

IT Project Proposal Report - Detail

Agency: 041 - REAL ESTATE COMMISSION

Budget Cycle: 2015-2017 Biennium Version: AF - AGENCY FINAL REQUEST

IT Project : Licensee Database

General Section

Contact Name : Monica Rut	E-mail : monica.rut@nebraska.gov	Agency Priority :
Address : 1200 N St, Ste 402	Telephone : 402-471-2004	NITC Priority :
City : Lincoln		NITC Score :
State : Nebraska	Zip : 68343	

Expenditures

IT Project Costs	Total	Prior Exp	FY14 Appr/Reappr	FY16 Request	FY17 Request	Future Add
Contractual Services						
Design	0	0	0	0	0	0
Programming	43,000	0	13,000	15,000	15,000	0
Project Management	0	0	0	0	0	0
Data Conversion	0	0	0	0	0	0
Other	0	0	0	0	0	0
Subtotal Contractual Services	43,000	0	13,000	15,000	15,000	0
Telecommunications						
Data	31,500	0	10,500	10,500	10,500	0
Video	0	0	0	0	0	0
Voice	0	0	0	0	0	0
Wireless	0	0	0	0	0	0
Subtotal Telecommunications	31,500	0	10,500	10,500	10,500	0
Training						
Technical Staff	0	0	0	0	0	0
End-user Staff	0	0	0	0	0	0
Subtotal Training	0	0	0	0	0	0

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Expenditures

IT Project Costs	Total	Prior Exp	FY14 Appr/Reappr	FY16 Request	FY17 Request	Future Add
Other Operating Costs						
Personnel Cost	157,055	0	43,527	56,764	56,764	0
Supplies & Materials	0	0	0	0	0	0
Travel	0	0	0	0	0	0
Other	0	0	0	0	0	0
Subtotal Other Operating Costs	157,055	0	43,527	56,764	56,764	0
Capital Expenditures						
Hardware	14,020	0	7,000	3,510	3,510	0
Software	550,500	0	500	550,000	0	0
Network	0	0	0	0	0	0
Other	0	0	0	0	0	0
Subtotal Capital Expenditures	564,520	0	7,500	553,510	3,510	0
TOTAL PROJECT COST	796,075	0	74,527	635,774	85,774	0

Funding

Fund Type	Total	Prior Exp	FY14 Appr/Reappr	FY16 Request	FY17 Request	Future Add
General Fund	0	0	0	0	0	0
Cash Fund	796,075	0	74,527	635,774	85,774	0
Federal Fund	0	0	0	0	0	0
Revolving Fund	0	0	0	0	0	0
Other Fund	0	0	0	0	0	0
TOTAL FUNDING	796,075	0	74,527	635,774	85,774	0
VARIANCE	0	0	0	0	0	0

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IT Project: Licensee Database

EXECUTIVE SUMMARY:

The Nebraska Real Estate Commission is seeking funding for the replacement of the current real estate license database, which was acquired in 1998. The licensee database keeps general contact information on licensees, tracks the relationship between designated brokers (licensees with authority to operate independently) and affiliated licensees (licensees with authority to act as a licensee only under the supervision of the designated broker. In addition, the database tracks and records payments for license applications, renewals and transfers. The database also generates reports and licensee lists, as well as recording and tracking disciplinary matters and generating form letters with the appropriate licensee information inserted (late renewal notices, etc.).

GOALS, OBJECTIVES, AND OUTCOMES (15 PTS):

The replacement of the current Nebraska Real Estate Commission Licensee Database has a number of desired goals and outcomes:

1. Written in a contemporary, well supported database language with widely available support resources
2. Can be updated due to law and policy changes by the agency or by the vendor at minimal cost
3. Flexible system to generate reports and data as needed, as opposed to a fixed set of reporting parameters
4. Interfaces with web based filing, application, and payment systems, as well as user based, self-serve change of information (i.e. e-mail, phone number) type functions
5. Flexible security options to give different employees different levels of access to information and edit authorization

PROJECT JUSTIFICATION / BUSINESS CASE (25 PTS):

The Nebraska Real Estate Commission's Licensee Database was developed in the late 90's and was acquired and has been in use since 1998. The vendor who created the database is no longer in business, and the Commission has relied on the Office of the Chief Information Officer (OCIO) for support and updates of the system for a number of years. The OCIO has let us know that they no longer have the ability to support Sybase, and has suggested we look elsewhere for support or migrate to a different system. Sybase itself has been acquired and is now supported by SAP, and, according to their website Sybase specific support packages are being phased out and will be integrated with SAP, with older versions of the software and patches being removed from the site for download by customers.

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In 2013, the Nebraska Real Estate Commission issued a request for information regarding the potential replacement of the existing licensee database. Three responses were received, two of which identified potential costs of replacement of approximately \$550,000. The Commission is aware that a number of options may be available for the purchase and replacement of the current database, and feels that amount requested keeps those various options open, allowing us the flexibility to make the choice which will result in the highest level of service and lowest long term cost to licensees and the public.

The current database, while still functional, has a number of drawbacks, a number of functions can only be accomplished via manual process, i.e. going in and changing database records one by one, some functions are accomplished by using an external Access mirrored database, and, because of the lack of knowledge of the underlying orphan system, any changes or fixes are accomplished by first determining where and how the function in question occurs, which can take an indeterminate amount of time and resources, and then implementing the change or fix. Lastly, the limited and inflexible reporting features of the current database make it difficult or impossible to respond to many of the industry's or public's requests for specific data or reports.

Below are excerpts from the SAP website regarding support of their acquired product, Sybase, current as of 8/7/2014:

'To All Sybase Customers:

As integration with our parent company SAP moves ever closer to its conclusion, we strongly encourage you to start visiting the SAP.com Web site to find up-to-date information on Sybase products. Please find below links to visit for any product documentation and technical notes you might need on Sybase products.

As further integration takes place, this page will be updated to redirect you to the appropriate target destinations in the SAP digital properties....."

"Please note with the transition to SAP support plans and infrastructure you will lose access to older End of Lived product versions and patches. Should you wish to retain copies of this software for future use we strongly encourage you to download copies from the [Sybase Products Download Center](#) and the [EBFs and Maintenance Download Area](#) **BEFORE** you are migrated to SAP support plans and infrastructure. The [Sybase Products Download Center](#) and the [EBFs and Maintenance Download Area](#) will be decommissioned at the end of June 2014 after which time no further access will be possible."

TECHNICAL IMPACT (20 PTS):

The impact of this request is two-fold; first the Commission runs the risk of operating a database which is crucial to Commission operation for which the support resources are getting phased out and more difficult to procure. The second impact is the increase in the level of service we can provide to our licensees and the public with the envisioned replacement database. As an example, the disciplinary reports that appear online are generated from the database, when a new violation or type of discipline (i.e. fining authority) is implemented the information is not generated so the disciplinary history available to the public is not complete. Additional benefits or shortcomings of the current database which the new database should address will be: ad hoc queries and reporting features, editable letters, online integration, records management options, and examination details which cannot currently be tracked in the system. The OCIO's Office has indicated that they no longer want to devote the resources needed to maintain the system written in an antiquated language with little use or support available at this time. The new system would adhere to current state standards (including an audit finding faulting the current system for having only one level of login/security) and fit in better with the current state IT support structure.

PRELIMINARY PLAN FOR IMPLEMENTATION (10 PTS):

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If funding is approved the licensee database for the budget request period the Commission will immediately begin work on drafting an Request For Proposal document per state purchasing guidelines for the new database. The goal would be to release the RFP in August 2015, a mid-October response deadline, award the contract in November, and have work begin in approximately January of 2016. Completion and operation would be somewhat dependent on the schedule provided in the RFP response by the Vendor, but we would anticipate having a fully operational system by mid to late summer of 2016. Drafting of the RFP would be handled by internal IT staff and the Director.

RISK ASSESSMENT (10 PTS):

As with any major project there will be risks associated with the development and implementation of a new licensee dataase. The Nebraska Real Estate Commission will do a thourough assessment not only of the proposal, but also of the experience and stability of the company chosen to fulfill project requirements, the Commission will also follow OCIO policies and guidelines for data storage, security and disaster recovery where applicable. The Commission will determine appropriate levels of security for access to the system and only allow access to the system based upon that assessment.

FINANCIAL ANALYSIS AND BUDGET (20 PTS):

There has been an upward trend of higher than projected number of licensees applying for and recieving real estate licenses the last two fiscal years, resulting in higher than projected revenue in the Commission Cash Fund, however, projections for the fund still indicate that a database purchase could not be supported without a fee increase. The Commission has the statutory authority to set its own fees within a range, it is projected that the renewal and license fee for brokers and salespersons will need to be increased by \$15 each year starting in the fall of this 2014 in order to have an adequate cash balance at the time of the database purchase. This increase will be requested in the budget request if approved by the Commission