

Enhanced Access Review Committee Agenda
June 12, 2013
1:30 p.m. – Room 224

1. Approval of the May 23, 2013 Meeting Minutes
2. Waivers:
 - a. Adult and Child Mental Health Center
3. May Director's Report
4. June Enhanced Access Fund Report
5. Other Business

The next Enhanced Access Review Committee Meeting is scheduled for July 17, 2013.

Enhance Access Review Committee Meeting Minutes

May 23, 2013 Room 224 8:30

Chairman – Beth Howen

Enhanced Access Review Committee Members Present:

Beth Howen, Chairman	Information Services Agency	Present
Claudia Fuentes	Marion County Treasurer	Present
Kate Johnson	Department of Code Enforcement	Present
Angela Nussmeyer	Marion County Clerk Proxy	Present
Joseph O'Connor	Marion County Assessor	Absent
Billie Breaux	Marion County Auditor	Present
Julie Voorhies	Marion County Recorder	Present
Brett Wineinger	Office of Finance and Management	Present

Present: Mary Christ, Intern for the Marion County Clerk's Office; Khiara Morehouse and Ami Guilfooy, LoGO Indiana; Taoe Kim, Legal Counsel

OCC Fund Request

Ms. Howen provided a brief overview of the request. Ms. Karns was available to answer questions. Ms. Voorhies asked to clarify if the fund request is for reimbursement for monies spent or for on-going redaction through the remainder of the year. Ms. Karns replied the fund request would be used to pay for completed redaction from January to present and future redaction through December of 2013. The contracts redacted are not limited to the Office of Corporation Counsel. All City and County contracts are redacted for sensitive information such as social security numbers, vendor identification numbers, and other financial information.

Ms. Voorhies noted other agencies use internal staff to redact documents and historically the Committee has not been favorable to approving funding requests which maintain a contract nor setting a precedent to do so.

Ms. Fuentes agreed that the Committee prefers fund requests be used as 'start-up' funding and future expenses be included in the department or agency budget.

Ms. Karns noted she has discussed with the Office of Finance and Management inclusion of funding in the Office of Corporation Counsel budget.

Ms. Fuentes made a motion to approve the request for \$24,000 through 2013 and recommend the Office of Corporation Counsel (OCC) include additional funding in the 2014 OCC budget. The motion was seconded by Ms. Voorhies and carried unanimously.

Approval of the April 10, 2013 Enhanced Access Review Committee Meeting Minutes

Ms. Breaux made a motion to approve the April 10, 2013 Enhanced Access Review Committee Minutes. The motion was seconded by Ms. Fuentes and passed unanimously.

Ms. Voorhies noted Enhanced Access funds are available and the Committee is looking for other projects to increase the number of online services.

Waivers

The waiver for the Indiana State Police was presented by Ms. Morehouse. The applicant currently has an account which a waiver was granted; however, the account has not been accessed since 2009. The original

individuals identified as 'user's are no longer applicable. The applicant was not certain how many 'searches' per month would be needed. Ms. Guilfooy added the information available through LoGo is different than what is already available to the Indiana State Police and LoGo will discuss the access to the applicant.

Ms. Nussmeyer moved to approve the waiver request. The motion was seconded by Ms. Voorhies and carried unanimously.

Director's Report

Portal transactions for the month of April totaled 61,909 with a EARC revenue share of \$17,824.

LoGo received a signed proposal from IMPD to install Over the Counter credit card systems at the Citizen's Services Desk to allow for credit card payments for services such as gun permits. The development team has continued to work on testing Accela 7.2 upgrade changes in UAT. Ten applications are affected by this upgrade. LoGo received the CyberTrust Award for 2013 and is currently working on CyberTrust Certification for 2013 by finishing the PCI SAW Assessment for the portal.

Marketing initiatives include creating a notification regarding the changes to civil court record searches to send out to subscribers to make the transition as seamless as possible. The admin team is working with agents at the Department of Code Enforcement to implement new marketing materials in the lobby area including a "Did You Know" poster with various educational blurbs. The admin team has been developing an email newsletter which contains all services offered through the website, along with a quick "how to" for current subscribers.

Ms. Guilfooy noted criminal data requests have increased with Marsh and Kroger being the largest users.

Treasurer's Report Enhanced Access Fund for IT Board as of May 8, 2013

Ms. Fuentes presented the Treasurer's Report as of May 8. The Net Enhanced Access Funds Available (fund balance less outstanding liabilities) is \$1,191,488.23.

Other Business.

The next Enhanced Access Review Committee Meeting is scheduled for June 12, 2013. The meeting adjourned at 9:05 a.m.

May 2013 Director's Report

Presented to: Members of the Enhanced Access Review Committee

Submitted by: Ami Guilfooy, President Local Government Online Indiana
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**May 2013
PORTAL DASHBOARD**

Portal transactions	58,821
EARC Revenue Share	\$16,163
Statutory Fees Collected	\$1,482,660
Monthly Account Agreement Holders	1417
New services deployed	1
Upgrades to existing services deployed	10
Number of new applications in development	4
Number of functional enhancements/changes in development	1

PORTAL HIGHLIGHTS

Development Updates

LoGO completed the setup of the Over the Counter credit card payment system for IMPD's Citizen Services Desk towards the end of May. IMPD anticipates going live with the service in June.

The development and admin teams worked with the Department of Code Enforcement throughout the month of May to complete the Accela 7.2 upgrade which was finalized June 1st.

The development team worked with Accela and the Department of Code Enforcement to correct reports for payments made online through the ACA payment page, as well as creating a redirect workaround for CCP to ACA in test and configuring environment parameters for ACA. LoGO also worked with the Department of Code Enforcement to troubleshoot address populating issues with the self-sign on structural permit application and made an update to Right of Way Permit Inspections.

The Admin team met with Citizens Energy Group to discuss how LoGO could help with the transition of sewer permits from the Department of Code Enforcement over to Citizens Energy Group.

The admin team met with the IndyParks BRM in late May to discuss a potential project to provide Wi-Fi in 24 of the City-County Parks.

LoGO continued to work on creating the online subscriber registration application during the month of May and anticipates the first round of testing to take place the first week of June. An update was also made to the OTC payment

system's help page to better reflect how users can contact LoGO for help with the system.

The development team migrated our Customer Database (CBD) to VBlock to provide more scalability, security and uptime for this database.

In anticipation of the continued sale of civil court data, LoGO worked diligently during the first weeks of May to rewrite and build out the frame work for the civil court applications to work with the new JTAC services which took effect May 13th when civil court data migrated over to Odysseys from JUSTIS.

The development team migrated test databases from SQL 05 to SQL 12 for better stability and processing speeds.

Marketing

The admin team worked on revising and finalizing the Annual Report for 2012 and sent it to the printers to be presented to the EARC and IT Board in June.

The LoGO Indiana team participated in training for a new phone queuing system that will improve customer service and decrease the wait time for customers calling into the portal.

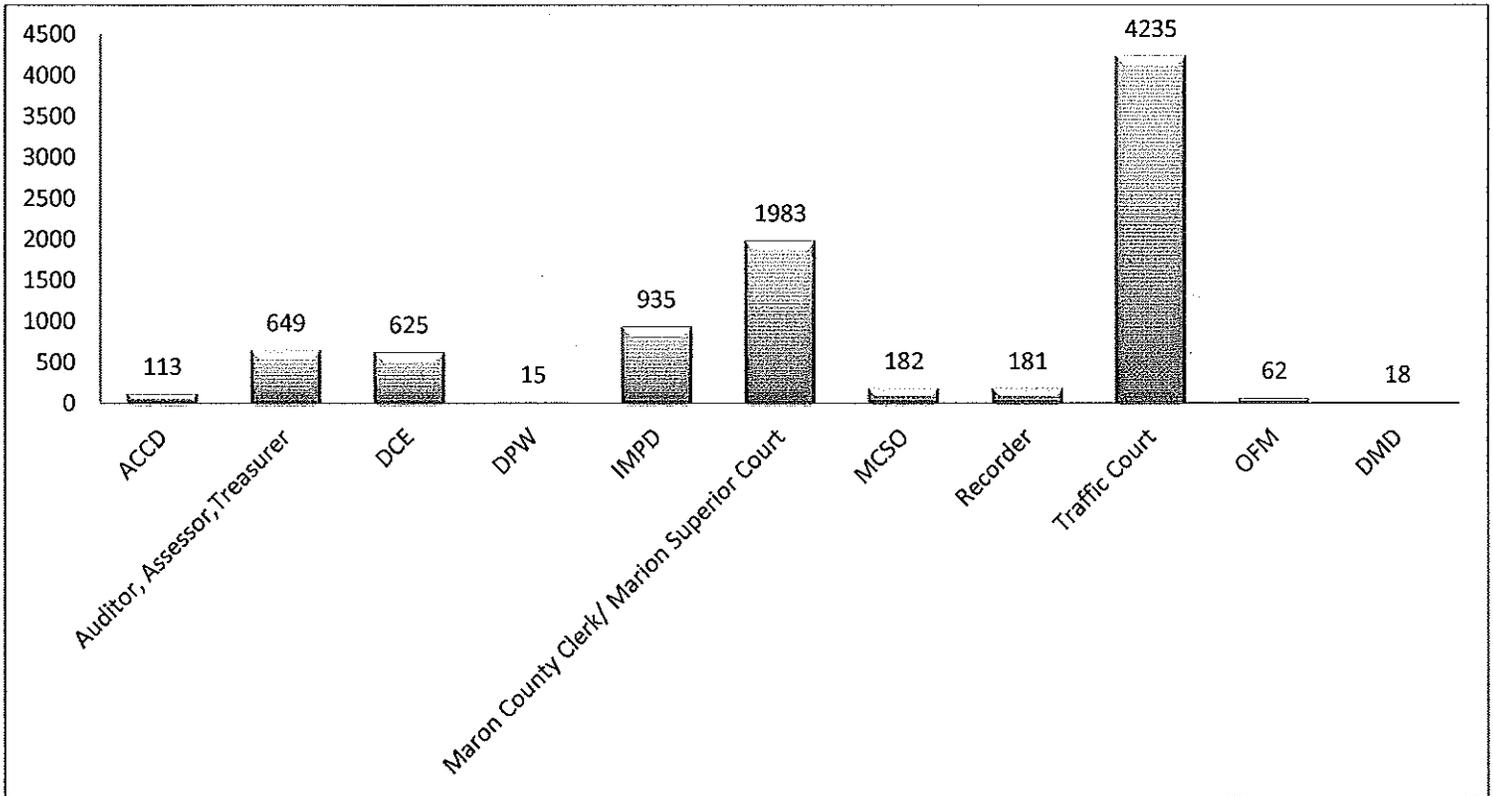
A member of the admin team spent a few hours at the Assessor's office to learn their daily tasks, citizen requests and work flow to help identify how LoGO Indiana could help streamline their current processes and provide an online presence to help alleviate many of the tasks that consume much of the staff's attention and time.

PORTAL FINANCIALS

Description	May 2012	May 2013	Year to Date 2012	Year to Date 2013
Revenues	\$163,493	\$182,575	\$726,969	\$937,378
Cost of Revenues	\$21,593	\$20,950	\$93,314	\$92,807
Adjusted Gross Revenue	\$141,900	\$161,625	\$633,656	\$844,571
EARC Revenue Share	\$13,951	\$16,163	\$63,366	\$84,034

INSTANT ACCESS TRANSACTIONS BY AGENCY

May 2013

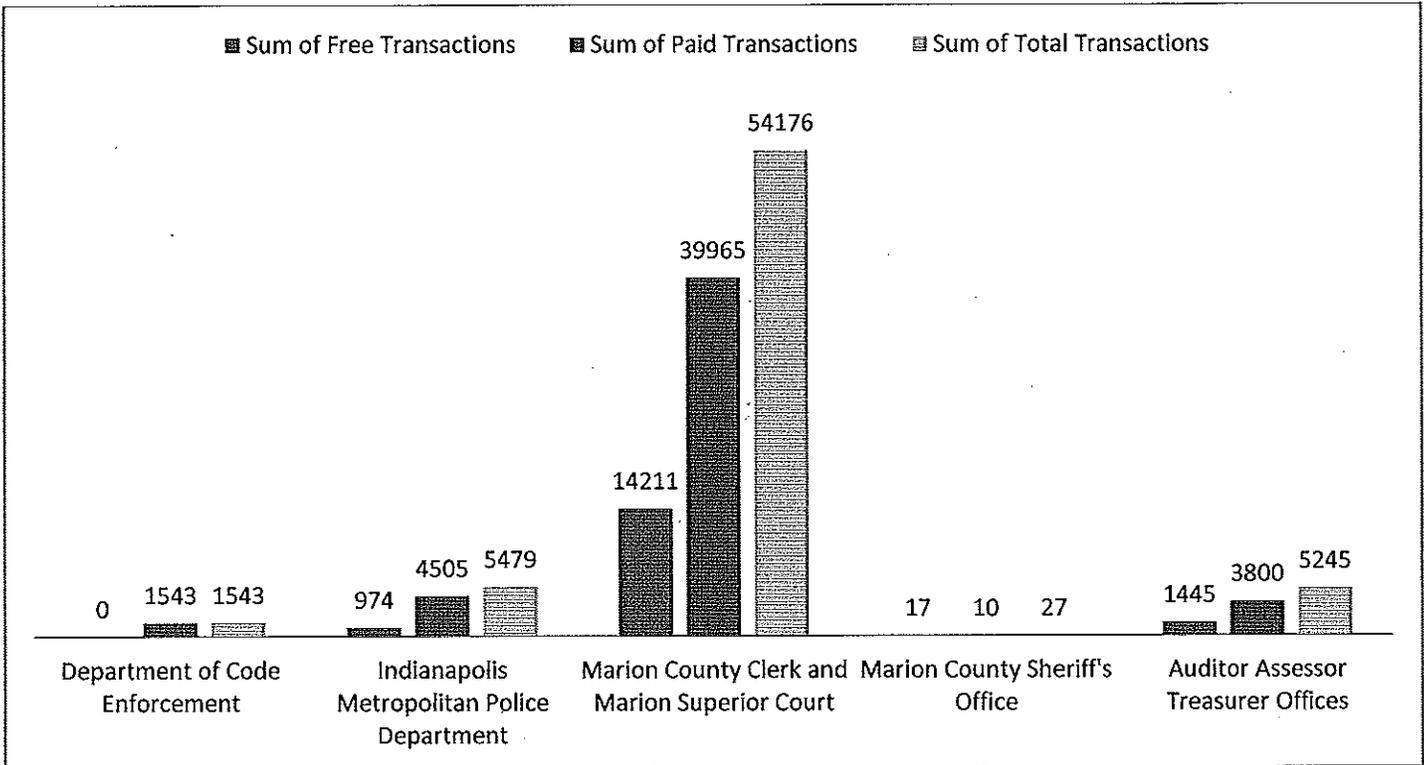


Services by Agency

Agency	Service
ACCD	Over-the-Counter (OTC) and Online Donations
Auditor, Assessor, Treasurer and Lobbyist	Parcel Information, Property Information, Owner History, OTC, Lobbyist Registration
DCE	OTC and Online Permits, ACA payments and Licensing
DCE, IHPC and Planning	Online Document Portal
DPW	OTC and Online STEP payments
IMPD	Auto Desk OTC, Limited Criminal History, Incident Reports
Marion County Clerk/ Marion Superior Court	Civil and Criminal Case Searches, Justice Name Search, Party Booking Details, Financial Judgments, Summons, Tax Warrants & Satisfactions/ Online Probation Fees & Payment Center/Environmental Court OTC
MCSO	Real Estate Listings and Commissary Payments
Recorder	OTC
Traffic Court	OTC and Online Traffic Ticket Payment Application
OFM	OTC Collection Payments
DMD	OTC for DMD

SUBSCRIBER TRANSACTIONS BY AGENCY

May 2013



Services by Agency

Agency	Service
Department of Code Enforcement	Online Permits and License Renewal
Indianapolis Metropolitan Police Department	Incident Reports and Limited Criminal History
Marion County Clerk and Marion Superior Court	Party Booking Details, Civil Case Summary, Justice Name Search, Judgment Financials, Summons Services, Tax Warrants, Tax Satisfactions, Criminal Case Summary
Marion County Sheriff's Office	Marion County Real Estate Lists
Auditor, Assessor, and Treasurer Offices	Owner History, Parcel History, Property Report
DCE, IHPC and Planning	DCE/DMD/IHPC -Online Document Portal

ACTIVE PORTAL PROJECTS

Status	Project	Agency	Description	Deliverable	Initial Go Live	Projected Go Live Date	Risks/Issues
Green 	Subscriber online login application	LoGO-IndyBiz website	Creating an online registration application for subscribers to the IndyBiz website	In process	4/22/2013	6/30/2013	Currently being tested in UAT. This was pushed back due to the civil court record rewrite.
Green 	Fire Reports	IFD	Provide Fire Inspection Reports and Fire Incident Reports online	Proposal	TBD	TBD	None at this time. Waiting on signed proposal. IFD has put this on hold until Q2/Q3.
Green 	Lobbyist Registration and Filing	DCE/ Mayor's Office	Rewrite/update applications for better functionality	SOW	TBD	TBD	None
Green 	Attorney Cards	Marion Superior Court	Develop an application that will allow attorney cards to be applied and paid for online	Proposal	TBD	TBD	Need to be granted access to the data through the State Roll of Attorneys.
Green 	IndyParks Wi-Fi	IndyParks	Create a Splash page for Wi-Fi services in IndyParks as well as help create marketing and metrics gathering	Requirements gathering	TBD	TBD	
Red 	Over-the-Counter Migration	Various	Implement NIC's Over-the-Counter payment solution to replace the legacy LoGO OTC Solution.	Change Requests	Various	TBD	Sign-Off of Interagency Agreement from the Recorder.

Status	Project	Agency	Description	Deliverable	Initial Go Live	Projected Go Live Date	Risks/Issues
Yellow 	Online Documents Portal	Marion County Clerk's Office	LoGO is working with the Clerk's Office to add Court documents to the Online Documents Portal.	Proposal	TBD	TBD	Migration to Odyssey has put a hold on this until Q3/Q4 2013.
Yellow 	Civil Court Record application rewrite (3 applications)	Clerk and Courts	Rewrite of Civil Court Record applications to pull data from Odyssey	In process	5/13/2013	TBD	On Hold: Web services to connect to Odyssey need to be provided to LoGO to access the data

COMPLETED PROJECTS/ENHANCEMENTS FOR 2013

Project	Agency	Description	Go Live	Status
Restricted Court Cases	Marion Superior Court	Disallow particular court cases from being searched and available online.	12/31/2013	Complete
Business License Renewal Application	DCE	Requested to remove the renewal option for license renewal	1/31/2013	Complete
Real Estate Listing – PDF update	Marion County Sheriff's Office	Additional enhancements have been requested by MCSO	2/15/2013	Complete
Electrical Cert Tags Fee change	DCE	The certified mail fee for electrical self-cert tags changed from \$6 to \$7.	3/26/2013	Complete
Mail fee change for permits	DCE	Updated the mailing fee for permits as requested by DCE	4/15/2013	Complete
Fire Inspection fee removal	DCE	Removed the fire inspection fee from business license application	4/19/2013	Complete
Password format update	DCE	Updated the online permit applications to accept the updated password format for subscribers	4/20/2013	Complete
Report scan to catch confidential info	IMPD	Created enhancement to scan the body of incident reports to catch and SSN that may be listed in the text of the report in various formats.	4/15/2013	Complete
IMPD OTC Implementation	IMPD	Implement OTC for Citizen Services Desk	5/24/2013	Complete
Accela 7.2 Upgrade to multiple LoGO applications- ten total	DCE	Accela 7.2 functionality upgrade	5/31/2013	Complete

TREASURER'S REPORT
Enhanced Access Fund
for IT board
6/12/2013

Fund balance May 8, 2013		\$1,307,568.23
20/216 Enhanced Access		
Charges against the Enhanced Access Fund		\$25,860.00
Receipts		\$23,334.04
Fund balance June 12, 2013		\$1,305,042.27
20/216 Enhanced Access		\$1,305,042.27
Outstanding Liabilities		
ISA <i>City/County Website Mobile Access #12-24 original ammount 60,000</i>		\$42,650.00
ISA <i>Indy Parks #12-33</i>		\$33,950.00
Net Enhanced Access Funds Available		\$1,228,442.27
 (Fund balance less outstanding Liabilities)		
Revenue by Source since last meeting		
Recorder	\$	-
Treasurer	\$	5,270.04
Clerk	\$	240.00
LOGO	\$	17,824.00
Total	\$	23,334.04