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Project Status Report

The timeline to our go-live target date in September is receiving quite a bit of attention. With ten full weeks ahead of us until go-live, we have an enormous amount of work ahead of us. We have some very serious issues that need to be resolved. Our most serious issues include conversion, Crystal Reports development, and EDMS integration. Before continuation of this project status update, I want to inform all of our readership what is happening behind the scenes. Each day, there are countless decisions being made about data, integration, and technology. Hardware and software configuration is being tested. A cross section of the all of the effort by Subject Matter Experts, support staff, and Accela professionals would reveal remarkable work being completed by remarkable people. About 42 weeks ago, the project staff were handed a fixed-price, project budget, an estimate of related costs, and a Statement of Work and ordered "charge!". And, "charge" is exactly what everyone in the project has done from that very moment. We all realize how important this project is to the community and the Mayor's commitment to them. This project has been outstanding due to the remarkable people involved. Although not everyone can be mentioned in this update, we have to commend the front line SME's for great work ethic and persistence. When you see Rita Cox, Missy Minner, Mark Kenne, and Tan Pham, Jeff McReynolds, as-well-as those associated so closely with the work here, please thank them and congratulate them for their outstanding work, which has brought this project so far along.

Now to continue with the update on the serious nature of issues that need to be resolved. All projects have certain struggles. If it were easy, the benefits probably wouldn't be there. Our struggles have been both typical and unexpected. In the area of conversion, there have been struggles that would be categorized as typical. The struggles in data conversion are as individual as the installation. There are so many variables and dynamics when it comes to conversion. Our confidence in overcoming conversion struggles has been mostly high, although when converting from a legacy system to anything new, well the new system is uncharted ground. New data relationships and integrity issues are a staple in conversion. Our major struggle with conversion at this point is actually time. We have a race against the clock. The SME's are doing their absolute best to ensure that we have a strong enough data conversion for User Acceptance Testing, which is scheduled to begin the week of July 23.

The Crystal Reports execution glitch continues. This has been a puzzling problem. Reports can execute "stand-alone" from Crystal Reports, however reports that are executed, after being defined to Accela through the Accela Report Manager, they "abend". We have explored and implemented a number of possible fixes that have not lead to resolution. We are planning a new structured approach to resolving the problem. We have coordinated a conference call which will be underway by the time you receive the newsletter. The coordinated resources include key users, Accela and staff at IS. This is an unexpected problem which has been difficult to

resolve and is moving closer to jeopardizing our go-live date. Resolution is near. We have Accela's Kevin Ford, Rocky Copeland, Caleb Wade from Kings Canyon Technology, Craig Gifford, Bob Loos, and Jim Anderson from Information Services, and the Health Department's Mark Kenne and Brent Pavel. This team is working very diligently to find a solution. Although the Crystal Reports issue with Accela continues, there is some additional success for Crystal Reports Enterprise which is worth mentioning. In the enterprise environment we have County users who have begun the process of developing their application reports with a great deal of success. The City and County are fortunate to have a Crystal Report Enterprise solution.

The On Base Electronic Document Management System (EDMS) solution is gaining speed. The Statement of Work is now complete and has been signed by both parties. We have eDocument Resources, Casey Winkels and Mark Bronzynski, who are coordinating with our Accela Project Manager Rocky Copeland. The current topics for the EDMS is to define an environment and set up all of the Accela document types. Next, connect with Accela Automation. We are looking also for information and support from e-Document Resources regarding an application program interface. This will be critical to the IS staff when they connect the existing PATS system to On Base. This IS group will also have to connect the Permit Application Tracking System (PATS) to Accela Automation. On Base is uncharted ground; so many of the details are new and unexpected. Although the On Base solution is on our critical project path, we have a great deal of confidence in State and e-Document Resources in providing an environment ready for our Accela Automation document use in short order. And to echo, the City and County are fortunate to have On Base as their EDMS solution. Information Services is in the process of making an enterprise plan.

In addition to the critical path, there are many parallel tasks which are getting plenty of attention. A partial parallel task list includes Activities with Accela Mobile Office (AMO), Accela Citizen Access (ACA) issues, and Accela GIS (AGIS). There are a number of issues that need to be resolved with AMO. First there are connectivity issues that need to be resolved. We have set-up and access issues with AMO in a wireless environment using the Verizon card. Performance problems exist with Tough Books where AMO was loaded onto machines that also have Inspectrac loaded. The Tough Books probably should be replaced - all of them! This is unexpected; however, this should not impact our critical path at this time. We have confidence in the AMO configuration and execution as AMO is in the capable hands of Jerris Nider at Building and Safety. Jerris is making progress. Thank you Jerris!

We are continuing efforts with the configuration of ACA. While burdened with conversion and a number of issues, our Rita Cox also is working with Accela's Matt Hart to set up the permits that will be accessed by the contractors and the general public within ACA. This is a significant effort. Rita has a full plate with Building and Safety conversion, ACA configuration and a new learning curve with Crystal Reports. Jerris is helping out immensely by picking up many of Rita's daily activities as well as building records, writing scripts, and working on AMO.

GIS Program Manager - Jeff McReynolds has been working with Accela's Paul Rose and Rocky Copeland to configure services for AGIS. Many maps' layers have been determined and resolved. The variety of maps are now accessible to Accela Automation via mapping services and the maps are looking good. This is not on the critical path at this time. We will want AGIS ready for our July 23 user acceptance testing. Jeff has quite a knack at pulling the GIS information together and working with mapping services.



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