



March 16, 2012

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ACCELA  
Government Software

focus

Designed for all staff and departments who use Accela

### **Project Objectives – Status Report**

We are at the mid-point of our project so I thought it would be a good idea to pull the objectives of this project from our Project Charter and reconcile our project efforts with these objectives.

The main objective of this project is to implement a web-based Enterprise Solution that integrates and leverages existing systems for current permitting processes, licensing, and inspection services seamlessly across departmental boundaries to achieve the following benefits:

- Promote consistent building permitting practices throughout the City of Lincoln and Lancaster County – Accela Automation methods are allowing us to pull all business permitting practices, workflows, and fees through rigorous analysis and create continuity of practice across all permit types.
- Improve data sharing through efficient systems integrations - We have identified points of integration to financial systems, Fire PRIME (RIS), credit cards, and others. Meetings, conference calls and other communication have begun to ensure smooth points of integration.
- Enhance functionality offered by current solutions to further develop and improve business processes - Enhanced functionality is inherent to the project through analysis, consolidation of permits, a stronger integration of processes, and the planned removal of stand-alone/disparate systems.
- Increase the availability of, and access to, pertinent information by appropriate users through single system/database -  
It has been determined that Accela Automation will be the only repository for permits. In the future, we believe this will eventually be the single repository for complaints and complaint tracking. In the future, additional component software could be purchased to leverage the repository such as Accela Analytics, Asset Management, and others.
- Decrease support costs by implementing one system, configured to meet the needs of each participating department and/or agency -  
This is exactly what is happening as you read this newsletter. Accela Automation is being implemented and each supporting department and/or agency is building a solution that fits their specific needs.
- Implement Accela Automation to allow various departments to provide the citizens with enhanced services via the internet with Accela Citizen Access (ACA), decreasing the need for face-to-face interaction -  
Unless otherwise noted below, implementing Accela Citizen Access (ACA) will provide a facility to perform the following functions to accommodate the needs of the project objectives. This spring we will be working with Accela to configure the ACA component for our project.
  - On-line customer access and self-service (electronic permits)
  - On-line submission of permit applications and inspection requests
  - On-line inspection scheduling
  - Create the ability for automated notification of results via email
  - Give customer(s) the ability to monitor the status of projects

- On-line, document storage and retrieval -  
This particular item, document storage and retrieval, will most likely be configured through a third party provider, in essence the State of Nebraska. We are working behind the scenes to gain acceptance and approval of their On Base EDMS to use as a City Enterprise Solution. We met with the State's third party provider, eDocument Resources (EDR), to discuss the integration of On Base and Accela Automation. EDR has experience in this integration since they have provided a point of integration between On Base and Accela Automation in many other cities.
- Electronic fee payment (integration with financial system) -  
The ball is rolling on this project. A group of people had a conference call this week to discuss the design of a software solution. We expect the development of a specification document soon.
- Prepare for the ability to facilitate the contractor licensing process electronically -  
This part of the system is planned; however, no progress can be made due to the dependency on core record/permit development. When the base permit records have been created then we will begin this development process. The update of key contractor contact information will be made available to the contractor community post go-live. This update component is in our project parking lot.
- Increase reporting and performance management capabilities through standardized Reference Data (Address, Parcel and Property Owner) using a consolidated data repository (GIS and Assessors information system) -  
All of the data in the system, the validation, and continuity is a priority. The SME team has worked to maintain the highest level of standards throughout the system.
- Create the ability to view parcel and building records by leveraging GIS -  
The ESRI GIS interface will provide a deep level of information through Accela Automation as well as at the fingertips of the desktop user.
- Improve business processes, resource management and customer service through Accela Automation -  
The business processes associated with Accela Automation have been redesigned to fit today's needs. Additionally, the Overwhelming Success Framework (OSF) that you read about from time-to-time will play a part into the DSC identity and service.
- Implementation of management dashboards for management reporting and monitoring of key activities and processes-  
Crystal Report Enterprise will provide the functionality needed for reporting and dash boarding.
- Assure data and financial accuracy in a secure environment -  
On the front end of the system, those accessing internally and externally will have to pass through many security doors. Customers who use the system externally will have individual log-in/profiles to use and also will be subject to the application system security rules.

## Sub-Projects Update

**Crystal Reports Enterprise** - Much progress has been made! We have downloaded the deployment and installation guides and the software currently is being installed on two 64-bit virtual single processor machines each running Windows Server 2008.

**On Base** - A return-on-investment study is wrapping up. We have met with professionals from the e-Document Resources Company with a preliminary discussion and ultimate plan for the creation of an On Base EDMS environment and an interface to Accela Automation. It is our understanding that e-Document Resources can respond quickly to our need to create the On Base environment and AA interface quickly once the acceptance and approvals are finalized.

**Project Dox** - Our friends at Avolve Software are putting together a plan for upgrading our current system. Also, there is an effort in Building and Safety to integrate the use of Project Dox into their processes more extensively.

**Scanning** - I'm checking back with Accela to determine where this falls on their radar. Meanwhile, we are looking for some workarounds and/or alternate solutions.

**Credit Cards** - We still are compiling information regarding needs over in Water. At this time, I believe a DSC credit card team will be assembled to make this a reality prior to Accela Automation go-live.



*“The Accela Newsletter will not be published on March 23.”*

**JIM WALKENHORST**  
**PROJECT MANAGER**

**FRED A. HOKE**  
**PROJECT SPONSOR**

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