

CITY OF HIGH POINT

AGENDA ITEM



Title: Accela Upgrade (Cloud Migration)

From: Steve Lingerfelt, Director of Information
Technology Services
Mark Schroeder, Development Services Center

Meeting Date: June 1, 2020

Public Hearing: No

**Advertising Date /
Advertised By:**

Attachments: Accela, Inc. (Scope of Work)

PURPOSE:

Accela will provide services for migrating their Accela Civic Platform program (locally hosted on City of High Point Servers) to the Accela Cloud (Software as a Service).

BACKGROUND:

Information Technology Services and the Development Services Center is recommending the City of High Point purchase the upgrade to Accela and migrate the software to the cloud.

BUDGET IMPACT:

The City of High Point will use existing funds in the FY 2020 budget to pay for the service from Accela, Inc. The total cost of the this upgrade project is \$89,980.00.

RECOMMENDATION / ACTION REQUESTED:

The Department of Information Technology Services and Development Services Center recommends approval of the contract and that the appropriate City official and/or employee be authorized to execute all necessary documents. Being submitted to council for approval of "Sole Source" justification.



**FORMAL BID RECOMMENDATION
REQUEST FOR COUNCIL APPROVAL**

DEPARTMENT:

COUNCIL AGENDA DATE:

BID NO.: CONTRACT NO.: DATE OPENED:

DESCRIPTION:

PURPOSE:

COMMENTS:

RECOMMEND AWARD TO: AMOUNT:

JUSTIFICATION:

ACCOUNTING UNIT	ACCOUNT	ACTIVITY	CATEGORY	BUDGETED AMOUNT
TOTAL BUDGETED AMOUNT				

DEPARTMENT HEAD: DATE:

The Purchasing Division concurs with recommendation submitted by the and recommends
award to the lowest responsible, responsive bidder in the amount of \$.

PURCHASING MANAGER: DATE:

Approved for Submission to Council
FINANCIAL SERVICES DIRECTOR: DATE:

CITY MANAGER: DATE:



Statement of Work

Accela Civic Platform SaaS Migration SOW High Point, NC

5/07/2020

Version 1.1

Accela, Inc.
2633 Camino Ramon
Suite 120
San Ramon, CA 94583
Tel: 925-659-3200
Fax: 925-659-3201

SOW expires on 06/15/2020 if not executed before or on this date.

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DOCUMENT CONTROL

Date	Author	Version	Change Reference
03/04/2020	E. Strang	1.0	SOW Creation
5/7/2020	E Strang	1.1	Update pricing section based on High Point feedback.



OVERVIEW

The following Statement of Work explains how Accela will provide Professional Services consulting pursuant to the applicable Order. This Statement of Work (SOW), dated 05/07/2020, defines the scope of the consulting and professional services project work (collectively known as “Services”) that Accela (“Accela”) will provide to High Point, North Carolina (“Agency”).

WORK DESCRIPTION

Accela will provide services to the Agency for migrating their Accela Civic Platform instance to the Accela Cloud based on the materials provided by the Agency in the SaaS Migration Questionnaire and the supplemental workbook.

Core SaaS Migration Services (\$70,000)

1. Core Configuration Migration for Three Environments (Support, Test, Production)
 - a. Project management and planning
 - b. Accela Civic Platform and DB migration and upgrade to the current SaaS version (assumes migration from MS SQL Server)
2. Report Migration
 - a. Migration of up to 75 Crystal reports to SSRS is included. Includes any Crystal Report
3. Interface Migration
 - a. Assistance with four key interfaces is included: Payment Adapter, EDMS Adapter, XAPO/GIS, Finance
 - b. Additional interface migration assistance quoted at discounted Professional Services rates
4. Migration Testing
 - a. One run of automated testing tool is performed on each environment
5. Technology Health Check (\$5,000)
 - a. Review of current workflows
 - b. Review of system configuration
 - c. Provide a report of recommendations to address after the migration to SaaS

Additional SaaS Upgrade and Migration Support Services (\$19,980)

1. Quality Assurance and Technical Assistance (108 Hours X 185/hr \$19,980)
 - a. The Agency will have a pool of technical assistance hours to pull from on a time and materials basis to support the migration if anything should come up above and beyond the Core SaaS Migration services. These hours will include technical activities as well as any project coordination required

Upon a specific task request by the Agency Project Manager, Accela will provide an estimated Level of Effort and schedule to complete the task. The Agency Project Manager will review the estimated Level of Effort and issue a notice to proceed on the task. Upon approval, Accela hours will be allocated by the Accela Project Manager to the required personnel.

The Level of Effort for a task request is inclusive of

- Time spent on analysis for purposes on estimation of the task,
- Project management time required to support estimation, planning, and delivery of the task, and
- Project team time associated with task dependencies to other project work streams or impacts to the overall schedule.



Accela Responsibilities:

- Within 2 business days of receiving a written task request from the Agency Project Manager, provide an estimate of LOE and schedule for the task.
- Provide prompt notification, and seek approval, for any task that is expected to exceed the original estimate by more than 20%.
- Report progress and hours used by Task to Agency on a weekly basis during the weekly Status meeting.

Agency Responsibilities:

- Provide sufficient task request details to enable Accela to estimate and plan the work.
- Provide approval to proceed with specific tasks
- Provide direction on tasks exceeding 20% of the original estimate.

PROJECT SCHEDULE

Project schedule is for the work to be completed over a three-month period. Delays or changes to the agreed schedule trigger the Change Control process to evaluate project impacts and may require a Change Order. If an Agency-based delay puts the project on hold for more than one (1) month, Accela reserves the right to terminate the contract. If an Agency-based delay puts the project on hold past the termination period, Accela reserves the right to terminate the contract at the time of the delay.

PAYMENT TERMS

PAYMENT SCHEDULE

Accela will perform the services on a pre-paid Fixed Fee basis for the following line items

1. Core SaaS Migration Services (\$65,000)
2. Technology Health Check (\$5,000)

\$70,000 is based on (i) the nature and scope of the Services and associated information in Exhibit B, (ii) the expected staffing requirements, (iii) the Project Schedule, (iv) Accela's and Customer's roles and responsibilities, and (v) the other assumptions as set forth in this SOW. The Fixed-Fee price is based on the information available at the time of signing and the assumptions, dependencies and constraints, and roles and responsibilities of the Parties, as stated in this SOW. The Fixed-Fee price will be invoiced upon contract signing.

The additional support services will be billed on a time and materials basis at a rate of \$185/hour. An allocation of 100 hours will be available for Accela resources to support the Upgrade and Migration services.

The additional support services is expected to take **108** hours. The Hourly Rate is \$185 per hour discounted from \$250. The total estimated amount payable under this SOW for time and material services is, as calculated from the above-mentioned fees and expenses, is **\$19,980** excluding travel expenses. This estimated price is based on the information available at time of signing and the assumptions, dependencies and constraints, and roles and responsibilities of the Parties, as stated in this SOW.



PAYMENT SCHEDULE

- Invoices will be sent for hours worked monthly.
- Invoices are due net 30 of the invoice date.

EXPENSES

There is no provision for travel expenses or travel time in this SOW because Agency does not need any onsite resources. Travel to the Agency will not be conducted unless a Change Order, inclusive of travel expense terms and conditions, is signed prior to travel commencing to cover the cost of the travel.

CONTRACT SUM

The total estimated amount payable under this SOW, as calculated from the above-mentioned fees and expenses, is \$89,980.00 excluding travel expenses and travel time.

Should completion of work slip due to actions of Agency, and should this slippage result in material effort to Accela in excess of the hours provided for in this document, Accela will produce a Change Order with rates in accordance of the table above. for additional hours in support of the scope and deliverables contained herein. Any change order will need to be approved by both Agency and Accela. Change orders will need to be approved within three (3) business days of delivery to avoid a halt of work on the Project.

PROJECTS PUT ON HOLD:

It is understood that sometimes Agency priorities are revised requiring the Agency to place the Accela implementation on hold.

It is understood that sometimes Agency priorities are revised requiring the Agency to place the Accela implementation on hold. The Agency 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.

GENERAL ASSUMPTIONS

- Accela will assigns a Project Manager to all active contracts. The Project Manager is responsible for confirming that resources are secured to complete the work defined in this Statement of Work, as well as setting up the project in our Project Tracking System, preparing for and facilitating weekly status meetings, generating invoices and assisting project issue resolutions. Their time is billable and will be included as a line item on invoices.
- **The Agency and Accela will review their responsibilities before work begins, to ensure that Services can be satisfactorily completed in the appropriate timeframe**
- The Agency will commit, and provide access to, all necessary stakeholders and SMEs



-
- Any additional hours requested, over the hours or scope stated in the SOW, will require a Change Order negotiated and agreed to by Accela and the Agency.
 - Accela is not responsible for impacts to the timeline that are created by a dependency on Agency third party consultants. Timeline changes may result in a Change Order for the extension of Accela project resources caused by the actions of Agency third party consultants (including availability) that result in additional time or scope
 - Invoices are due net 30 days of the invoice date
 - Unless otherwise stated, custom deliverables are provided As-Is



CHANGE ORDERS

In order to make a change to the scope of Professional Services in this SOW, and subject to the Disclaimers below, Agency must submit a written request to Accela specifying the proposed changes in detail. Accela will submit to Agency 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 will 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 will 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 will be signed by Accela and Agency prior to commencing any activities defined in the change order. The Change Order Template is attached hereto as Exhibit A.

EXPIRATION

The scope and terms of this SOW must be executed as part of the Professional Services Agreement 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.

DISCLAIMERS

Accela makes no warranties in respect of the Services described in this SOW except as set out in the Professional Services Agreement. Any configuration of or modification to the Product that can be consistently supported by Accela via APIs, does not require direct database changes and is capable of being tested and maintained by Accela will be considered a “**Supported Modification**”. Accela’s obligations and warranties in respect of its Services, Products, and maintenance and support, as set out the agreement between Accela and Agency, does not extend outside the Supported Modifications or to any Agency manipulation of implemented scripts, reports, interfaces and adaptors.

In the event Agency requires significant changes to this SOW (including cumulative revisions across any one or more Change Orders) which Accela reasonably determines (a) is a material modification of the nature or scope of Services as initially contemplated by the Parties under this SOW and/or (b) is significantly outside the Supported Modifications, Accela may, upon no less than thirty (30) days’ notice to Agency, suspend or terminate this SOW and/or any Change Order issued hereunder. In the event of any such termination or suspension, the parties will work together in finalizing agreed-upon Deliverables.



ACCEPTANCE

Accepted By:

Accela, Inc.

Authorized Signature

Name - Type or Print

Title

Date

Accepted By:

High Point, North Carolina

Authorized Signature

Name - Type or Print

Title

Date



EXHIBIT A – CHANGE ORDER FORM

SAMPLE CHANGE ORDER – PAGE 1

Agency: _____ CO #: _____
Project Code: _____ Date: _____
Contract #/ PO #: _____
Initiating Department: _____
Initiated By: _____
Change Category: ☐ Product ☐ Project ☐ Contract ☐ Maintenance

PROJECT CHANGE DESCRIPTION/TASK SUMMARY:

1. Log File

Issue details / scope impact:

- Schedule impact:
- Resource impact:
- Cost impact:

2.

Issue details / scope impact

- Schedule impact:
- Resource impact:
- Cost impact:

Total Project Schedule Impact:

Total Project Resource Impact:

Total Project Cost Impact:

DISPOSITION COMMENTS:

Disposition: ☐ Approved ☐ Rejected ☐ Closed ☐ See Comments

Date: _____



SAMPLE CHANGE ORDER – PAGE 2

The above Services will be performed in accordance with this Change Order/Work Authorization and the provisions of the Contract for the purchase, modification, and maintenance of the Accela systems. The approval of this Change Order will act as a Work Authorization for Accela to perform work in accordance with this Change Order, including any new payment terms identified in this Change Order.

Accepted By: Agency	Accepted By: Accela, Inc.
By:	By:
Print Name:	Print Name:
Title:	Title: Director
Date:	Date:

	Accepted By: Accela, Inc.
	By:
	Print Name:
	Title: Sr. VP of Services
	Date:

EXHIBIT B – SAAS MIGRATION DISCOVERY DOCUMENT

Below is the results of the SaaS Migration Questionnaire provided by

ACCELA PRODUCTS

Please identify the Civic Platform products installed for your on-premise installation.

Y/N	Accela Product	Additional Info
Y	Citizen Access	
Y	Accela Mobile Office	
Y	GIS – Silverlight	
	GIS – JavaScript	
Y	Mobile Apps/Gateway Examples: Inspector, Code Officer, Mobile Office	
N	ADS (Accela Electronic Document Management System)	Use an adaptor to connect to Laserfiche Repository
Y	Max size allowed for individual documents in MB	120 MB
Y	Approximate size of all documents in the system in MB	Unknown
Y	Documents stored in Database or Network File share	Unknown
N	Accela IVR	Third Party company named, “Call Processing”
N	Accela Civic Pay	Just implemented “Paymentus”

USER INTERFACE

USER INTERFACE

Please list the *non-admin* interfaces in use at your agency

Y/N	User (Non-Admin) Interface
Y	Classic (<i>available in versions 6x and older</i>)
Y	V360 (<i>available in versions 6x thru 9x</i>)
Y	8.0 UI (<i>available in versions 8x thru 9x</i>) – Don’t use
N	Oxygen (<i>available in versions 10 and higher</i>)

CONSOLES

Please list the defined user consoles at your agency

Console Name	Description / Usage	Still Needed?
BoardAction	Record that go through various City Boards (i.e. City Council)	Y
CodeViolation	Records that identify various violations in City	Y
ConstPermit	12 Record Types for our permitted activity	Y
Customer_SVC	Created for Business License Tracking	N
Emergency	1 record type for Damage Assessment after an event	N
Engineering		Y
FinanSureties	1 record type	Y
Fire	Operational Permits (Not Used Yet)	Y
Guidance		Y
LandDevelopment		Y
PublicServices	Activity limited to one record type (FOG)	Y
Transportation		Y

CUSTOM PORTLETS

Does your agency make use of custom portlets?

Portlet Name	Console Name making use of Portlet	Description / Usage

INSTALLATION

Please provide the following installation details.

LICENSED SOLUTIONS IN USE

ex. Land Management, Service Requests
Land Management

MODULES

Please list the modules that have been enabled. If the module has been renamed with an alias, please mark it below:

- *Ex. Building, Licenses, Fire, Business Licensing*

- *Example: Special Districts (alias of Building), Cannabis (alias of Licensing)*

Module Name	Alias of

DATABASE

Question	Platform Vendor & Version <i>(Oracle 11g, SQL 2014)</i>	Host Operating System & Version <i>(Windows 2012, Linux Ubuntu, etc....)</i>	Other Info
Platform <i>(Oracle, SQL Server)</i>	Microsoft® SQL Server 2014 (Std Ed)	Microsoft® Server 2012 R2	Size in GB: 81.9 GB (as at 2019-11-25)
Non-Accela EDMS <i>(Electronic Doc Mgmt Sys)</i>	Laserfiche Workflow v10.3	Microsoft® Server 2016	Storage Location: Database or Network File share Hybrid
Is multi-language Accela installed			Which language packs are installed? N/A

REPORTING

(please check all that apply) *Provide a listing of all reports and a description for each*

Reporting Platform	Reporting Vendor Version	Number of Reports
Crystal Reports	Y	
SSRS	Y	0
Oracle Reports	N	--
Ad-hoc Reports	N/A	--
ARW (<i>Accela Report Writer</i>)	N/A	--
Custom Accela Mobile Office Reports	N/A	--
CLIENT_EXE		

REPORTS LIST

1. Reporting Platform - MSSQL2012, ADHOC, etc.
2. Report Name – Name of report as defined in the Accela report manager
3. Output Format – Default, PDF, MS Word, etc.
4. Send output directly to printer – When this report is run does it automatically send the output to a defined printer
5. Printer e-mail addressable – Can this printer receive emails and then print the report from an email?
6. Save to EDMS - When run does it automatically save a copy to your Electronic Document Management System?
7. EDMS Platform – Accela, ADS, Laserfiche, SharePoint
8. EDMS Object – Module/defined grouping
9. Data Availability – Reporting via SaaS has different avenues. Real-Time vs Near Teal-Time vs Periodic Data Extract.
 - Real-Time (**RT**) – This are report that require immediate access to data as it is entered. Example: Receipt for Payment
 - Near Real-Time (**NRT**) – These are reports that are run often by the data available can be delayed by up to a few minutes. Example: Daily Cashier Balancing, Inspector Scheduling, Weekly Metrics, etc.
 - Periodic Data Extract (**PDE**) – Annualized and/or historical reports
10. Still Needed – Depending on how the report list was generated it may include reports that have been retired, updated or replaced by another platform.

Report Name: CVB_AmusementPermit

Submit
Reset
Preview
Help

Report Detail

Parameters

Permissions

Portlets

Workflow

Name *
CVB_AmusementPermit 2

Send to Printer *
Building Permits 4

Save to EDMS *
Yes 6

EDMS *
ACCELA

Report Link *
/AccelaDev/CVB Accela Custor

Description

[check spelling](#)

Category *
Permits

Print Copies
1

EDMS Object *
Asset Condition Assessment 8

Include on Report Portlet

☐ Reports 1 ☐ Reports 2

☐ Reports 3 ☐ Reports 4

☐ Reports 5

☐ Send in e-mail

All set member Records' contacts

Output Format *
PDF 3

Print Only ☒ **Reprint Limit on ACA**
Yes ☒ No Limit ☐

Type *

Process Service *
AccelaReportServerDev

Document Group/Category *
DEVELOPMENT SERVICES Photos

Reporting Platform	Report Name	Output Format	Send output directly to printer	Printer e-mail addressable	Save to EDMS	EDMS Platform	EDMS Object	Data Availability <i>RT – Real Time</i> <i>NRT – Near Real Time</i> <i>PDE – Periodic Data Extract</i>	Still Needed

EMSE

(Event Management Scripting Engine)

Question	Answer
What version of the master scripts are deployed?	Unknown
Are you utilizing the EMSE Tool to assist with script source control? <i>Example: GitHub for repository of scripts</i>	Not likely
What are active the values of the Standard Choice EMSE EXECUTE OPTIONS	Unknown
Do any of your scripts invoke SOAP or HTTP requests?	Unknown/Not Likely

BATCH JOBS

List all defined Batch Jobs	Purpose	Start Time	Frequency <i>Daily, Monthly, etc.</i>	Avg Run Time	Still Needed?
APO Reload	Update addresses & parcels w/GIS data	05:30	Daily	05:00	NO

DATABASE AND FILE EXTRACTS

Please provide an export of the following files and database tables in Excel or CSV format which will assist in identifying further agency configuration.

DATABASE TABLES (SEE SAAS DISCOVERY SUPPLEMENT 2019.4.XLSX)

- RSERV_PROV
- XPOLICY

- R1SERVER_CONSTANT
- RBIZDOMAIN_VALUE
- R3APPTYP
- RPT_DETAIL

FILES

- Report source files. *Example: Crystal Reports .rpt files, SSRS .rdl files*

AUTHENTICATION

Please identify your current methods for user login authentication

Y/N	Method	Additional Information
Y	External User Policy (LDAP(s))	Provider: Microsoft Active Directory
N	Custom SSO Adapter	None
Y	Native Civic Platform Authentication (Stand-Alone user accounts in Accela)	In-app
	Add rows as needed...	

ENVIRONMENTS

Please provide the requested information for the Accela PRODUCTION environments within your datacenter.

Environment	Version	Accela Schema latest patch applied	Users Internal/Public	Storage Virtual/physical, type of drive, etc.	Database Size in GB	Count of Rows from table B1PERMIT	Network Diagram Provided Y/N
Production	av.9.1.3.170801		?	Virtual	81.9GB	91,583	N

- **Environment** – The general purpose of this environment
- **Version** – The installed version of the Civic Platform. You can identify the version by opening a browser window, entering the URL for your Civic Platform environment and append, /portlets/version.jsp, to the URL (ex. <https://av.supp.accela.com/portlets/version.jsp>). Outline any currently scheduled plans for any upgrades.
- **Accela Schema latest patch applied** – Most recent entry in the table named: UPGRADE_SCRIPTS
- **Users Internal/Public** – provide the approximate number of Agency and ACA users in use.
- **Storage Virtual/physical, type of drive, etc.** – virtual/physical, type of drive, etc.
- **Database Size in GB** – Total combined size of the Accela and Jetspeed databases on storage media/disk.
- **Count of Rows from table B1PERMIT** – Number of rows in the B1PERMIT table.
- **Network Diagram Provided Y/N** – Provide any infrastructure diagrams available for the production environment including servers specifications (processor, memory, cpu(s), drive space, etc....).



UPGRADE PROJECTS

Outline any currently scheduled upgrade plans:

Environment	Upgrade Plans
Prod	TBD per this very initiative
Test	No; scheduled for removal
Dev	TBD per this very initiative
Train	No; scheduled for removal

REFERENCE DATA LOADS

Please identify any reference data and periodic loads into the Civic Platform along with frequency.

(Add additional rows as needed)

Item	Management (I)nternal to Accela (E)xternal Data Load (N/A) Not Utilized in Accela	Frequency of External Loads	Source
Address, Parcel, Owner and Genealogy	External	Daily	Esri ArcGIS
Licensed Professionals	?	?	?
Contacts	?	?	?

INTEGRATIONS

PLEASE IDENTIFY ANY IMPLEMENTED SYSTEM INTEGRATIONS.

Please identify the NON-Civic Platform products installed for your on-premise installation that interact with the Civic Platform. List other implemented system integrations. Please include a high-level description and relevant details like: communication protocols, any relevant diagrams for the integration, one-way or two-way, real-time vs data extract or load, Civic Platform integration points (i.e. GovXML, REST API, Generic Query Service, EMSE Web Service, av.biz web services, direct database.)

Examples: Non-Accela IVR like Selectron, EDMS systems like Laserfiche or OnBase, SAP, etc....

Y/N	Integration	Vendor	Integration Type: (Batch, Real-Time, Flat File, etc....)
	XAPO (eXternal Address Parcel Owner)		



Y	EDMS (<i>Electronic Document Management System</i>) back-end?	Laserfiche	Real-time (aka, “proper API”)
Y	Payment Processing	Paymentus	API
?	Financial System		
	Add rows as needed...		

INTEGRATION POINTS

Please indicate if any of the following methods are in use: (Add rows as needed)

Y/N	Integration Point	Daily Calls Average & Peak	Description
Y	Direct Database Query	5	GIS; address changes
N	Direct Database Insert/Update		
N	GovXML		
N	REST API		
N	Generic Query Web Service		
N	EMSE Web Service		
N	Financial/Cap Web Service		

GIS

Please describe how your agency GIS services can/will be consumed by Accela GIS from Accela’s cloud.

Item	Answer
Who is your GIS vendor and what version	Esri ArcGIS 10.3.1 (10.7 - spring 2020)
On-premise or Cloud	On premises
Do you have a dedicated VPN in place?	(<i>Why would we?</i>)
Usage	
Do you have a dedicated map service for Accela	Yes (4)
Are your GIS map services consumed by Accela products publicly accessible?	Yes

CUSTOMIZATIONS

DATABASE

Do you have any custom views/functions/stored procedures/tables been created in support of reporting or other business requirements?

Provide listing and usage description and consumers of the information for each with this questionnaire

Database Custom Object	Count of Item	Explanation
Tables	0	--
Views	6	Unsure; third-party support vendor-implemented.
Functions	1	Unsure; third-party support vendor-implemented.
Procedures	3	Bad-data management effort from former application manager.
Triggers	0	--
Indexes	Unknown	Unable to answer; no documentation from third-parry support vendor.
Other Custom Database Objects...	0	--

CUSTOM OBJECTS LIST

- Type – Table, View, Function, Procedure, Trigger, Index, etc.
- Name – Name of custom object
- Purpose – Purpose of custom object. Reporting, Data Cleansing, Data Loading, etc.
- Manipulates Data – Is this custom object used to Add, Edit or Delete data within the Civic Platform

Type	Name	Purpose	Manipulates Data Y/N

CITIZEN ACCESS

Please identify if any of the following are in use:

Y/N	Item	Description
	Custom ACA wrapper/skin	No



CITIZEN ACCESS CUSTOM COMPONENTS

Are you using Custom components in Citizen Access? Please describe custom components and usage. Add rows as needed

Component	Description
	?

AGENCY INFORMATION

Question	Answer
What is your agency bandwidth to the Internet?	20 Gb/s (10 Gb/s x 2 w/failover)
What is your peak internet bandwidth percentage of max?	< 2%
What are the estimated maximum simultaneous back-office users of the Civic Platform?	?
How would you rate the reliability of your connection to the internet? Excellent, Ok, Poor	Excellent
Identify all sensitive personal information stored in the Civic Platform <i>ex: social security numbers, EINs, credit card info, etc. ...</i>	?