SCA Software Consulting Associates, Inc.
Proven Municipal Software

ATTACHMENT #4

Aug. 11, 2015

To whom it may concern:

I am writing this letter to address the problems that have occurred in the SCA tax system since the new administration took over. The issues mostly involved the website – the payment and status site being down or data not properly synchronizing. Other issues within the actual tax system involved several setup / configuration issues and lack of SCA resource to address these problems. Per these problems:

- Most of the data synchronization issues were due to configuration issues that arose when a new profile was added to Dawn's computer and lack of training in using the synch. Once these were corrected, there have been few synch related problems.
- SCA migrated to a new web and database server due to aging equipment at the beginning of July. We encountered several unexpected problems during this migration which resulted in the websites being down for longer than anticipated.
- SCA had some unexpected staff reduction leaving us short-handed and scrambling to respond to all client issues.
- There were some configuration issues at the beginning of the 2016 Village Collection that led to problems such as difficulty editing a parcel. These have since been corrected.
- The SCA tax system was not designed with an unlimited penalty calendar. The Village's inability to sell its liens has forced us to use an unreliable workaround.

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I sincerely apologize for all of these problems and want to present how we will improve these situations going forward:

- We have been adding enhanced monitoring of all of our websites since we migrated to our new servers. This allows us to quickly detect any problems (synchronization or otherwise).
- SCA is working on adding back additional support resource so that there is more than 1 person available to help when assistance is needed or problems arise.
- The annual tax collection data load has been improved to prevent configuration problems like the ones that occurred at the beginning of the 2016 Village collection.
- SCA has developed an unlimited penalty calendar for the tax system, which will be implemented in the fall. This will eliminate the problem of the penalty not calculating after 2 years have elapsed.

If you would like to discuss these or other issues in more depth, please contact myself or the owner Wil LaBossier at 845-758-0104.

Sincerely,

Mike Thrapp
Senior Analyst
Software Consulting Associates