

## ESS Coordinating Meeting

### Web Conference

July 8, 2024

#### Attendance

##### Committee Members

Lisa Kent, Wapello County Recorder  
Lindsay Laufersweiler, Webster County Recorder  
Jolynn Goodchild, Plymouth County Recorder  
David Erickson, Dentons Davis Brown

Melissa Bahnsen, Cedar County Recorder  
Dillon Malone, Iowa Title Guaranty  
Eric Sloan, IT Boone County

##### Other Participants

Stacie Herridge, Story County Recorder  
ReNae Arnold, Dallas County Recorder  
Ann Ditsworth, Dickinson County Recorder  
Sheri Jones, Jones County Recorder  
Jayne Shultz, Winneshiek County Recorder

Lori Kadner, Hardin County Recorder  
Nancy Booten, Lee County Recorder  
Jordyn Hill, Warren County Recorder  
Ashten Wittrock, Carroll County Recorder  
Jan Gemar, ILTA

Lisa Long, Iowa Land Records  
Census Lo-liyong, Iowa Land Records  
Samantha McMahan, Iowa Land Records

Phil Dunshee, Iowa Land Records  
Kristen Delaney-Cole, Iowa Land Records

#### Welcome

A meeting of the ESS Coordinating Committee was held via web conference.

#### Request for authorization to implement an alternative redaction plan

A brief report was provided on the events surrounding the suspension of redaction services by CSI/Tyler. As communicated via email and memo, CSI, which provides redaction services, was acquired by Tyler Technologies. During the transition, Tyler Technologies noticed suspicious activities and halted the redaction process to investigate.

CSI/Tyler Technologies has suspended redaction services to Iowa Land Records (ILR). The suspension is not specific to ILR but is due to unusual activity on their servers. The ILR development team has confirmed no unusual or suspicious activity on ILR systems.

Iowa law mandates that personally identifiable information (PII) be redacted before documents can be posted online. Since 2010, this process has been successfully managed. However, due to the suspension, ILR cannot make records available to citizens or the real estate industry online unless they are processed to remove any PII.

#### Proposed Temporary Process

ILR has developed a temporary process to handle document redaction in-house that includes a step-by-step method to receive documents from the counties and redact PII when identified. The ILR administrative team will restrict access to an image, download the PDF, and then manually redact the document using Adobe Acrobat. This is an appropriate and permanent redaction. Upon completion, the redacted image will be made accessible on the website.

Communication has been sent to all recorders, ILR users, and stakeholders. The state executive office, key legislators, and relevant committees have been informed about the issue and the proposed internal redaction process.

Recorders have been advised not to attempt redaction at the county level to ensure consistency with ESS policies and procedures. The ILR system also includes a reporting mechanism that allows users to notify ILR of any document containing PII.

Concerns were raised about the delay in communication from CSI/Tyler Technologies. The Project Manager also noted the delay in communication but noted that the primary focus for now needed to be placed on the alternative process so that records would continue to be accessible to the Iowa real estate industry.

### **Request to Implement Alternative Redaction Plan**

A request for authorization to implement the proposed alternative redaction plan was presented. Dillon Malone made a motion to approve the temporary redaction process, which was seconded by Lindsay Laufersweiler. The motion was approved.

### **Next Steps**

Communication will be sent to recorders with instructions on the steps to be taken if they find documents with PII. Recorders will be required to inform ILR immediately if they encounter any such documents.

### **Next meeting**

The meeting was adjourned. The next regular meeting will be August 15, 2024.