Accela Automation Project Charter

January 2012

Author: Sally Streicher

Date	Version	Update Log
1/23/2012	1	

Distribution:

Table of Contents

Project Mission:

Implement Accela Automation as the solution for a multi-department integration of online permitting improving the delivery of permitting services for the City's internal and external customers by providing the following:

- Internet access with a user friendly interface that is intuitive to the customer.
- Online citizen access including online fee estimation, online permit submission, online permit tracking, online inspection scheduling, and permit management.
- Becomes the single source for City permit tracking.
- Enhancement of the reliability and consistency of development services while providing transparency of workflow to the customer.
- Integrates with software systems supporting development with emphasis on the City's financial and GIS software.

Project Goals:

Successful implementation of Accela Automation for Building permits, Improvement plans, Planning Entitlements and Fire permits and inspection, by January 2013.

Project Scope:

In Scope:

Included in the scope of this project:
- Replace the functionality of:
    - Permits Plus product
    - PTS
    - Development Activity systems
    - Fire RMS Permits
- With the current version of:
    - Accela Automation (AA) Land Management
    - Accela Citizen Access (ACA)
    - Accela Mobile Office (AMO)
    - Accela GIS (AGIS).
- The functionality currently implemented via the Permits Plus products will be migrated to the AA products, and enhanced functionality newly available in AA will be implemented to meet the functional requirements defined in the Statement of Work
- The Accela data mapping tools that facilitate the conversion from the Permits Plus schema to the AA schema will be utilized.
- Integration with SIRE is included in the scope of this project.

The Accela Automation product shall be configured, but not modified, to meet the city's needs. City business process may be modified to conform to use of the core product.

Out of Scope:

Once the Record Types, Workflows and other business requirements are accepted by City of Roseville, changes must go thru the change control process. Additional functionality, beyond what is identified in the Statement of Work are not in the scope of this project.

Project Deliverables:

	Deliverable	Description
1	Project Initiation and Project Management	Provide detailed Project Plan with critical path summary including but not limited to the following: • Project overview and stakeholder list • Project approach and implementation plan • Project Kickoff • Project Charter • Project Timeline
2	Accela Automation Setup – PROD and DEV	Perform the following tasks: • Perform a remote software check of the installation. • Install Accela software and perform quality assurance checks on the configuration and performance based on acceptance criteria mutually developed by the Accela Team and the City. • Demonstrate that the Accela Automation Land Management, Accela GIS, Mobile Office, and Citizen Access applications are operational in the City's computing environment
3	Configuration Analysis Sessions	Configuration Analysis data gathering activities, including workshops, interviews, and phone meetings sessions.
4	Configuration Analysis Document(s)	Configuration Analysis Document(s) for current functionalities in Permits Plus, PTS, Development Activity Database and Fire
5	Accela automation System Configuration – Progress Payment 1	System Configuration progress payment 1 will be achieved when 160 hours of Configuration and Event Scripting time have been worked toward the Accela Automation system configuration in accordance with the System Configuration Document specifications
6	Accela automation System Configuration – Progress Payment 2	System Configuration progress payment 2 will be achieved when 320 hours of Configuration and Event Scripting time have been worked toward the Accela Automation system configuration in accordance with the System Configuration Document specifications
7	Accela automation System Configuration – Complete	The completion and final acceptance of items started above in the system configuration document.
8	Accela automation Event Scripting - Complete	This deliverable is complete when the Event Scripting budget has been totally exhausted and the City has performed testing to validate that scripts are in place and functioning.
9	Historical Data Conversion Analysis	Historic Data Conversion Specification Document for Permits Plus and PTS
10	Historical data Conversion Development	Migrated historical data into Accela Automation testing database environment
11	APO Interface	The following will be executed for this deliverable:

12	Installation and Configuration of Accela GIS	The following will be executed for this deliverable: • Accela GIS installed on Agency server(s) • Demonstration of operational system
13	Integration of 3rd Party Product – Selectron IVR	The successful demonstration of the Selectron IVR software to the City
14	SIRE Document Management Web Service Interface	The successful demonstration of the SIRE integration to the City
15	Report Development and Assistance	Develop documents/letters/reports from those identified and prioritized by the City as required for the new system. There is a budget of 300 hours to assist with the report specification and development process.
16	Accela Citizen Access Configuration	The base configuration of Accela Citizen Access is setup, configured and approved
17	Accela Mobile office	The following will be executed for this deliverable: • Accela Mobile Office installed on City equipment • Demonstration of operational system
18	Core Team Intro To AA	Successful completion of 2 days of training
19	Administrative Training	Successful completion of 2 days of training
20	Report Writer Training	Successful completion of 2 days of training
21	Accela Add on Product Training – AGIS, ACA, AMO	Successful completion of 2 days of training
22	Train the Trainer and End User support Training	Successful completion of 4 days of training
23	User Acceptance Testing	the following will be executed for this deliverable: • Resolution of configuration issues resulting from City End User Testing • Fully-tested system that is ready move to a production environment
24	Production Support and Go Live	• Accela Automation used in Production environment for City daily use • Support of Accela automation in the production environment

Project Success Measurements:

Success of the project will be determined by how well the project meets these measurements.

Measurement	Current State	Target State
Functionality of Permits Plus is provided by Accela Automation	Permits Plus supports minimal permitting and reporting needs to City staff	Permits are generated, approved, funded and finalized more efficiently by staff, reports are available to staff
Functionality of Project Tracking System is provided by Accela Automation	Project Tracking System supports minimal permitting and reporting needs to City staff	Entitlements are generated, funded, tracked, and reported on more efficiently by staff
Development Activity tracking and reporting is provided by	Development Activity data is spread across three different	Development Activity data is tracked and reported more

Accela Automation	systems	efficiently by staff
Workflow models are provided by Accela Automation	Functionality does not exist at this time	Workflow processing, following Best Practices, is supported.
Accela Citizen Access is available for use by the general public	Limited functionality is available to the general public	The public has access to permits research, application and issuance, inspection requests and results research and permit status tracking
Address, Parcel, Ownership Interface loads identified data to the Accela system	Limited APO data is available to Permits Plus application	APO data can be loaded and is available to Accela application
GIS information interfaces with Accela	GIS information is not available to Permits Plus	Accela GIS applications are operable
Parcel Genealogy (parent/child) relationship is provided by Accela Automation and interfaces with EGIS	Functionality does not exist at this time	Parcel history is tracked and is available to Accela and GIS applications
Accela Mobile Office interfaces to Accela Land Management	Functionality does not exist at this time	Inspection results can be entered and researched.
SIRE document management interface available	PTS has limited capability at this time	From Accela, can execute SIRE functions of LIST, GET, CREATE, UPDATE and DELETE

Risk Management:

Risk Management allows for proactive identification of risks to the project and a opportunity to decide a method for mitigating or reducing the risk affecting the project.

Risk Factor	Impact	Risk Mitigation Strategy
Inadequate system knowledge	High	City personnel will participate in the analysis, configuration and deployment of Accela Automation in order to transfer knowledge to the City
Inadequate City staff participation	High	City staff must be actively involved throughout the entire duration of Services as defined in the Project Plan. Any insufficient participation of City or Accela Team resources through the Project will be reported in Status Reports.
Acceptance and Buy In	High	Use ground-up process to improve stakeholder ownership in final product.
Inability to fully integrate systems	High	Project success depends on successful integration of Accela Automation application with other City enterprise systems (i.e., GIS, SIRE, and IFAS)

Project Organization:

Role	Responsibility	Resource
Project Sponsor	Has the ultimate authority and responsibility for the project. Approves changes to project and deliverables. Resolves conflicts over policy or objectives and provides high-level direction. Participates in day to day activities of the project.	Chris Robles
Project Manager	Responsible for the project charter and project control processes. Operates within the terms of the charter and is responsible for coordinating efforts of the projects teams and for planning, organizing and controlling the development of project deliverables. Coordinates the day to day activities of the project teams, timelines and work break down structure.	Sally Streicher
Steering Committee	Resources identified to own tasks or deliverables. They give their expertise to the project on an as needed basis and include but are not limited to trainers, testers, systems analysts, systems administrators, web content designers and business analysts.	Dan Figueroa Joe Allen Laura Matteoli Marc Stout Jason Rizzi
Departmental Subject Matter Experts (SMEs)	Experts on their particular topics. Their institutional knowledge is critical to the success of the project. These individuals will be called upon periodically during the length of the project to ensure the requirements for their area are represented and addressed.	

Project Plan Summary:

Mile Stone	Duration	Start	Finish
Project Initiation			
Analysis			
Configuration			
Event Scripting Complete			
Data Conversions			
Integration with Accela GIS			
Integration with SIRE Document Management			
Report Development			
Accela Citizen Access Configuration			
Accela Mobile Office Configuration			
Training			