

Accela Regional Project USE CASES

Accela Citizen Access	Current Functionality	Roadmap	Not Planned	Notes
1) Out of County or State business applies for permit to operate portable equipment in all 3 jurisdictions– no specific address (Would apply to the modules of: Health (Air Quality and Environmental Health permit) and the Business License module)	Yes			
2) Functionality of Validating the address – it will return the valid list but continue without validation, and flag on the back end.	Yes			Requires scripting
3) Apply for a Health restaurant permit and a business license for the same address	Yes*	Yes		While possible with current functionality we are not recommending that you allow for applications across modules. Future product functionality will allow for applications to be completed independently and paid for via a shopping cart with one transaction.
4) Apply for a mobile food permit from the Health District and Business licenses in both cities and the county for a property in one of the cities	Yes*	Yes		While possible with current functionality we are not recommending that you allow for applications across modules. Future product functionality will allow for applications to be completed independently and paid for via a shopping cart with one transaction.
5) Apply for multiple water heater permits with different city and county building departments (a contractor wants to apply for several water heater permits at one sitting from clients located in all three jurisdictions;	No	Yes		Future product functionality will allow for applications to be completed independently and paid for via a shopping cart with one transaction.
5.1) Contractor would like to schedule permit inspections for the water heater permits from all three agencies for a single day)	Yes			Inspections are scheduled on the individual appliations across the agencies.
6) File a complaint at the same address with multiple agencies and jurisdictions (Health, County Code Enforcement and Building)	Yes			
7) Apply for multiple health permits at the same address and owner	Yes			
8) Apply for swimming pool construction permits from Building dept and Health District for one address	Yes*	Yes		While possible with current functionality we are not recommending that you allow for applications across modules. Future product functionality will allow for applications to be completed independently and paid for via a shopping cart with one transaction.
9) Apply for any permit from any jurisdiction with an out of county business location. (contractor from Carson City applying for building permits in Washoe County)	Yes			

10) Contractor applies for a building, planning and engineering permit within the same jurisdiction for the same address	Yes*	Yes		While possible with current functionality we are not recommending that you allow for applications across modules. Future product functionality will allow for applications to be completed independently and paid for via a shopping cart with one transaction.
10) An out of County business owner applies for a multijurisdictional license, starting with one jurisdiction selected at random				
a. Multiple jurisdiction business license; business owner starts with jurisdiction in which the business office is located and applies for all three jurisdiction's business licenses; "home" jurisdiction reviews and approves its license, and licenses are automatically issued for the other two jurisdictions	N/A	N/A	N/A	From a custom perspective applying for business licenses via ACA allows for each agency's application to be completed simultaneously. Once the applicant has completed payment separate records exists in each of the agency's back office. This allows for each agency to process the applications independently.
11) Renewal scenarios – (higher volume for these -3000+ renewals- 1800 new for ex. For Reno)				
a. Costco , Walmart, Savmart, WCSD				
i. Out of state potential corporate mailing address	Yes			
ii. Different renewal cycles or periods	Yes			
iii. Different physical addresses in Reno, Sparks and Washoe	Yes			
iv. Would want to login and see all their licenses and permits in ACA would be the goal, email reminders	Yes			
v. Can they look cross modules to see ALL their activity for renewals (ongoing building permits, business license, health and cross agency	Yes*	Yes		Future product functionality will allow for renewals to be completed independently and paid for via a shopping cart with one transaction.
b. Typical renewal – get a notice, emailed prefably, come into ACA and renew. One time.	Yes			
13) Customer wants to file a complaint. Currently, this is a single record within the Enforcement module (currently only in Washoe). After entering the location and description of the complaint, the customer then chooses which Washoe agency receives the complaint, based on a "pop up" screen which shows different types of code violations and the agency associated with the violation. After selecting the agency, there is a "split" path:	Yes			Process would need to be the same for all agencies.

a. For health referrals, the customer is required to complete information about themselves (name, address, phone number, etc.). The customer then submits the complaint.	Yes			
b. For all other agencies, the customer is presented with the information screen but this information is optional if the customer elects to file an anonymous complaint (header information? Pop up screen?). The customer then submits the complaint.	Yes			
Existing Record Types in ACA that are live today for City of Reno currently using ACA self hosted: 1) Building Module: a. Water Heater Permit b. Re-Roof Permit c. Both requires contractor license and login d. No payment allowed online yet through ACA				
Main Use Case examples discussed during or after the Engage Conference August, 2015:				
1) Interior Designer doing business in all 3 agencies, lives in California or parent company address is out of state. No location based service. (multijurisdictional license). Goals are:				
a. paying once	Yes			
b. filling out key information ONCE, single intake	Yes			
c. Different fee structures but intake or app is primarily the same	Yes			
d. Needs to create 3 different backend AA records	Yes			
e. All 3 agencies are different merchant accounts; single OPC processor	Yes			
Explain how the superagency, one transaction multiple merchant accounts can work or not with the current functionality with the above use cases.				
(Added by Lori/Peri – 10/27) We need to use potentially a different MID per Module, not Processor, as in OPC, but each module and entity WILL have multiple Merchant Bank Accounts. For example:				

Health Module Air Quality permits – BOA bank acct 123456789 Environmental Health Dept – Wells Fargo Bank Acct 93333333	No	Yes		
Reno Building - Bank of America, Bank Account 3252875298572 Sparks Building - Wells Fargo Bank Acct xxxxxxxxxx Washoe Building = Nevada Bank – acct xxxxxxxxxx	Yes*	Yes		Each agency can currently have only one merchant account.
12) We ideally think perhaps we should not pick multi-jurisidictional as the first choice, as the type of activity determines if you CAN do the MJ license. Can you visually show us how an applicant applying for Multi-Jurisdictional Bus lic. Works. Ideally start with Reno address, enter Reno fields, then do you want to apply for Washoe and Sparks license? And it would duplicate info into the 3 systems. Type of Activity determines if you can multijurisdictional license or not. How does the page flow work? What if there are more choices in 3 regional items in Reno and 2 in sparks. How will the system let the citizen know?	This is more applicable to a demo, not a use case.			See Webex video Demo
a. If they already have the Reno license how do they get the Washoe and Sparks license.				