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# DSC Newsletter



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"Your most unhappy  
customers are your  
greatest source of  
learning." Bill Gates  
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## Access Management Study Team Assembled

On August 23<sup>rd</sup>, 11 members of the Access Management Study Team met at the Lincoln Chamber of Commerce to begin work on what we trust will be the final edit of the proposed "City of Lincoln Access Management Policy."

Discussion centered on a number of topics: the intent of the Manual, the Study Team objectives, an overview of the draft manual, points of agreement and areas needing additional negotiations, a consensus on the editing process, and homework assignments.

The Manual will set out the conditions and requirements that must be met in order to obtain a driveway approach permit that will allow access to property within the City of Lincoln or within the surrounding three-mile zoning jurisdiction limit.

The Committee will meet again on September 8<sup>th</sup> and September 21<sup>st</sup> with one or two meetings in October to submit their suggestions to Mayor Beutler for consideration and to meet the Mayor's October deadline.

## Accela Conversion Update

Jim Walkenhorst has been named the City Project Manager for the Accela software conversion which will cover all the departments in the DSC. As Systems Project Supervisor for the City, Jim has been leading technology projects for more than twenty years. His experience has been instrumental in the successful implementation of many large scale application systems.

Jim credits his success to the team approach he uses while working with customers and technical staff to implement good working solutions for his customers. The team approach is usually a blend of cross functional and technical participation. He also credits the great technical resources employed by the City. Jim said, "I'm looking forward to the Accela Automation project. It's a classic large-scale project with a great opportunity to make a difference."

The upgrade is expected to take a year for completion of the data conversion, the workflows and business processes and the training of the "Power Users" from each department and the staff users from all departments. We will be using the "Train-the-Trainer" model to provide efficient training programs and services to the over 150 users of the Accela Land Management software.

During the conversion, Accela will share with us a sample of the most effective workflows they have implemented. This will give our department staff the opportunity to review our workflows and determine the best approach for making our workflows as efficient as possible.

On Friday, August 19<sup>th</sup> Jim, Steve Henderson, IS, Mike Lang and Fred Hoke conference with Pat Merell and Dan Kalt with the Accela home office in San Ramon, CA. Rocky Copeland will be the Accela Project Manager. Rocky and Jim

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"Customer service is just a day-in, day-out ongoing, never-ending, unremitting, persevering, compassionate, type of activity."  
Leon Gorman

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"Again and again, the impossible problem is solved when we see that the problem is only a tough decision waiting to be made."  
Robert H. Schuller

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will work together on the phone and in person. Dan Kalt will serve as the Senior Manager, Project Executive – the Contract Administrator. Brenda Berens will serve as the Solutions Architect working with the analysis in the first critical two-three months of the project.

We'll develop appropriate work space for Jim Walkenhorst and Rocky Copeland. Rocky may be working with Jim a week a month and further into the conversion, could be several weeks per month depending on the status of the project.

We've identified space in DSC 202 to configure work space for Jim and Rocky. We'll have a white board, speaker phone, and data lines for the computers. We'll also be using DSC 215 as a "War Room" for six work stations for Brenda Berens, the Solutions Architect, and our staff who will be working with her on analysis functions early in the conversion process. We can host analysis sessions with space for documentation on the large white board.

Initial training will be held early in the project in small teams for our Accela administrator and top Subject Matter Experts (SMEs) and technical administrators. We'll provide a larger training area for 10-14 people.

**Accela Staff on Site**

On Wednesday, August 31<sup>st</sup>, three Accela Conversion staff will be in Lincoln for two days of meetings with our Project Manager and selected department staff to lay the groundwork for the conversion project.

**Accela Conversion Kickoff Scheduled**

On Monday, September 19<sup>th</sup> at 1:30 PM, the Accela Team will be in Lincoln for the Kickoff Event for our conversion project. Mayor Beutler will welcome our department staff members along with the Accela team, including Pat Merell, Rocky Copeland, Dan Kalt, and Brenda Berens. He'll provide an overview of his vision for this program. During this meeting, we'll receive an overview of the inspection process to get a better sense of how that portion of the program will look. We'll also receive the timelines for the implementation of the 20 deliverables associated with the project.

**Technology Team to Meet**

Next Tuesday morning the DSC Technology Team will meet with Jim Walkenhorst to get an update on the Accela project and to provide insights and advice before the Accela staff is on site next Wednesday and before the Kickoff meeting.

**Trivia Time:**

In this puzzle, three numbers: **16, 14 and 38**, need to be assigned to one of the rows of numbers below. To which row should each number be assigned? (Hint: This is not a mathematical problem. The numerical values are irrelevant.)

A	0	6	8	9	3
B	15	27	21	10	19
C	7	1	47	11	17

Be the first to answer correctly. Send replies to [ggraupmann@lincoln.ne.gov](mailto:ggraupmann@lincoln.ne.gov)