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## **Electronic Services System Coordinating Committee**

### **Meeting Summary**

**September 10, 2008**

#### **Participants**

Deb Winke, Allamakee County Recorder  
Sue Meyer, Clayton County Recorder  
Joyce Jensen, Cass County Recorder  
Sue Vande Kamp, Story County Recorder  
Liz Kenison, Worth County Recorder  
Denise Meeves, Crawford County Recorder  
Megan Clyman, Davis Co. Deputy Recorder  
Joan McCalmant, Linn County Recorder

Marilyn Dopheide, Carroll County Recorder  
Jason Clayworth, The Des Moines Register  
Angela Dalton, Ombudsman's Office  
Kristie Hirschman, Ombudsman's Office  
Phil Dunshee, Enterprise MidAmerica  
Lisa Sinclair, Enterprise MidAmerica

#### **Welcome**

Participants were welcomed to the meeting held at the Arrowwood Resort and Conference Center in Okoboji. Some Participants monitored the meeting via telephone at the ISAC offices in Des Moines. The August 20<sup>th</sup> and September 4<sup>th</sup>, 2008 Meeting Summaries were reviewed. Joan McCalmant moved to approve the summaries. Liz Kenison seconded and the motion was approved.

#### **Project Financial Reports**

The Finance Subcommittee held a meeting on September 9<sup>th</sup> and recommends approval of all August 2008 financial reports.

#### **Fund 255 Accounts Payable**

Four invoices have been submitted for payment from Fund 255 - ABC Virtual: \$22,510.00; Enterprise MidAmerica: \$13,000.00 and \$1,605.13; Gegner Company PC: \$220.00.

Sue Vande Kamp made a motion to approve the Fund 255 Accounts Payable table. Megan Clyman seconded and the motion was approved.

## **Financial Reports**

The Committee reviewed the unreconciled financial documents.

Liz Kenison made a motion to approve the financial reports. Sue Meyer seconded and the motion was approved.

## **Access to Public Records**

### **Consideration of Privacy Concerns**

Members and Participants were given an overview of the recent events and the controversy about social security numbers and personal information existing on document images on the website. The Coordinating Committee responded quickly to the controversy and approved a policy to restrict access to mortgages and UCC documents along with state and federal tax liens.

This week, the Project Office was made aware that someone circumvented web site controls and accessed some original images of redacted documents.

The Project Office conferred with Joyce Jensen and Marilyn Dopheide via telephone and acted to disconnect the image repository from the website. The images are no longer connected to the website and it is impossible to view any images. This action also disrupted activities relating to the updating of index information. Because the site is very useful to the real estate industry, concerns were expressed about the effects of removing images and current index information.

It was noted that the Project Office and Coordinating Committee have been operating under the presumption that documents are public records and must be treated as such. Also, the Iowa Land Records system has been used appropriately by the stakeholders for whom it was originally intended.

### **Iowa Land Records document access policy update**

Sue Vande Kamp moved to approve the action taken by the Executive Team to further restrict document images by disconnecting the image repository on the website. Joan McCalmant seconded and the motion was approved.

### **Memo from Ombudsman's Office**

Members and Participants reviewed and discussed a memo dated September 9, 2008, from the State Ombudsman's Office and addressed to Joyce Jensen, Chairperson. The Ombudsman's Office wants to ensure that personal identification and information is protected.

Representatives cited white papers about redaction written by such organizations as PRIA (Property Records Industry Association), NASS (National Association of Secretaries of State) and NACRC (National Association of County Recorders). The Coordinating Committee was aware of these resources and will draw upon them for guidance.

### **ABC Scope of Work**

The ABC Virtual technical team has been very responsive to the recent events. A work authorization will be created to cover the work which is not part of the standard maintenance activity. This work authorization will be brought to the Coordinating Committee for approval at their October meeting. Funds for the work authorization will be allocated from the development budget.

### **Mortgage and UCC and other document image restrictions**

The Project Team is currently evaluating options for enabling access to types of documents which do not include personal information.

### **Modifications to Log-In Security**

It was explained that User ID's and passwords are part of log-in security for monitoring purposes. A totally secure system, one that cannot be broken, would be expensive to support, requiring additional development and administrative personnel.

### **E-Submission service**

The E-Submission service continues to operate. The E-Submission service operates under higher security and the information that moves through the service is encrypted.

The six workshops scheduled during September, October and November will be presented as planned.

### **Other Future Security Options**

#### **“Trusted User” or “Subscription” Status**

The Project Office will review options for additional security. It is uncertain whether any security measures would be sufficient to address privacy concerns. A fee-based subscription service is prohibited under current law.

#### **Comprehensive Redaction Initiative**

After discussion, the Coordinating Committee decided to explore a comprehensive redaction initiative. Members agreed all ILR documents should be redacted. It is important to all Members that the redaction process be deliberate and secure.

The idea of forming a subcommittee was discussed. This subcommittee would investigate the issue, decide what information to redact and contact vendors and stakeholders for assistance.

Software solutions will also be investigated. Optical Character Recognition software (OCR) can work but could not guarantee the redaction of all personal information. Service providers will be contacted to gather information about different software and redaction services.

Sue Vande Kamp moved that the ESS Coordinating Committee create a subcommittee to explicitly research redaction techniques and communicate with stakeholders about information to be redacted. The subcommittee will meet and report on findings before the October Coordinating Committee Meeting. Deb Winke seconded and the motion was approved.

### **Closing**

An Interim Committee will be investigating whether or not to allow Iowa Land Records to sell access to data. It was noted that some counties currently sell data to local companies as well as national organizations.

The next ESS Coordinating Committee Meeting was tentatively scheduled as a teleconference for Wednesday, October 15<sup>th</sup> at 9:30 a.m.

The meeting was adjourned at 4:52 p.m.