Regional License and Permits Program

Quarterly Meeting of the Oversight Group Meeting

March 7, 2017
Oversight Agenda Item E

Accela Post go live status

- **Regional workflow collaborations have continued** and new processes are being tested at Washoe and Sparks and the final design will be agreed to by all agencies
- **Implementation Project status with Accela**
  - Remaining go-live Issues, 6 of 32 remaining deliverables
  - Parking lot items:
    - Silverflume Interface - Internal Staff will complete
    - Accela continues to work on the Administrative Enforcement interface for Washoe County and Collections.
  - 9.0 release
Accela Post go live Status

- ~22,350 permits and licenses for all agencies combined have been created in the new Accela system since go live.
  - 643 were conducted online
- ONEnv.info and Communications Team Subcommittee has modified ACA and created enhanced documentation
- Regional Press Release: February 27, 2017
- Douglas County and Carson City, NV requested a demo for the regional platform; demo to be held 3/14
- Refined license counts internally for each agency with budget staff
Oversight Agenda Item F

- Contract requirements for Maintenance Window, Uptime specifications and Performance requirements:
  - The maintenance window allows for 4 hours of downtime per week (9pm Thursday – 1am Friday)
  - The contract calls for 99.9% uptime
Oversight Agenda Item F (cont.,)

Accela Downtimes

AA
ACA
IVR
AA Slowness
Health AA Issues

Dec
Jan
Feb
Performance Log:
- Accela has had:
  - ~40 Agency reported intermittent issues with performance lags, errors and or IVR downtime, causing staff issues since go-live
  - 1 known issue with the connectivity for Selectron IVR and Accela
  - 4 unplanned West Coast data center downtimes, estimated less than 2 hours each; 2 in December, 1 in January, 1 in February (3 AA, 1 ACA)

Actions taken/Pursuit of Resolution
- Washoe has taken the lead to track downtimes. CRC case logged with Accela for Performance issues, working with Accela and our network teams.
- Global search index, continued work with CRC
- Challenges: Hosted system, diagnosing the cause.
Item G: Announcements/Reports/Updates
Item H: Future Agenda Items

- Next Quarterly Meeting date of the Oversight Group
  - Tues. June 6, 2017 3:30 pm City of Reno
  - Future agenda items and ongoing meeting schedule
I. Public Comment

J. Adjournment