

### **Codes Department Goes “Live” with KIVA Software system.**

Two years ago, the Metro Government began the process of replacing its out-dated mainframe based computer system, which included the selection of a land information and permitting product called KIVA – from Accela Systems.

KIVA is replacing the 1970’s era hierarchical database with a more efficient, relational-style database, which will give the Codes Department the ability to manage and report information far more effectively than ever before.

According to Sandy Cole, Director of Metro ITS, “This was the largest and most complex system implementation ever done by Metro Information Technology Services (ITS).” Cole added, “The migration of data over the Labor Day weekend from the Mainframe to the new system went very well. There have been a few ‘bumps in the road’, but we expected that with a cutover of this magnitude and nothing has been a showstopper.” The KIVA Project Team remains on-site at Codes to help maneuver, troubleshoot and answer questions.

The KIVA system initially includes a Land Information System (LIS), a Geographic Information System (GIS), a Request for Services (RFS) module as well as modules for Permitting, Inspection and Contractor Licensing.

The installation serves as the ‘platform’ for future, customer-friendly improvements to the Codes Permit & Inspection system. Within the next 4 weeks, we will add ‘KIVA Net’ and the Codes’ database will be brought on-line, on the Internet. Customers will be able to make inspection requests on-line from their office, home, auto, or anywhere they have an Internet connection. Customers will also be able to check on inspection results, check the status of a permit application or the status of a request for Use & Occupancy Certificate.

Within the next 8 weeks, we will add ‘KIVA Citizen’. KIVA Citizen will enable customers to transact routine business with the department through e-commerce. Customers will be able to apply for permits on-line, using the Internet. For routine permits [most of those not involving a site plan review] customers will actually be able to purchase permits on-line using a credit card -- and print the permit in their own office. Permit holders will be able to purchase re-inspections on-line and contractors will be able to renew their contractor licenses on-line.

The Director of Codes, Terry Cobb, said; “Many of our customers will be able to transact routine business with the Codes Department from the comforts of their own offices or homes, without ever having to set foot in our offices.”

Within the next six months, our field inspectors will be equipped with wireless, remote, hand-held computers to assist them with real-time communication of inspection results, directly to our customers. With ‘KIVA Wireless’ needed information about inspection results will flow directly to our customers within minutes or hours, rather than days.

In 2007, Codes expects to propose an additional module for electronic submission of plans and to provide for review of those plans, electronically, across all Metro Departments.

Cobb said; "With the full implementation of this new computer system, the Codes Department will enter the 21st century". Cobb added; "Although we have struggled with the initial, partial installation, the KIVA system represents a technological bridge to the future and improved customer service and communications.