

WASHOE COUNTY
HEALTH DISTRICT
ENHANCING QUALITY OF LIFE

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

Oversight Agenda Item E (cont.,)

■ **Accela Post go live Status**

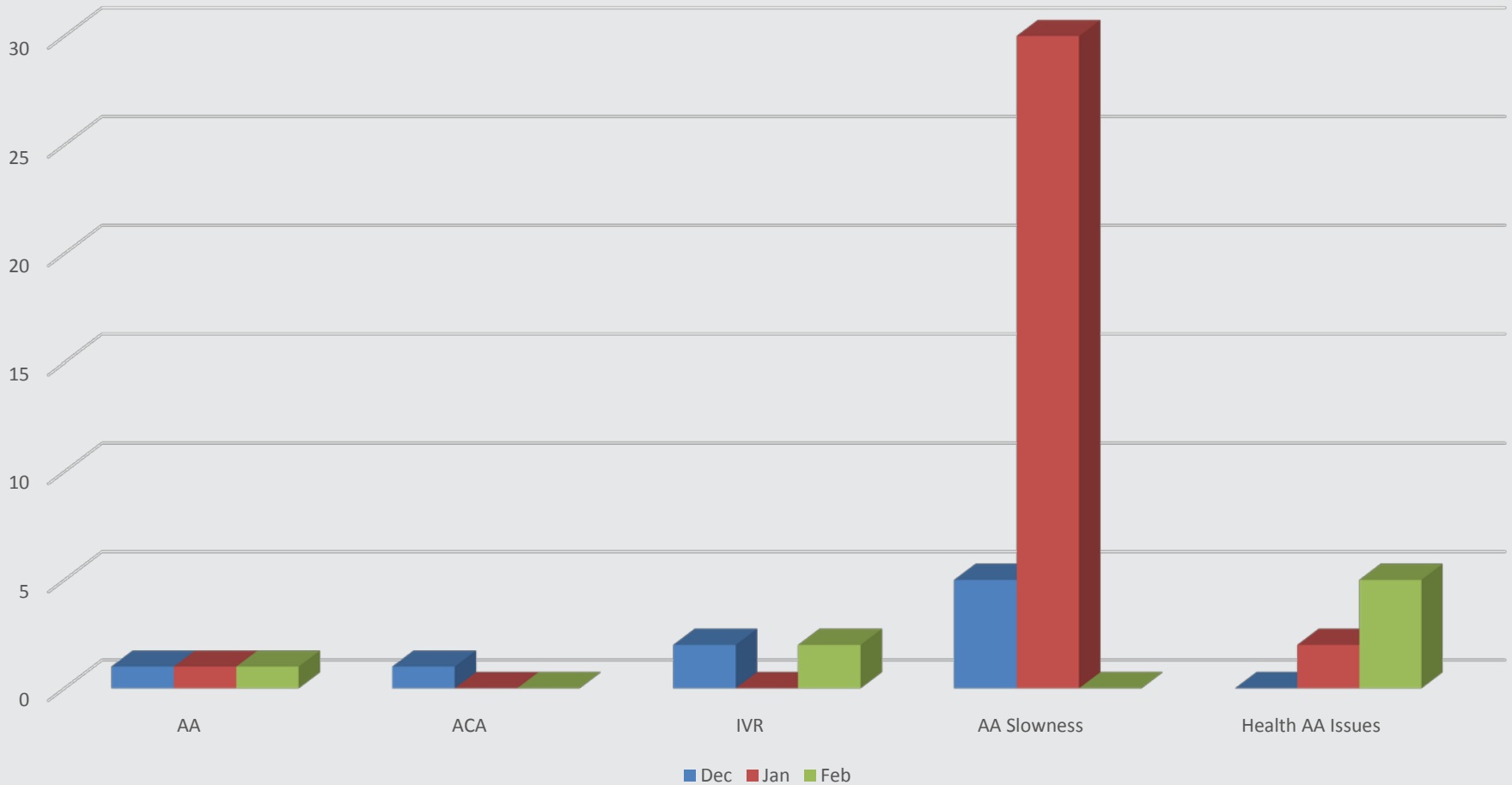
- ~22,350 permits and licenses for all agencies combined have been created in the new Accela system since go live.
 - 643 were conducted online
- ONEnv.info and Communications Team Subcommittee has modified ACA and created enhanced documentation
- Regional Press Release: February 27, 2017
- Douglas County 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



Oversight Agenda Item F (cont.,)

- **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