

Accela Regional Superagency Coordinating Team

Scope

SCOPE LEADING TO “GO LIVE” OF THE REGIONAL PLATFORM

The Accela Regional Superagency Coordinating Team (SCT) is tasked with developing policies, programs and processes to coordinate the activities and functions among and between the participating jurisdictions and agencies in the Regional License and Permit Platform. The SCT will develop guidelines and processes to support the overall regional platform project plan. Guidelines and processes requiring approval by the Oversight Group, in its roles as defined in the Interlocal Agreements, will be brought to the Oversight Group by the SCT. The SCT will transmit decisions by the Oversight Group to the Regional Project Management Team for implementation.

Guidelines and processes not requiring approval by the Oversight Group will be determined by the SCT using a published change control process. The SCT will be the final deciding authority on these regional guidelines and processes. SCT decisions will be given to the Regional Project Management Team for implementation.

SCOPE AFTER THE “GO LIVE” OF THE REGIONAL PLATFORM

The SCT will develop and recommend a regional structure for the platform to the Oversight Group. This structure will assume that the Regional Project Management Team will be disbanded at some time after post production support is completed by Accela. This structure will encompass such matters, an escalation matrix to bring regional platform issues before Accela, coordination of regional platform upgrades, changes to the platform suggested by a jurisdiction, and the process by which new functionality is added to the regional platform. This structure will also provide for a multi-jurisdictional and agency group to perform regional governing structure duties, with escalation of appropriate matters to the Oversight Group.

Charter

The SCT is comprised of one representative from each participating jurisdiction/agency and the Regional project program manager from Washoe County Technology Services. The SCT will meet bi-weekly at a minimum through the regional platform “go live”, and at a frequency to be determined after “go live”.

The SCT is a forum to provide regional perspective in order to maximize user experience and ease of use through common functionality within the regional platform. The SCT will provide direction and guidelines to ensure a regional look and feel for external customers using Accela Customer Access (ACA), to include transparency to the customer when completing page flows within a

jurisdiction and/or within a module. The SCT will also achieve a common look and feel across jurisdictions within each module, to the degree possible, for internal staff using Accela Automation (AA).

Goals

The following are goals of the SCT as of the date of this document. This list of goals will be refined and modified as the SCT meets throughout the regional platform's implementation.

FIRST PRIORITY GOALS (FIRST EFFORTS BY THE SCT)

- Develop a change control process for the approval and documentation of changes to the regional platform which affect more than one jurisdiction or module. Changes must be regional in nature or focus, and fall within the regional common look and feel standards for the ONE ACA portal or for modules within AA.
 - Create a system to track all requested changes, from initiation through SCT decision to implementation. This could include change request documents, e-mail groups, and logs.
 - Develop an SCT review process and approval/disapproval methodology for change requests. This includes how the SCT will make a decision (i.e., voting?) and how that decision is transmitted to the change requestor.
 - Incorporate a process whereby the Regional Project Management Team can escalate matters on the project requiring a decision for either referral to the Oversight Group or for an SCT decision.
 - Include a prioritization and escalation of change requests, particularly for changes that require immediate attention.
 - Provide business process documentation and a flow chart or visual depiction to assist users with the change control process.
 - Establish a measure to determine which change requests will require review and possible approval by the Oversight Group (e.g., involving the expenditure of funds).
 - Ensure the change control process will continue to function after the regional platform "go live".
- Develop the common look and feel (i.e., the "branding") standards for the ONE ACA portal. This includes standards for page flow configuration and incorporation of logos and common text.
 - Start with Reno's existing ACA page flow configuration, incorporate lessons learned from Reno's use of their existing configuration, and modify as needed to satisfy overarching regional requirements.
 - Minimize duplicate data entry into page flow fields by the external user (customer).
 - Implement a shopping cart as part of the ONE ACA portal.
 - Ensure that business transactions within a specific jurisdiction or module are transparent to the customer, to the degree possible. For example, retain the overall

regional ONE ACA look and feel, so the customer is not confronted with new jurisdictional logos.

- Develop regional common look and feel standards across jurisdictions within each module for AA.
 - Minimize disruption for internal staff as they move between jurisdictions within the same module (That is, to avoid confusion in locations for fields and information within AA).
 - Facilitate the future creation of regional permits and licenses by requiring similar information for each record within each module.
- Create the testing plan to enable “go live” on schedule according to the regional platform project plan.
 - Develop goals, standards, objectives and outcomes for the testing plan, and include critical path testing dates from the project plan.
 - Incorporate records, scripts, reports and configuration testing into the overall testing plan.
 - Include User Acceptance Training (UAT), focusing on regional UAT requirements but outlining jurisdictional/agency responsibilities for UAT to ensure regional platform “go live” success.
 - Develop test cases for UAT and other testing components.
 - Incorporate internal (staff) and external (customers) users into the testing plan.
 - Consider establishing an external customer focus group to assist with the testing plan.
 - Include administrator, train the trainer, and end user training programs and sessions.

SECOND PRIORITY GOALS

- Develop the structure for a marketing program to facilitate successful “go live”.
 - Include both internal (staff) and external (customers) users in the marketing program.
- Develop a plan for ONE regional support after the regional platform’s “go live”.
 - ⊖ Identify resources (staff, financial, hardware, software, etc.) required to support the ONE regional platform.
 - Provide for the integration of Washoe County resources in its role as the fiscal and managing agent for the Accela contract in the ONE regional platform.
 - Determine if “help desk” functionality is required for ONE regional platform questions from external (customers) or internal (staff) users. If the functionality is required, provide proposals for its oversight, composition, location (centralized or dispersed), and roles.
 - Provide for on-going training references and/or material for external (customers) or internal (staff) users.
 - Develop the structure, authority, and functions of the SCT (or its successor) for continued ONE regional platform support.
 - Create a process to enable other jurisdictions to join the ONE regional platform.

- Bring the plan to the Oversight Group for its review, discussion, modification, and possible approval.