



Clark County Recorder's Office

Technological Enhancements Goals 2016-2017

Technological Enhancements

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Mobile Recording Application Deployment

The Mobile Recording Application will allow customers to record documents by 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, with the use of their mobile device.

Projected Completion Date: Winter 2016

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: Fall 2016

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. The Recording Kiosks will service remote locations in Clark County.

Projected Completion Date: Winter 2016

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 2016

Electronic Newsletter

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

Projected Completion Date: Winter 2016

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: Fall 2016

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: Fall 2016

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 25 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 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 and other disenfranchised individuals..

2015 NACO AWARDS

- National Association of Counties Technological Award for **The Mobile Web Project**
- National Association of Counties Technological Award for **The Marriage Certificate Kiosk**