

Wyoming CAMA Website
General Policy and Instructions for Requesting Enhancements
December 14, 2006

Overview

All Wyoming requests for enhancement to RealWare, suggestions for the Wyoming CAMA Website or additions/deletions to the RealWare tables managed by DOR are now being processed through this website. No enhancement requests should be entered into CCI Parature support system or sent directly to CCI.

Enhancement Requests

All requests must now be recorded in the “Enhancement Requests” area of the website. This is accomplished by clicking on “New Discussion” and filling out all fields. You may also attach a file to the posting if you want to include greater detail in the request.

Once you have posted your request, each County Assessor will have the ability to add comments to the posting by replying to the request. As with the original requestor, Assessors can create individual responses or comment on the original request itself. Also, like the original requestor, Assessors replying to the request can attach documents that may help clarify their position.

Work Orders

Once the comment period has been completed, the DOR will take all of the comments into consideration and will create a Work Order. This is an internal tracking system for the DOR and the County Assessors to monitor the request as it flows through the process to completion.

The work orders will contain the following information:

1. **Title.** This is the common work title for the enhancement.
2. **CCI WO #.** This is the CCI Work Order number if it has been assigned or if applicable.
3. **Status.** This field will track the work order through the process. The following selections are available.
 - a. **Preparing for Vote.** This category will contain every work order that is being prepared for the vote or is currently in the voting process. Once the vote is completed, this may prompt DOR to:
 - i. Modify the work order to correct any errors,
 - ii. Change status to one of the other selections.
 - b. **Scheduled.** These are work orders that have been approved by DOR and vote and are scheduled for completion.
 - c. **Completed.** These are work orders that have been approved and completed.
 - d. **Cancelled/Denied.** These contain work orders that were denied by the DOR for whatever reason, cancelled, or failed the vote.
4. **Category.** This is a general category to help group certain types of enhancement requests and work orders together.
5. **Scheduled Build.** This will be the date the enhancement is scheduled for completion.
6. **Priority.** This is derived from the priority originally identified by both the Enhancement Request and during the voting process.
7. **Cancelled/Denied Date.** The date any work order is cancelled or denied for whatever reason.

8. **Comments.** This is a general comment area that will describe in more detail, information regarding the work orders status.

Surveys

The survey area of the website is where Assessors will be directed to vote on work orders or to participate in general surveys being conducted by the DOR or in conjunction with the Assessors Association.

Historical Information

One of the goals of this website is to provide long term visibility to the decisions that are made regarding the CAMA system. When it comes to requesting enhancements, the following steps will occur:

1. The discussion threads associated with Enhancement Requests will remain on the website until the work order is successfully completed and the vote has occurred. Once the work order is locked down, the specific Enhancement Request discussion thread will be printed to a PDF document and will be attached to the Work Order.
2. Survey Votes will remain on the website until the vote is complete. As with the Enhancement Request discussion thread, the final vote will be printed to a PDF document and will be attached to the Work Order as well.
3. Work Orders and their attachments will remain on the website indefinitely. When opening the Work Orders page you may filter what documents you want to see by selecting the appropriate view. You can currently filter these by the following status types:
 - a. All Items
 - b. Completed
 - c. Cancelled/Denied
 - d. Preparing for Vote

Voting Results

Enhancement Requests will require a majority of the twenty-three county assessors (twelve assessors), or their official proxy, to vote. The general guidelines are as follows:

1. A vote requires at least twelve counties to vote to become “official.”
2. Any Assessor can choose to abstain from the vote.
3. Any successful vote will require the approval of the majority counties participating in the vote. At least twelve (12) counties must participate to make the vote official.
4. Any county that abstains from the balloting is *not* considered a yes nor is it considered a no vote.
5. Any Assessor can assign a proxy for voting purposes. This can be someone on their staff or another Assessor if they so chose. The DOR should be notified of the proxy prior to voting. You can send this information to David Chapman, Manager, Technology Services Group, dchapm1@state.wy.us.
6. A vote will only remain active and open for two weeks. At the end of that two week period the vote will be closed regardless of the results. Failure to achieve a majority vote within the two week time frame will result in the work order being cancelled.

Security Notes

The following items list the security requirements for the voting process.

1. All of the voting process is open for viewing, however, there are limitations placed on adding or editing entries.
2. The discussion forum for Enhancement Requests is open for adding and editing for all County Assessors and DOR Management. Each contributor can only modify their own comments. The system administrator at DOR is the only person who can delete enhancement requests.
3. The Work Order area is open for viewing, but is only modifiable by the DOR. This will be the official copy of the work orders.
4. The Survey area which will contain the Work Orders up for vote will strictly be for the County Assessors. They will be able to place a vote and see the results others have submitted. Each Assessor will not be able to modify the content submitted by any other Assessor. DOR will not vote in this forum. The DOR system administrator is the only person who may delete a survey.
5. At this time, only one password is being provided for the County Assessor. Care should be taken in sharing this password with others. Remember, if someone has your password they can comment from you and vote for you as well.
6. Passwords can be reset at anytime simply by contacting the website support at the numbers listed in the following section.

Support

The Wyoming CAMA website was designed and is supported by the Property Tax Division's Technical Services Group (TSG). If you are having any issues with the website or you need to reset your password, you may contact the following TSG staff for assistance:

1. David Chapman, Manager, dchapm1@state.wy.us or 307-777-5289
2. David Ray, dray@state.wy.us or 307-777-5325