



DRAFT MINUTES

Regional License and Permit Program Oversight Group Meeting Tuesday, June 7, 2016

Washoe County Health Department
1001 East 9th Street, Room A
Reno, NV 89502

Oversight Committee

Reno City Manager – Andrew Clinger
Sparks City Manager – Steve Driscoll
Washoe County Manager – John Slaughter
District Health Officer – Kevin Dick

John Slaughter, Washoe County, chaired the meeting with a call to order.

A. Roll Call – 3:38 PM

Attendee Name	Title	Status	Arrived
Andrew Clinger	Reno City Manager	Present	
Kevin Dick	District Health Officer	Present	
Steve Driscoll (Neil Krutz, Proxy)	Sparks City Manager Sparks Assistant City Manager	Present	
John Slaughter	Washoe County Manager	Present	

B. Public Comment

No public comment.

C. Approval of the Agenda – June 6, 2016

Proposed Motion: Approval so moved.

Mover: Neil Krutz, Sparks Assistant City Manager

Seconder: John Slaughter, Washoe County Manager

Result: Approved [Unanimous]

AYES: [Unanimous]

D. Approval of the Corrected Minutes from the March 1, 2016 meeting

Proposed Motion:

Julie Tower, Deputy Attorney for the City of Reno, opined that even though Neil Krutz and Andrew Clinger were not in attendance at the March 1, 2016 meeting, there would be no reason to abstain from approving or disapproving the minutes as presented.

John Slaughter commented that he reviewed the March 1, 2016 minutes and in his opinion they accurately reflect the events.

Proposed Motion: Approval so moved.

Mover: Kevin Dick, District Health Officer

Seconder: John Slaughter, Washoe County Manager

Result: Approved [Unanimous]

AYES: [Unanimous]

E. Presentation of the June 1, 2016 Oversight Monthly report regarding milestones and status of change order #4, presented at the Jan. 21, 2016 Oversight meeting.

Lori Piccinini, Washoe County, described the items stated in page 2 of the PowerPoint provided (dated 06/07/2016) and referred to the Oversight Monthly Report dated 06/01/2016 which identified the status of the deliverables associated with a go-live date of 8/22/2016.

Ms. Piccinini reported significant progress to date as reported in the Oversight Monthly Report 06/01/2016 and included the following up to date progress since the report was distributed:

Progress Payment 1 (January)

- (5) To Be Analysis Document(s) – Complete
- (6) Accela Solution Foundation – Complete
- (19) Accela Report Specifications – pending signoff
- (20) Accela Report Development – 77%
 - Approved – 5 (updated status)
 - Pending Acceptance – 2 (updated status)
 - Rejected – 2 (updated status)
 - Spec Approved – 1

Progress Payment 2 (February)

- (7) Historical Data Conversion Analysis – Washoe – Complete
- (15) APO Interface – Complete
- (16) Admin Enforcement Interface – Deferred to post go-live
- (21) Accela GIS Configuration – Complete
- (25) User Experience – Complete
- (27) Administrative Training – Deferred to Post go-live (updated status)

Progress Payment 3 (March)

- (18) BPVA (Scripting) All – 103 scripts – 85%
- Approved – 70 (updated status)
- Pending Acceptance – 12 (updated status)
- Rejected – 12 (updated status)
- In Development – 4 (updated status)
- Documentation and Agency – 4
- (22) ACA Configuration – 73% (+5%)

Ms. Piccinini stated that this week scripting, reports and conversion need to be completed in order to enter into user acceptance testing and that Accela and agency staff are committing all resources. Lori also stated that all agencies are aligned for go live August 22.

Progress Payment 4 (April)

- (23) IVR Consulting – Reno and Sparks are connected through Washoe's VPN tunnel and Washoe is in user acceptance testing with the new product for Selectron (updated status). As for payment, Lori Piccinini reported that the consulting has been completed for the DEV/SUPP environment, but will still need to be completed in TEST and PRD. (updated status)

Ms. Piccinini opined “good progress” with ACA configuration and stated that the team is currently testing the SilverFlume interface with ACA for round 2 validation and agencies asked for another validation which is pushing user acceptance out to June 17 instead of June 13.

Progress Payment 6 (June)

- Round 2 – validation complete ; round 1 issues not resolved; rerun

Report concluded.

Request for Public Comments: No comments

F. Update, discussion and possible direction to staff on payments to Accela, overall project plan, and timelines (For Possible Action)

Lori Piccinini, Washoe County, illustrated the items stated in pages 3-5 of the PowerPoint provided (dated 06/07/2016) and indicated that the Regional Business License and Permits Program financial status report was included with meeting handouts describing payments pending. Ms. Piccinini clarified that Washoe County discussed withholding payment with Accela.

Report concluded.

Request for Public Comments:

Kevin Dick, District Health Officer, asked for clarification on the overall plan and project timelines and questioned if the overall timelines are directly related to the payments and whether Washoe County was working with Accela on that.

In reply, Ms. Piccinini focused attention on the January 11, 2016 “Project Plan vs the Current Project Plan” on pages 3-5 of the PowerPoint, illustrating that the current project plan has been realigned due to items red starred on the report (of which really are the critical path items), which are reason to withhold payments to Accela based on the verbiage in the change order.

January 11, 2016 Project Plan**vs. Current Project Plan**

Project Plan Task	Target Date
Deliverable 8 - Historical Data Conversion Washoe & Health	06/03/2016
Deliverable 10 - Historical Data Conversion Sparks Permits	02/15/2016
Deliverable 12 - Historical Data Conversion Reno Licensing	03/16/2016
Deliverable 14 - Historical Data Conversion Sparks Licensing	02/19/2016
Deliverable 17 - State Business Portal (Silverflume Interface)	02/15/2016
Deliverable 18 - BPVA (Scripting) by Accela	03/04/2016
Deliverable 20 - Report Development by Accela	11/06/2015
Reno UAT Round 1 start date	03/24/2016
Sparks UAT Round 1 start date	04/11/2016
Washoe UAT Round 1 start date	06/13/2016
Superagency UAT Round 1 start date	06/13/2016

Project Plan Task	Target Date
Deliverable 8 - Historical Data Conversion Washoe & Health	06/10/2016
Deliverable 10 - Historical Data Conversion Sparks Permits	06/10/2016
Deliverable 12 - Historical Data Conversion Reno Licensing	06/10/2016
Deliverable 14 - Historical Data Conversion Sparks Licensing	06/10/2016
Deliverable 17 - State Business Portal (SilverFlume Interface)	06/10/2016
Deliverable 18 - BPVA (Scripting) by Accela	06/10/2016
Deliverable 20 - Report Development by Accela	06/13/2016
Reno UAT Round 1 start date	06/13/2016
Sparks UAT Round 1 start date	06/13/2016
Washoe UAT Round 1 start date	06/13/2016
Superagency UAT Round 1 (now combined with each agency's UAT)	

■ **★ = Critical Path Task**

- **Dates have shifted. Currently, no impact to go-live date of 8/22.**
- **Shorter time period for UAT cycle.**

Ms. Piccinini reported that June 16 would be the soonest Washoe County could enter UAT, however Community Services staff indicated June 17 would be the soonest they would be prepared to enter UAT, both pushing Washoe County out another week. Lori highlighted that Superagency UAT Round 1 testing is now combined with each agency's UAT. Agencies are still targeting the August 22 go live with a tighter window for user acceptance testing and realize that there is some risk with that as more of a cushion of time was anticipated.

Kevin Dick, District Health Officer, reiterated Ms. Piccinini's synopsis and asked if it was Accela that caused the slippage resulting in the withheld payments.

Peri Halliwell, Accela Project Manager, replied that when the plan was put together in January, UAT was originally scheduled to end August 12, and Accela received a request to end UAT no later than July 29.

Ms. Piccinini added that the regional coordinating team requested a change due to the difficulty perceived in training trainers and users while they are working on user acceptance testing. It was decided to target UAT for July 29 instead of August 12, developing the best window for training.

Neil Krutz, Sparks Assistant City Manager, opined that this plan sounded like the best case scenario and asked what impact adding extra time to UAT would create in the overall plan; and for the middle and worst case scenarios for August 22 go-live.

Peri Halliwell, Accela Project Manager, indicated that in an effort to have UAT completed by the deadline, Accela increased resources and is exposing all remaining items that need to be completed, adding that the August date is viable with the extensive evaluation being performed on all sides. Ms. Halliwell stated that staff has been added to this project by all entities.

Neil Krutz, Sparks Assistant City Manager, pointed out that in January, the project plan had Reno going into UAT in March; Sparks in April; and the County in June but now they are all sometime in

June. Mr. Krutz asked if November would be more realistic as a worst case and for data to support that the last 12% can be completed in time. Mr. Krutz opined that the final 12% looks like a fairly large list and asked whether it is truly the amount remaining and feels right to technology staff in the room.

Peri Halliwell, Accela Project Manager, indicated that more work has been completed to date than is in the report and she will provide an update this week. Ms. Halliwell indicated that pre-work has been successful and the final portion of most projects have people doing many jobs in a compressed period of time.

Craig Betts, agrees that many items are outstanding at this stage of the project, however indicated that it is typical with a project of this magnitude. Mr. Betts said that some items raised a red flag with the project team, therefore staff is working with Accela management very closely to ensure the right Accela resources are working on the final push into UAT testing. Craig reported that the project team will be watching these items very, very, closely and typically, some items will come forward as the team is testing as well.

Kevin Dick, District Health Officer, stated his main concern is to make sure we have the build-out done satisfactorily, so that we don't force UAT before the build.

Peri Halliwell, Accela Project Manager, replied that UAT was moved out intentionally as a shared decision in order to provide an opportunity for an additional conversion.

Lori Piccinini, Washoe, agreed that Washoe elected to work items out longer, so that UAT would be successful.

Proposed Motion: Move to accept.

Mover: Kevin Dick, District Health Officer

Seconder: Andrew Clinger, Reno City Manager

Result: Approved [Unanimous]

AYES: [Unanimous]

G. Update and possible approval of User Acceptance Testing Schedule dated June 7, 2016 (For Possible Action)

Lori Piccinini described the items stated in pages 6-7 of the PowerPoint provided (dated 06/07/2016) and mentioned that the schedule is very aggressive, but all issues are being identified and planned to be resolved to keep UAT on track. Ms. Piccinini added in order to facilitate User Acceptance Testing, a template has been adopted for each agency to log in all Process Checks.

Proposed Motion: Move to accept.

Mover: Kevin Dick, District Health Officer

Seconder: Andrew Clinger, Reno City Manager

Result: Approved [Unanimous]

AYES: [Unanimous]

H. Presentation and possible approval of proposed training plan dated June 7, 2016 to include resources to be utilized, approach to train citizens and 300+ internal agency staff from all agencies (For Possible Action)

Lori Piccinini, Washoe, described the items stated in page 8 of the PowerPoint provided (dated 06/07/2016) and identified classes that will be held at the Regional Training Center as none of the agencies had large enough rooms to host them. Ms. Piccinini asked for approval to use contingency funds to rent the Regional Training Center rooms at a cost not to exceed \$900.00, adding that Reno, Sparks and Washoe County will work together to provide smaller training rooms if needed.

Kevin Dick, District Health Officer, opined this is a good training plan and thanked Accela for being flexible while working with the team to approach the repurposing of deliverable 28 – “Train the Trainer” into Accela “Basic End User Training”.

Proposed Motion: Move to authorize an expenditure of up to \$900 from the contingency fund to cover the room cost already received for training and accept the training plan.

Mover: Kevin Dick, District Health Officer

Seconder: Neil Krutz, Sparks Assistant City Manager

Result: Approved [Unanimous]

AYES: [Unanimous]

I. Presentation and possible approval of go live plan, cutover weekend, and potential impacts to citizens and work processes (For Possible Action)

Lori Piccinini, Washoe, described the items stated in page 9 of the PowerPoint provided (dated 06/07/2016) and during illustration of page 10, discussion ensued from all 4 agencies regarding items detailed for possible action:

- **4 agencies to Convert**
- **Conversion time of 34 hours for Agencies (Updated by Peri Halliwell, Accela Project Manager, to indicate computer time is estimated, varying due to the capability of the hardware and Ms. Halliwell warned that the 34 hour window may extend a little longer as tasks need to be completed on both sides.)**
- **Downtime needed:**
 - Thursday evening, August 18, 2016 (close of business) to Monday 7am, Aug. 22, 2016
- **Downtime in existing systems (closing doors) or no system use; OR continued use in system on Friday and double data entry Monday**
- **Notice to the Public**

Kevin Dick, District Health Officer, asked what confidence is placed in the 34 hours or is there a plus or minus and what if on Monday the system isn't live.

Peri Halliwell, Accela Project Manager, replied that within the overall conversion process, there is contingency time built in, but the 34 hours is total machine run time, monitored from end to end at various times during the process of moving the data into the production environment. Ms. Halliwell, added that many pieces within the goal of the live plan are laid out hour by hour and given the level of detail, she has a high confidence level that the system will be live as planned. Ms. Halliwell stated with confidence that Accela personnel have processed these actions many, many times in the past.

Craig Betts, CIO Washoe County, reported that the system will be turned over to the agencies Sunday for final testing to provide an opportunity to understand if there is a worst case scenario and this enable them to react ahead of that with time to meet the Monday, 7am goal.

Discussion ensued about closing the doors to citizen activity during the conversion process and all entities agreed that they prefer to keep permitting open with a double-entry system until Monday, when ONE goes live.

Washoe County Manager, John Slaughter requested discussion about the impact of acceptance of cash, checks and credit cards during this period, stating it would be preferable to get the message out to the public to try to complete their business on Thursday, instead of Friday.

Bob Webb, Washoe, stated that Washoe Community Services and Building Department, will accept paper applications, with no money collected and invoice later; Washoe Business license and Planning applications will be accepted with cash and check payments held in packets until ability to post in the system Monday afternoon; and no credit cards will be accepted during this period.

Bob Sack, Washoe Health, stated that Health Department staff will need to talk internally about a process to record cash/checks daily as the Department is required to balance accounting daily. Mr. Sack will follow up with Kevin Dick, District Health Officer.

Proposed Motion: Move to approve the go live plan and cut over with the understanding from the discussion that they will all plan to stay open during that period to accommodate a paper process to keep things moving.

Mover: Kevin Dick, District Health Officer

Seconder: Neil Krutz, Sparks Assistant City Manager

Result: Approved [Unanimous]

AYES: [Unanimous]

J. Update on Accela Citizen Access including approach for go live, future plans, and publicly available record types for application, payment, and inspection scheduling, and searching.

Lori Piccinini, Washoe, described the items stated in pages 10-12 of the PowerPoint provided (dated 06/07/2016) and focused on the Citizen action page 10. Ms. Piccinini cautioned that there are no

resources identified within our agencies with the time available to produce a citizen user training module and there will be a special meeting of the Oversight Committee in July to discuss possible use of contingency funds to produce a citizen user training module.

Regarding the update of Accela Citizen Access, Ms. Piccinini directed focus to the “ACA Proposed Go Live Records Types” handout and stated that this list will be updated as the project moves forward, adding that some items are indicated on the list as being deferred until after go-live. Ms. Piccinini indicated that if the record type is not noted in the list; not available for application on line; or if a paper application must be processed in the office; the citizen is still able to pay online as long as the “pay fees” button is exposed to them.

Bob Webb, Washoe, noticed that the Enforcement module is missing from the list and that the County will open up with an enforcement module for complaints across Health, Engineering, Planning and Building and will also have Violation which is not on the ACA record and query.

Bob Sack, Health, clarified that in order to pay online, the record needs to be active in AA (not ACA).

K. Update and discussion on contract status for ePayment credit card provider Official Payments Corporation (OPC) approvals at each governing body.

Lori Piccinini, Washoe, described items stated in page 13 of the PowerPoint provided (dated 06/07/2016) and reported that Official Payments Corporation (OPC) was approved by Reno City Council on April 13, and pending approval with Sparks and Washoe late June. Staff is preparing a list of functions to separate funds to the proper entities within the system and preparing to test during the second round of UAT with “fake” credit card numbers provided. Ms. Piccinini stated that OPC will be used exclusively for the ONE shopping cart functionality and will not replace other front desk credit card payment processing that are in place for other reasons within the entities.

L. Update and discussion of SilverFlume Interlocal Agreement approvals at each governing body.

Lori Piccinini, Washoe, described the items stated in page 14-16 of the PowerPoint provided (dated 06/07/2016) stating that Washoe Commissioners and Reno City Council approved the interlocal agreement to share data between systems and Sparks City Council will decide June 27. Ms. Piccinini indicated that Washoe is using Silver Flume test data and that the Secretary of State is happy with the ease of the user interface and ongoing testing. Ms. Piccinini indicated that staff will be making updates to the SOS system and all entities should be mindful of notifying all parties of downtimes as they work together moving forward.

M. Announcements/Reports/Updates - Oversight Group member announcements/reports/uploads from members concerning the regional business license and permits

project. Requests for information and any ideas and suggestions for the project.
Page 18 of the PowerPoint provided (dated 06/07/2016).

N. Identification of future agenda items (For Possible Action)

Lori Piccinini, Washoe, reported that based on suggestions received from the external facing team, Washoe County Technology Services purchased shorter URLs: onenv.us, onenv.info to be discussed at the next Oversight Committee meeting.

Kevin Dick, District Health Officer, commented that he recognizing much angst surrounding the work that needs to get done before go-live in August, but he felt this was the first meeting he attended where he was able to see the finish line which is a good feeling; noting that there is still much work to finish. Mr. Dick stated that the project team has put in an incredible effort, people are getting exhausted, but he encouraged everyone to “go” and make it happen. Mr. Dick feels optimistic and thanked all very much. Kevin Dick also thanked Accela for working with the Project team on the End User training and re-working the statement of work item.

John Slaughter, Washoe County Manager, thanked Kevin Dick for his thoughts and asked for any future agenda items.

Lori Piccinini, Washoe, replied with the following items and asked for any updates to the July agenda be forwarded to her:

- The next meeting will be a special meeting on Thursday July 14, 2016, at the Reno City Hall, 10:00 am
 - Update on the first round of UAT and confirm steps for moving forward
 - Possible use of contingency funds for Citizen training materials
 - Discussion and or possible approval of URLs

O. Public Comment – Comments heard under this item will be limited to three (3) minutes per person and may pertain to matters both on and off the agenda. Each person addressing the Oversight Group shall give his name and shall limit the time of their presentation to three (3) minutes per NRS 241.020(2) (d)(7).

None.

P. Adjournment (For Possible Action)

Proposed Motion: Motion to adjourn

Mover: Kevin Dick, District Health Officer

Seconder: Andrew Clinger, Reno City Manager

Result: Approved [Unanimous]

AYES: [Unanimous]