



July 27, 2012

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ACCELA  
Government Software

focus

*Designed for all staff and departments who use Accela*

## PROJECT STATUS REPORT

The heat is on! Not only are we experiencing 100+ degree temperatures day after day, our project heat index feels like 120 degrees every day. We have seven full weeks remaining to hit our target date and, we could all use some relief.

Subject Matter Experts (SME's) have been working to satisfy all project demands and have a demanding set of tasks to complete to “go live”. In previous newsletters we have shared some problematic project areas. The conversion process has been more time consuming and tedious. SME's have been burning the midnight oil to keep conversion work moving forward. Crystal reports and the Accela Adapter, the point of integration between Accela and our Crystal Reporting environment, are not fully functioning. There has been enormous effort from Lincoln and Accela staff who have been trying to resolve the issue. We do not have resolution yet. Report development can continue; however, deployment/execution from Accela is a problem. We have some surplus project hours that we plan to use to further Accela's involvement in our report development effort. User Acceptance Testing (UAT) has begun; however, the testing is being completed with only partial test data. Our second conversion pass is scheduled to run next week, and we believe that the entire data will come across for ongoing UAT. The Accela Mobile Office installation is working well. We are getting estimates for some field hardware upgrades. We need to address wireless access points for over 30 Inspectors who will need bandwidth that may push our single access point. Accela Citizen Access (ACA) configuration is progressing. The City Treasurer has provided the merchant account information for credit card processing and we are just about ready to test the process. When we “go-live”, not every permit will be available through ACA; however, the core permit record types will be. The remainder of the permit records types will be rolled out shortly thereafter. Why wait? There still is a lot of work behind getting each permit record type set up and available within ACA. Our resources are stretched!

The task list for the next seven weeks is huge. We are going to take a hard look at the duration of each task, how they line up serially, and what can be performed in parallel. Also, we are looking at our resource pool to see where and what we could potentially gain. At this point, the project is under budget; however, our target date is being evaluated. Everyone involved in this project, and there are many, is to be commended for their efforts! Here is a partial list of some high-level tasks ahead of us, serving as a sample of the work that still remains to be completed prior to “go-live”:

### **Training**

We have 3.5 days of Accela training which remain. On Tuesday, July 31, we have a 1-day DB Schema class. There are other classes that need to be scheduled. Also, we have to design and schedule the end-user training that the SME's and Power Users will be conducting. We will also address community training needs.

## **Report Development**

Although there are hundreds of reports that need to be developed, the core set of reports that are necessary for the day-to-day operations need to be finished. Report development continues by Accela, and we are making plans to have Accela complete additional reports, which will ease some SME pressure.

## **Resolve Crystal Reports/Accela Adapter Issues**

This is an issue that has been open for many weeks. There has been an enormous effort by Lincoln and Accela staff to resolve the issue. Report development can continue; however, the deployment and execution of the reports through the Accela Report Manager will not work in all situations. We are juggling trial versions of Crystal to try to find a compatible fit for the Accela Adapter. Accela has also tried to secure trial copies of Crystal from SAP to sync with Lincoln.

## **Finish UAT**

Our first week of User Acceptance Testing (UAT) is under our belt. Most of the time has been spent getting people onto the system and familiar with new processes. Some important issues have been identified in the UAT SharePoint directory. By the end of next week, additional data will be available for testing purposes. We are proposing that all adjustments are made immediately.

## **Final Data Conversion**

Conversion passes continue and the data is getting cleaner from one system to another. We will most likely need to make additional adjustments and then execute a third conversion pass to ensure that the conversion meets our expectation. Typical for most systems conversion work, there will be some last minute tweaking or clean-up which will be necessary.

## **Accela Citizen Access**

Public Works and Building and Safety continue to configure ACA and will have primary permit record types ready for “go-live”. Credit Card processing appears to be shaping up with no known issues at this time. We will need to finalize some of the account registration text with Directors and Law. We are considering posting ACA reference material on the web. Expect some contractors to become involved in the testing of this area in the next several weeks.

## **On Base Integration**

The electronic document management system configuration utilizing the State's OnBase resources is progressing. Our third party resources working with the State, eDocument Resources, has been working through document type development activities with Accela. The point of integration in Accela Automation (AA) will be transparent to the AA user.

## **ProjectDox Interface**

The primary issue that is open is related to how the interface can be accomplished in a cost and time effective manner. Accela is taking a second look at our request for a “trigger” and Avolve is taking another look at their proposal. There should be no reason this is not ready to be accessed at “go-live”.

## **Accela GIS**

Most of the map layers have been created and are being viewed during UAT. There are some inspection area and district number layers that need to be produced. For the most part, all of the heavy lifting on the application is complete. There are some cosmetic enhancements that will be wrapped up prior to “go-live”.



**JIM WALKENHORST**  
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**PROJECT SPONSOR**

Our Accela project newsletter now reaches **374** people!

*Watch as we expect this number to climb to over  
1,000 by the end of the summer!*