

No. IT-036	Policy Name: Land System Searches – Internet & Intranet
Effective Date: 7-1-2011 Last Revised Date: 7-5-2014	Citywide Policy _ IT Policy <u>X</u> IT Procedure _
Approved By: IT Director	

Land System Searches – Internet & Intranet

Purpose: The IT Department is responsible for providing access to the Assessors office Intranet and Internet sites for citizens and city employees. The purpose of establishing this policy is to establish departmental and IT policy and procedures for approving and granting property searches by citizens and employees on the Internet and Intranet.

Policy:

1. The Assessor’s Office is the data and application owner and will determine the application functionality and approve access rights of groups and individuals using the Land Management System.
2. Property information will be available on line for the public and employees through the Internet and Intranet. Searches of properties will be allowed by:
 - a. Address
 - b. Address and intersection using the GIS system
 - c. Land record serial number
 - d. Real property code
 - e. Parcel identification number

Information that can be obtained through these searches includes the following:

- 1 Sales and assessment histories
- 2 Property Owner
- 3 Land Data
- 4 Building descriptions
- 5 Photos and sketches (if available)
- 6 Tax information
- 7 A map of the surrounding area, with relevant geographical information
- 8 Zoning information

3. Property Searches by property owner will not be allowed on the Internet for citizen use

Property searches by property owner will not be allowed by employees on the Intranet unless there is a justified business need.

Procedure:

1. Departments needing the capability to search the property database by property owner will provide a business justification outlining the following information:

- Business purpose for the search capability
- Identify the department and group needing the search capability
- Names and contact information of employees needing the search capability
- Date when the capability is needed and if this is permanent or temporary access

2. The Department Head will send an e-mail with the above information to the Assessor and copy the IT Department Head
3. The Assessor will review the request and determine if access is approved. As part of the request review process, the Assessor will coordinate and be advised by other pertinent departments including the Police Department to ensure the appropriateness of the request.
4. The Assessor will notify the requesting department, advisory departments and the IT Department Head in writing or through e-mail of the approval or disapproval of the request.
5. Upon receipt of the approval from the Assessor or his designee, IT will grant access and notify through e-mail the requesting department and the Assessor's Office that access has been granted
6. Department who have employees that have been granted the search capability will periodically review employee access to determine if continued access is required.
7. Department heads will notify the IT Department Head if employees change positions or no longer need access to the search capabilities by contacting the IT Helpdesk.
8. Employees that demonstrate the misuse or abuse of the search capability will have their access removed immediately. The Assessor or the requesting department head will notify the IT helpdesk immediately of instances of abuse or misuse.
9. Any department or employee observing misuse or abuse of the search capability should contact the IT Helpdesk immediately to activate an investigation.