

Real Estate, Arizona Department of

Description

Under A.R.S. Title 32, Chapter 20 and Arizona Administrative Code Title 4, Chapter 28, the Department regulates real estate, cemetery, and membership camping licensees, including the approval and monitoring of pre-licensing and continuing education courses to ensure the quality content of courses and the competence of instructors, as well as the quality and timeliness of materials being taught. The Department oversees the activities of licensees, investigates complaints against licensees and land developers, and participates in administrative hearings pertaining to their conduct. The Department regulates the sale of subdivided and certain unsubdivided lands, timeshares, condominiums, membership campgrounds, and cemeteries. The Department also administers a recovery fund program available to persons who have sustained out-of-pocket losses and have obtained an otherwise uncollectible money judgment against a licensee for conduct violating statutory duty.

IT Vision

To provide the Department with the State of Arizona's most user friendly, technically advanced and adaptable information system.

IT Mission

To support the Department in providing the public accurate, timely and easily accessible information for all business functions requiring computer based solutions.

Goal 1

Work with IBM and GITA to create an online license renewal system.

Objective 1

Reduce manually processed renewals up to 50% by the 3rd year of use.

Current Situation

PIJ submitted

Performance Measures

- 1 Reduction in manually processed renewals.

Status Un-Funded

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome			3,000	6,000	12,500

Objective 2

Increase the Department's efficiency to provide more complex services because of the reduction in manually processed renewals.

Current Situation

Performance Measures

- 1 Reduction in the amount of time required to perform more complex services.

Status Un-Funded

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Efficiency			10	20	30

Goal 2

Revise the Department's primary web site to visually conform to the State Portal's guidelines and restructure the content to provide more logical access to information.

Objective 1

Reduce the number of calls into the department requesting help to find information.

Current Situation

Planning

Performance Measures

- 1 Number of calls reduced.

Status In Process

Category: Outcome

Target 03	Actual 03	FY 04	FY 05	FY 06
		720	1,440	2,160

Goal 3

Re-write the Department's Online Services web site utilizing Microsoft's .Net technology to increase the amount and flexibility of information provided to the public and to reduce the time needed to maintain and enhance the site through the utilization of a modern, object oriented application platform.

Objective 1

Increase the amount of information provided to the public through automation.

Current Situation

Planning

Performance Measures

- 1 Number of manual processes automated that either provide or receive information from the public.

Status In Process

Category: Outcome

Target 03	Actual 03	FY 04	FY 05	FY 06
		5	5	5

Objective 2

Reduce the time needed to maintain and enhance the site.

Current Situation

Planning

Performance Measures

- 1 Percentage of time required to maintain and enhance site comparable to utilizing current technology.

Status In Process

Category: Efficiency

Target 03	Actual 03	FY 04	FY 05	FY 06
		20	40	50