

Dec. 9, 2011

Please print a copy of this newsletter for staff who do not have e-mail.



focus

Designed for all staff and departments who use Accela

Project Status Report

Over the course of nearly three months we have covered a lot of ground with this project. To begin with the project philosophy, the vision of opportunity, and the spirit of the endeavor has yielded many success stories already. The analysis sessions have been productive and at this time all of the analysis sessions have been completed for the 80 Accela lead permits. The subject matter experts have made considerable progress on the 60 City lead analysis sessions. The project also has been a catalyst for enterprise solutions which we feel are forthcoming. There have been parallel, residual, and breakthrough successes which are a direct result of those very project elements of philosophy, vision, and spirit. We are almost 20% of the way through the project; momentum is building. We have made three suggestions to Accela which are two-fold. One to create a better end result for the City of Lincoln and two, to strengthen Accela Automation. Our desire is to create the best possible project and the best possible end results. We have even created a framework for this very success that we now call the Overwhelming Success Framework. This framework will live on after the Accela Automation project is completed. In the months ahead we will make extensive efforts to build the Accela Automation system with the specifications which have come from the efforts in the Accela Analysis Center and from our own analysis and review efforts. Accela will then begin working with us on our data conversions. We are in the process of scheduling training sessions for the subject matter experts. The project budget is being reviewed. Key budget issues include the travel budget, Project Dox integration, and the contractor license renewal process. As you all know, we are trying to manage the named system users wisely. The budget has been compensated though. We have decided to eliminate 160 hours of work by dropping IVR and XAPO interfaces. This yielded redirection of \$26,400 to be used for other items of impact. Also, maintenance invoicing has arrived and there seem to be quite a few adjustment opportunities in that invoice which will be pursued next week. Project scope and budget are being managed with great care and the issues which seem to surface can be placed in a category we could label "Typical". Overall, I'm happy to report that at this time things are moving forward and appear to be right on track.

Overview Session Schedule

We promised you a closer look at Accela Automation and now an opportunity has arrived. On January 17th plan on attending one of two product overview sessions. These sessions will give you a firsthand look at the Accela Automation product and will give you a platform to ask any questions that you may have about the Accela product or project. The first session will be from 9:00-11:00 and the second session will be from 1:00-3:00. Each session will be held at the Health Department in Room 2135. If you have any questions feel free to contact Jim Walkenhorst (jwalkenhorst@lincoln.ne.gov / 402-416-7898).



Matrix of Named Users

Work has continued in identifying all of the users of the Accela Automation system. At this time we have identified roughly 150 +/- users who will be included in the matrix. Next Wednesday we are having a meeting over the lunchtime to try and distill the final count of all named users for each of the following Accela modules: Land Management, Accela Mobile Office and Accela GIS.

Overwhelming Success Framework

The first meeting to extend the Overwhelming Success Framework (OSF) was held Wednesday. The general framework has been discussed as well as the DSC history, cultural issues, and plans to move the OSF forward. The OSF team will meet again next Wednesday to continue work on the OSF extensions. The team will seek approval for this framework from upper management and at that time begin to identify an action plan for the OSF implementation.

Accela Analysis Center Activities

Accela analysis sessions are finished and the review sessions are now in full swing for all permit types. Some of the review sessions and questions are being handled through conference calls. Overall though, these sessions are on track with the project schedule. Accela has begun working off site in the preliminary configuration stages for some permit types. There will be configuration review of finished record types after the beginning of the year. Now that's progress!

This week we were fortunate to have Matt Hart and Shauna Minor on-site for the following review sessions:

- Planning - 12/06 - County Admin-Sub Permit/Urban Design Review, 12/07 - Review Special Permit Second/Amend, 12/08 - Review Admin Amend/Chg of Zone
- B&S - 12/06 - Flood Plains/Fireworks/Spray Operations, 12/07 - Review Commercial/Residential Permits, 12/08 - Review Electrical/Mechanical Permits

Next week Brenda Berens will return to facilitate the following review sessions:

- PW & U - 12/13 - Review Impact Fees, 12/15 - NOI/NPDES
- Health - 12/13 - Review Complaints, 12/14 - Review Special Waste Inventory/Special Waste

An answer to the newsletter question of the week

Last week our question was, "If money was not an issue, what would you accomplish in your department?" Nick McElvain provided a wonderful response: *"I would develop an Asset Management System that would help Water (and all other city) Staff determine the least life cycle cost of owning our customer/owner's infrastructure, and then I would fund the replacement and rehab of the infrastructure in a way that would give our customers the highest possible, consistent level of service. I would also integrate our maintenance management system with our financial system so that managers would know the true cost of doing business."*

We want to thank Nick for his awesome answer. This is a great example of the ideas that can come from the readership. This week we scheduled a meeting to further investigate the concept of an asset management system from a high level. The concept is to include the functional aspects of asset management and the financial aspects as well. Although this is not in the scope of our current project this suggestion offers enough merit for further exploration and could become a project in future. Question of the week responses are being gathered for use within the project life cycle. Some of the ideas that you have shared will become action items in the Overwhelming Success Framework and some of them will serve as guideposts to consider as the project results are developed. Your answers will make a difference. Thank you again for your continued participation!

Something to think about

Leadership Strings
Leadership flows like the pull of a string,
whereas pushing creates a bend in the thing.

(Copyright © 2005 James Wayne, Inc.)



Question of the Week

What do you suggest that we do to create
inter-departmental synergy?

Send your replies to jwalkenhorst@lincoln.ne.gov

JIM WALKENHORST
PROJECT MANAGER

FRED A. HOKE
PROJECT SPONSOR