

Corporate Application Mapping Initiative

Challenge

Kentucky Housing Corporation (KHC) operates a complex technology environment that supports housing finance, federal and state compliance, and service delivery across the Commonwealth. Over time, this environment had grown to include internally developed systems, commercial off-the-shelf products, cloud-based tools, and third-party applications. However, KHC lacked a single, authoritative view of how these applications were used, governed, or interconnected. Without a comprehensive understanding of application ownership, functionality, dependencies, lifecycle status, and contractual obligations, KHC faced limited ability to plan for modernization and address inefficiencies in decision-making related to replacement, development, and compliance.

Solution

KHC's leadership recognized this as an opportunity to leverage existing technology not just to document systems but to strengthen operations and long-term planning. The Corporate Application Mapping Initiative was created to replace static inventories and provide a living map of all software applications used across the Corporation.

- **Questionnaire:**
 - The project team started by creating and distributing a standardized questionnaire to department-level subject matter experts about the applications used in their areas. In addition to basic information, the questionnaire asked about the purpose, frequency of use, lifecycle, data flow, users and permissions, data policy and storage, and other qualities of applications.
- **Interviews:**
 - After receiving the completed questionnaires, the project team interviewed department-level subject matter experts to finalize a list of applications, which amounted to over 330, including various sites we use such as HUD IDIS and HUD Secure Systems, and various applications that were no longer used and needed to be decommissioned.
- **Mapping:**
 - Having finalized the master list of applications, the project team traced applications that import data, export data, and/or interact with other applications, which included current interfaces and whether the data flow was two directions (both received and sent) or one direction (either received or sent). These relationships were visually mapped.

- **Development:**
 - For the final step, the project was handed over to the software developer, who created a centralized repository in Microsoft PowerApps. As part of the Microsoft Enterprise Agreement, the tool is accessible to all employees, and all data is securely stored in SharePoint.
- **Maintenance Process:**
 - The project team also embedded processes to ensure the information remains current, including bi-annual updates from each department and an updated workflow for application procurement.

The initiative was executed by leveraging KHC staff and resources. No new software was procured; no external vendors were hired. Instead, KHC leaned on a development tool in the Microsoft Power Platform, internal IT expertise, department-level subject matter experts, and project management, achieving results at a fraction of the cost typically associated with such efforts.

Measurable Improvement

The Corporate Application Mapping Initiative has produced the following improvements in KHC's operations:

- **Enterprise Visibility:** For the first time, KHC maintains a comprehensive, validated inventory of all software applications, including ownership, functionality, and dependencies.
- **Improved Planning:** Leadership can now assess the downstream impacts of system changes, replacements, or upgrades.
- **Operational Efficiency:** Staff time previously spent locating information across emails, spreadsheets, and institutional memory has been replaced with a single, authoritative source.
- **Risk Reduction:** Documented interfaces, lifecycle status, and compliance requirements strengthen audit readiness and continuity planning.
- **Scalability:** The Corporation can now absorb new applications or retire legacy systems without recreating discovery processes.

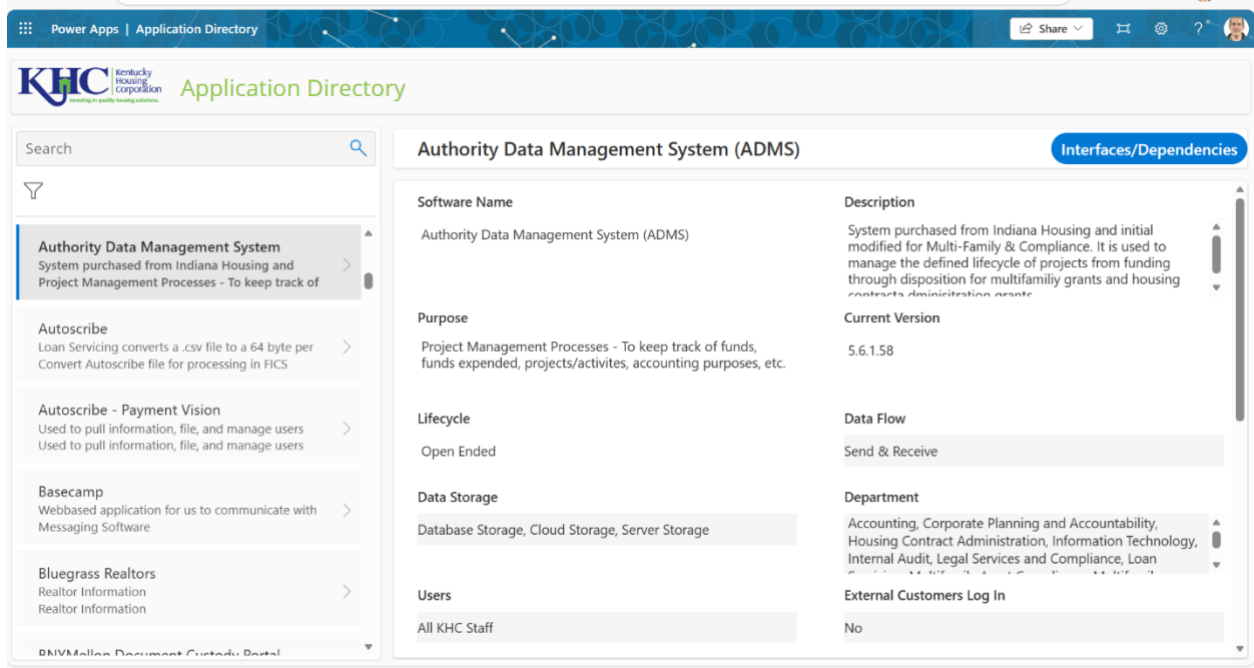
These improvements directly support KHC's ability to deliver housing programs efficiently while safeguarding data, compliance, and continuity. In addition, KHC was able to identify redundant applications and consolidate applications with similar corporate functions and to uncover applications that were being paid for but not being used, all of which will save time, resources, and money for the Corporation.

Replicability

This approach represents a simple application of existing technology. KHC used internal tools, structured data, and visualization to support enterprise management, strategic planning, and risk mitigation—without new procurement or external consultants. As such, the Corporate Application Mapping Initiative would be easy to replicate for other Housing Finance Agencies. Any agency with limited resources and complex technology environments can adapt this approach to strengthen agency operations and achieve strategic objectives.

By addressing a critical management challenge with resourcefulness and collaboration, KHC transformed fragmented institutional knowledge into a strategic asset that delivers measurable operational improvements, maximizes existing resources, and establishes a replicable model for HFAs nationwide.

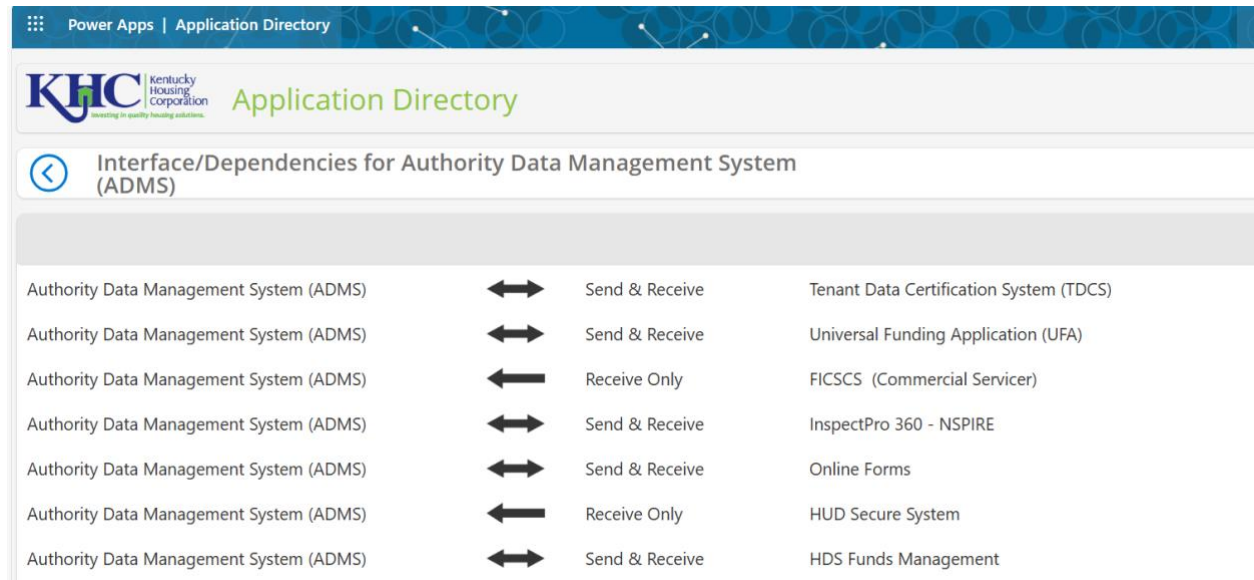
Visual Aids



The screenshot shows the Power Apps Application Directory interface. On the left, a search bar and a list of applications are visible. The main panel displays the details for the 'Authority Data Management System (ADMS)'. The details are organized into sections: Software Name, Purpose, Lifecycle, Data Storage, Users, Description, Current Version, Data Flow, Department, and External Customers Log In.

Section	Value
Software Name	Authority Data Management System (ADMS)
Purpose	Project Management Processes - To keep track of funds, funds expended, projects/activities, accounting purposes, etc.
Lifecycle	Open Ended
Data Storage	Database Storage, Cloud Storage, Server Storage
Users	All KHC Staff
Description	System purchased from Indiana Housing and initial modified for Multi-Family & Compliance. It is used to manage the defined lifecycle of projects from funding through disposition for multifamily grants and housing contracts administration, etc.
Current Version	5.6.1.58
Data Flow	Send & Receive
Department	Accounting, Corporate Planning and Accountability, Housing Contract Administration, Information Technology, Internal Audit, Legal Services and Compliance, Loan
External Customers Log In	No

Note: The Application Directory shows every application used by KHC (left column). Clicking on an application brings up a detail window, showing the purpose, lifecycle, users, data flow, department, and more.



The screenshot shows the 'Interface/Dependencies for Authority Data Management System (ADMS)' window. It displays a table of dependencies between the ADMS and other applications.

Application	Direction	Interface/Dependency	Application
Authority Data Management System (ADMS)	↔	Send & Receive	Tenant Data Certification System (TDCS)
Authority Data Management System (ADMS)	↔	Send & Receive	Universal Funding Application (UFA)
Authority Data Management System (ADMS)	←	Receive Only	FICSCS (Commercial Servicer)
Authority Data Management System (ADMS)	↔	Send & Receive	InspectPro 360 - NSPIRE
Authority Data Management System (ADMS)	↔	Send & Receive	Online Forms
Authority Data Management System (ADMS)	←	Receive Only	HUD Secure System
Authority Data Management System (ADMS)	↔	Send & Receive	HDS Funds Management

Note: Clicking on the “Interface/Dependencies” button (top right) opens a window with detail about the relationship between the application and other applications used by KHC.