Project Spotlight; POPLAR

ISSUE: Property tax appeals were initiated with the Indiana Board of Tax Review ("IBTR") when a petitioning party filed a <u>hardcopy</u> of a state-designated form at the agency's central office in Indianapolis, Indiana. The prior Case Management System (CMS) did not have a public access portal, did not post any appeal information online, nor did it generate calendar notices when events were scheduled within the system. This archaic, hardcopy driven workflow was inconvenient for the petitioning party, inefficient for the IBTR / Administrative Law Judges (ALJs), and provided minimal public transparency throughout the process.

Solution: Develop an Online Portal

Working in partnership with the Indiana Board of Tax Review (IBTR), XSoft developed a statewide on-line CMS, whereby petitioning parties can enter all applicable information into a state-supported online filing system, completely digitizing IBTR's CMS and providing real-time access to all appeal records as they are prospectively added.

The Portal for Online Property Legal Appeal Review (POPLAR) allows petitioning parties and ALJs to complete appeal forms and supporting information online. POPLAR also allows the general public to perform basic searches regarding limited (public) appeal information such as calendar information and determinations.

There are numerous benefits for POPLAR, including:

- **Scalability**; resources can be scaled up or down based on the needs of the agency, which is particularly useful during peak times such as nearing the appeal deadline.

- **Security**; hosted in an actively monitored Microsoft Azure® environment, personally identifiable information (PII) is protected through robust user rights and stringent security protocols.

- **Communication**; proactive notifications and communication channels are pervasive throughout the system. Users are alerted via email when forms are submitted online or the status of a submitted form changes. In addition, users can pose questions and receive responses directly within the application.

- **Accessibility**; whether you're a petitioning party, ALJ, or the general public, you simply need a web browser and user credentials to access the application and submit forms.

- **Modernization**; components within the system are continuously updated and improved by XSoft, ensuring the agency and users have access to the latest features and security enhancements.

- **Workflow Automation**; the completion of forms systematically flows through a workflow driven process, minimizing missing or inaccurate information.

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