



Clark County Recorder's Office Technological Enhancements Goals 2014-2015

TECHNOLOGICAL ENHANCEMENTS

Debbie Conway
Clark County Recorder

Mobile Recording Application Deployment

The Mobile Recording Application will allow customers to record documents using their mobile devices (phones/tablets). By using the application, the customer will be able to take a picture of the document(s), submit the document(s) for recording, pay the recording fee, and receive confirmation, all through the use of their mobile device.

Projected Completion Date: Winter 2014

Electronic Newsletter

The electronic newsletter will provide subscribers with up-to-date information and announcements within the Recorder's Office.

Projected Completion Date: Summer 2014

Q-Matic Orchestra Upgrade

Q-Matic is the queuing system used in the Recorder's Office to service customers in a timely fashion. Q-Matic Orchestra is an upgrade to the current queuing system. It will allow for the creation of virtual branches and will provide additional reporting features.

Projected Completion Date: Fall 2014

Mail Room Electronic Whiteboard

The Mail Room sends and receives mail to and from all over the world. To maintain the efficiencies of processing the mail, the Mail Room operates under strict guidelines and procedures. An Electronic Whiteboard will enhance the processing of documents more efficiently with the aid of computer technology.

Projected Completion Date: Winter 2014

Archival and Preservation Project

The preservation project will prevent decay and restore historical record books through deacidification, repair, rebinding and archival grade polyester encapsulation. An industrial-grade shelving system will consolidate space for the storage of archival books, maps and other records.

Projected Completion Date: Winter 2015

Gov-to-Gov Electronic Recording

This enhancement will allow other government agencies to electronically record documents directly to the Recorder's Office. The web service picks up the package and presents it to the Recorder's Office through an electronic queue that displays the documents directly to the screens of a Recordation Technician. The recorded documents will be returned electronically to the submitter.

Projected Completion Date: Summer 2014

Aptitude Director

This feature will allow Administration to obtain a visual overview of operational performance including tracking fees and viewing workflow in real time. Management will have the ability to assess specific areas of the recordation process in order to support recordation goals. The Aptitude Director will also depict the performance of the computer system in real time. Real time system monitoring will allow technical staff to detect potential incidents by viewing memory, CPU and network performance of the host system.

Projected Completion Date: Winter 2014

Indexing and Imaging Project

Over 2 Million documents will be affixed with searchable indexing in the Recorder's Image Library. The Recorder's Office will work closely with a vendor to index all remaining images. The images will be compatible with the existing recordation software. This project will make the documents available for ordering through the web site and over the counter transactions.

Projected Completion Date: Winter 2015

Prototype for Recording Kiosks

The Recorder's Office IT Division will produce an in-house prototype version of the Recording Kiosk for performance, workflow and business rule testing. This prototype will allow us to confirm the functionality of the original design and make adjustments before the final product is constructed. The Recording Kiosk will allow customers to record documents which includes a customer to staff audio visual conferencing option. Recording Kiosks will service remote locations in Clark County.

Projected Completion Date: Winter 2014

CUSTOMER SERVICE

The Clark County Recorder's Office continues to excel in customer service. The Las Vegas Metro Chamber of Commerce Customer Service Excellence Program acknowledged 27 employees from the Recorder's Office for providing excellent customer service. Our goal is to continue to provide this level of service to our customers and recognize employees for their professionalism.

COMMUNITY OUTREACH

The Recorder's Office conducts fraud prevention workshops in collaboration with the State of Nevada Fight Fraud Task Force. These workshops provide the public with information that they can use to research their recorded documents and deter fraudulent acts that may be committed against them. The Recorder also conducts Business Opportunity and Workforce Development Seminars.

The Recorder's Office participates in a variety of community outreach events, such as the Fire Department's Open Houses, Clark County Fair, Business Opportunity Fair, Senior Fair, and Armed Forces Fair.

In partnership with the Assessor's Office, the Recorder's Office employees deliver uniforms and school supplies to students at Matt Kelly Elementary School, and donate food to seniors and others through a local food bank.

2013 AWARDS

- International Association of Clerks, Recorders, Election Officials & Treasurer's Eagle Award for the Mobile Web Site Project
- National Association of County Recorders, Election Officials & Clerks Public Official of the Year Award

