

# Land Record Management Systems Best Practices - Highlights

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# Overview

- LRMS products/services/support are a mission critical connection between government and business sectors
- Offers the opportunity to review existing office and system processes and procedures
- The Best Practices papers helps both developers/implementers and recording jurisdictions

# History of the LRMS Best Practices Paper

- Not today, we promised you a BRIEF overview
- If you are interested in the history of this "epic" PRIA project, ask me, I'd be thrilled to share it with you!



# Best Practices Sections

- **Preparation and System Planning**
- **Daily Operations**

# Preparation and System Planning

- Infrastructure
- Integrations/Interfaces
- Internet Availability
- Data and Image Conversions
- Document Management
- Security
- Preservation
- Disaster Recovery

# Daily Operations

- **Workflow**
- **Data Entry/Capture**
- **Receipting**
- **Scanners/Scanning**
- **eRecording**
- **Redaction**
- **Searching**
- **Accounting**
- **Data Output (Reports/Exports)**

# Best Practice Highlights

- **Infrastructure Protection**  
As a best practice, an LRMS system should include protection from virus, malware, key logging, ransomware and other externally introduced threats. Additional steps should be taken to protect the infrastructure in the event of service interruption or disaster.

# Best Practice Highlights

- **Data and Image Conversions**

As a best practice, an LRMS should have the capability to accomplish full data and image conversions and offer the ability to convert historical files incrementally as needed.



# Best Practice Highlights

- **Workflow**

**As a best practice, an LRMS should include workflow to expedite the recording process making it as efficient as possible. The system should prompt the user for next steps and auto-populate as many data fields as possible.**

# Best Practice Highlights

- **Workflow**

As a best practice, an LRMS should offer the flexibility to structure workflow queues per the recording jurisdiction's preference and needs, as well as having the capability to easily deactivate (hide) or combine processes within the same queue, if desired.

# Best Practice Highlights

- **Workflow (certified copies)**  
As a best practice, an LRMS should provide the capability of automatically creating certified copies of recorded documents, both in paper and electronic formats, where permissible by law. The LRMS should also offer an option for an automated electronic verification process of the eCertified copies.

# Best Practice Highlights

- **Data Capture/Entry**  
As a best practice, an LRMS should include blind key verification capability, which is commonly viewed as the most effective method of finding errors.

# Best Practice Highlights

- **Voiding Receipts**

As a best practice, an LRMS should include an audit feature that tracks and reports all receipt modifications including overrides, adjustments, and voids.

# Best Practice Highlights

- **eRecording**  
As a best practice, an LRMS should process paper and electronic documents within a similar workflow so the recording process for electronic documents is no more complicated than the recording process for paper documents.

# Best Practice Highlights

- **Redaction**

**As a best practice, redaction policies and procedures should be based on local rules and statutes and take into consideration the impact to anyone using the public record.**

# Best Practice Highlights

- **Accounting**

**As a best practice, an LRMS should balance across multiple workstations throughout the day and be able to handle multiple tender types.**



# Best Practice Highlights

- **Data Output (Reports/Exports)**  
As a best practice, standard reports and forms, customizable search reporting, the ability to export reports in multiple formats, and the option for staff to create, update, and maintain reports should be included in an LRMS.

# Best Practice Highlights

- **Security**

As a best practice, the ongoing maintenance of the LRMS should include a detailed security plan. The jurisdiction and the LRMS vendor should work together to ensure that the data and infrastructure remain accessible yet protected.

# Future Discussions?

- Service/Support Agreements
- LRMS RFP's

# Thank you!

Karl Trottnow

Simplifile

[ktrottnow@Simplifile.com](mailto:ktrottnow@Simplifile.com)

800-460-5657 Ext. 5027

