



Jan. 20, 2012

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ACCELA  
Government Software

focus

*Designed for all staff and departments who use Accela*

### **Project Status Report**

This has been a very busy week. We held two product overview sessions on January 17<sup>th</sup> with a combined turnout of 75 people. Although the sample data was from another City we believe that everyone gained a better understanding of Accela functions and features. During these sessions individuals asked a number of great product and project questions such as:

Q: What information should be open to the general public?

A: We are surveying other cities to review their policies. We will work with our directors to establish our policy on the availability of records to the general public.

Q: Will we have each citizen or contractor establish a log-in account before they can look up permit information or pay fees and renewals?

A: In discussions held after the overview session the general consensus is that anyone who accesses Accela Automation or does business with the City needs to have a log-in account. During additional internal meetings, we'll discuss this topic and make the decision.

Q: Will the rest of us get to have our input in some of the decision making process?

A: We have ensured that during each permit review, key stakeholders have participated in analysis sessions. The design of the permit data attributes and workflow has been handled by Accela consulting experts. As the system is configured we are going to have cross functional review of the final configuration of certain permits within each department.

Q: What about the larger picture of the "Accela Promise"?

A: Many have shared a bigger vision for the future and have an expectation specific to their needs. Right now our charge is the conversion from Permits Plus to more effective business processes and workflows. This first phase carries a tremendous expectation. We've found many areas of added value in processes and within the project lifecycle. We're building awesome business practices! The efforts of many talented people are beginning to take shape as the system configuration is going into full swing. During this time we have identified a number of areas of change and improvement that have fallen outside of the scope of the initial project phase. In a future edition of this newsletter I'll share some specific examples.

Capping off Tuesday was a conference call with Accela executives. We've had several open software license and annual maintenance invoicing issues that needed to be reworked. Accela has been accommodating with adjustments to our annual maintenance invoice, applying credits, and exchanging software licenses. In this process we also have executed contract addendums which have complimented all of our licensing needs and obtained discount opportunities. The Accela professionals also have expedited these changes and have been great to work with.

Wednesday we met with our Subject Matter Experts, directors, others. The meeting topics included permit/record type configuration reviews, gaining access to the development environment to begin reviewing initial system configurations, discussion of Accela lead development of an initial 30 batch scripts and 60 reports, Crystal Report licensing, concurrent system use, GIS opportunities, training schedules, and contractor license renewal processes.

Thursday we held strategic project discussions internally. Decision point meetings were made on some key issues. This Friday morning our focus is on the further development of the Overwhelming Success Framework, Crystal Reports decision point meetings, and the afternoon will kick off with meetings with certain Directors and will close with a project planning session.

**One more observation** prior to closing the status report this week. A number of people or teams were involved in the inception of the DSC and provided ideas for improving processes and procedures. Those early teams were disbanded when the physical construction began, the software was determined, and the hunt for funding the software began.

Many of you wanted to get back to the initial excitement generated among so many of the early participants in the various teams. A number of individuals would like to contribute and gain a greater level of project detail. I recognize all of the effort that so many people have put into the DSC in the past. Please know that we are making a huge effort to continue to connect awesome people into the software project at all levels. If you want to be more invested in this project, please visit with your Subject Matter Expert and talk to them about the project details, any concerns you may have, or how you might become connected. Feel free to come and visit directly with me at any time. We have a great spirit in this project which is a continuation of initiatives and efforts of many people over the last few years. The Subject Matter Experts chosen for this project continually are thinking outside the box so that business will no longer be "as usual". In the spirit of being the best, it's important to keep everyone engaged in the project by collecting and sharing your ideas with the Subject Matter Experts. You have been encouraged to go through this channel many times in past newsletters. Please continue your contribution; and feel free to ask product and project questions. This system belongs to you. Your SME's are PW&U – Tan Pham, B&S – Rita Cox, Planning – Missy Minner, and Health – Mark Kenne.

Please continue to participate and make a difference during this great period of opportunity - Jim Walkenhorst ([jwalkenhorst@lincoln.ne.gov](mailto:jwalkenhorst@lincoln.ne.gov)).

### SOMETHING TO THINK ABOUT

#### Triggers of State

What is it that triggers certain states of mind?  
To realize those things is an interesting find.

Knowing those things which trigger a state,  
Let's us master ourselves and sometimes escape.

Don't let any state just take over you,  
Learn the triggers for those things that you do.

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### Question of the Week

“What question do you have regarding the Accela Automation project or product?”

Send your replies to [jwalkenhorst@lincoln.ne.gov](mailto:jwalkenhorst@lincoln.ne.gov)

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