



June 22, 2012

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ACCELA
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focus

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Project Status Report

And so, the countdown continues! We are 12 weeks out from implementation and the Subject Matter Experts (SME's) are working diligently to keep the project schedule. The project is 58% complete. Although, in linear terms, the project is roughly four to six weeks behind schedule, we are tracking for September. A new schedule was published in the June 8 edition of the newsletter. As you may note, the adjusted project schedule has been reworked for the final time. The term "wiggle room" does not exist. Conversion has become the greatest project challenge to date. This is the number one item on the critical path of our project. The remaining critical path includes Scripting, Crystal Reporting, and our new electronic data management system -- On Base. These remaining critical path items must come to closure by July 20.

Our travel budget is holding up as adjustments were made early in the project. We have \$10,172 remaining in the travel budget. This amount will be reduced for two recent consulting trips and then drained for training this summer and go-live on-site support in September. We have made 10 of the 12 progress payments to Accela for professional services.

As conversion efforts roll along with SME's mapping data from the PermitsPlus system to Accela Automation, we found some limitations in our conversion environment. Not all baseline data can be converted using the Accela Data Mapping Tool (ADMT), only two SME's can access ADMT at the same time, and SME's have been experiencing some performance issues within the ADMT.

All of these limitations contribute to the delays in the conversion effort. The original project plan needed to reflect more hours for this massive effort. To keep moving forward though, SME's are working additional hours and the data which does not meet ADMT criteria are being extracted then loaded to conversion staging files utilizing Accela-written Batch Scripting. Accela is working with us to allow more users in the tool at the same time and a new version of the tool has been installed. The results have been favorable. We did run conversion for Planning, Public Works and Health. The new version of ADMT has really helped Building and Safety efforts and they are planning the first pass of conversion the week of July 9. With over a million rows of data to pass, the conversion results will be mixed, however, that is understood. And, as you might imagine, there will be an enormous fine-tuning effort.

We are still experiencing some challenges with the Accela Adapter interface and our Crystal Reports Enterprise solution. The Accela Adapter, the interface that allows communication between Accela Automation and Crystal Reports, is not working correctly for all reports. For example, reports that are developed in Crystal using the

Crystal Wizard facility can be defined to Accela through the Accela Report Manager. However, when executed from an Accela user console, they fail. The Crystal report otherwise executes without failure from a Crystal session. Initially, we had a compatibility issue with the Accela Adapter and Crystal Reports Enterprise using the 2011 Server product. We installed Crystal Reports Enterprise Server 2008 and the compatibility issue disappeared. The issues with report execution have been open for three weeks. Accela's Kevin Ford has become involved in trying to determine a solution. The configuration with the Accela Adapter and Crystal has been proven to work at many other Accela client sites. This is an important issue that needs to be resolved quickly. Accela continues to complete report specification documents and have developed reports for Lincoln which are on hold for testing until a decent conversion run has concluded and the report issue has been resolved.

The Scripting programs - allowing additional functions to occur during the permit record process - is still a work in progress for our project. Lincoln has 120 Scripts. Accela is contracted to complete 30 and so far there are 28 of them which are ready to be tested. Building and Safety has the bulk of the remaining Scripts to write. To help the project momentum, an arrangement has been made for Accela to complete 22 Building and Safety Scripts. Accela's Seth Axthelm is working his way through a prioritized list and will most likely complete this task next week. We are in great shape overall for all departments regarding Script writing.

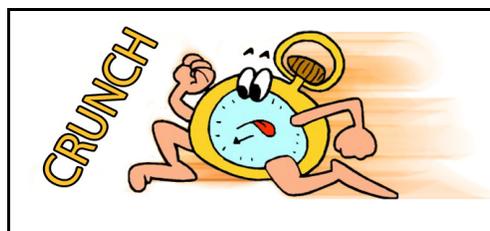
An opportunity may exist for another scanning work-around or perhaps permanent solution for Lincoln. On Base has scanning capabilities which may replace the current work-around that looms for the Health Department. This issue has been reopened for internal discussion. A manual work-around or use of On Base, either will suffice until Accela releases scanning functions in the next software version.

The Accela GIS effort is yielding some great news! Our GIS Program Manager Jeff McReynolds has created a combined ArcGIS Web Service Map for Accela's GIS services. He has placed GIS layers which are requested by more than one department into a combined web service. Otherwise, GIS layers which are department specific will have their own services. The address and parcel data will still be available as a separate service and not included in the combined service.

Accela's Matt Hart has completed the configuration of the Accela Citizen Access (ACA) module. This is the module that citizens will access Accela Automation via the internet. We will have a lot of work this summer in taking each of the permit record types and setting them up in ACA. There are a lot of decisions which need to be made from ACA account registration disclaimers, fee structures, to contact information and login verification. This is a significant task that we will whittle away at this summer.

More good news! Accela's Paul Rose stepped in to upgrade Accela Automation 7.1 to version 7.2. The timing is awesome as we head towards user acceptance testing. We will go live on the most current product version!

If you have any questions about how Accela Automation will impact your job or any questions regarding functionality please contact jwalkenhorst@lincoln.ne.gov



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Our Accela project newsletter now reaches **372** people!