



FAQs About the IMPACT 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 is used by State and County Assessor users who have responsibilities for parcel maintenance and tax administration. IMPACT replaced the antiquated CAAS system which had been in use in Tennessee for approximately 30 years.*

Q: How does IMPACT benefit the State and Counties?

A: *IMPACT is a strong choice in CAMA systems, offering:*

- *Current 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: *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. Each office is staffed with proficient, experienced users of IMPACT capable of providing remote or onsite support.*

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

A: *The State provides training for all current assessor staff during implementation. After the initial training, the county would typically need to provide IMPACT training for any new hires. Additionally, area DPA offices will occasionally offer IMPACT training during the year for any new county or state employees needing the full 5 day training program.*

Q: How frequently will IMPACT be updated in Production?

A: *Updates to the IMPACT software will occur approximately 2-4 times per year or as determined by the Product Manager in collaboration with the Comptroller's Division of Technology Solutions and the vendor, Tyler Technologies, Inc. Users will be notified ahead of time when updates will occur and what changes they should expect to see with the update.*

Q: What if I still have questions?

A: *Please feel free to contact anyone listed on the Contact IMPACT section of the Comptroller's website.*

https://www.comptroller.tn.gov/impact/impact_contact.asp