

# Clark County Recorder's Office Technological Enhancements

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Clark County Recorder

for 2019-2020



**Recordation Module Upgrade**  
Projected Completion Date: Fall 2019

Since implementation, the recording and workflow management system will continue to carry the Clark County Recorder's Office into the 21st Century and effectively manage large volumes of documents. An update to the recordation system will allow the office to become more modernized, while preserving the quality of service. This upgrade will enable the Recorder's Office to reduce internal paper flow, save time, and efficiently manage the workload.



**Multipurpose Interactive Recording Kiosk #2**  
Projected Completion Date: Fall 2019

The Recording Kiosk allows customers to record documents whereby the customer can interact with staff via an audio visual conferencing option. The Interactive Recording Kiosks will service remote locations in Clark County. The Recording Kiosk will be situated in outlying areas i.e.: Laughlin Town Manager's Office and Mesquite.



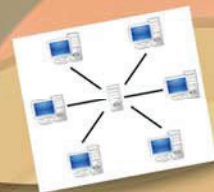
**Public Records / Recording Notification Service**  
Projected Completion Date: Fall 2019

This enhancement will allow constituents to enroll in an E-mail subscription service notifying them of any documents recorded against their parcel number.



**Desktop Computers Upgrade**  
Projected Completion Date: Fall 2019

This is an upgrade to desktop computers to prepare for and run the new recordation and workflow management system. New, updated equipment will allow the office to be more effective in providing faster customer service and will better enhance recording capabilities, in order to process large quantities of documents and system requests.



**Server Infrastructure Upgrade**  
Projected Completion Date: Spring 2019

This enhancement will allow the Recorder's Office to improve processes that generally utilize vast amounts of computing resources. An upgrade to the current system will expand and provide more processing capabilities, while reducing the footprint that the current setup encompasses.

**Q-MATIC**

**Q-Matic Queuing System Upgrade**  
Projected Completion Date: Winter 2019

Q-Matic is the queuing system used by the Recorder's Office to service customers in a timely manner. An upgrade to the current system allows for the creation of virtual branches and will also make additional reporting features available.



**Olive Seal Block Chain Certification Software**  
Projected Completion Date: Spring 2019

Block Chain Certification Software will enable the Clark County Recorder's Office to offer its e-commerce customers electronically transmitted PDF formatted copies of recorded documents that are secure using block-chain cryptographic technology. This technology redundantly maintains electronic record(s) by one or more computers or machines to guarantee the consistency or nonrepudiation of electronically transmitted data, ensuring confidentiality, integrity and authentication.

## 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 over 30 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 hiring of (SBI program) high school interns, the Clark County Fire Department's Open Houses, Clark County Fair, Business Opportunity Fair, Senior Fair, and Armed Forces Fair. The Recorder's Office partners with MOSES and provides donations for the Food Bank which serves seniors, veterans, as well as low-to-moderate income individuals.

## RECORDER'S OFFICE AWARDS

**2016 CSC E-Recording All-Star Leader of the Pack Award**  
• National recognition for processing records electronically

• **2018 Nevada Taxpayers Association**  
Cashman Good Government Finalist Award for the Recorder's Office E-Recording Project

• **2018 International Association of Government Officials**  
Innovator Award- Recorder's Division



CLARK COUNTY, NV  
RECORDER'S OFFICE

is an eRecording All-Star

• Save time and reduce rejections

• Eliminate payment errors

• Stop writing checks and streamline your workflows

• eRecord through an easy-to-use Web-based system