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Electronic Services System Coordinating Committee

Meeting Summary

October 22, 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
Tony Colacino, Iowa State Bar Association

Scott Williams, Marshall County ICIT
Angela Dalton, Ombudsman's Office
Ed Cook, Legislative Services Agency
Jenifer Parsons, House Democratic Staff
Don Guisinger, Pro Title Iowa
Mike St. Clair, Iowa Land Title Association
Bill Blue, Iowa Land Title Association
Don Wilson, ABC Virtual
Phil Dunshee, Enterprise MidAmerica
Lisa Sinclair, Enterprise MidAmerica

Welcome

The meeting was called to order by Chairperson Joyce Jensen and introductions were made. The September 10th Meeting Summary was reviewed and Joan McCalmant made a motion for its approval. Liz Kenison seconded and the motion was approved.

Project Financial Reports

The Finance Subcommittee Members did not meet this month but did receive the current financial documents prior to today's meeting.

Fund 255 Accounts Payable

Three invoices have been submitted for payment from Fund 255 - ABC Virtual: \$22,510.00; Enterprise MidAmerica: \$13,000.00 and \$4,791.03.

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

Treasury Management Accounts Payable

Two invoices have been submitted for payment from the Bank of America Account – Enterprise MidAmerica: \$233.20 and Fidlal Technologies: \$4,000.00.

Megan Clyman moved to approve the Treasury Management Accounts Payable table. Sue Meyers seconded the motion and it was approved.

Treasury Management Accounts Receivable

Butler and Hamilton counties have not paid for their local service provider maintenance agreements.

Outstanding invoices may be written off the financial reports in order to resolve them before the 2008 tax returns are prepared.

Financial Reports

The reconciled financial reports for August and September were discussed. The August reports had not been reconciled before the September 10th meeting.

The history of Fund 823 was explained for the benefit of guests.

Liz Kenison made a motion to approve the August and September financial reports. Joan McCalmant seconded and the motion was approved.

Metrics

The “Recording Trends” metrics document was explained. This document illustrates trends from January 2004 through September 2008 and provides a measure of the real estate industry in Iowa.

The E-Submission service has received \$1 million in recording fees. The number of electronically submitted documents decreased in September perhaps due to the slow real estate economy,.

10.08.08 Stakeholder Meeting Summary

The PowerPoint document presented at the October Stakeholder meeting was reviewed.

Participants discussed whether or not current images could again be made viewable. This question was also discussed at the October 8th Stakeholder Meeting when Participants were given three choices and an informal poll was taken:

<i>Possible scenarios</i>	<i>Informal Poll Response</i>
1. Indexes viewable on portal	no objections
2. Images dated January 1, 2008 forward viewable	some objections
3. Images dated July 1, 2002 forward viewable	several objections

The Coordinating Committee Members plan to discuss these options with the Association during Fall School in November.

Proposal for Interim Service Restoration

- **XML Service for Index Updates to “Public’ Portal**
- **XML Service for Image Updates to “Private” Image Repository**
 The “Iowa Land Records – Document Image Accessibility Statement of Work / Version 1.0” was discussed. This document is a statement of work prepared by ABC Virtual and includes the following:
 - “Make XML Service available to the counties, so that imaging and index information can be uploaded to the Portal.”
 - “Ensure that document images are not accessible through the Portal UI.”

- Remove thumbnail images.

Participants discussed the “Work Authorization / ABC Virtual 16.0” which specifies work to be completed between September 2nd and October 31st. This work was in response to the privacy issue beginning September 2nd.

Megan Clyman moved to approve the “Work Authorization / ABC Virtual 16.0.” Joan McCalmant seconded and the motion was approved.

Also discussed was “Work Authorization / ABC Virtual 17.0” which specifies work to be done between October 23rd and November 30th at a cost of \$16,150.00.

Deb Winke made a motion to approve the “Iowa Land Records – Document Image Accessibility Statement of Work / Version 1.0” and the “Work Authorization / ABC Virtual 17.0.” Sue Vande Kamp seconded and the motion was approved.

- **Update to ILR Portal Terms of Use and Privacy Policies**

Participants reviewed proposed changes to the “Portal Terms of Use.” An addition was noted which stipulates that a registered user will be deactivated from the system if he/she is found to have used a false identity for registration.

Liz Kenison moved to approve the “Portal Terms of Use.” Denise Meeves seconded and the motion was approved.

- **Redaction Request Policy**

The Project Office has recommended that the redaction policy be codified by the Coordinating Committee. This policy would be used when images are once again displayed. Participants discussed the “Iowa Land Records – Redaction Procedures” document. This document reflects the current procedures used by the Project Office and applies only to Iowa Land Records. This is not a policy for county offices but the Iowa County Recorders Association could adopt a similar policy if they so choose. Committee Members requested a change in two sections of the document to clarify that a person requesting redaction must include the location of the item to be redacted in the document.

Sue Meyer made a motion to approve the proposed redaction procedures as modified. Joan McCalmant seconded and the motion was approved.

Options for Long-Term Service Restoration

- **ABCV Recommendations**

The document, “Iowa Land Records – Draft Proposal / ILR Application Changes to Support Image Sanitization / Version 1.0,” was reviewed and discussed. The Project Office is requesting that a general concept of creating a new repository and separating old and new documents be agreed upon today.

Participants discussed the old repository and determined that it should not be used as currently configured to make images available through the internet, because redacted images are not segregated.

The “Server Upgrade and Installation / June 30, 2008” document states preliminary estimates and considers options for new equipment. There was discussion about purchasing new equipment sooner than originally planned. These are the estimated costs for a redaction process and new equipment:

- Systematic Redaction \$800,000 - \$1,200,000

- Security, Redaction Image Migration (ABC) \$200,000 - \$250,000
- New Image Repository & Equipment \$250,000

Committee Members discussed the possibility of increasing the e-commerce fee from \$1 to \$3 and agreed this might be possible.

Participants discussed several aspects of disaster recovery:

- The old repository could serve the purpose of disaster recovery for old records.
- The new repository could be used to present redacted images to the public.
- The necessity of a second back-up housed at IMAGETek.
- Efficiency in making extra programming changes when changing to a new repository.

- **Selection of Redaction Software or Service**

- **Review of RFI Responses**

The “Request for Information / Redaction Software or Services / September 26, 2008” was distributed along with all of the responses received by the Project Office. The RFI responses will be beneficial in writing the Request For Proposal.

- **RFP Specifications**

The RFP will be written with variable provisions because “personal identification” has not yet been defined. Also, it may be written to request as many as three types of proposals:

1. Proposal for redaction at the county level.
2. Proposal for an external service wherein ILR would make images available for sanitization elsewhere.
3. Proposal which would be integrated with the ILR service workflow during the uploading process.

Proposal quotes may be valid through the legislative session, ending in May.

The RFP award may be conditional based upon the availability of resources.

The Coordinating Committee Members will review a draft RFP at their November 12th meeting and decide at that time when it should be distributed. The goal is to release the RFP as soon as possible, before the legislative committee meets in early December.

- **Selection Process (Subcommittee)**

At their November meeting, the Coordinating Committee Members will discuss forming a subcommittee to assist in reviewing the RFP responses. The selected proposal may be awarded when new legislation is enacted.

Legislative Proposal Working Group

Participants reviewed and discussed the “Public Real Estate Records – Iowa Land Records / Policy Issues for Recordors and Stakeholders.” The following topics are considered in the document:

1. **Personal Information**

Defining “personal information” would help outline the RFP scope of work.

2. **Public Records**

There are conflicts in the law when dealing with public real estate records. Participants agreed that the practices followed with respect to recorded documents in the Recordors’ offices should mirror those followed on the internet.

The Coordinating Committee and Stakeholder groups are being asked to assist in defining “public record.”

3. Security/Records Access

Participants were asked to consider the security rules and processes that should be followed by users. There was discussion about how much security is needed at the local level and at the website. It was noted that the citizen who circumvented the system to view original, non-redacted images was “hacking.” It is necessary to understand that no security system is full-proof. However, the risk of identity theft from these documents is considered to be low.

4. Redaction

Participants considered the idea that perhaps more security is not needed if all personal information is redacted from every document.

5. Related Policy or Technical Questions (Disaster Recovery)

There was discussion about the need, or lack thereof, for disaster recovery functions through the ILR system. Some counties have redacted social security numbers locally. Therefore, the image repository contains both redacted and non-redacted documents.

Recorders explained that they must record documents upon request, whether or not personal information is listed on the document. It is not the responsibility of the Recorders to review or approve the documents before they are recorded. Participants agreed that provisions are necessary in order to protect Recorders from liability.

Members would like legislation so that all Recorders are processing documents using the same procedures. For example, policies could specify:

- An original document is never changed or altered.
- Regarding redaction, a copy is made of the original document and the copy is redacted.

It was noted that Abstractors have copies of the same information that Recorders hold, therefore they may also have personal information available to them.

The Project Office suggested that Recorders be wary of providing records, in any electronic form, to any party. The risk associated with supplying unaltered records in electronic format comes from the public standard recently imposed on the ILR website.

A second stakeholders meeting will be scheduled to develop ideas for legislative solutions. It was noted that actions taken by ILR could affect other affiliate websites.

The Legislative Interim Committee is scheduled to meet on December 2nd.

Groundwater Hazard Statements

The Committee decided that Recorders should continue to scan, index and/or e-mail statements to the DNR. This topic will be discussed at Fall School.

ILR Update

10.09.08 Cott User Group Meeting

Cott Representatives and Recorders met in Des Moines on October 9th to discuss several issues including standards, work flow and document types. Tyler Representatives and Recorders may schedule a meeting in the near future to discuss similar topics.

ILR Workshops

Workshops have been held this fall in Dubuque, Cerro Gordo and Johnson Counties. Workshops are scheduled for Scott, Woodbury and Polk Counties in October and November.

County Updates

The Project Office has not recently communicated with Pottawattamie County.

Black Hawk County has chosen a new service provider and will begin using the E-Submission service in the near future.

The Project Office will conduct a webinar for the Hardin County Recorder and their service provider in an effort to resolve some E-Submission service issues.

Communications Update

The Project Office will update Recorders and Customers about the redaction plan including the newly approved "Portal Terms of Use" and "Iowa Land Records – Redaction Procedures."

IRS

IRS representatives have communicated with some Recorders and notified them that the last four digits of social security numbers be left on original tax liens. Participants discussed whether this request includes copies made of tax liens.

The IRS has asked some counties to participate in an e-recording pilot program.

CREW Update

Iowa Land Records will not deliver images to the CREW portal until the current privacy issues are resolved.

PRIA

The PRIA winter conference, focusing on land fraud, is scheduled for March 4th-6th in Washington D.C.

ILTA

Before Labor Day, the ILTA made a public records request to ILR. This information will be delivered the week of October 27th.

Closing

It was noted that the Davis County Recorder's Office is still experiencing problems with the E-Submission service. The Project Office will follow up with ABC Virtual and local service providers.

The next ESS Coordinating Committee Meeting was tentatively scheduled as a teleconference for Wednesday, November 12th at 9:30 a.m.

The meeting was adjourned at 2:29 p.m.