County FAQs
About the Project

Q: What is IMPACT?

A: The Integrated Multi-Processing of Administrative and CAMA Technology system (IMPACT) is an integrated system with a relational database shared across the business areas of DPA, OSAP, SBOE and DoTS. IMPACT is hosted by the State of Tennessee, and will be used by State and County Assessor users who have responsibilities for parcel maintenance and tax administration. IMPACT has replaced the antiquated CAAS system.

Q: How does IMPACT benefit the State and Counties?

A: IMPACT is a strong choice moving forward, offering:

- *New technology and design*
- *Improved user capabilities*
- *Expanded tools for analysis*
- *Customized training*
- *Multiple levels of user support*
- *Mobile data collection*

Q: Who can IMPACT county users call with technical questions?

A: In Production, the first contact for all county calls is the county's DPA area office. There are 5 DPA area offices across the State of Tennessee.

Q: Will there be ongoing training for new staff after implementation?

A: The State will provide training for all current staff during implementation. After the initial training, the county would need to make arrangements for formal IMPACT training for any new hires.

Q: How frequently will IMPACT be updated in Production?

A: Updates to the IMPACT software will occur approximately 4-6 times per year or as determined by the Product Manager. Users will be notified ahead of time when the update will occur, and what changes they should expect to see with the update.