GSCCCA Update

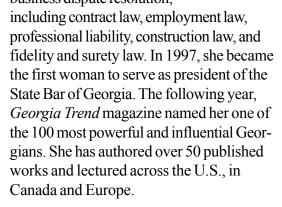**An update on the activities of the Georgia Superior Court Clerks' Cooperative Authority**

Authority welcomes new board members

The Authority welcomes two new members to the board of directors: **Linda A. Klein** and **Quintus W. Sibley**. Both were appointed to the board by former Governor Roy Barnes.

Ms. Klein is managing partner in the firm of Gambrell & Stolz, L.L.P. Her practice includes most types of business dispute resolution, including contract law, employment law, professional liability, construction law, and fidelity and surety law. In 1997, she became the first woman to serve as president of the State Bar of Georgia. The following year, *Georgia Trend* magazine named her one of the 100 most powerful and influential Georgians. She has authored over 50 published works and lectured across the U.S., in Canada and Europe.

Linda Klein   **Quintus Sibley**

Mr. Sibley currently serves as director of Legal Affairs at Georgia College & State University in Milledgeville. His responsibilities include advising the president on legal matters and managing the legal affairs for the university. From 1991 to 1998, he served as lobbyist for the State Bar of Georgia in association with Boller, Sewell & Segars, Inc. Prior to that, Mr. Sibley was the sole practitioner in a general civil practice. He is the immediate past president of the Ocmulgee Court Appointed Special Advocates, Inc. He received his undergraduate degree from Princeton University and his law degree from the University of Georgia.

What a year … 2002 Accomplishments

The Authority experienced tremendous growth and success during 2002. Many significant accomplishments were made throughout our operations: subscription accounts, computer systems, application development, network upgrades, customer support and outreach.

> *"...over 22 million hits to our site each month."*

Our growth and success over the past year could not be more evident than in the number of subscribers to our web-based search system: from 1,987 subscribers at the beginning of the year to 4,965, a 150% increase in 2002. In addition to just subscribing, our customers are using the system more and more with over 22 million hits to our site each month.

Beyond the pure numbers, though, our success over the year has truly been felt in the response and feedback we continue to receive from customers about our product and how integral it has become to their business. (See "Kudos" article below.) The genesis for many of the accomplishments listed below came from comments or suggestions from our customers.

> *"Imported 11,948,965 images into the Authority imaging system"*

Systems:

- Built out new data center to accommodate new hardware and software needs resulting from the continued growth of Authority projects
- Installed ES7000 running Windows 2000 Datacenter Server – The system, now completely redundant, provides core imaging and database services and provides a single point of contact for any server or OS problem.
- Implemented clustered SQL 2000 which increases database uptime by removing hardware as a single point of failure

- Implemented storage area network in order to better manage and utilize current storage and more easily increase storage in the future
- Implemented new backup software and hardware which made the system more stable and scalable and dramatically reduced our backup times
- Expanded the www.gsccca.org server farm making the web site more available and less dependant on specific machines and increasing the site speed
- Added 7 terabytes of storage (approximately 233% increase)
- Added 2 T1s for a total of 5 T1s to increase search speed over the internet
- Evaluated and started development of an internal e-filing system
- Imported 11,948,965 images into the Authority imaging system
- Created an encrypted data transfer mechanism to support shipment of criminal data over the public internet
- Implemented direct connection to GCIC network for transfer of data for SB 50 and SB 57

Kudos! Kudos!

We're proud of the service we provide and want to share some of the positive comments we frequently receive from users of our system. The following letter was e-mailed to us on February 3, 2003.

> *I wanted to write to you to express our gratitude for your GSCCCA website. Our company represents homeowners in their claims against the manufacturers of defective siding on their homes. These claims require that a deed be provided to show proof of ownership. Our 30 person company uses your website extensively to acquire these deeds. This saves us countless hours of courthouse time and aggravation. Please continue the fine quality of work that has made your website such an integral part of our success. Thank you.*
>
> *Sincerely,*
> *Chris Stroud, President*
> *Consumer Recovery Services*

(Accomplishments...Cont. from page 2)

System Security:
- Updated firewall to protect core production servers and implemented security update procedures for core servers
- Upgraded and installed new system monitoring tools which allow us to better control the network
- Upgraded virus protection software and ensured its deployment throughout the network
- Implemented emergency notification procedures for catastrophic events related to the data center

Application Development:
Notary
- Developed new Notary System to replace legacy Notary System
- Added a Notary Search feature allowing users to search for Notaries on our web site
- Developed Notary Online Commissions eliminating the need for clerks to mail notary forms to the Authority and automating the process of Notary commission

Real Estate & UCC
- Made Real Estate and UCC web enhancements (full screen view, table display type, remember previous searches) based on user feedback
- Improved speed for Real Estate web and file processing reducing the wait time for everyone

Liens
- Developed Lien System incorporating changes for new laws and bringing it up to date with other search systems
- Implemented Lien System and began accepting files in order to test the system

What a Hit!

The Authority recently implemented a web site statistical analysis package in order to track the usage of our site. The following stats cover January 2003.

Unique visitors: 24,718
Page views: 6,551,897
Hits: 22,280,457
Avg. page views per day: 211,352
Avg. hits per day: 718,724

SB 57 Protective Orders
- Developed (in conjunction with GCIC) and successfully implemented SB 57 System in very short time frame
- Provided statewide SB 57 training with great response

Imaging
- Implemented ImageFTP eliminating the need to mail image CDs to the Authority and making images flow to the Authority much quicker

Network upgrades:
- Changed Internet service providers to increase reliability of service
- Set up enhanced monitoring of the entire statewide network, including piracy detection
- Set up bandwidth reporting and analysis tools to determine and resolve congested counties
- Blocked media sharing applications from running on the statewide network
- Increased Internet bandwidth by 100%
- Brought all Internet-related services in-house including DNS to expedite necessary network changes
- Upgraded 104 sites to DSL
- Upgraded bandwidth at 8 additional sites
- Increased total statewide bandwidth by 427%

"Increased total statewide bandwidth by 427%"

Lien Project progressing

Pursuant to HB 1582, the Authority is expanding its Real Estate Project in order to create a Liens database. By law, the system must be operational by January 1, 2004, and will include all Georgia liens except for hospital liens.

The Lien Index was developed in the fall and is now accepting lien data and images from compliant counties. The plan is to have all 159 counties participating by July 1, 2003, in order to fully test the system for six months. Counties must use vendors who have met certain guidelines and have been approved by the Authority to participate in the state-mandated Lien Project. To date, the following vendors have been certified compliant:

- ACS – Gary Yates
- Harris Custom Programming – Johnny Harris
- Icon Software Corp.– Marty Hahn

Counties must use compliant vendors with regards to all Authority projects in order to participate in the Authority's equipment request program.

In addition to the Lien Index, HB 1582 also mandates that plats and maps be added to the statewide system by January 1, 2004. The Plat Index is live and accepting plat images from compliant counties.

Updates and training on the Lien and Plat Projects will be provided at the Clerks' Spring Meeting.

(Accomplishments...Cont. from page 3)

Customer Support Accomplishments:
- Completed SB 57 county installations
- Deployed new version of ScanSend
- Designed and implemented Admin Module to better support clients/ customers
- Implemented higher standard for repairs with 48-72 hour turn-around time strictly enforced
- Began deployment of XP installs/ upgrades
- Instituted Customer Service Training for all CSRs
- Started DSL upgrades
- Built testing lab to better troubleshoot customer problems
- Assisted with relocating 11 clerk offices

Outreach:
- Visited 159 counties for inventory review

- Sold 3000 notary books to the general public
- Conducted 4 UCC seminars
- Made 75 clerk office visits
- Provided 1305 pieces of equipment (scanners, PCs, etc.) to clerks' offices
- Set up mobile training lab to use on the road to allow for hands-on computer training
- Provided e-mail training at clerks' meetings

2003 promises to be another exciting and progressive year for the Authority with many new enhancements including the implementation of the Plat, Lien and Map Systems. With your continued support and feedback, we can continue to make our product better.