

County FAQs About the Project

Q: What is IMPACT?

A: *The Integrated Multi-Processing of Administration and CAMA Technology system (IMPACT) is an integrated system with a relational database shared across the business areas of DPA, OSAP, SBOE plus OMS IT. IMPACT is hosted by the State of Tennessee, and will be used by State and County Assessor users who have responsibilities for parcel maintenance and tax administration. Within the scope of the project, 87 of the 95 counties in Tennessee utilize the legacy CAAS system, and will be transitioning to the new IMPACT product.*

Q: How will IMPACT benefit the State and Counties?

A: *IMPACT is a strong choice moving forward, offering:*

- *New technology and design*
- *Improved user capabilities*
- *Expanded tools for analysis*
- *Customized training*
- *Multiple levels of user support*

Q: Is the transition to IMPACT mandatory for county assessor offices participating in the State-hosted system?

A: *Yes. Today's CAAS systems will be retired as soon as all counties have transitioned to the new system.*

Q: When will training occur for the counties?

A: *Formal training will take place just prior to the County "go live" date on the new system.*

Q: What criteria is considered as the counties are sequenced for transition to IMPACT?

A: *Because IMPACT is a staged implementation, not all counties will move to the new system at the same time. Counties will be sequenced based on their re-appraisal year, their CAAS system (III or IV), plus other elements including Region, utilization of GIS technologies, and county size.*

Q: How will the county data be converted?

A: *The data conversion from today's CAAS systems to IMPACT's is somewhat complicated. The actual data conversion is a tightly scripted process, and conversion results and balancing reports are reviewed carefully at several points in the conversion process to ensure the integrity of data is kept intact. The counties will be notified by DPA before "go live" that their converted data is approved and available for Production.*

Q: Once the county has been trained and their data converted, who can county users call with technical questions?

A: *In Production, the first contact for all county calls is the county's DPA regional office. There are 9 DPA regional offices across the State of Tennessee. If needed, the DPA regional office will escalate the support call to the Nashville Business Administrator. The Business Administrator enlist other technical resources to ensure the call is responded to appropriately.*

Q: Will there be ongoing training for new staff after implementation?

A: *The State will provide training for all current staff during implementation. After the initial training, the county or municipality would need to make arrangements for formal IMPACT training for any new hires.*

Q: How frequently will IMPACT be updated in Production?

A: *Updates to the IMPACT software will occur approximately every 6 months or as determined by the Product Manager. Users will be notified ahead of time when the update will occur, and what changes they should expect to see with the update.*