Statement of Work

Lexington Fayette County Urban Government Implementation
Building, Engineering, Planning
(LFUCG)

Originally dated March 8, 2014 and revised on February 18, 2015

Version 2.0

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DOCUMENT CONTROL

Date	Author	Version	Change Reference
3/5/2014	Gene Oh	1.0	Initial Draft
3/8/2014	Gene Oh	1.1	Added additional details
3/13/2014	Gene Oh	1.2	Modifications based on feedback from Kevin and Brian. Added Deliverable 21 and modified Appendix E,F,G.
3/18/2014	Gene Oh	1.3	Modifications and expansion of Deliverable 21 to 21A,B,C. Modification of pricing for interface work for Asset.
2/6/2015	George Calzat	2.0	Modifications for additional 10 record types

INTRODUCTION

OVERVIEW

Lexington Fayette County Urban Government ("LFUCG") and Accela, Inc.("Accela") worked in collaboration during the week of February 10, 2014 in a Statement of Work ("SOW") workshop. This exercise allowed Accela to have the unique opportunity to better understand the LFUCG processes and supporting components that would be part of this project. Accela used this collaborative effort to take a dive into each individual division, process, legacy system, interface, and data extractions. As such, Accela and LFUCG are better positioned to craft and price this SOW that will more accurately represent the work required for a successful implementation. The SOW is the primary source document that drives the project and having a more precise and accurate SOW will provide many benefits. Some of these benefits include the mitigation of many typical project risks, the ability to properly forecast the level of effort for each process, more accurately predict a feasible project schedule, defining the scope of work in greater detail, and reducing the need for future change orders. Finally, the work and details gathered during the workshop is relevant and will allow the Accela and LFUCG teams to start with an established foundation which will greatly benefit the analysis and configuration phases of the project.

The purpose of this project is to replace the current LFUCG silos of information and supporting systems with a single web-based application, online citizen access portal, and mobile solutions. The implementation of Accela products is designed specifically to meet the specific requirements and budget defined by LFUCG. Accela will utilize a best practice Implementation Methodology, and based on previous client interactions and industry knowledge, to promote a successful project that will meet LFUCG's objectives. The following SOW will detail how Accela Services will implement the software you have purchased, including the major milestones and deliverables that will ensure a complete solution for LFUCG.

Accela is committed to providing a superior software solution, and deployment of the software, for the current and future needs of LFUCG. Accela will work with LFUCG staff to optimize Accela's portfolio of software, best practices, and customer experience to enable LFUCG to successfully deploy its Accela Automation software and meet its functionality, timing and cost requirements. This Statement of Work originally dated March 8, 2014 and revised on February 18, 2015, sets forth a scope and definition of the consulting/professional services, work and/or project (collectively, the "Services") to be provided by Accela to LFUCG.

CRITICAL SUCCESS FACTORS

In order to successfully execute the services described herein, there are several critical success factors for the project that must be closely monitored and managed by the stakeholders. These factors are critical in setting expectations between LFUCG and Accela, identifying and monitoring project risks, and promoting strong project communication.

- **Dedicated LFUCG Participation** – LFUCG and Accela acknowledge that its staff must be actively involved throughout the entire duration of Services as defined in the agreed upon Project Plan. LFUCG and Accela will work to communicate any insufficient participation of resources through weekly Project Status Reports with real and potential impacts to the project timeline. Accela and LFUCG project managers will work with project sponsors and department leaders to determine appropriate team member involvement. This could range from full-time, during early analysis meetings, to part-time during the technical implementation phase. Dis-satisfaction of any personnel will be documented by project management identifying issues. Examples of dis-satisfaction would include lack of responsiveness, lack of participation, lack of availability, etc. If issues continue either party has the right to request replacement of team member with a minimum of 2 weeks of services at no cost to the LFUCG for knowledge/project transfer. Please see Appendix A for a full description of participant resources.

- **Accela Implementation Methodology** – It is imperative to project success that LFUCG is willing to adhere/adopt to the Accela Implementation Methodology. Please see Appendix B for a full description of the Accela Methodology.

- **Knowledge Transfer** – It is critical that LFUCG personnel participate in the analysis, configuration and deployment of Accela Automation in order for Accela to transfer knowledge to LFUCG. Once Post Production assistance tasks and all work remaining as part of this contract are completed by Accela Services, LFUCG assumes all day-to-day operations of Accela Automation outside of the Support and Maintenance Agreement. The Support and Maintenance Agreement does not cover any LFUCG manipulation of implemented scripts, reports, interfaces and adaptors outside of the scope of this agreement or subsequent change orders. Depending on the scope of the project, key knowledge transfer areas could include:
  - Configuration
  - Scripting
  - Batch scripts
  - Interfaces
  - Event Management Scripts
  - Reports and Forms

PROJECT TIMELINE

The total project duration is 12 Months.

Upon initiation of these Services, the Accela Project Manager will work with LFUCG Project Manager to collaboratively define a detailed baseline project schedule. Given the fact that project schedules are working documents that change over the course of the project, the Accela Project Manager will work closely with LFUCG project manager to update, monitor, agree, and communicate any modifications and will utilize Accela's Change Request Process. Accela project manager will not make changes to the dates on the project schedule without LFUCG consent or agreement.

Any resulting delays in the mutually agreed upon project plan that drive the estimated completion date beyond that which was agreed upon that result from LFUCG, or Accela challenges (changes in project sponsor, staffing level/availability, missed deadlines) may require a Change Order to reimburse Accela or LFUCG, depending on party responsible for the delay, for the additional costs associated with the delay, including, but not limited to, additional hours for project management, deliverable development and review.

PAYMENT TERMS

PAYMENT SCHEDULE:

Accela will perform the Services on a Deliverable payment basis based on: the nature and scope of the Services and associated Deliverables outlined in Appendix D, the expected staffing requirements, project schedule, Accela's and Customer's roles and responsibilities and the other assumptions set forth in this SOW. Accela's total price to perform the Services is $1,348,632.20 (originally $1,198,788.20) inclusive of expenses. Invoices will be sent as soon as Accela's Deliverable Acceptance form is signed by LFUCG.

Payment #	Amount	Description
1	$119,239.10	10% Due upon signing
2	$88,678.00	Progress Payment 1
3	$88,678.00	Progress Payment 2
4	$88,678.00	Progress Payment 3
5	$88,678.00	Progress Payment 4
6	$88,678.00	Progress Payment 5
7	$88,678.00	Progress Payment 6
8	$88,678.00	Progress Payment 7
9	$88,678.00	Progress Payment 8
10	$88,678.00	Progress Payment 9
11	$88,678.00	Progress Payment 10
12	$74,922.00	Progress Payment 11 (added in version 2.0)
13	$74,922.00	Progress Payment 12 (added in version 2.0)
14	$119,239.10	10% Retention
	$1,275,102.20	**Total**
	$73,530.00	**Travel**
	$1,348,632.20	**Total Travel and Services**

CONTRACT SUM:

The total amount payable under this services Agreement is therefore $1,348,632.20 (originally $1,198,788.20).

PROJECTS PUT ON HOLD:

It is understood that sometimes LFUCG priorities are revised requiring LFUCG to place the Accela implementation on hold. LFUCG must send a formal written request sent to Accela in order to put the project on hold. A project can be on hold for up to 90 days without invoking the termination clause (see Services Agreement). After that time, Accela can choose to cancel the rest of the Statement of Work. To finish the project will require a new Statement of Work at new pricing. The only exception to this policy is an 'Act of God' such as hurricane, flood, etc that LFUCG experiences in which case no termination clause will be executed unless LFUCG specifically requests it.

When a project is put on hold, at minimum, Accela will need to draft a Change Order to keep some of the Accela project manager's time engaged to monitor progress and to resource the project once it comes off hold. The amount of time will be negotiated on a case by case basis. Other Change Order items may be needed as a result of the delay. When a project goes on hold, project resources will be re-deployed and Accela will need a forty-five (45) calendar day notice to re-staff the project. Resumption of the project will be dependent upon Accela resourcing timelines.

Should LFUCG become non-responsive to Accela communications for a term of 30 calendar days regarding continuance of the project work, Accela can choose to cancel the remainder of the Statement of Work.

PROJECT ASSUMPTIONS

GENERAL PROJECT ASSUMPTIONS

Scope and Timeline
- LFUCG and Accela will review their responsibilities before work begins to ensure that Services can be satisfactorily completed and in the appropriate timeframe.
- "Go live" (system is in production) timeline assumes timely completion of LFUCG deliverables (including finalization of requirements / use cases / product catalog), availability of key LFUCG resources, and collaboration and availability of any third-party vendor resources. Late (per mutually agreed project plan) LFUCG deliverables may adversely impact overall implementation timeline.
- Project plan will be mutually agreed to by LFUCG/LFUCG and Accela project managers prior to to-be analysis stage. Overall project plan will be owned by LFUCG project manager.
- Accela will provide LFUCG Project Manager with a Weekly Status Report that outlines the tasks completed during the prior week, the upcoming tasks that need to be completed for the upcoming weeks, the resources needed to complete the tasks, a current version of the project plan, and a listing of any issues that may be placing the project at risk (e.g., issues that may delay the project or jeopardize one or more of the production dates).
- The project schedule is managed using Microsoft Project. Should any tasks slip behind schedule ten (10) business days, Accela and LFUCG will escalate according to the Communication Plan in the Project Charter.
- Deliverables will be documented in Accela based templates using the Accela methodology. Sample templates are available to LFUCG upon request however the templates do not represent completed deliverables, they are just examples. These are implementation specific documentation that may include:
  - Analysis Documentation - As-is and to-be specification document.
  - Configuration Output Report – Configuration report that documents the components that are currently setup in the system.
  - Data Mapping Document – Data conversion mapping document.
  - Interface Specification Documents – Interface specifications with functional and technical guidelines.
  - V360 Configuration Document – Look and feel of the system configuration.
  - ACA Configuration Document – Documentation on the ACA configuration.
  - AMO Configuration Document – Mobile specific settings and queries documentation.
  - GIS Configuration Document – GIS related configuration document for AGIS and ArcGIS server configuration.
  .

Training
- All on-site Accela-led training will be conducted at LFUCG facilities unless the training is one day or less in which case it may be conducted via webex.
- LFUCG will provide adequate training rooms/space with sufficient computing capability and network access as needed.
- LFUCG project team will provide the necessary staff resources to complete training needs analysis and assist with training planning.
- LFUCG is solely responsible for making designated trainees (trainers, agents, administrators) available for training per the project schedule. If any designated trainee is not available to participate in scheduled training, Accela is not responsible for making alternative arrangements for missed training.

- Each division will receive the same core instruction, customized to the division and role.
- LFUCG will be responsible for all end user training including training logistics, training scheduling, and the printing of training materials. LFUCG will confirm the total number of training rooms needed for the project duration after LFUCG approval of the draft training strategy.
- LFUCG users will have basic computer skills. Accela is not responsible for an individual's response to the training or their capacity to learn or be trained. Specific prerequisite skills include:
    - End users – proficient in Windows environment and Internet environment, as well as working knowledge of LFUCG business processes and functions.
    - Technical staff – in addition to the above skills, technical resources from LFUCG that will be involved with the implementation and support should have knowledge of:
        - Moderate to advanced technical knowledge of database design, database usage, syntax management, and java scripting.
        - Familiarity with existing system source data
        - Familiarity with existing system design and structure
        - Crystal Reports
- LFUCG may request "make-up" or remedial training sessions for initial training provided during system deployment, via the Change Order process for estimated staff hours per session at the specified hourly rate for each training category.

Testing
- Accela is responsible for testing the initial configuration of system
- LFUCG is responsible for writing User Acceptance Test Scripts. Accela will provide templates and samples so that LFUCG does not have to start from scratch.
- LFUCG staff are responsible for User Acceptance Test and System Integration Testing

Go Live and Go Live Support
- "Go Live" definition is that all the Accela software is up and running in production. Accela consulting resources will support LFUCG after "Go Live" until such time that LFUCG support is transferred to our Customer Resource Center. If LFUCG moves to production and the project has met the acceptance criteria, LFUCG is then deemed to have accepted the software. Accela consulting resources will support LFUCG after "Go Live", until such time that LFUCG is transferred to support (21 calendar days in production).

Project Completion
- The project is complete once the transition to Accela's support (CRC) has been completed. If applicable, the specific deliverable acceptance process and financial obligation for "transition to CRC" or "project completion" will commence on the date of transition to Accela's CRC. Transition to CRC will occur once all High Priority go-live issues have been resolved and all contractual obligations have been met.

PROJECT RESOURCING ASSUMPTIONS

LFUCG Resourcing
- Accela and LFUCG will provide dedicated project management throughout the course of the implementation.
- LFUCG's Project Management team will maintain primary responsibility for the scheduling of LFUCG employees and facilities in support of project activities.

- LFUCG has committed to the involvement of key resources and subject matter experts for ongoing participation in all project activities as defined in the project plan associated with this SOW.

Accela Resourcing
- Accela has assumed that project team will need to be on-site as appropriate and mutually agreed upon. Additional on-site consulting will be at the mutual agreement of LFUCG and Accela Project Manager.
- Accela personnel will attend LFUCG executive steering committee meetings as requested by LFUCG.
- In the pricing, Accela has assumed the appropriate resourcing to ensure deployment success for the scope outlined. Significant additional support requested by LFUCG over this level of resourcing would necessitate a change order that could impact the cost of the project.
- Accela will provide a project manager for services throughout the implementation in order to plan and monitor execution of the project in accordance with deliverables outlined in the Statement of Work. To support the implementation of the Accela Automation software at LFUCG, Accela will provide Project Management services throughout the project.

Third Party Resourcing
- Accela is not responsible for impacts to project timeline created by dependency on LFUCG third party consultants. Timeline changes will result in a Change Order for extension of Accela project resources caused by LFUCG third party consultant actions (including availability) resulting in additional time or scope.

PAYMENT ASSUMPTIONS

General
- Invoices are due net 30 of the invoice date.
- Accela will invoice customer within 30 days of completing milestones and incurring expenses.

ACCELA SOLUTION ASSUMPTIONS

General
- Accela will implement the Accela Automation Cloud solution in accordance with the terms of the subscription agreement. The implementation will be based upon the feature set available in Accela Automation version 7.3. New features deployed by Accela in the subscription service during the project will be left turned off for LFUCG. New features will be reviewed as released LFUCG and Accela to determine feasibility and impact of incorporating the change into the project plan. If there is minimal impact to the project or project timeline every effort will be made to incorporate the new features.
- For use with Accela Citizen Access, LFUCG will provide/purchase/acquire an online merchant account and all related hardware required by the merchant account provider for the handling of credit cards and/or ACH.
- LFUCG is responsible for proper site preparation, hardware, software, and network configuration in accordance with Accela specifications. Please see Appendix G, for specifications on Hardware requirements. Please see Appendix F for Supported Operating Systems.
- Accela will be responsible for implementing a current functioning version of the application software at LFUCG
- LFUCG will ensure that Accela resources have access to a Dev or Test version of the 3rd party system for interface development. All interfaces will be developed against 1 (one), agreed upon version of the 3rd party system.
- LFUCG will provide Accela with access to test and development environments for each LFUCG system that requires integration with Accela Automation.

Data Conversion

The following information provides detail related to the scope of Accela's data conversion offerings. Due to the inherent complexity of conversion activities, it is critical to address and understand common questions and misconceptions. Any conversion activity or requirement not included in this section is considered out of scope, and may be addressed through a change order for Accela services.

General Information AND Requirements for Historical Conversions

- The standard data conversion includes the conversion of transactional data to the Accela Automation database when a configured destination exists. In the event there is no destination for legacy transactional data then it will be required to be converted as best fits into another area of the configuration or excluded from the conversion effort.
- Accela and LFUCG will perform unit testing of the conversion program including spot checks of the data within Accela Automation in order to identify if data corruption issues exist. Extensive quality assurance of legacy/historical data by LFUCG is required in order to ensure accurate transfer of data.
- A completed, signed off, Solution Foundation phase where the configuration is complete must be available before Accela will begin the data conversion mapping effort.

Data Conversion Assumptions

- **"As-Is" Approach:** Conversion of transactional tables, Address/Parcel/Owner (APO) data, Professional License data is executed "As-is" into Accela Automation. "As-is" means that the data will be transformed as mapped to existing configuration elements in Accela Automation. The conversion process will not create configuration data or alter the mapped data when processed into Accela Automation. Additionally this means if invalid, inaccurate, or incomplete data is provided, it will be loaded into Accela Automation "As-Is". All data cleanup must occur prior to execution into Accela Automation.
- **Accela Data Conversion Tools**: Data will be mapped and converted utilizing Accela's Extract, Translate and Load ("ETL") toolset. This will assist to ensure the accuracy of the mapping. The data mapping tool ensures that the legacy source to Accela Automation solution is accurate and prevents data from failing to convert, while the execution tool can be used to consistently run conversion process and track statistics.
- **Acceptable Data Formats For Historical Conversion**: It is expected that the Conversion Source Data be provided in an Oracle 10g/11g or Microsoft SQL Server 2000/2005/2008 database format. In the event that the source is not in an acceptable format, Accela will provide recommendations for transposing the data in the proper format.
- **Acceptable Data Formats For Reference Conversion:** It is expected that the Conversion Source Data be provided in Oracle 10g/11g, Microsoft SQL Server 2000/2005/2008, or pipe delimited flat file format. In the event that the source is not in an acceptable format, Accela will provide recommendations for transposing the data in the proper format.

Standard Document Migration

- The standard document conversion may be utilized to convert record/permit level attached electronic documents into the configured Accela Automation EDMS systems. We will be interfacing with onBase for EDMS and will require that the interface supports the create method..

- At a minimum the electronic document(s) to be converted must exist in a Microsoft Windows accessible file system (ex. NTFS, FAT32) and have the ability to identify the associated Record ID in order to be converted. In the event that the files exist in a database they must be extracted into a windows file system prior to be evaluated for conversion.

ADMINISTRATION

LOCATION OF SERVICES AND KEY CONTACT

Services contracted under this SOW may be performed remotely and/or at LFUCG's on-site facilities as deemed appropriate and reasonable for the successful completion of the Services detailed herein.

Please indicate below the primary LFUCG location which will benefit from the services covered under this SOW.

Work Location:	101 E. Vine Street Lexington, Kentucky 40507

Please indicate below the key LFUCG contact that will be responsible for Project Management:

Name:	Kevin Wente
Title:	Administrative Officer Sr
Phone Number(s):	Office: 859.258.3436
Email:	Email: kwente@lexingtonky.gov

CHANGE ORDERS

In order to make a change to the scope of Professional Services in this SOW, LFUCG must submit a written request to Accela specifying the proposed changes in detail. Accela shall submit to LFUCG an estimate of the charges and the anticipated changes in the delivery schedule that will result from the proposed change in the Professional Services ("Change Order"). Accela shall continue performing the Professional Services in accordance with the SOW until the parties agree in writing on the change in scope of work, scheduling, and fees therefore. Any Change Order shall be agreed to by the parties in writing prior to implementation of the Change Order. If Accela's effort changes due to changes in timing, roles, responsibilities, assumptions, scope, etc. or if additional support hours are required, a change order will be created that details these

changes, and impact to project and cost (if any). Any change order shall be signed by Accela and LFUCG prior to commencing any activities defined in the change order. Standard blended rate for Accela resources is $205 per hour.

EXPIRATION

The scope and terms of this SOW must be executed within sixty (60) calendar days of the date of this SOW. If the SOW is not executed then the current scope and terms can be renegotiated.

SIGNATURES

This Statement of Work may be signed in counterparts, each of which shall be deemed an original.

IN WITNESS WHEREOF, the parties have caused this Statement of Work to be executed by their duly authorized representatives as identified below.

AUTHORIZING SIGNATURE	
NAME	
TITLE	
DATE	

APPENDIX A: PROJECT RESOURCES

LFUCG RESOURCES

LFUCG must fill the appropriate roles with the appropriate personnel to work together with the Accela Project Team for these Services and that LFUCG will make available additional resources as needed for the Services to be successful. LFUCG roles can be filled by the same person. In addition, LFUCG will provide all necessary technical resources to make appropriate modifications within any LFUCG systems wishing to integrate with any Accela systems. These resources must be proficient in LFUCG coding/development environment and tools, to make the required changes to their software to enable integration and must be available during the timeframe of these Services.   LFUCG roles include Sponsor, Project Manager, Technology Manager, and Business Lead(s) for each Division/department being implemented, Super User trainers, and others as appropriate.

LFUCG Resources	Description
Project Sponsor	Responsibilities include: • Ultimate responsibility for the success of the project, • Creating an environment that promotes project buy-in, • Driving the project through all levels of LFUCG, • High-level oversight throughout the duration of the project, • Serving as the primary escalation point to address project issues in a timely manner.
Project Manager	Responsibilities include: • Overall administration, coordination, communication, and decision-making associated with the implementation;

	• Planning, scheduling, coordinating and tracking the implementation with Accela and across departments within LFUCG; • Ensuring that the project team stays focused, tasks are completed on schedule, and that the project stays on track.
Division/Departmental Business Leads	A user representative for each affected divisions, Building, Engineering, Planning, must be appointed to facilitate analysis and configuration and serve as a decision-making entity for that group. These critical appointments may well determine the success of the implementation for their respective areas. Responsibilities include: • Attending requirements workshop sessions; • Willing and able to gather data and make decisions about business processes; • Assist in the creation of specifications for reports, interfaces & conversions • Review and test the system configuration; • Participating in the implementation of the Accela Automation solution.
Division/Departmental Subject Matter Expert (SME)	Responsibilities include: • Being trained on the Accela Automation system at a System Administration level; • Being fully engaged in the Business Analysis and system configuration activities; • Assist internal efforts towards the creation of reports, interfaces & conversions; • Assist in the review and testing of the system configuration; • Actively participate in the full implementation of the Accela Automation solution.
Technical Lead	Responsibilities include: • Primary responsibility for the technical environment during the software implementation; • Ensure that servers, databases, network, desktops, printers, are available for system implementation and meet minimum standards; • Work with Accela technical personnel during implementation; • Maintain test and production databases; • Perform day-to-day maintenance of the system and install maintenance releases; • Act as the primary technical resource for troubleshooting problems; • ·Establish and maintain backup, archival, and other customary maintenance and housekeeping activities.

ACCELA RESOURCES

Accela will assign key Professional Services resources for this engagement with LFUCG. These individuals are well versed in the Accela Automation application, and are well qualified to lead this effort. Accela's Project Manager shall assume full responsibility for the coordination of this team and its interaction with key LFUCG resources assigned to the effort.

The main roles are as follows:

Accela Resources	Description
Project Executive	The Project Executive oversees the project's progress/direction and works with the Project Manager to ensure efficiency, consistency and quality in delivery of Accela implementations. The Project Executive actively participates in a project director/executive role. The Project Executive will meet with LFUCG Executives monthly or upon request throughout the duration of the project.
Project Manager	The Accela Project Manager is responsible for the overall project management and works directly with the client along with LFUCG Project Manager throughout all aspects of Accela implementations: from the initial scoping, planning, staffing to delivery. The Project Manager undertakes the project administration tasks including: • Project plan management, • Change order management, • Issue log management and escalation, • Status reporting, • Project workspace management, • Resources management, • Work plan management, • Meetings management, • Project review with Project Executive. In addition, the Project Manager will actively participate in leading the System Configuration Analysis sessions and will be responsible for the creation of the System Configuration Document.
Senior Implementation Consultant	The Senior Implementation Consultant assigned to the project will have major experience in the business process as well as the product functionality and is responsible for: • Business analysis activities: Mapping the client's business processes and requirements to the functionality of Accela's products and the creation of solution design, • Leading system configuration activities, • Providing training/mentoring to LFUCG staff,

	• Recommend industry best practices to LFUCG to enhance business processes, • Guide LFUCG on how best to configure the system based on past experiences and software expertise.
Implementation Consultant	Implementation Consultant resources support the project and typically focus on the flowing tasks. • The configuration of the system to match the System Configuration document. • Build activities within the project, such as conversion data mapping, creation of reports and interface specification.
Technical Consultant	Accela Technical Consultants are involved in all areas that require knowledge of server-side considerations and Accela add-on products such as: • Application installation and setup (Accela Automation, Accela GIS, Accela Wireless, and Accela Citizen Access), • Report definition and creation, • Event Manager Script definition and programming, • Database Conversions and data mapping assistance, • Interface specifications and development.
Training Consultant	Training Consultants are responsible for Accela Training classes with assistance from Implementation consultants, depending on the nature of the specific project.

APPENDIX B - ACCELA IMPLEMENTATION METHODOLOGY

Accela will deliver its Services to LFUCG by employing the methodology detailed in this section. This is a proven methodology that guides the project from inception to deployment, thereby increasing the chances of successfully implementing Accela software products. Project delivery through execution of this Implementation Life Cycle is described below.

IMPLEMENTATION LIFE CYCLE

Thorough execution of these six stages ensures that Accela customers receive high-quality services throughout the project engagement.

Figure 1 - Accela Methodology
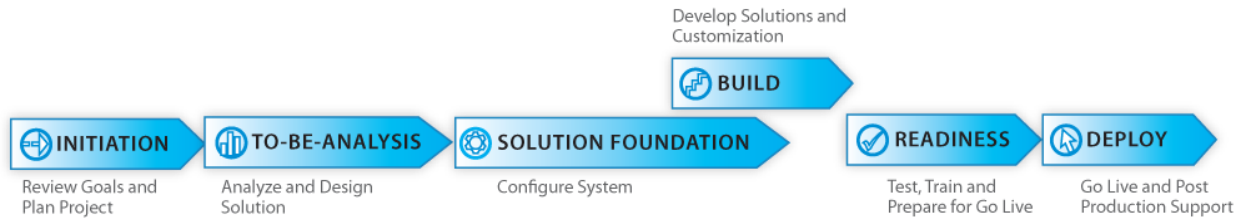
As illustrated in the figure above, the stages of project delivery flow in linear direction, although many tasks run in parallel as appropriate to avoid unnecessary project delays. Each stage has pre-defined objectives, tasks and associated deliverables. Depending on the exact scope of the project, a full complement or subset of all available deliverables will be delivered through the services defined for the project. Employing this deliverables-based approach ensures that Accela and LFUCG understand the composition and 'downstream' impact of each project deliverable to ensure the project is delivered with quality and in a timely manner.

INITIATION

Initiation represents the first stage in the lifecycle. During the Initiation stage, project contracts and the SOW are finalized, project scope and objectives are reviewed, and project planning activities and deliverables are completed.

To –Be ANALYSIS

Analysis is the second stage in the lifecycle. During the Analysis stage, Accela reviews existing LFUCG documentation, interviews LFUCG staff, and conducts workshops to understand the "To-Be" vision of LFUCG that can be executed with the aid of Accela Automation. It is during this Phase that Accela gains a deeper understanding of LFUCG processes and business rules; simultaneously, LFUCG begins to gain a deeper understanding of the methodology and Accela Automation capabilities. A key output of this Phase is the To-Be Analysis Document(s) which serve as the 'foundation' for configuration of Accela Automation to support germane elements of LFUCG "To-Be" vision. Supplementing the To-Be Analysis Document(s) are all other configuration specifications documents related to data conversion, interfaces, reports, and event scripts.

SOLUTION FOUNDATION

Solution Foundation is the third stage in the lifecycle. It begins upon completion of Stage 2 and should be completed prior to the next stage, Build. During the Solution Foundation stage, Accela Automation will be built to match the to-be processes agreed to in the Analysis stage. Essential to this effort is the configuration of the Record (Case, Application, Permit, Work Order, etc) types that were agreed to during the Analysis phase.

BUILD

Build serves as the fourth stage in the lifecycle, and execution of this stage overlaps Configuration, but ends after Configuration is complete. During the Build stage, all defined elements during the Analysis stage beyond the Solution Foundation will be implemented. This includes conversions, event scripts, interfaces and reports.

READINESS

Readiness is the fifth stage in the lifecycle. During the Readiness stage Accela Automation is fully tested, errors are identified, documented and corrected. Additionally, the solution is prepared for deployment. In addition, system administrators and end users are trained so that all appropriate LFUCG staff members are prepared to use and maintain the software once the move to production occurs.

DEPLOY

Deploy is the sixth and final stage in the lifecycle. During the Deploy stage the applications are moved to production; all requisite pre-production activities are identified, tracked and completed, and post-production analysis and review is completed. After moving to production, the Accela Automation applications will be transitioned to the Accela Customer Resource Center ('CRC") for ongoing support, after 21 business days. A formal transition will occur between the Services team and the CRC that instructs LFUCG on available communication channels (telephone, email, online tracking system) and use of the Accela knowledge base. Lastly, all documented issues or enhancement requests will be transitioned from the Services team to the Customer Resource Center.

Accela

APPENDIX C – DELIVERABLE ACCEPTANCE FORM

Please acknowledge acceptance by:

A

Sign and fax this document to:

Accela, Inc.
YOUR NAME
YOUR TITLE
Tel:
Fax:

OR

B

Email this document as an attachment to:

YOUR EMAIL

Date:	
Agency Name:	
Approving Agency Manager:	
Accela Manager:	
Project Name / Code:	
Contract / Agreement #:	

Agency agrees that Accela has successfully completed the following Deliverables:

Deliverable #	Source / Reference Details	
	Service Agreement	

Agency agrees that Accela has successfully completed the Deliverables described above in accordance with the terms of the related Contract/Agreement.

APPROVALS:

_____
Agency Name

_____   _____
Signature 1   Signature 2

_____   _____
Project Manager   Title 2

_____   _____
Date 1   Date 2

APPENDIX D – DETAILED SCOPE

The following section describes the specific activities and tasks that will be executed to meet the business objectives and business requirements of LFUCG. In support of the implementation effort as described above, Accela will provide the following detailed implementation services. For each deliverable, a description is provided as well as criteria for acceptance of the deliverable.

STAGE 1 - INITITATION

DELIVERABLE 1: PROJECT INITIATION

Project initiation is an opportunity to ensure the project starts in a well-organized, structured fashion while re-confirming LFUCG and Accela expectations regarding the implementation. This Deliverable is comprised of project planning activities, core project management documents and templates and the first on-site meeting conducted between LFUCG and Accela after the signing of the Statement of Work.

In conjunction with LFUCG representatives, Accela will perform the following tasks:

- Finalize staffing for the project teams
- Conduct a formal onsite Kickoff meeting. The objective of this meeting is to review the purpose of the project and discuss the project scope, roles and responsibilities, deliverables, and timeline
- Review Project Status Report Template format
- Finalize and document formal deliverable signoff procedures, identify team members that will be responsible for signoff from LFUCG and Accela
- Finalize an integrated project plan that includes detailed resource allocation for all tasks (in cooperation with LFUCG Project Manager)
- Develop a Project Charter that defines how the project will be governed, including a detailed escalation plan and communication plan
- Create the project SharePoint site and load all standard, current documentation
- Conduct Core Team training in order to prepare the Subject Matter Experts for the To-Be Analysis stage

The Project Kickoff Meeting includes a formal presentation by the project team to review project objectives, methodology, timeline, roles and responsibilities, risks, and other key project elements with project stakeholders.

In terms of specific output, the following will be executed for this deliverable for each Phase:

Deliverable 1
- ➢ Initial Project Charter
- ➢ Detailed Baseline Project Plan
- ➢ Project Status Report Template
- ➢ Project SharePoint Site
- ➢ Project Kickoff Presentation
- ➢ Core Team Training (2.5 days), onsite, up to 14 students

Accela Responsibilities:
- Provide timely and appropriate responses to LFUCG's request for information
- Coordinate project planning activities
- Communicate the Accela Implementation Methodology that will be used by Accela to deliver Services
- Complete detailed Baseline Project Plan, Project Status Report Template, and Project Kickoff Presentation deliverables with input from appropriate LFUCG resources

LFUCG Responsibilities:
- Identify and set expectations with key resources and subject matter experts for ongoing participation in the project.
- Provide timely and appropriate responses to Accela's requests for project planning input and meeting logistics requests
- Provide meeting facilities for Project Kickoff and other onsite activities
- Include Project Sponsor in Project Kickoff Meeting
- Provide suitable LFUCG facilities to accommodate training
- Ensure that users are proficient in using PC's in a Windows environment as a prerequisite for the training
- Ensure that users are familiar with use of standard Internet browsers as a prerequisite for the training

Acceptance Criteria:
- Review and acceptance of the Project Status Report
- Review and acceptance of the Detailed Baseline Project Plan
- Review and acceptance of the Project Charter
- Completion of the Project Kickoff Meeting
- Completion of Core Team Training

STAGE 2 – TO-BE ANALYSIS

To-Be Analysis is comprised of the activities required to define the Accela Automation Solution Foundation for LFUCG. The key output of the process are To-Be Analysis Document(s), which serves as a 'blueprint' for design and baseline configuration efforts throughout the implementation project and establishes the benchmarks for testing and acceptance at the conclusion of the project. The To-Be Analysis Document(s) include detailed information on LFUCG's business processes to be configured in the Accela Automation Solution Foundation, including the following topics:
- Process Overview
- Intake Process, user defined and required fields
- Required/Optional Review Tasks
- Issuance requirements
- Inspection Types, scheduling and checklists
- Workflow and processing requirements
- Fees – types, processing and schedules
- Citizen Portal (Accela Citizen Access) specific to online submittal, inquiry, inspection scheduling and fee payments
- Electronic Document Review and Markup

The To-Be Analysis Sessions and To-Be Analysis Document(s) will include the high-level requirements related to the following deliverables. However, the specifics for each deliverable will be discovered and documented later in the project as they are dependent on the completion of the Solution Foundation milestone. (**Example**: Discovery of LFUCG requirement for a Receipt Report is documented during Phase 2: To-Be Analysis, however, the specific report specification and requirements is completed in the Report Specification deliverable)

A total of 40 (forty) rather than the original 26 (twenty six) Business Processes are in scope for this project. A business process is a record type and includes the supporting sub processes. See Appendix E for the business processes.

The Project Team, consisting of representatives from both Accela and LFUCG, will conduct a formal review of the To-Be Analysis Documents for the purpose of approval and sign-off on the deliverable. Accela will build prototypes of 8 (eight) select processes, agreed to by LFUCG, which will be used during the review sessions to demonstrate the proposed functionality. Prototyping is intended to demonstrate selected aspects of Accela Automation functionality to assist in understanding how it will operate for LFUCG.

DELIVERABLE 2: TO-BE ANALYSIS SESSIONS

In order to develop the content for the To-Be Analysis Document(s), Accela will work closely with designated LFUCG personnel and will conduct analysis sessions to capture the "to-be" required business processes.
In conjunction with LFUCG representatives, Accela will perform the following tasks:
- Review and understand existing business processes intended for migration into Accela Automation
- Review the developed business process as a basis for configuration in Accela Automation's workflow tool
- Assist LFUCG in streamlining existing business processes for fit into Accela Automation
- Collect employee names and associated roles and identify user group setups
- Review the collected document intake requirements, forms, and data fields for each process
- Review the collected document output requirements (documents/letters/reports)
- Review the collected document fees, fee schedules, and collection procedures for each process
- Review the collected document all required inspections and inspection result options for each type

Accela's Project Manager will coordinate and schedule the Analysis Sessions in conjunction with LFUCG Project Manager and according to the agreed upon Project Plan. In terms of specific output, the following will be executed for this deliverable:

➢ To-Be Analysis data gathering activities including workshops, interviews and web conferencing sessions

Accela Responsibilities:
- Provide timely and appropriate responses to LFUCG's request for information
- Interview staff in order to understand existing business processes
- Conduct to-be analysis sessions to capture the required business processes to be automated within the system
- Conduct meetings via email, web conference, phone, and in person to gather and validate analysis input

LFUCG Responsibilities:
- Provide timely and appropriate responses to Accela's requests for information
- Make available the appropriate LFUCG key users and content experts to provide required information, participate in the configuration analysis and verify the accuracy of the documented workflows, input/output formats, and data elements
- Provide any existing business process documentation, including process flows; fee schedules; commonly used applications, reports and forms; and other relevant information
- Schedule participants and meeting locations for analysis activities

Acceptance Criteria:
- Completion of To-Be Analysis Sessions

DELIVERABLE 3: TO-BE ANALYSIS DOCUMENT(S)

To-Be Analysis Document(s) will be developed by Accela based on the information gathered in Deliverable 2: To-Be Analysis Sessions . This document(s) will serve as the 'blueprint' for processes throughout the implementation project. Upon completion of the document(s), Accela will conduct a formal review with LFUCG for the purpose of approval and sign-off on the deliverable. To facilitate the approval process, Accela will configure prototypes of the solution for 30 mutually agreed upon To-Be processes, which will be used during the review sessions to demonstrate the proposed functionality. Prototyping is intended to demonstrate selected aspects of Accela Automation functionality to assist in understanding how it will operate for LFUCG.

In terms of specific output, the following will be executed for this deliverable:

➢ To-Be Analysis Document(s)

Accela Responsibilities:
- Provide timely and appropriate responses to LFUCG's request for information
- Interview staff as necessary in order to understand existing business processes
- Build selected prototypes to demonstrate proposed functionality
- Conduct meetings via email, web conference, phone, and in person to gather and validate analysis input.
- Prepare and complete To-Be Analysis Document(s) capturing LFUCG's business processes to be included in the Solution Foundation

LFUCG Responsibilities:
- Provide timely and appropriate responses to Accela's request for information
- Schedule participants and meeting locations for To-Be Analysis Document(s) review activities
- Review and provide feedback on To-Be Analysis Document(s)

Acceptance Criteria:
- Review To-Be Analysis Document(s) and validate that the content accurately reflects the business processes data that will be included in the Accela Automation Solution Foundation
- For each Document, LFUCG will have 7 business days to conduct initial review of the To-Be Analysis Document(s). Written approval by LFUCG & LFUCG will be the acceptance criteria. Upon delivery of initial feedback, Accela will complete the necessary changes and updates. The second and final review will have 3 business days for acceptance

STAGE 3 – SOLUTION FOUNDATION

Accela will provide professional services to develop the Accela Automation Solution Foundation in accordance with requirements established and agreed upon during the execution of the tasks that comprise Stage 2 – To-Be Analysis. Accela will produce a detailed, technical Solution Foundation Document(s) that represents the entire foundation of the system, for each module. This document will be delivered for review with the completed solution.

DELIVERABLE 4: ACCELA AUTOMATION SOLUTION FOUNDATION

Accela will provide professional services to develop the Solution Foundation of the Accela Automation product in accordance with requirements established and documented in Deliverable 3: To-Be Analysis Document(s).

In terms of specific output, the following will be executed for this deliverable:

➢ Completed Foundation of Accela Automation Solution that supports the To-Be Business Processes
➢ Accela Automation Solution Foundation Document

Accela Responsibilities:
- Provide timely and appropriate responses to LFUCG's request for information
- Configure the foundational components as defined in the To-Be Analysis Document(s)
- Present the solution foundation for each module to LFUCG team or management

LFUCG Responsibilities
- Provide timely and appropriate responses to Accela's request for information
- Make available the appropriate LFUCG key users and content experts to participate in creating the system in an effort to learn about the system to facilitate knowledge transfer
- Work with Accela to verify that the system meets the foundational requirements documented in the To-Be Analysis Document(s)
- Accela will work with LFUCG to test the system for purposes of validating the configuration

Acceptance Criteria:
- Review and approve that the Accela Automation Solution Foundation meets the requirements documented in the approved To-Be Analysis Document(s)
- For each Business Process, LFUCG will have 7 business days to conduct initial review of the Solution Foundation. If no changes or comments are requested within the 7 days, the milestone is considered approved by LFUCG. Upon delivery of initial feedback, Accela will complete the necessary changes and updates. The second and final review will have 3 business days for acceptance

STAGE 4 – BUILD

The Build stage includes data conversions, development of interfaces, development of all Business Process Validation and Automation (Event Manager Scripts and Expressions) configuration of add-on products and custom report development. It comprises all of the additional activities outside of solution foundation that are required to complete the total solution for LFUCG. Similar to the Configuration Stage, it is critical that appropriate LFUCG representatives are involved in each step of the process to ensure success.

DATA CONVERSION

Data conversion of historic/legacy data from LFUCG systems is a critical activity for the success of this project. The Accela team is highly experienced in planning for, and executing these activities and will work closely with LFUCG staff to ensure a successful transition of data. Specifically, the Accela team will work with LFUCG to understand the data sources, how they are used, where their data will be stored in Accela Automation and the quality of that data. Often multiple sources store and manage similar information and decisions need to be made about the authoritative source. It is also common to find that data sources have not had strong controls and the accuracy is questionable or there is missing data. There are techniques and tools that Accela may recommend to understand the current LFUCG data so that decisions can be made about data quality and what to convert. Upon completion of the data analysis, mapping of historical/legacy data sources may begin with Accela's mapping tool and conversion iterations performed as outlined in the Project Plan. Accela provides release notes during these conversion tests to verify data is being transferred correctly (e.g., number of records and expected values in fields).

Accela will lead the conversion effort and specifically assist in the following areas: data mapping, script development for conversion, assistance in data testing and validation, and with the planning and execution of the final data conversion. For conversions, it is expected and anticipated that LFUCG will provide resources knowledgeable with the historical data to assist in the data migration/conversion effort.

The required data mapping effort will be a conducted by Accela personnel with assistance from LFUCG. Once the data mapping has been defined, Accela will ask that a representative of LFUCG sign off on the data maps. Accela will be responsible for the data conversion programs to load data from the staging tables to the Accela Automation database. **PLEASE REFER TO DATA CONVERSION ASSUMPTIONS FOR SPECIFIC ASSUMPTIONS AND PARAMETERS RELATED TO ACCELA'S CONVERSION APPROACH**.

DELIVERABLE 5: HISTORICAL DATA CONVERSION ANALYSIS

We will be doing analysis on the current BI system, one master Planning spreadsheet, and one master Engineering spreadsheet. Upon receipt of LFUCG's Legacy data, Accela will create a Data Conversion Mapping Document detailing the data conversion process, mutually agreed upon requirements and mapping of LFUCG's historical data into Accela Automation.

In terms of specific output, the following will be executed for this deliverable:

➢ Historical Data Conversion Mapping Document will be developed

Accela Responsibilities:
- Work with LFUCG to define and document historical data elements that are required for the conversion.
- Facilitate the data analysis and mapping process
- Complete the Data Conversion Specifications Document

LFUCG Responsibilities:
- Provide historical data in acceptable formats
- Must compile all historical data to be converted for Planning and Engineering into a single spreadsheet respectively.
- Provide subject matter experts on the data source to aid Accela in identifying key components of the historical data
- Provide subject matter experts on the historical configuration to aid in the data mapping process
- Review and sign-off on completed Data Conversion Specifications document

Acceptance Criteria:
- The Historical Data Conversion Specifications document identifies historical data elements that will be converted into Accela Automation as well as document special consideration (ex. merging data sources, phasing, etc.)

Acceptance Review Period:
- Ten (10) business days total

DELIVERABLE 6: HISTORICAL DATA CONVERSION DEVELOPMENT

Upon LFUCG approval of the Historical Data Conversion Specifications document, (Deliverable 5), Accela will provide a program(s) to migrate appropriate historical data into Accela Automation. Upon receipt of the data from LFUCG, Accela load the data into the Test environment for validation.

In terms of specific output, the following will be executed for this deliverable:

➢ Completion of migrated data into Accela Automation development or test environment

Accela Responsibilities:
- Provide a program to migrate historical data into LFUCG's AA test database environment
- Each data conversion will include up to three (3) conversion loads for client testing, this does not include the data runs that are used for Accela unit testing
- Validate the successful completion of the migration of historical data into LFUCG's test environment

LFUCG Responsibilities:
- Providing the legacy data source in an acceptable format
- Assist in the execution of the data conversion program and provide access to environments as needed
- Provide resources to validate the conversion statistics and the quality of the data converted into Accela Automation

Acceptance Criteria:
- Historical data has been converted to Accela Automation testing environment according to the Data Conversion Mapping document
- Validation of the data loaded in the Accela test environment by LFUCG

Acceptance Review Period:
- Ten (10) business days total

SYSTEM INTERFACES

For each interface, the Accela technical lead will work together with LFUCG's technical lead and business leads to document functional and technical requirements of the interface in an Interface Specifications Document. Interface development begins upon written approval of the specifications.   It is expected all interfaces will use Accela's GovXML, web services or batch engine. No custom or third party integration tool will be used to accomplish input or output of data to/from the Accela system. In other words, data coming into Accela and data coming from Accela will use the existing integration technology. LFUCG responsibility includes obtaining permission for level/type of integration from appropriate application owners (including on premises or cloud/hosted, etc.). Further, LFUCG will ensure that Accela resources have access to a Dev or Test version of the 3rd party system for interface development. All interfaces will be developed against 1 (one), agreed upon version of the 3rd party system.

Accela will conduct Analysis/Mapping and Data Conversion Development for each Legacy system that will be have data converted to Accela within the scope of this implementation.

System Name	Description
OnBase	Electronic Document Management System – currently existing OnBase interface is available as a baseline. Additional changes will be necessary to add required indexes and online functionality.
LexCall	Lexington's 311 system. Complaints/Service requests will come in through LexCall and updated upon completion. Currently existing interface for Water can be utilized and expanded upon to include complaint routing for the respective groups.

PeopleSoft	Financial interface.
epay	Electronic payment for online transactions.

DELIVERABLE 7: INTERFACE ANALYSIS AND DEVELOPMENT

In order to determine LFUCG requirements for these interfaces, analysis sessions will be conducted as a portion of this deliverable. The findings will then be documented in the Interface Specifications Document(s) for use by Accela in building the interface code. The implementation of the interfaces is dependent on the assistance of LFUCG's staff, specifically, interface analysis, data mapping, and data manipulation as required in the source system.

In terms of specific output, the following will be executed for this deliverable:

➢ Interface Specifications Document
➢ Operational Interface in the Development or Test environment

Accela Responsibilities:
- Provide timely and appropriate responses to LFUCG's request for information
- Conduct Interface Analysis sessions
- Work with LFUCG staff to develop interface specifications document
- Use an Accela web service or other tool to implement the interface functionality based on the specifications
- Build all aspects of the interface that interact directly with the Accela Automation

LFUCG Responsibilities:
- Provide timely and appropriate responses to Accela's request for information
- Provide system and access to individuals to provide required details of system interface
- Allocate the time for qualified business and technical experts for the testing sessions that are critical to the project success
- Identify and coordinate any related tools used to implement the interface (3rd party or in-house development).
- Assist in the interface specification development and data mapping process
- Review and approve the interface specification documents
- Work with Third Party Data Sources to determine best methods of interfacing to Accela system
- Validate interface through testing
- Work with 3rd party to ensure data from Accela is in correct format
- Updates to interface, post go-live, due to changes in 3rd party system or LFUCG business processes

Acceptance Criteria:
- Review and approve the Interface Specifications document
- Demonstration and approval of the completed interface as per the requirements detailed in the interface specifications document

Acceptance Review Period:
- Ten (10) business days total

DELIVERABLE 8: BUSINESS PROCESS VALIDATION AND AUTOMATION

During the configuration analysis phase of the implementation project, Accela will identify opportunities to supplement the Accela Automation base functionality via Event Manager Script Engine (EMSE) scripts and Expression Builder in

order to validate and automate business processes. Accela will work with LFUCG to identify desired functionality, and subsequently will assist with prioritizing the needs in order to determine that will be developed by Accela within the scope of this implementation. The Business Process Validation and Automation developed by Accela can be used as models whereby LFUCG staff can develop and modify additional functionality as needed.

Business Process Validation and Automation is broken out into two functional areas of the Accela solution, as defined below:

- **EMSE (Event Manager Scripting Engine)** – used to script based on system activities, such as a before or after event, that allow the system to automate activities (**example:** do not allow an inspection to be scheduled prior to a specific workflow task, or, auto-calculate and invoice a fee upon application submittal)
- **Expression Builder** – used to script form based interactions that occur prior to triggering and event or master script activity (**example:** auto-population form based data fields based on user-selected values)

Accela will work with LFUCG to define a required list of scripts during Analysis. The defined scripts for each business process will be in their respective to-be Analysis documentation. These automation scripts will also be tracked in SharePoint in a script tracker, assessed a level of effort for development, and categorized as either: business process critical or an efficiency improvement. Any scripts with a level of effort of 4 hours or less for analysis and development will not have a design specification document created and instead will be defined only in the Analysis documentation and the script tracker. Any scripts of greater complexity will require a specification document that LFUCG will approve prior to development.

- Critical business process automation includes:
  - Currently existing automation utilized by LFUCG for validation or completion of a business process in existing legacy systems.
  - Automation of fee calculations on record creation for back office and online applications or renewals.
  - Renewal related automation, including:
    - Batch renewal scripts to automate setting the expiration status and sending an email on the impending renewal to the applicant.
    - Creation of renewal record from license record with general information copied over to allow for ACA renewal processing. Automation of email to applicant on readiness of renewal and instructions on completing the renewal online.
  - Any automation required to successfully complete a business process to meet the time constraints of a service level agreement.
  - Reasonable validation automation to streamline current processes and provide improved customer service.
  - Amendment scripting to allow the update of an application.
- Efficiency improvement automation includes:
  - Scripted automated emails to improve communication. Non-scripted emails as part of workflow status changes can be built out of the box as part of standard configuration.
  - Validation of data entry fields for normalization purposes.
  - Validation scripting to check for user error on data input.
  - Workflow task scripting. The completion of workflow tasks automatically from user or citizen input not resulting from direct workflow task manipulation.
  - The scripting of fee recalculation. Any out of the box fee recalculation is part of standard configuration.
  - Amendment record scripting to allow for updating an existing license or renewal. Application based amendments are included above as critical.

Accela will develop those types of scripts deemed to be critical for business automation as defined supra. Accela will not be deemed responsible for the delivery of the entirety of the efficiency automation scripts. Accela will be responsible for up to 266, originally 200 in version 1.0, hours of development for any EMSE or Expression Builder scripts that are non-critical in nature. The list of scripts must be finalized by the conclusion of solution foundation. Any additional scripts identified after the solution foundation phase must draw from the pool of additional scripting hours regardless of categorization. Accela project management and LFUCG will work with LFUCG to determine the categorization of automation utilizing a reasonableness standard.

In terms of specific output, the following will be executed for this deliverable:

- ➢ Prioritized list of requirements that require Automation
- ➢ Specification documents for each required Automation
- ➢ Demonstration of completed Automations in development or test environments per the specifications document(s)

Accela Responsibilities:
- Work with LFUCG staff to identify potential uses of scripting
- Assist with development of list of desired functionality
- Aid LFUCG in prioritizing which scripts will be developed by Accela
- Develop scripts based on the specifications
- Demonstrate functionality of scripts per specifications

LFUCG Responsibilities:
- Allocate the time for qualified business and technical experts for the script requirements sessions that are critical to the project success
- Identify resources that will learn scripting tools and approaches for ongoing maintenance
- Prioritize desired functionality to determine which scripts Accela will develop
- Provide timely and appropriate responses to Accela's request for information
- Verify the Script Specification meets the intended business requirement
- Allocate the time for qualified personnel to test the script for acceptance

Acceptance Criteria:
- Review and acceptance of design document with written sign-off from LFUCG
- Demonstration of all developed script within the system to LFUCG

Reports

Reports are defined as anything that can be printed from the system, including but not limited to, reports, forms, documents, notices, and letters that LFUCG wishes to print as identified during configuration analysis. The Configuration Document will define the reports and documents that are required by LFUCG to effectively use Accela Automation. These reports will be broken down by level of effort and identified in the configuration document. It is expected that, after the appropriate training, (Accela Automation Database Schema Fundamentals)
on the database and the selected report writing tool is completed, LFUCG personnel will be able to handle additional and future report requirements. Reports are classified by level of effort: high, medium, and low. High is defined as a report containing significant calculation and/or extensive detail and number of fields – for example a financial statistical report or complex permit. The majority of reports require a 'medium' level of effort, which is defined as a report that requires some calculations and summaries. Examples include forms and transaction reports (receipts, permits,

inspection tickets, journals, logs. Reports with a low level of effort are typically letters or notices that contain contact information and basic application data.

These reports can be developed using the integral Accela Report Writer included with Accela Automation at LFUCG's discretion. These custom reports, whether developed with Accela Report Writer or Crystal Reports, will be deployed in the Report Manager for use within Accela Automation.

DELIVERABLE 9: REPORT SPECIFICATIONS

Accela will develop documents/letters/reports from those identified by LFUCG as required for the new system.

Accela and LFUCG have agreed that Accela will develop reports based on the following breakdown:
- 5 High Complexity
- 15 Medium Complexity
- 10 Low Complexity

Prior to the development of a report LFUCG will approve report design specification documents that will be created jointly by LFUCG and Accela. The approved documents will be used as a basis for determining completion and approval of the reports. Development of each report cannot begin until agreement on each specification is complete.

A proven strategy that combines the use of the Accela Automation Quick Queries, custom reports developed by Accela that include run-time parameters to allow similar reports to be combined, and the development of other reports by LFUCG after training, can ensure that all required reporting requirements are met

In terms of specific output, the following will be executed for this deliverable:

- ➢ List of identified reports with assigned responsibility for specification and development
- ➢ Completed Report Specification Documents for each report assigned to Accela

Accela Responsibilities:
- Assist in determining level of effort for reports to assist with prioritization
- Develop report specifications

LFUCG Responsibilities:
- Provide timely and appropriate responses to Accela's request for information
- Make available the appropriate key users and content experts to participate in the report specification
- Provide information and data in the formats specified by Accela that will be needed for agreement on the Deliverable

Acceptance Criteria:
- Agreement on prioritized list of reports that will be developed by Accela
- Review and approval of individual Report Specifications documents. LFUCG will not unreasonably withhold acceptance if LFUCG requests changes to the reports specifications after the initial signoff of the specification by LFUCG
- LFUCG will have 10 business days to review the Report Specification Documents. If no changes or comments are requested within the 10 days, the Report Specification Documents are considered approved by LFUCG

DELIVERABLE 10: REPORT DEVELOPMENT

Accela will develop custom documents/letters/reports per the specifications developed and approved in Deliverable 9, Report Development. Changes to the report specifications after approval can negatively impact project progress and the overall schedule. Therefore, changes to the report specifications after approval requires an analysis by Accela to determine the level of effort required, and if a change order would be required to complete the work.

In terms of specific output, the following will be executed for this deliverable:

> ➢ A total of 30 documents/letters/custom reports per the Report Specification Documents

Accela Responsibilities:
- Provide timely and appropriate responses to LFUCG's request for information
- Develop reports per specifications
- Assist in the validation of the reports in test environment

LFUCG Responsibilities:
- Provide timely and appropriate responses to Accela's request for information
- Make available the appropriate key users and content experts to participate in the report development and validation activities
- Request change order if changes to specifications are required

Acceptance Criteria:
- Confirmation of report accuracy in the development or test environment per Report Specifications.

DELIVERABLE 11A: ACCELA GIS CONFIGURATION

Accela will install and configure Accela GIS to link and leverage existing LFUCG GIS information, including assistance with establishing the map service to be used in conjunction with Accela GIS. The following are the main objectives being pursued through the implementation of the Accela GIS:
- View selection, location, and associated GIS information
- Select one or more parcels and add new applications to the licensing system
- Auto-populate spatial attributes for a property in forms (including ACA)

During GIS installation, Accela's technical staff will work with LFUCG IT staff to ensure that the components for hardware, software, database, network, and Internet are in place for the Accela GIS test and production environments. Specifically, Accela will setup a VPN tunnel from the Accela Cloud to LFUCG GIS map services in order for communication between environments to occur. Accela technical staff will validate the proper installation and configuration of the Accela GIS environment and its connectivity to LFUCG's existing GIS environment.

In terms of specific output, the following will be executed for this deliverable:
> ➢ Accela GIS installed and configured per LFUCG requirements
> ➢ 4 Proximity Alerts
> ➢ 4 Attribute Mappings
> ➢ 4 Dynamic Themes
> ➢ GIS Admin Training (8 hours), onsite or remote, up to 7 students

Accela Responsibilities:

- Install Accela software and perform quality assurance checks on the configuration and performance based on acceptance criteria mutually developed by Accela and LFUCG
- Demonstrate that the Accela GIS applications are operational in LFUCG computing environment thus communicating with the Accela Automation system
- Assist LFUCG in identifying and developing Proximity Alerts and Dynamic Themes

LFUCG Responsibilities:
- Arrange for the availability of appropriate staff for the system installation, setup, testing, and quality assurance throughout the setup process
- Provide people and physical resources based on the dates outlined in the project schedule
- Prepare the hardware, software, and network in accordance with the specifications provided by Accela
- Provide Accela with network access for remote installation and testing
- Provide information and data in the formats specified by Accela that will be needed for the GIS implementation

Acceptance Criteria:
- Demonstration of operating Accela GIS in test and production

DELIVERABLE 11B: ACCELA CITIZEN ACCESS CONFIGURATION

This deliverable includes setup and configuration of Accela Citizen Access (ACA) on LFUCG Dev or Test site per the Requirements gathered in the To-Be Analysis Phase. Accela will work with LFUCG representatives validate and implement Accela Citizen Access to extend certain aspects of the internal Accela Automation configuration for use by the general public. Specifically, the following items will be configured:

- ➢ Integration into existing LFUCG website
- ➢ Text Settings, including disclaimers, help text and watermarks
- ➢ Security Settings
- ➢ Form Layout
- ➢ User registration settings
- ➢ User rights and permissions

In terms of specific output, the following will be executed for this deliverable:

- ➢ Accela Citizen Access Specifications Document (MS Word)
- ➢ Accela Citizen Access Admin Training (1 day), onsite or remote, up to 7 students

Accela Responsibilities:
- Setup Accela Citizen Access in Dev and Test environments
- Work with LFUCG to determine which services to expose to the public via Accela Citizen Access
- Create configuration specification for Accela Citizen Access based on analysis with LFUCG
- Configure the Online Record types defined in the System Configuration Document in Accela Citizen Access

LFUCG Responsibilities:
- Validate that the configuration specification for Accela Citizen Access meets LFUCG requirements based on details from the Configuration phase of the project
- Perform testing of all Online Record types for purposes of validating the configuration

Acceptance Criteria:

- Accela Citizen Access Configuration Analysis Document provides details of all configuration elements based on Accela Automation back office configuration
- The base configuration of Accela Citizen Access is configured as documented in the approved Accela Citizen Access Specification Document
- Demonstration of the operational Accela Citizen Access functionality per the specification document(s)

Acceptance Review Period:
- Ten (10) business days

DELIVERABLE 12: ACCELA MOBILE OFFICE CONFIGURATION

Accela will configure the Accela Mobile Office application. As part of this deliverable Accela will perform the configuration tasks required to ensure Accela Mobile Office interfaces with Accela Automation in both a test and production environment.

Analysis activities with LFUCG will result in a Mobile Office Configuration Specifications Document. Subsequently, Accela's staff will extend base configuration of Accela Mobile Office per the Mobile Office Configuration Specifications Document.

In terms of specific output, the following will be executed for this deliverable:

- ➢ Accela Mobile Office Configuration Specifications Document
- ➢ Demonstration of operation system per Accela Mobile Office Configuration Specifications Document

Accela Responsibilities:
- Create configuration specifications for Accela Mobile Office based on analysis with LFUCG
- Configure Accela Mobile Office based on approved specifications document
- Demonstration of application in a mobile office environment

Acceptance Criteria:
- The base configuration of Accela Mobile Office in the Development or Test environment is configured as documented in the Accela Mobile Office Configuration Specifications document

Acceptance Review Period:
- Ten (10) business days total

DELIVERABLE 13: V360 USER EXPERIENCE

V360 User Experience is comprised of the fine-tuning of the User Interface ("look and feel") of the system, usability and security. This portion is completed prior to User Acceptance Testing to provide a more refined view of the system and assistance with system acceptance for new users. Accela will use the completed configuration and standard, best practice V360 User Interface as a starting point for analysis and documentation of desired look and feel of Accela Automation V360 user interface.

V360 User Console configuration will be accomplished through a series of onsite, and remote web meeting, workshops. These workshops will be used in order to accomplish the requested changes, in real-time, and provide ad-hoc training/knowledge transfer to LFUCG staff on the process of modifying the look and feel of Accela Automations V360 User Interface. Per Accela's best practice methodology, each workshop will be 2 hours long. Information collected, and updated, during the workshop include detailed settings related to the following topics:

- User Consoles and Form Layout
- Navigation tools
- Search screens and data filtration tools

In terms of specific output, the following will be executed for this deliverable:

- ➢ Completion of 3 (three) Analysis workshops, interviews and WebEx sessions
- ➢ Configuration of V360 User Experience

Accela Responsibilities:
- Conduct sessions to capture the required look and feel functionality of the Accela Automation system
- Conduct meetings via email, Adobe Connect, phone, and in person to gather and validate analysis input.
- Build the user experience components as discovered during workshops

LFUCG Responsibilities:
- Provide timely and appropriate responses to Accela's request for information
- Make available the appropriate LFUCG key users and content experts to participate in the user experience analysis
- Complete any additional User Experience updates as desired by LFUCG after the workshops are completed
- Schedule participants and meeting locations for analysis workshop activities

Acceptance Criteria:
- Completion of 3 (three) V360 User Experience Workshops

STAGE 5 – READINESS

DELIVERABLE 14: ADMINISTRATIVE TRAINING

Accela will provide training for LFUCG staff that focuses on the administration, maintenance, and augmentation of its Accela Automation configuration. Our aim at Accela is to educate LFUCG resources on all aspects of Accela Automation in an effort to ensure LFUCG is self-sufficient. This allows LFUCG to best react to changing requirements and ongoing maintenance, which can allow LFUCG to be reactive and significantly reduce system maintenance costs over time.

In terms of specific output, the following will be executed for this deliverable:

- ➢ Accela Automation Admin Usage (7 days), onsite or remote, up to 10 students
- ➢ Accela Automation Database Schema Fundamentals (1 day), onsite or remote, up to 7 students
- ➢ Accela Automation Event Manager Scripting – Basic (2 days), onsite or remote, up to 7 students
- ➢ Accela Automation V360 User Experience (2 days), onsite or remote, up to 10 students
- ➢ Accela Automation Advanced Fees (1 day), onsite or remote, up to 7 students
- ➢ Accela Ad-Hoc Reporting (1/2 day), onsite or remote, up to 7 students

Accela Responsibilities:
- Coordinate with LFUCG to define training schedule and logistics
- Deliver training per the specific requirements listed above

LFUCG Responsibilities:
- Select and prepare the power-users who will be participating in the training and subsequently training end users
- Arrange the time and qualified people for the training who are critical to the project success
- Provide suitable LFUCG facilities to accommodate various training classes
- Ensure that users are proficient in using PC's in a Windows environment as a prerequisite for the course
- Ensure that users are familiar with use of standard Internet browsers as a prerequisite for the course

Acceptance Criteria:
- Execution of listed training courses

DELIVERABLE 15: REPORT WORKSHOP

Accela will provide training and onsite support in a "hand's on", report development workshop. Our aim is to educate LFUCG resources on all aspects of report writing in Accela Automation in an effort to ensure LFUCG is self-sufficient. This allows LFUCG to best react to changing requirements and ongoing maintenance, which can allow LFUCG to be reactive and significantly reduce system maintenance costs over time. Up to seven (7) LFUCG staff may attend the Report Workshop.

Please note, Accela does not train on the use of 3rd party tools, specifically, report development tools. Accela assumes that LFUCG staff have appropriate training and/or experience with the 3rd party report development tool of choice. (Example: Crystal Reports, Microsoft SQL Reporting Services, etc.)

In terms of specific output, the following will be executed for this deliverable:
- Four-Day, onsite Report Workshop

Accela Responsibilities:
- Coordinate with LFUCG to define training schedule and logistics
- Deliver training per the specific requirements listed above

LFUCG Responsibilities:
- Select and prepare the power-users and/or admin staff who will be participating in the workshop
- Provide suitable LFUCG facilities to accommodate training classes
- Ensure that users are proficient in using PC's in a Windows environment as a prerequisite for the course
- Ensure that users are familiar with use of standard Internet browsers as a prerequisite for the course

Acceptance Criteria:
- Completion of 4-day Report Workshop

DELIVERABLE 16: TRAIN THE TRAINER

This Deliverable includes the Delivery by Accela of a 5-day "Train-the-Trainer" course. Accela best practices have proven that class sizes no larger than 7 participants are more successful with students who meet the pre-requisites of the course. The Accela Trainer will work with LFUCG if a class size needs to be modified to ensure a successful instruction outcome.

End User Training should be coupled with LFUCG delivering supplementary user training to its staff using the core Use Cases documented in each To-Be Analysis Document. Accela recommends LFUCG adopt the "80/20 rule" for

training, focusing the majority of their training on 80% of what LFUCG normally does operationally. The recommended supplementary training conducted by LFUCG can utilize business experts from each area to train on all aspects of their configuration. Accela will deliver current and comprehensive training documentation in a format that can be customized by LFUCG.

In terms of specific output, the following will be executed for this deliverable:

➢ Accela on-site instructor-led 5 day Train-the-Trainer course sessions delivered per the agreed-to schedule

Accela Responsibilities:
- Coordinate with LFUCG to define training schedule and logistics
- Provide 5 day Train-the-Trainer course sessions
- Perform post-training evaluation(s) to ensure LFUCG staff has the necessary information to perform their train-the-trainer duties

LFUCG Responsibilities:
- Identify LFUCG resources who will receive the training and who have the skills to perform as "trainers", if required.
- Provide a training room at LFUCG facilities to conduct the training classes
- Ensure that users are proficient in using PC's in a Windows environment as a prerequisite for the course
- Ensure that users are familiar with use of standard Internet browsers as a prerequisite for the course

Acceptance Criteria:
- Execution of 5 day Train-the-Trainer course sessions and verification that individuals have the information required to perform their train-the-trainer duties

DELIVERABLE 17: CITIZEN ACA TESTING

This deliverable consists of providing a testing workshop for select citizens. LFUCG would seek out and select citizens to participate in this testing process. Those citizens would work with Accela staff to test the system. Accela will provide minimal training to the citizen testers and allow them to simulate their business processes in ACA. They will create accounts, update user profiles, search historical data, and create application submissions. The citizens will then be asked to provide feedback on the system.

In terms of specific output, the following will be executed for this deliverable:

➢ Accela on-site personnel conducting the Citizen ACA Testing workshop to be delivered per the agreed-to schedule.

Accela Responsibilities:
- Coordinate with LFUCG to define training schedule and logistics
- Provide Citizen ACA Testing workshop
- Perform post-training evaluation(s) to collect feedback
- Provide written summary of findings, issues, and recommendations

LFUCG Responsibilities:
- Coordinate with Accela staff to define training schedule and logistics
- Identify and invite citizens to take part in the ACA Testing

- Provide a training room at LFUCG facilities to conduct the training classes

Acceptance Criteria:

- Execution of 1 Citizen ACA Testing workshop

DELIVERABLE 18: USER ACCEPTANCE TESTING (UAT)

This deliverable is comprised of the assistance Accela will provide to allow LFUCG to accept that the solution meets the requirements as documented in all the deliverables. Accela will assist LFUCG in the testing and validation of the solution and its readiness to be migrated to production for active use and will assist in transferring the solution and any required data from Support to Production.

Accela will provide support for training, oversight, answering questions and addressing issues discovered in User Acceptance Testing. It should be noted that it is critical that LFUCG devote ample time and resources to this effort to ensure that the system is operating per signed specifications and ready for the move to production. The testing effort will require a significant time investment by LFUCG, and coordination of resources is critical. At this point in the implementation process, LFUCG should test individual components of functionality of the solution (i.e., functional and/or unit testing), and also test to ensure that the interrelated parts of the Accela Automation solution are operating properly (i.e., integration testing).

Accela will provide assistance to LFUCG as needed by providing User Acceptance Testing (UAT) support and facilitating completion of UAT. Accela will address and rectify issues discovered during the UAT process as LFUCG staff executes testing activities. Accela will work with LFUCG to develop a test plan and deliver up to 4 sample test scripts, as well as an issue log to track the progress of testing. Accela will plan for the following:

> ➢ Deliverable 18 – 4 weeks of User Testing

LFUCG and Accela agree that this deliverable is critical to project success and that adequate staffing is required in order to successfully test the system, end to end, and resolve all issues prior to go-live. LFUCG and Accela will work to identify and resolve any staffing issues as they occur as previously mentioned in the Statement of Work.

In terms of specific output, the following will be executed for this deliverable:

> ➢ Resolution of issues resulting from LFUCG User Acceptance Testing
> ➢ Fully tested system that is ready to move to production for go-live

Accela Responsibilities:

- Provide recommendations on testing strategy and best practices
- Lead LFUCG in up to 4 weeks of User Acceptance testing effort and the validation of the system configuration and its readiness to be migrated to production for active use
- Resolution of issues as a result of User Acceptance Testing activities

LFUCG Responsibilities:

- Provide timely and appropriate responses to Accela's request for information
- Make available the appropriate LFUCG key users and content experts to participate in user acceptance testing as defined and managed by LFUCG
- Develop the User Acceptance test scripts with oversight of Accela and sample scripts

- Utilize the use cases documented in each Configuration Document Deliverable as the basis for the acceptance of this Deliverable

Acceptance Criteria:
- Completion of UAT with LFUCG signoff that the system is ready for go-live

STAGE 6 - DEPLOY

DELIVERABLE 19: PRE GO-LIVE SUPPORT

Production date is defined as the official date in which Accela Automation moves from the test environment to production for daily LFUCG usage. This date will be agreed to by both Accela and LFUCG at project inception. It may be altered only by change order agreed to by both parties. In the weeks prior to moving to Production, Accela will assist in final data conversions, system validation, staff preparation assistance and training, and coordination of deployment.

In terms of specific output, the following will be executed for this deliverable:

- ➢ Deployment support prior to moving to Production
- ➢ Setup of Integration points in Production
- ➢ Setup final reports in Production
- ➢ Setup all final components of solution in Production
- ➢ Final Conversion run during cutover
- ➢ Accela Automation used in Production environment for LFUCG daily use

Accela Responsibilities:
- Provide resources to support the move to Production effort.
- With assistance from LFUCG, lead the effort to transfer the system configuration and any required data from Support to Production
- Assist in the development of a Pre-Production checklist that details the critical tasks that must be accomplished prior to moving to Production

LFUCG Responsibilities:
- Provide technical and functional user support for pre and post Production Planning, execution, and monitoring
- Provide timely and appropriate responses to Accela's request for information
- Assist in the development of a Pre-Production checklist that details the critical tasks that must be accomplished prior to moving to Production
- Make available the appropriate LFUCG key users and content experts to participate in user acceptance testing as defined and managed by LFUCG

Acceptance Criteria:
- Deployment support prior to moving to Production
- Production system is first used by LFUCG for daily use

DELIVERABLE 20: GO-LIVE SUPPORT AND TRANSITION TO CUSTOMER RESOURCE CENTER (CRC)

This deliverable is comprised of the post- Production support assistance that Accela will provide to address issues and provide consultative advice immediately following the move to Production for daily use.

Accela will work with LFUCG to identify and address issues during this period using a Post Production Issues List. This list will be comprised only of issues related to the defined deliverables listed in this SOW, which will be addressed by Accela. Issues that are not remaining work or directly related to requirements defined during this implementation will be the responsibility of LFUCG. Examples of issues LFUCG is responsible for include training issues, functional changes beyond the scope of this Statement of Work, cosmetic changes, and procedures and/or custom documentation related to the use of Accela Automation. Specifically, Accela will not be developing or creating additional reports, conversions, interfaces, records types and workflow processes that were not included in the scope of this project.

After the first 21 business days of go-live, Accela will disable the issue tracking list for new issues and work to resolve all remaining in scope issues. Once all issues that are not classified as a software bug are resolved, a formal meeting will be scheduled with LFUCG, Accela Services Team, and Accela CRC for the purpose of transitioning support of future issues, questions, and known bugs to Accela CRC. All requirements identified in the Statement of Work will be met before transitioning to the Accela CRC.

In terms of specific output, the following will be executed for this deliverable:

- ➢ 2 (two) staff onsite for week one of go-live (4 days), 1 (one) staff onsite for week two (3 days) and
- ➢ Finalized post production issues list
- ➢ Transition of LFUCG from Services team to Customer Resource Center for ongoing support once all contractual requirements are completed.

Accela Responsibilities:
- Provide post-production support for Accela developed configuration and components.
- Assist with the identification of issues for the Post Production Issues List.
- Assist with issues that may arise related to the deliverables in this SOW.
- Transfer ongoing support of the client and to the CRC to address any post Production issues that require remediation once contractual issues are resolved.

LFUCG Responsibilities:
- Provide technical and functional user support for post-production support and monitoring.
- Develop and maintain a Post Production Issues List.
- Provide timely and appropriate responses to Accela's request for information.
- Make available the appropriate LFUCG key users and content experts to participate in user acceptance testing as defined and managed by LFUCG.

Acceptance Criteria:
- Completion of post-Production support including the resolution of all high priority post production issues.
- Official transfer from the Accela Services project team to the Customer Resource Center (CRC).

DELIVERABLE 21A: ESTABLISH AND UPLOAD LFUCG ASSET HOSTED ENVIRONMENT

Accela will establish three environments for the Agency, Support (Dev), Staging (Test) and Production. These make up the LFUCG Accela hosted environment.

In terms of specific output, the following will be executed for this deliverable:

> ➢ Setup of 3 hosted environments
> ➢ Restore of LFUCG databases to each hosted environment

Accela Responsibilities:
- Establish support, staging and production environments.
- Move master LFUCG configuration from Development to Support on the hosted environment
- Load reference and transactional data currently setup in the LFUCG development, test, and production environments.

Agency Responsibilities:
- Assist in the identification and preparation of data that should migrate to the hosted environment.

Acceptance Criteria:
- LFUCG can log on to and use the support, staging, and production environments
- LFUCG has validated that both reference data and transactional data was moved to hosted environments appropriately.
- Performance in the hosted environment falls within the metrics identified in the hosting agreement
- All outstanding issues with the hosted environments have been resolved.

DELIVERABLE 21B: UPDATED ASSET REPORTS REFERENCING THE HOSTED ENVIRONMENT

LFCUG will update all reports to hosted environment reporting structure which will either be Oracle Reports or Crystal Reports. Accela will provide a report workshop and training sessions on report development in Deliverable 14 and 15 above.

In terms of specific output, the following will be executed for this deliverable:

> ➢ Verification that every report has been redirected, tested and working in the hosted environment.

Accela Responsibilities:
- Accela will validate and test all reports on the hosted environments.

Agency Responsibilities:
- Create reports in compatible hosted format.
- Validate and test reports in hosted environment.

DELIVERABLE 21C: LFUCG ASSET INTERFACE DEVELOPMENT

Accela will setup existing web based interfaces to work in the hosted environment. The list of interfaces includes PACP, MACP, Smoke Test, eNotification, LexCall, OnBase, WQSP, Asset Documents, and CTIMS.

In terms of specific output, the following will be executed for this deliverable:

➢ Pipeline Assessment & Certification Program Interface
➢ Manhole Assessment & Certification Program Interface
➢ Water Quality Sampling Point Interface
➢ Smoke Test Interface
➢ eNotification Interface
➢ Asset Documents Interface
➢ Capacity Tracking IMS Interface
➢ LexCall 311 Interface
➢ OnBase Electronic Document Management System Interface

Accela Responsibilities:
- Provide written hosted location (ports) to all interface vendors
- Analyze and document Interface modifications in specification documentation
- Develop and deliver compatible hosted environment Interfaces
- Work with LFCUG to ensure interfaces are working as required
- Resolve all outstanding issues associated with the interface setup
  .

Agency Responsibilities:
- Work with the Contractor to ensure interfaces are working as required
- Assist with issue resolution associated with interface setup

Acceptance Criteria:
- Each interface is deployed and has been successfully tested in the hosted environment. Data is successfully being passed from LFCUG hosted interface points to Accela and Accela is passing data back appropriately as per the interface specification documentation

Department	Record Types
Building	
Building	Cell Tower
Building	Certificate of Occupancy
Building	Change Outs
Building	Co-Locate
Building	Commercial Accessory
Building	Commercial Addition
Building	Commercial General
Building	Commercial HVAC
Building	Commercial New Construction
Building	Commercial Remodel
Building	Contractor Registration
Building	Contractor Registration Application
Building	Contractor Registration Renewal
Building	Demolition
Building	Electrical
Building	Fence - Retaining Wall
Building	Fire Loss
Building	Paving
Building	Permit Extension
Building	Residential Accessory
Building	Residential Addition
Building	Residential General
Building	Residential HVAC
Building	Residential New Construction
Building	Residential Remodel
Building	Sidewalk Café
Building	Signs
Building	Swimming Pool
Building	Temporary Structure
Planning	
Planning	Board of Adjustment
Planning	Cell Tower
Planning	Major Development Plan
Planning	Major Subdivision
Planning	Minor Development Plan
Planning	Minor Subdivision Plan
Planning	Zone Change (Map Amendment)
Planning	Zone Change Early Filing Request
Planning	Zoning Compliance Permit
Engineering (New Development)	
Engineering (New Development)	Capital Projects
Engineering (New Development)	Land Disturbance (will be broken into 4)

APPENDIX F: SUPPORTED OPERATING SYSTEMS

Accela Automation Component	Operating System					
	Windows XP SP3 (32 bit)	Windows 7 (32 bit or 64 bit)	Windows Server 2008 (R2 64 bit (x64)) - recommended	Android	Apple iOS	Windows Phone
Accela Automation Client (end-user workstation)	√	√				
Accela Automation Web Server			√			
Accela Automation Application Server			√			
Accela Citizen Access Web Server			√			
Accela Citizen Access Client	√	√			√	
Accela Mobile Citizen Access Client	√	√				
Accela GIS Application Server			√			
Accela Mobile Office Client (laptop)	√	√				
Accela Mobile Office Client (tablet)	√	√				
Accela Wireless Server			√			
Accela Mobile Office Server			√			
Accela IVR Application Server			√			
Accela Analytics					√	
Accela Code Officer					√	
Accela Inspector				√	√	√
Accela Work Crew					√	

APPENDIX G: HARDWARE REQUIREMENTS

Host Name	Processor	RAM	Hard Drive	Network	Notes
Accela Automation Client	Pentium dual core processor, 3GHz	2 GB	2GB free space	Internet connection	
Accela Automation Web Server	Multicore Intel Processor (single or multisocket). 2vCPUs if virtualized	8 GB	RAID-1 (or better) storage with 8 GB free space	1 Gbps NIC	Additional servers for load balancing and high availability if needed
Accela Automation Application Server	Multicore Intel Processor (single or multisocket). 2vCPUs if virtualized	8 GB	RAID-10 storage with 20 GB free space	1 Gbps NIC	
Database Server	Multicore Intel processor w/ large (preferably multisocket) processor cache	16 GB	• Oracle: RAID-10 storage sufficient to hold historical data and new data. • Microsoft SQL Server: RAID-10 storage for database log files sufficient to hold peak log file generation rate.	1 Gbps NIC (teamed aggregates recommended)	Use as many disk spindles (minimum 8) as possible so that disk I/O is not a bottleneck.
Accela Citizen Access Web Server	Multicore Intel Processor (single or multisocket). 2vCPUs if virtualized.	6 GB	RAID-1 (or better) storage with 8 GB free space	1 Gbps NIC	Additional servers for load balancing and high availability if needed
Accela GIS Application Server	Multicore Intel Processor (single or multisocket). 2vCPUs if virtualized.	6 GB	RAID-1 (or better) storage with 20 GB free space	1 Gbps NIC	Additional servers for load balancing and high availability if needed
Accela Mobile Office (client)	Intel Pentium or Intel Centrino dal core processor	2 to 4 GB	40 GB	Wireless card (not necessary if AMO client use is offline/ store and forward mode)	Devices tested: • Motion Computing J3500 • Motion Computing F5v • Panasonic Toughbook CF-19 and H1 • Dell E6400 XFR • Asus Eee Slate EP121
Accela Mobile Office (server)	Multicore Intel Processor (single or multisocket). 2vCPUs if virtualized.	6 GB	RAID-1 (or better) storage with 10 GB free space	1Gbps NIC	
Accela IVR Application Server	Multicore Intel Processor (single or multisocket). 2vCPUs if virtualized.	6 GB	RAID-1 (or better) storage with 20 GB free space	1Gbps NIC	Additional servers for load balancing and high availability if needed