

**Quality and Productivity Commission
30th Annual Productivity and Quality Awards Program
"Heritage of Excellence"**

2016 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT: ASSESSOR PORTAL

DATE OF IMPLEMENTATION/ADOPTION: OCTOBER 2014
(Must have been implemented at least one year - on or before July 1, 2015)

PROJECT STATUS: Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes No

EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1 The Assessor Portal was created to provide assessment information in a modern, friendly,
2 and intuitive environment. The existing legacy system was built with 1970's technology and
3 is over 30 years old. It contains cryptic codes, keys, acronyms, and other language that
4 users must either memorize or look up in manuals. The legacy system has limited search
5 functionality and contains numerous "green screens" that are difficult to navigate and
6 comprehend. In contrast, the Assessor Portal contains assessment information from the
7 multitude of old green screens in one convenient page. It utilizes a modern responsive web
8 interface for both desktop and mobile devices, delivers improved search and navigation, and
9 offers an overall superior user experience. It also displays tooltips and expandable sections
10 throughout the site which translate all the obscure codes and keys into English. Best of all,
11 the Assessor Portal features images of the property and other mapping functionality which
12 delivers information about location-location-location that the legacy system cannot. The
13 Assessor Portal also interfaces with the Department's document management and file
14 scanning initiative as well as several other silo applications. Finally, the Portal is shared with
15 other County Departments and has opened dialog for better collaboration moving forward.

BENEFITS TO THE COUNTY

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$ 0	\$ 0	\$ 0	\$ 0	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Office of the Assessor 500 W Temple St. Los Angeles Ca 90012	TELEPHONE NUMBER 213 974-3101
PROGRAM MANAGER'S NAME Scott Thornberry <i>STHornberry</i> 6/27/16	TELEPHONE NUMBER 213 974-1161 EMAIL sthornberry@assessor.lacounty.gov
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE <small>(PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)</small> Steven Hernandez <i>SHernandez</i> 6/27/16	TELEPHONE NUMBER 213 974-3123 EMAIL shernandez@assessor.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE Jeffrey Prang <i>Jeffrey Prang</i> 7/1/16	TELEPHONE NUMBER 213 974-3101

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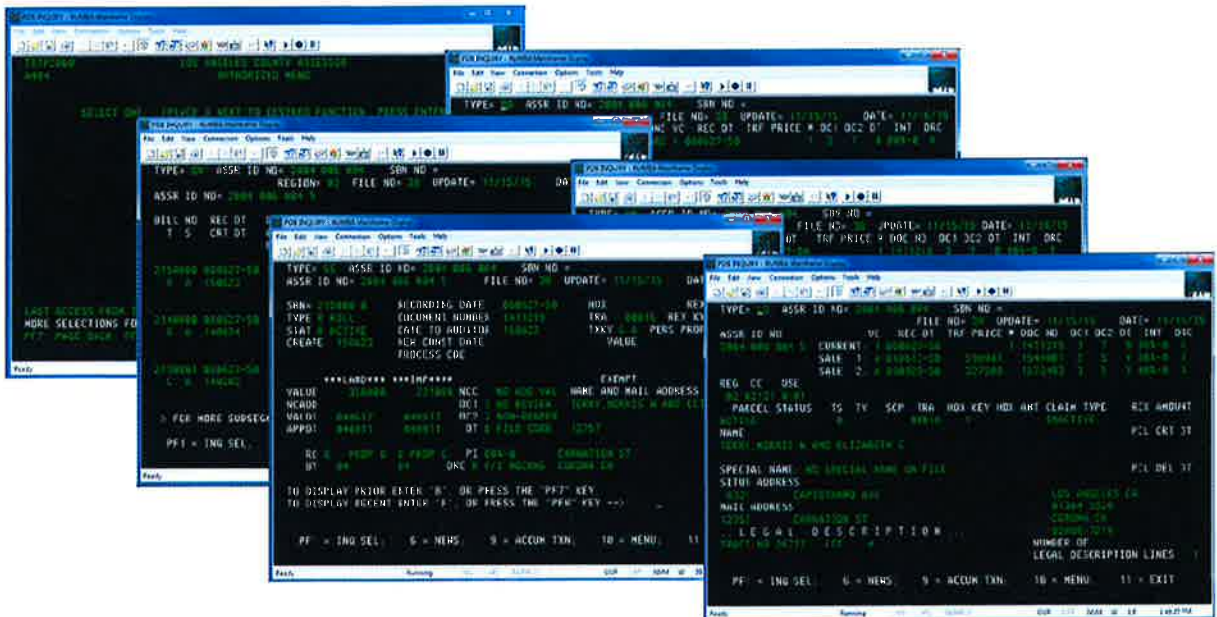
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1st FACT SHEET – LIMITED TO 3 PAGES ONLY: Describe the **Challenge, Solution, and Benefits** of the project. State clearly and concisely what difference the project has made. Use Arial 12 point font

The Challenge: Legacy “Green Screens”



The existing legacy system consists of a mainframe built with 1970's technology that is now over 30 years old. It contains cryptic historical codes, keys, acronyms, and other language that users must either memorize or look up in manuals. The legacy system has limited search functionality and contains numerous “green screens” that are difficult to navigate and comprehend even for the more experienced staff members. It cannot readily interface with the Department's document management and file scanning initiative or other silo applications currently in use, requiring staff to navigate multiple independent systems. Seemingly trivial modifications or enhancements are so difficult that the system has not been significantly altered since its inception.

The Assessor's Office was in the initial planning stage for its Assessment Modernization Project (AMP) that would eventually replace the legacy system. The project was estimated to take five or more years to complete, not including the one or two years needed for planning, approvals, and procurement. The Department felt the need to accomplish small yet significant improvements immediately in order to provide desperately needed system enhancements, demonstrate project management and agile software development competency, and most importantly to begin the significant change management process that AMP was anticipated to face.

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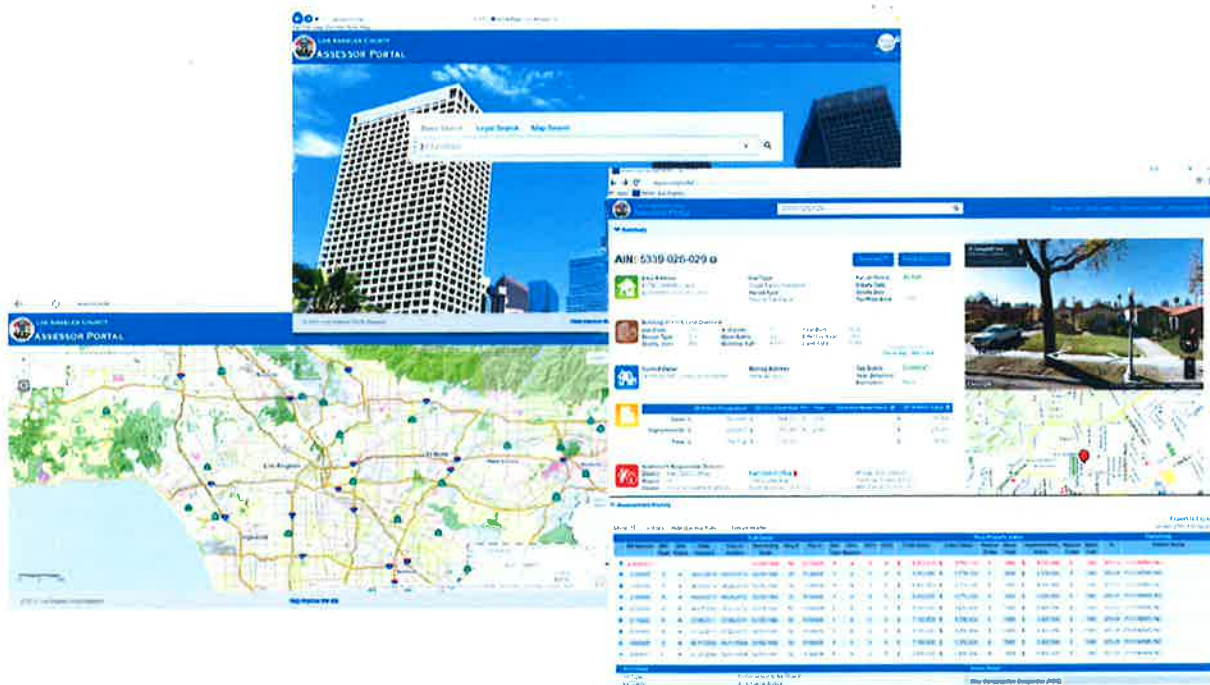
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The Solution & Benefits: *The Assessor Portal:*



The Assessor’s Office created an interface, called the Assessor Portal, that provides legacy assessment information in a modern, friendly, and intuitive environment. This interface solved some immediate needs while the Department began planning for the long term replacement of the legacy system. It was initially conceived, designed, built, and released in roughly four months followed by the release of monthly agile enhancements over the next six months.

In contrast to the green screens, the Assessor Portal contains assessment information on one convenient page as requested by Assessor staff. It utilizes a modern responsive web interface for both desktop and mobile devices, delivers improved search and navigation, and offers an overall superior user experience. Staff can now search by parcel number, address, owner name, legal description, cross streets, place names, and even by panning and zooming to a location on a map. Although the data still originates from the legacy system, the new Portal displays tooltips and expandable sections throughout the site which translate all the obscure codes and keys into English. Best of all, the Assessor Portal features images of the property and incorporates the County’s Enterprise Geographic Information Systems (eGIS) mapping functionality, including over twenty thematic layers such as school districts, which delivers information about location-location-location that the legacy system simply cannot.

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A common goal was to have as much information as possible in one location without the need to navigate multiple applications. To meet that goal, the Assessor Portal interfaced with the Department’s document management and file scanning initiative as well as several other silo applications. The Department is in the process of scanning all of the 2.4 million parcel files which contain an estimated 10 million pieces of paper. The Assessor Portal provides the interface to those scanned images while the long term document management interface is developed and deployed. In addition, the Portal provides information from several of the Department’s silo systems in the form of convenient links or as ingested data for display. For example, clicking on a document number opens an image of the deed stored the Assessor’s title system (a silo system called TITAN), while a tab displays city building permits ingested from the Department’s legacy permitting system.

Finally, the Portal is shared with other County Departments and has opened dialog for better collaboration and information sharing as we all move forward. The Assessor relies on the Registrar Recorder for deeds and other recorded instruments; Public Works, Regional Planning, and cities for building plans and permits; the Auditor for billing information; the Tax Collector for payment and delinquency information; and the Assessment Appeals Board for appeal information. As part of the AMP initiative, the Assessor has established an Advisory Committee consisting of the mentioned departments in order to establish open communication, engage in better collaboration and information sharing, and discover specific department needs. The Assessor Portal is used as the starting point for sharing, discussions, feedback, and to set an example of where the Assessor’s Office is heading.

Note: A public version of the Assessor Portal, with necessary redactions, was created and released on the internet as a separate project. You can view this version from the Assessor’s home page on the internet.

LINKAGE TO THE COUNTY STRATEGIC PLAN (DETAIL IS REQUIRED FOR COUNTY DEPARTMENTS): Use Arial 12 point font

GOAL 1: OPERATIONAL EFFECTIVENESS/FISCAL SUSTAINABILITY:

- Strategic Initiative 4: Innovative Technology Application
- Strategic Initiative 5: Legacy System Replacement

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COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If you are claiming cost benefits, include a calculation on this page. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12 point font

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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\$ 0	\$ 0	\$ 0	\$ 0	<input checked="" type="checkbox"/>

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