project leads to a more informed citizenry, facilitates accountability, and encourages participatory democracy.  If this is an extension of another project, what has been the adoption rate of Iowa's citizens or government employees with the preceding project?

The project would open the warehouse of county real estate data to improved public access.  The development of the auditors' and assessors' web sites would allow counties with no web presence to publish real estate data relatively inexpensively.

**d. Public Health and/or Safety** – Explain requirements or impact on the health and safety of the public.

Being able to view county real estate information from one site will increase public awareness of the data.

| **[This section to be scored by application evaluator.]** | |
| --- | --- |
| **Evaluation (15 Points Maximum)** <br> • Minimally directly impacts Iowa citizens (0-5 points). | |

- Moderately directly impacts Iowa citizens (6-10 points).

- Significantly directly impacts Iowa citizens (11-15 points).

**[This section to be scored by application evaluator.]**

**Evaluation (10 Points Maximum)**

- Minimally improves customer service (0-3 points).

- Moderately improves customer service (4-6 points).

- Significantly improves customer service (7-10 points).

# F. Process Reengineering

Provide a pre-project or pre-expenditure (before implementation) description of the impacted system or process.   Be sure to include the procedures used to administer the impacted system or process and how citizens interact with the current system.

## Response:

Currently, a member of the public would need to access websites/web portals separately to view information on a particular real estate parcel and/or a recorded real estate document.  Only the county treasurers and recorders offer access to information for all ninety-nine counties, and search criteria are limited due to the independence of the systems, the nature of the data sources, and the initial design function of the two systems.  Also, there are no active links between the affiliate websites.

Finally, vertical integration of data within a county (linking of data between the four offices within the same county) is only available in some individual county websites.

Provide a post-project or post-expenditure (after implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens will interact with the proposed system.  In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

## Response:

Implementation of the Iowa Real Estate On-Line project would enable the public to go to one web portal to search and view information from the four independent websites/web portals without reentering parcel information and without knowing that data had been accessed from different sources.

Searches would run concurrently against the appropriate affiliate websites, dependent upon the type of search, and would return results depending on the nature and limits of the data.  Search types would be expanded to include property site address, county parcel number, document reference number, property owner name, and an advanced search with multiple, detailed criteria.  Search results on a specific real estate parcel will simultaneously display on a "consolidated" screen that shows data accessed from multiple sources in a manner that is transparent to the user.  Help screens and frequently asked questions will be accessible and user-friendly.  Drill downs and links to affiliate and county websites would be available for access to additional detail.  Finally, vertical integration of data within counties would be greatly expanded,

due to the minimal standardization necessary to create the horizontal data integration at the affiliate websites.

**[This section to be scored by application evaluator.]**

**Evaluation (10 Points Maximum)**

- Minimal use of information technology to reengineer government processes (0-3 points).

- Moderate use of information technology to reengineer government processes (4-6 points).

- Significant use of information technology to reengineer government processes (7-10).

## A. Timeline

Provide a projected timeline for this project. Include such items as planning, database design, coding, implementation, testing, conversion, parallel installation, and date of final release. Also include the parties responsible for each item.

| Milestone | Date | Responsible |
|---|---|---|
| Execution Phase Start Date | April 2, 2007 | DAS-ITE |
| Customer Acceptance testing begins | July 16, 2007 | CREEGAC Core Team |
| Customer Acceptance testing complete | August 13, 2007 | CREEGAC Core Team |
| Customer Acceptance Sign-off | September 10, 2007 | CREEGAC Core Team |
| SLA Signatures | September 14, 2007 | DAS-ITE |
| Production Rollout | September 17, 2007 | DAS-ITE |
| Project Completion | September 21, 2007 | DAS-ITE |

**[This section to be scored by application evaluator.]**

**Evaluation (10 Points Maximum)**

- The timeline contains several problem areas (0-3 points).

- The timeline seems reasonable with few problem areas (4-6 points).

- The timeline seems reasonable with no problem areas (7-10).

## B. Funding Requirements

On a fiscal year basis, enter the estimated cost by funding source: Be sure to include developmental costs and ongoing costs, such as those for hosting the site, maintenance, upgrades,

| | FY07 | | FY08 | | FY09 | |
|---|---|---|---|---|---|---|
| | Cost($) | % Total Cost | Cost($) | % Total Cost | Cost($) | % Total Cost |
| State General Fund | $0 | 0% | $0 | 0% | $0 | 0% |
| Pooled Tech. Fund /IowAccess Fund | $146,000 | 100% | $ | 0% | $ | 0% |
| Federal Funds | $0 | 0% | $0 | 0% | $0 | 0% |
| Local Gov. Funds | $0 | 0% | $0 | 0% | $0 | 0% |
| Grant or Private Funds | $0 | 0% | $0 | 0% | $0 | 0% |
| Other Funds (Specify)* | $34,500 | 0% | $0 | 0% | $0 | 0% |
| Other Funds (Specify) ** | $25,000 | | | | | |
| Total Project Cost | $205,500 | 0% | | 0% | | 0% |
| Non-Pooled Tech. Total | $0 | 0% | $0 | 0% | $0 | 0% |

* I**owa State Association of Assessors (Assessors Data)** – They anticipate spending a total of $55,400 on their Web site.  They have spent $15,400 to date and anticipate an additional $40,000 to complete to complete the Assessor website and make it compatible with CREEGAC requirements.  The $34,500 amount listed is the cost that will be borne by the Assessors association.  There is $20,000 included in the request to defray some of the total cost.

** **County auditors** – They anticipate spending a total of $50,000 and are asking for matching funds of $25,000 from the IOWAccess Advisory Council.  The purpose is to defray part of the initial out-of-pocket costs to implement an auditors' website, to meet the needs of the CREEGAC project, and to encourage participation from county auditors.

Unlike treasurers and recorders, county auditors do not have a regular source of revenue such as from daily transactions.  For the data to be current, however, each auditor will need to create a daily export of data the auditor's system being created.  The cost of creating this automated upload has been estimated at between $500 and $1000 per county.  The matching funds being requested will be used to offset these costs for the individual county auditors, with the following guidelines:
  ➢ Each auditor will be reimbursed for one-half of actual out-of-pocket costs, with the maximum reimbursement per county capped at $500.
  ➢ Each auditor will be responsible for the ongoing costs for exporting data.

**[This section to be scored by application evaluator.]**
**Evaluation (10 Points Maximum)**

  • The funding request contains questionable items (0-3 points).

  • The funding request seems reasonable with few questionable items (4-6 points).

  • The funding request seems reasonable with no problem areas (7-10).

# I. Scope

Is this project the first part of a future, larger project?
YES (If "YES", explain.)      NO, it is a stand-alone project.

**Explanation:**

Is this project a continuation of a previously begun project? No
YES (If "YES", explain.)
**Explanation:**

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**[This section to be scored by application evaluator.]**

**Evaluation (10 Points Maximum)**

- This is the first year of a multi-year project / expenditure or project / expenditure duration is one year (0-5 points)

- The project / expenditure is of a multi-year nature and each annual component produces a definable and stand-alone outcome, result or product (2-8 points).

- This is beyond the first year of a multi-year project / expenditure (6-10 points)

The last part of this criteria involves rating the extent to which a project or expenditure is at an advanced stage of implementation and termination of the project / expenditure would waste previously invested resources.

## J. Source of Funds

On a fiscal year basis, how much of the total project cost ($ amount and %) would be underlined absorbed by your agency from non-Pooled Technology and/or IOWAccess funds? If desired, provide additional comment / response below.

**Response:**

All ongoing operational and maintenance costs, beyond the initial implementation efforts and first year hosting, will be absorbed by CREEGAC or its successor.

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**[This section to be scored by application evaluator.]**

**Evaluation (5 Points Maximum)**

- 0% (0 points)

- 1%-12% (1 point)

- 13%-25% (2 points)

- 25%-38% (3 points)

- 39%-50% (4 points)

- Over 50% (5 points)

# Section II: Financial Analysis

## A. Project Budget Table

It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project related equipment,

products, or services are utilized before they are updated or replaced. In general, the useful life of hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years. Additionally, the ROI calculation must include all <u>new</u> annual ongoing costs that are project related.

The Total Annual Prorated Cost (State Share) will be calculated based on the following equation:

$$\left[\left(\frac{Budget\ Amount}{Useful\ Life}\right) \times \%\ State\ Share\right] + \left(Annual\ Ongoing\ Cost \times \%\ State\ Share\right) = Annual\ Prorated\ Cost$$

| Budget Line Items | Budget Amount (1st Year Cost) | Useful Life (Years) | % State Share | Annual Ongoing Cost (After 1st Year) | % State Share | Annual Prorated Cost |
|---|---|---|---|---|---|---|
| Agency Staff | | | | | | |
| Software | | | | | | |
| Hardware | | | | | | |
| Training | | | | | | |
| Facilities | | | | | | |
| Professional Services | | | | | | |
| ITE Services | $101,000 | | 100% | | | |
| Supplies, Maint, etc. | | | | | | |
| Other | $45,000 | | | | | |
| Totals | $146,000 | | | | | |

## B.  Spending plan

### Explain how the funds will be allocated.

The funds will be allocated to the below resources to handle the Implementation Phase of the project.

| | |
|---|---|
| Iowa State Association of Assessors | $20,000.00 |
| Iowa State Association of County Auditors | $25,000.00 |
| DAS-ITE Applications Development | $98,000.00 |
| DAS-ITE Hosting | $3,000.00 |
| Total | $146,000.00 |

## C. Tangible and/or Intangible Benefits

**Respond to the following and transfer data to the ROI Financial Worksheet as necessary:**

1. **Annual Pre-Project Cost** - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process prior to project implementation.
**Describe Annual Pre-Project Cost:**


**Quantify Annual Pre-Project Cost:**

|  | State Total |
|---|---|
| FTE Cost(salary plus benefits): | $0.00 |
| Support Cost (i.e. office supplies, telephone, pagers, travel, etc.): | $0.00 |
| Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.): | $0.00 |
| Total Annual Pre-Project Cost: | $0.00 |


2. **Annual Post-Project Cost** - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process after project implementation.


**Describe Annual Post-Project Cost:**


**Quantify Annual Post-Project Cost:**

|  | State Total |
|---|---|
| FTE Cost(salary plus benefits): | $0.00 |
| Support Cost (i.e. office supplies, telephone, pagers, travel, etc.): | $0.00 |
| Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if | $0.00 |

| | |
|---|---|
| applicable, etc.): | |
| **Total Annual Post-Project Cost:** | $0.00 |

**3**. **Citizen Benefit** - Quantify the estimated annual value of the project to Iowa citizens. This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of $10 per hour for citizen time.

Describe savings justification:

### Transaction Savings

Number of annual online transactions:
Hours saved/transaction:
Number of Citizens affected:
Value of Citizen Hour
Total Transaction Savings:
Other Savings (Describe)
**Total Savings:**

4. **Opportunity Value/Risk or Loss Avoidance** - Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.
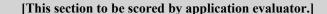**Response:**

The Iowa Real Estate On-Line project will further open public access to real estate information. Help screens and frequently asked questions will be accessible and user-friendly, and are intended to increase public understanding and awareness of the real estate assessment and taxation process.

**5.Benefits Not Readily Quantifiable** - List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).
**Response:**

The proposed vertical and horizontal integration of county real estate data in the Iowa Real Estate On-Line project is believed to be the first of its kind nationwide. Iowa citizens who use the web portal would have the ability to answer their real estate questions using a "one-stop" website and the opportunity for greater understanding of a complex process.

**[This section to be scored by application evaluator.]**

<u>Evaluation</u> **(15 Points Maximum)**

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).

- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).

- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).

# Appendix A. Auditable Outcome Measures

For each of the following categories, <u>list the auditable metrics for success</u> after implementation and <u>identify how they will be measured.</u>

### 1. Improved customer service

Information will be provided to the public in a timelier manner to a broader range of accessibility.

### 2. Citizen impact

The project would open the warehouse of county real estate data to improved public access. Also, the development of the auditors and assessors websites would allow counties with no current web presence to put real estate data out to the Internet relatively inexpensively.

### 3. Cost Savings

### 4. Project reengineering

### 5. Source of funds (Budget %)

### 6. Tangible/Intangible benefits