



The **IMPACT** Experience

Assessor's Retreat 2009



9/22/09



The **IMPACT** Project

The Integrated Multi-Processing of
Administration and CAMA
Technology project
is an integrated system
with a relational database
shared across the business areas of
DPA, OSAP, SBOE plus OMS IT.

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The **IMPACT** Experience

A parcel-based system



of grand proportions

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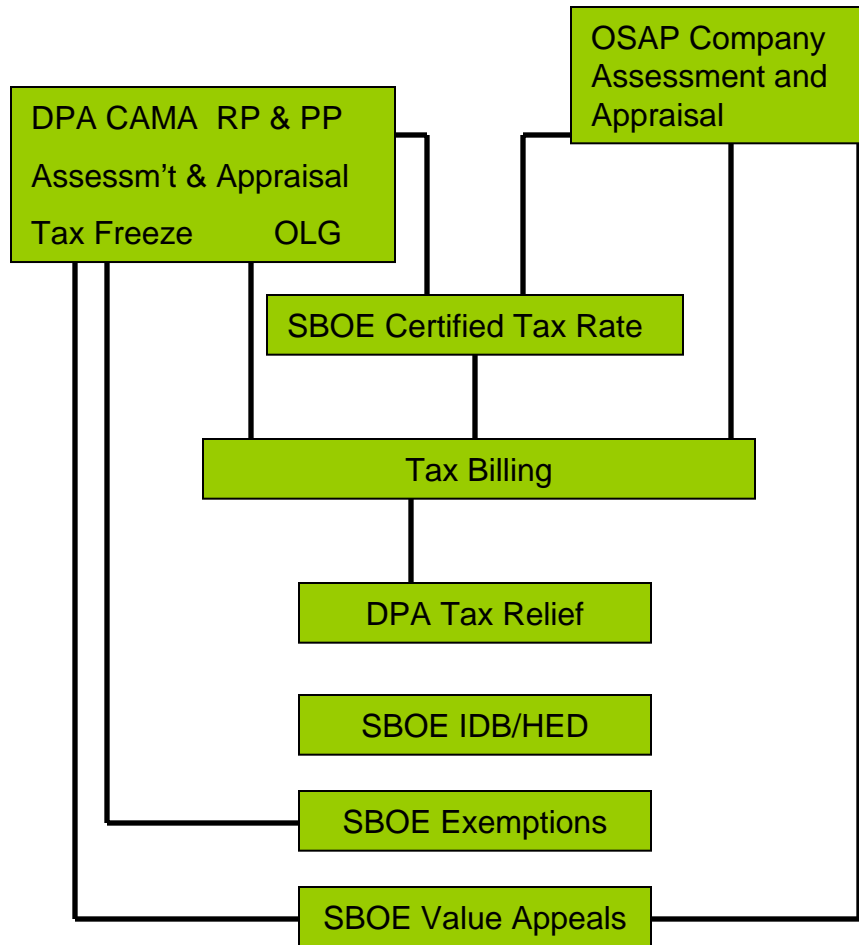


IMPACT Vision

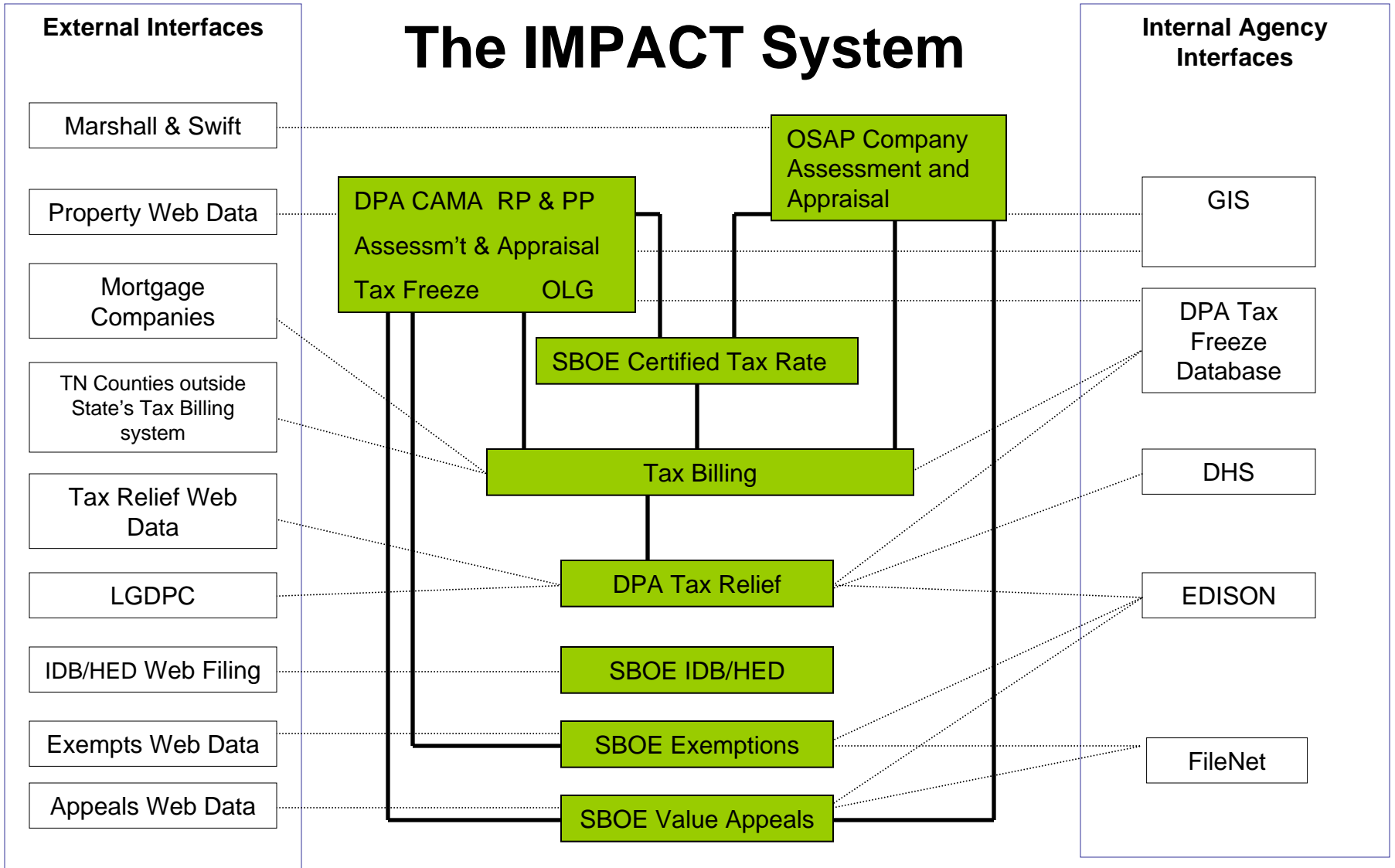
- Build an integrated enterprise solution
- Streamline services to customers
- Increase flexibility
- Collaborate with a strong Vendor
- Modify to meet specific needs
- Engage all the business areas and IT
- Incorporate lessons learned

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The IMPACT System



The IMPACT System





IMPACT for the Counties...

Replaces CAAS III and CAAS IV

Integrates

- APEX sketching
- Appeal & Exempt parcel identification
- OSAP properties
- GIS
- Field mobile capabilities

Expands

- Search / Lookup
- Online Reporting

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The **IMPACT** Experience

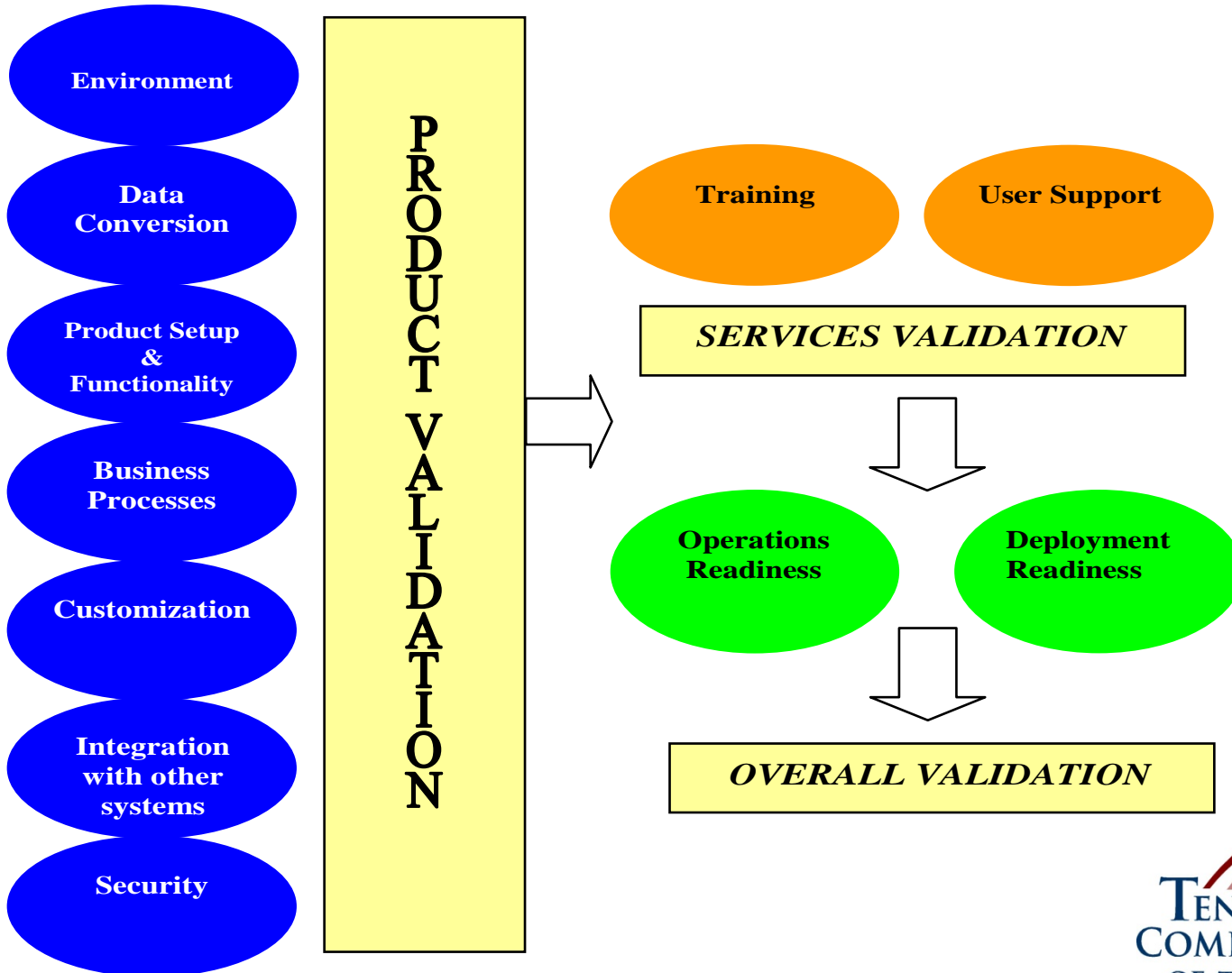




IMPACT Status

- Delivery and Test, & Test & Test
 - Base system and modifications
 - Points of entry, transactions, reports
 - System Security, User Access, User Permissions
- Managing Pilot Program
- Managing prep activities and tasks for Implementation

IMPACT Elements of Testing



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IMPACT Pilot Counties

Claiborne

Franklin

Bedford

Hardeman

Gibson

Loudon

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IMPACT County Pilot

Is a facet of User Testing

- Software Product
- Data Conversion
- Training Services
- Training Administration
- Support Services

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IMPACT County Training

- Standard program
 - 4 days - Navigation, Appraisal & Assessment, and CAMA
 - 1 day - Personal Property
- Webinar format
 - Instructor-led, curriculum
 - Remote access with Audio and Video
 - Student hands on practice

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IMPACT County Training

Other training

- APEX
- Ad Hoc Report Writing
 - Basic and Advanced

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IMPACT Implementation Schedule

<i>business area</i>	2009												2010												2011											
	J	F	M	A	M	Je	Jy	A	S	O	N	D	J	F	M	A	M	Je	Jy	A	S	O	N	D	J	F	M	A	M	Je	Jy	A	S	O	N	D
OSAP																																				
DPA RP & PP, Tax Billing & Tax Freeze																																				
SBOE																																				
Tax Relief																																				
COUNTIES																																				
Construction pilots																																				
User Pilots, live data																																				
Go LIVE sequences																																				



IMPACT County Training

- DPA to confirm training dates
- County sequence based on key items such as reappraisal year, CAAS IV vs. CAAS III, etc.
- Susan Gullette is DPA point contact

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IMPACT Is a Strong Choice

Product

- Newer technologies
- Efficient relational database design
- Strong market product
- Improved user capabilities
- Expanded tools for analysis
- Streamlined processes for clarity

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IMPACT Is a Strong Choice

Service

- Leverage complementary talents
- Customized training
- Multiple levels of user support
- Engagement at all levels
- Stable project planning and execution

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The IMPACT Team

The Core Team:

Tim, Ken, Connie, Mandy, Maureen, Kyle, Pat,
Nykoyo, Susan, Surya, Robin, Ray, Jeanne,
Corey, Nakia, Jeremy, David, MikeL & MikeA

Plus

The DPA Regional Office Staff,
SBOE Staff, OSAP analysts and Management
County Pilot resources
And Project Executive Stakeholder Team

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Got an **IMPACT** Question?

www.comptroller.state.tn.us/impact.htm

For more information or
to contact the team

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IMPACT Demo this afternoon

New Parcel ID configuration
System module Overview
Search capabilities
Creating Worklists
Residential Parcel Data
Residential Parcel Transactions
Defining a Multi-Class Parcel
APEX Integration
Personal Property

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