



## Enterprise Land Management System (eLMS™)

Integrating Business Processes within Local Government

# Land Management Systems in Local Government

## An Overview

At a time when public sector organizations nationwide are facing budget cuts, agencies are looking to reduce costs, heighten operational efficiency, be more responsive to citizens and automate the delivery of public services. Citizens expect the same integrated services from government that they receive from the private sector, as technological innovation continues at a rapid rate and affects all aspects of business interactions. Executives and staff are constantly in search of methods to improve upon accountability and responsiveness, and to break down information silos that prevent comprehensive citizen solutions.



Local governments often must overcome non-integrated systems, each requiring different user training and procedures; redundant or obsolete data; and uncollected utilities and business tax revenues due to inaccurate data. This raises progressively greater difficulties for management in the midst of new challenges such as population growth, citizen demographic changes, policy modifications and ever-increasing amounts of information. Managers require day-to-day access to all the different systems potentially affecting citizens or parcels, to retrieve vital information on existing projects and to resolve citizen issues.

Since everything that happens within a local government occurs at a given location, using location-based software to manage and store information allows government staff to streamline all the related internal operations. When data is consolidated, verifiable and made easily accessible, the services provided to the citizen or patron happen faster and more easily. With the use of a single, consolidated database, staff can accomplish more by eliminating redundant procedures.



A centralized, web-based land management system provides shared access to accurate data across all agency systems, ensuring optimum integration and coordination among departments. The Edgesoft system was designed to provide this centralized database through easy integration with existing systems, while modernizing the land management operations. Edgesoft's solution provides a single-screen access to all departmental application systems.

## Efficiency Envisioned

Edgesoft's land data management system allows management and staff to focus on the exact information they need to carry out their functions. From vast amounts of information, the Edgesoft system presents key data in a concise, orderly manner, regardless of the department responsible for the data. The information can be high-level statistics such as total revenues, or specific data such as number of permits processed in a geographic area or the detailed conditions of a planning case.

Building and use permits create an important source of revenue for cities, and are managed efficiently within a secure, address or parcel-based relational database. In addition to permit processing, a single system can encompass project management, fee processing, inspections scheduling, messaging,

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customer relationship management, reporting, document imaging, historical data for building permits and inspections, and more. A centralized database allows staff to access current permit activities more quickly and to activate interdepartmental holds, precluding a number of activities if a resident or business is noncompliant with local government codes, ordinances or regulations.

Edgesoft's land management system includes the operational needs of related functions such as Code Enforcement and Licensing. These areas also require an integrated approach to other systems as well as the procedural efficiencies that a parcel-centric database provides.

The all-encompassing application incorporates elements for capturing and accounting for the financial activity within the permitting process, as well as modules for tracking project teams, listing conditions and holds that may be placed on projects, and plan check processing to keep projects aligned with zoning and planning requirements. The ability to interface with Geographical Information Systems (GIS) opens a wide range of functionalities as users gain a visual overview of activities happening in and around a location. An integrated land management system has significant power to transform a multitude of municipal business processes, and the resulting gains in productivity allow management to better allocate valuable resources.



### The eLMS™ Solution

Founded in 1997, Edgesoft, Inc. provides world-class enterprise software products that empower local governments to deliver superior citizen services. With a small-company approach and a solid history of implementing projects for Fortune 500 companies, Edgesoft holds a unique expertise in bringing best-of-business practices from private industry to municipal government.

In 2001, Edgesoft forged a partnership with a leading Southern California City to create a groundbreaking new software product for satisfying their municipal needs. This award winning solution made great strides in breaking down silos of exclusive information within the City and achieved tremendous accolades from local government agencies. From this experience, Edgesoft dedicated itself to the local government sector, developing software that provides autonomy for agencies and requires minimal IT involvement and support. Edgesoft offers state-of-the-art systems that elevate customer service, ensure cost efficiency, and facilitate user-friendly integration with other installed systems to provide a common view of all relevant parcel information.

Edgesoft's Enterprise Land Management System (eLMS™) is a web-based, flexible system for local government to manage land data. The multi-tiered solution is based on a unique three-dimensional Land, Structure, Occupancy (LSO) addressing model. This architecture provides a comprehensive method by which to map and document all historical data and current information, regarding services or obligations pertaining to each parcel.



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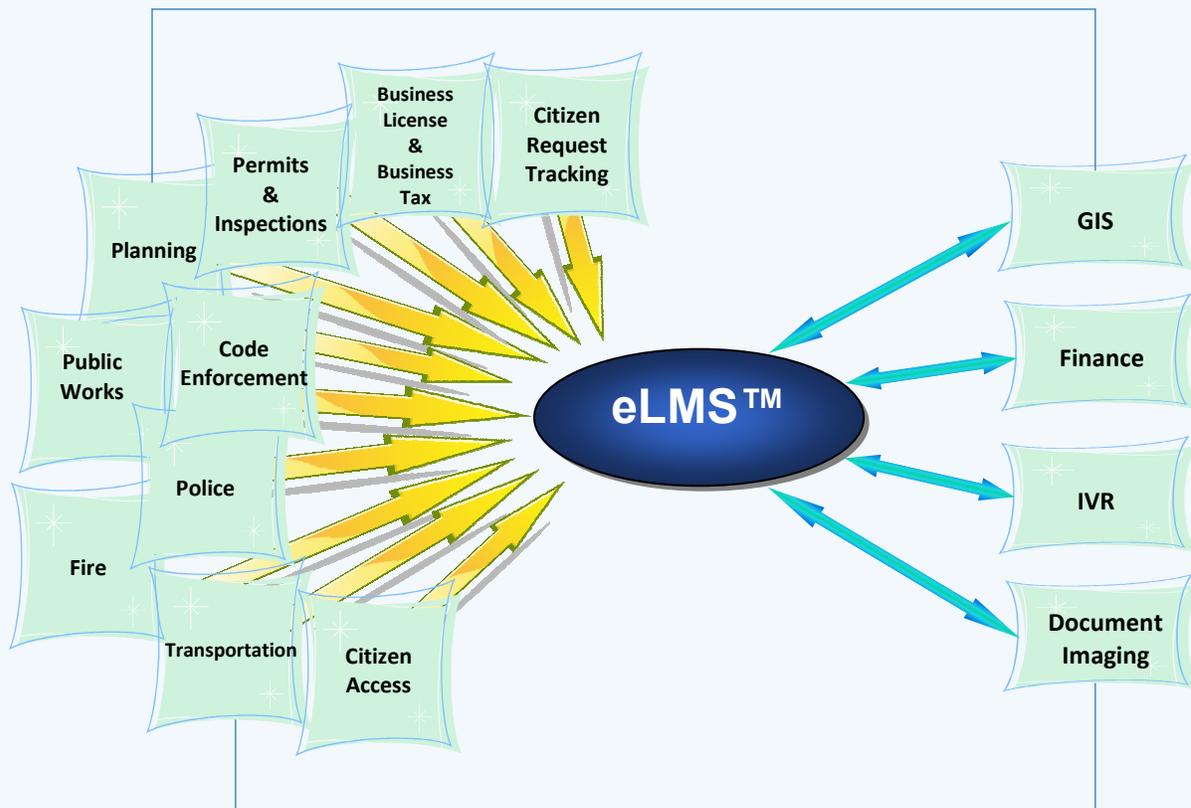
## Front-End Interface

eLMS™ is distinctively characterized by its front-end interface, which seamlessly integrates with other existing software systems within a municipality to provide a common look and feel for all related information. As a result, users can easily pick up on the intuitive structure, precluding extensive training and minimizing IT involvement. In addition, with this cohesive front-end interface and unification of systems, the high costs of data conversion normally associated with the implementation of a new software system can be minimized or avoided. Rather than necessitating extensive data conversion, eLMS™ easily links to historical data and presents data from all sources in a coherent manner.

## Cross-Boundaries

With user-friendly technology, eLMS™ reduces the required training, maintenance and upgrading of disparate systems. eLMS™ provides a web-based, virtual “dashboard” view for all data handled by all responsible departments, concerning everything happening at a given location at any given moment.

## Unparalleled Integration



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## Functionalities

### Core Framework:

- The solid foundation of the Land, Structure, Occupancy (LSO) Model naturally provides for an orderly progression of increasingly complex data. The LSO model is a primary resource for address, structure and land use information, as well as owner/tenant, infrastructure and asset information. Each location in the LSO model has a unique identifier by which all activities related to that specific location are tracked and administered.
- The Projects, Sub-Projects, Activities (PSA) structure enables the department to customize its activities, easily view all information at a project level, and quickly drill-down to sub-levels to enter or view information, so that other departments can review the processes and identify any interdepartmental issues before proceeding with activities.
- Other features include the Digital Library, to import documents as file attachments; Conditions Library, to apply predefined conditions to various activity types; Search utility, with the capability of searching from several different fields; Administration tool, to manage projects, lists, fees and more; and Address and Owner Data Maintenance, to periodically update various address data.

### Permits and Inspections Module:

Automates workflow related to building permits, inspections, people and activities. It provides the ability to view fee schedules, cashiering, payment transaction history, business tax and license information, and track plan checks related to building permits. Users can schedule, track and maintain history of inspections related to a specific location, as well as maintain lists of and links to external people such as owners, applicants, architects and contractors.



### Planning & Planner Update Module:



Automates the processes that capture all information related to agency planning activities. Functions include issuing, tracking and logging planning cases; appointment scheduling and notification, which reduces scheduling conflicts; assigning, scheduling and routing planning cases; cashiering and fee appraisal. This centralized database of customer records provides accurate, timely information to customers who are submitting development plans for approval.

### Code Enforcement Module:

Tracks and maintains data related to code violations. Code violations may be related to various types of activities such as building, animal, health etc. Users can identify violations by parcel, provide notifications to responsible parties, and establish follow-up inspection programs to ensure that corrections are made. Staff is also able to activate interdepartmental holds on addresses that are noncompliant with municipal codes or regulations, disabling issuance of permits or other project activity based on the severity of the hold.



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### Citizen Request Case Tracking Module:



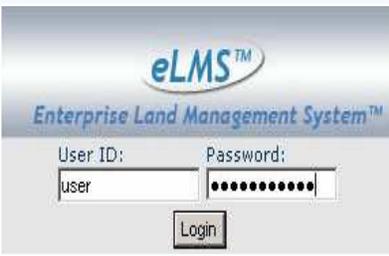
Provides the ability to add, track and manage customer calls and service orders for a variety of issues regarding municipal services. Staff utilizes this module to streamline service requests from patrons and tracks these requests within the single, comprehensive database of the Core Framework.

### Business License and Business Tax Module:

This module automates the process of receiving and processing applications for new and renewing businesses at an agency. The module has a built in workflow to track approvals required by various departments for different types of business licenses. Provides the ability to add, modify or delete Regulatory Business Licenses and Permits, as well as the associated local government and SIC Codes. Users can generate, print and track business license renewals. The module provides accurate information in a timely manner to customers who are filing for a business license, and reduces data entry errors by validating data input using the list-of-values (pull-down-list) at the time of completing a business license application. It also accepts tax payments and processes them. The system also sends renewals letters to business owners and reminds them by various notification methods of payment due dates etc.



### Citizen Access Module:



Allows citizens to login to eLMS™ to perform various business queries and functions remotely using an internet browser. These functions include scheduling online inspections, checking inspection status, applying for permits and monitoring progress. Users can also issue complaints and request for services. The ability for the public to submit and track these requests online, in a user-friendly manner, hastens and improves citizen service while propelling responsiveness through e-government capabilities.

### GIS:

Interfaces with Geographical Information Systems to provide a mapping tool to visually select an address range for desired functions, such as printing labels for mailing hearing notices. Users gain a visual overview of activities happening in and around a location and are able to create maps of varying complexity for diverse departmental needs.

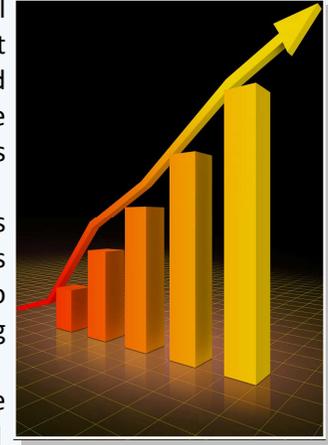
### Integration:

As a web services application, eLMS™ can easily integrate with and interface to existing systems, including but not limited to document imaging, Business License, Interactive Voice Response (IVR) and various financial systems.

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### Typical Results of eLMS™ Implementation

- Marked growth and heightened capabilities in interdepartmental communication, coordination and Information management
- Advanced effectiveness in the fiscal aspects of operations, due to lessened internal administrative costs, streamlined permitting procedures, accurate address data and receipt of due revenues from utilities and business licenses
- Increased accuracy and on-demand access to location-based records
- Hastened ability to respond to service orders and citizen complaints regarding public works issues and other municipal services from streets to water, as the system streamlines the processes of assigning and tracking requests
- Minimized ongoing support from the IT department, as the intuitive front-end user interface ensures a gentle learning curve and the integrated processes facilitate greater accountability



The service-oriented, scalable technology of eLMS™ can be modified to the ever changing needs of the agency, and support processes that help to retain revenue well into the future. The benefits of eLMS™ are short-term as well, as its intuitive step-by-step architecture facilitates a project methodology which normally results in lesser implementation time.

As a multifaceted resource for internal administration, eLMS™ creates unparalleled levels of integration within departments for daily operations and assimilates all vital systems into a cohesive e-Government enterprise application. As a critical customer service tool, eLMS™ improves customer response time, enhances reliability, and elevates overall citizen service.

Edgesoft's award-winning eLMS™ solution helps governments to gain the most irreplaceable thing of all-time. Rather than always playing catch-up, staff can work more proactively, resulting in satisfied, happier residents and businesses, and a public that is more confident in their government.