

September 23, 2011

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focus

Designed for all staff and departments who use Accela.

The Accela Land Management Software Kickoff attracted 31 Subject Matter Experts (SMEs) on September 19th. Mayor Chris Beutler, Visionary Project Sponsor, set the tone with an overview of his vision for the software conversion project. Accela staff included Dan Kalt, Project Executive and Brenda Berens and Matt Hart, both Lead Consultants. Brenda and Matt will work with the SMEs to perform the business analysis for the permits and compositions being upgraded into the wireless software.



Mayor Chris Beutler

The First Accela Training was held at the MSC Building with staff participating in a two-day overview of the software. Day One training went well and participation grew in the afternoon.

Jim Walkenhorst was impressed with the SME participation and process ownership during Day Two. SME's are talking across departments...that's such a great thing to see as one of our internal project objectives is to blur department lines. These two days of SME's being together also had a residual benefit -- the team pulled together! Matt and Brenda did an awesome job answering questions and leading the sessions too.

One focus of the meeting was also beneficial. We tried to create an understanding of the relationship between the analysis sessions and the build process. The end result of the analysis session to be used to create the new permit workflow, is what we call the "new workflow experience".

Outside the Box. Staff at the Kickoff Meeting had the opportunity to sign the outside of a white paper-covered box indicating their willingness to "Think Outside the Box". We'll keep that Accela conversion symbol as the SMEs work with Brenda and Matt to discuss the current permits and workflow that need to be translated into the upgrade. We'll be looking for improvements to our processes and then direct the training to accommodate those improvements. We want to be sure each DSC staff member using the software upgrade has adequate training to feel comfortable with any process improvements.

An E-Pay Meeting was held this Tuesday with members of the Finance Department to begin discussions on electronic payments for permits and fees. We'll be working with Information Services to design a methodology to encourage customers to use the electronic permit features and pay permit fees over the Internet. There are many details to be worked out for payment and account reconciliation; but no major impediments to moving forward with this initiative.

QUESTION OF THE WEEK: What do you think we can do to create the most successful Accela Automation project? E-mail jwalkenhorst@lincoln.ne.gov

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