Accela

Product Roadmap

What to Expect in the Next Year

March 2021

Please Note:

This information is intended to communicate Accela's product direction

Priorities may shift from time to time to meet demands of changing customer needs and regulatory environments

Because of this, the dates shown within this presentation are subject to change over time

Product Focus

Community Services

- Changing expectations of citizens
  - Consumer-like experiences
  - All transactions and interactions available online – 24/7
  - All relevant data and information always available
  - On any device of their choosing
- Changing regulation
  - Emerging regulations – cannabis, short-term rentals, etc.
  - External events such as COVID

Result: Agencies must move fast with resiliency

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Community Services

Agencies need agile, powerful software built with *citizens* in mind

- Packaged solutions
  - Out-of-the-box options across a broad array of permitting and licensing functions
  - Includes domain best practices
  - Reduces custom development
- Built on a comprehensive platform
  - Created *specifically* for state and local government
  - Includes all needed core functionality
    - Automation, citizen engagement, analytics, portal, and security technologies

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Accela Solutions

ACCELA APPLICATION EXTENSIONS

ACCELA CIVIC APPLICATIONS

BUILDING COMMUNITIES	GROWING BUSINESSES	PROTECTING CITIZENS	SPECIALIZED SOLUTIONS
PLANNING	BUSINESS LICENSING	COVID-19 RESPONSE	CUSTOM SOLUTIONS
BUILDING	OCCUPATIONAL LICENSING	FIRE PREVENTION	PARTNER SOLUTIONS
SERVICE REQUEST MANAGEMENT	ALCOHOLIC BEVERAGE CONTROL	ENVIRONMENTAL HEALTH	
	CANNABIS REGULATION		

ACCELA CIVIC PLATFORM

INTEGRATION PLATFORM

CIVIC PLATFORM SERVICES

- Process Automation
- Business Logic
- Analytics & Reporting
- Identity Management
- Configuration Mgt.
- Communication Mgt.
- Accela Document Svcs.
- Security
- ESRI ArcGIS

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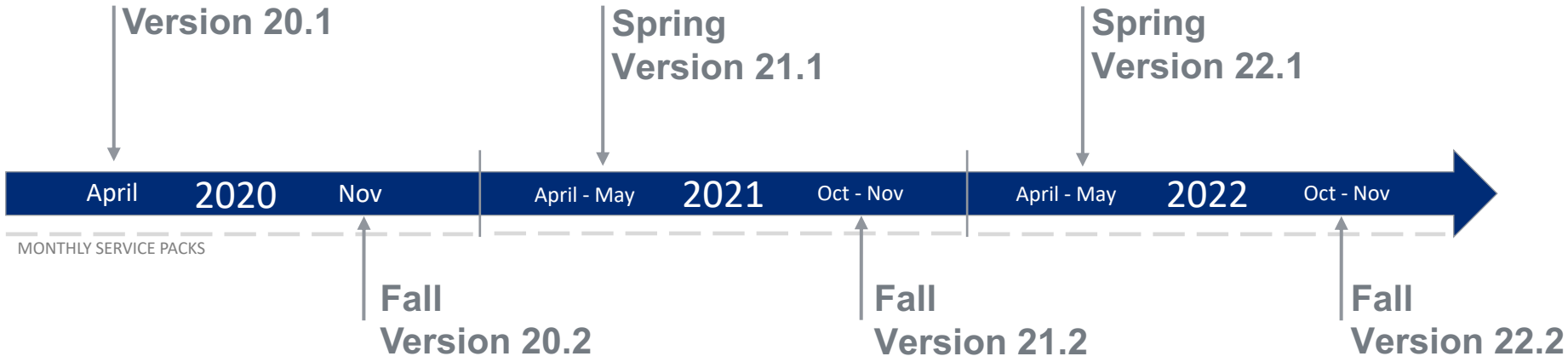
Accela's Release Schedule

- Spring and Fall major releases
- Service Packs planned each month
- Patches as needed



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Focus of Releases

- **2020**
  - Gaining new insights from data to make faster, smarter decisions
  - Optimizing efficiency of mobile workforce
  - Improving citizen interactions with agencies

- **2021**
  - Helping agencies accelerate their digital transformation and adapt quickly to change and build trust with their communities
  - Provide a better online service to the public
  - Operate more efficiently

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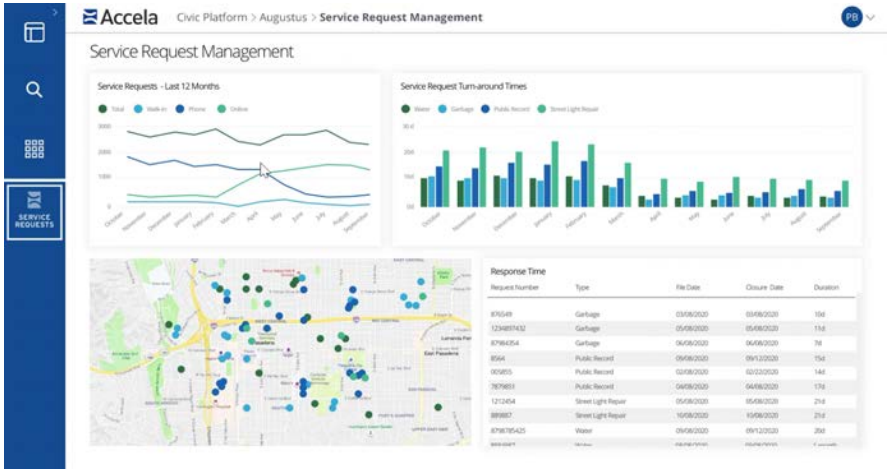
Civic Platform Roadmap

Civic Platform



2020 Highlights

- Accela Insights
  - Dashboards and data visualizations for better data insights and improved decision making (Azure Only)
  - Pre-built dashboards for Civic Applications
- Enhanced Reporting Database
- APO automated data syncing
- Browser agnostic for end users for better, and more consistent user experience
- Record Type cloning to speed up implementation
- More configurable automation rulesets that reduce the need for custom scripting
- Usability enhancements for agency users
- Forte Payments standard payment adapter
- Azure Active Directory and Okta support for Azure

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Civic Platform 2021

Civic Platform Roadmap 21.1

- Protected Records
  - Hide individual records from public view for at-risk properties/people
- New record type administration
  - New interface that supports modern browsers (No Silverlight)
  - Quick filters empower admins to quickly find/make configuration changes
- Forte Payments
  - EMV Chip reader support
- Custom base maps for back office
- SSO SAML 2.0 support in construct for construct apps to leverage SSO integrations to Azure AD and Okta
- Password Policy
  - Enforce lowercase characters and longer password length
  - Do not allow password reuse for up to 25 times
- Upgraded Support
  - SQL 2019 and SSRS 2019
  - Crystal 2020
  - Oracle 19

Civic Platform Roadmap 21.2

- Team inspections
  - Enables a group of inspectors to perform inspection as a team such as fire inspections in multi-unit building
  - Improves speed and coordination
- Configuration Manager (Data Manager)
  - Exclude environment settings that should not change
  - Select all configuration to speed up import/export of configuration
  - Quick filters to find the configuration changes
- Integrations
  - Prebuilt integrations to third parties to reduce cost and speed deployment
  - Integration Platform components for faster, easier custom integration development
- Support for multiple non-production environments
- Reporting KPIs and usage tracking
- Task dashboard filtering
- EOL Silverlight and V360 User Interface

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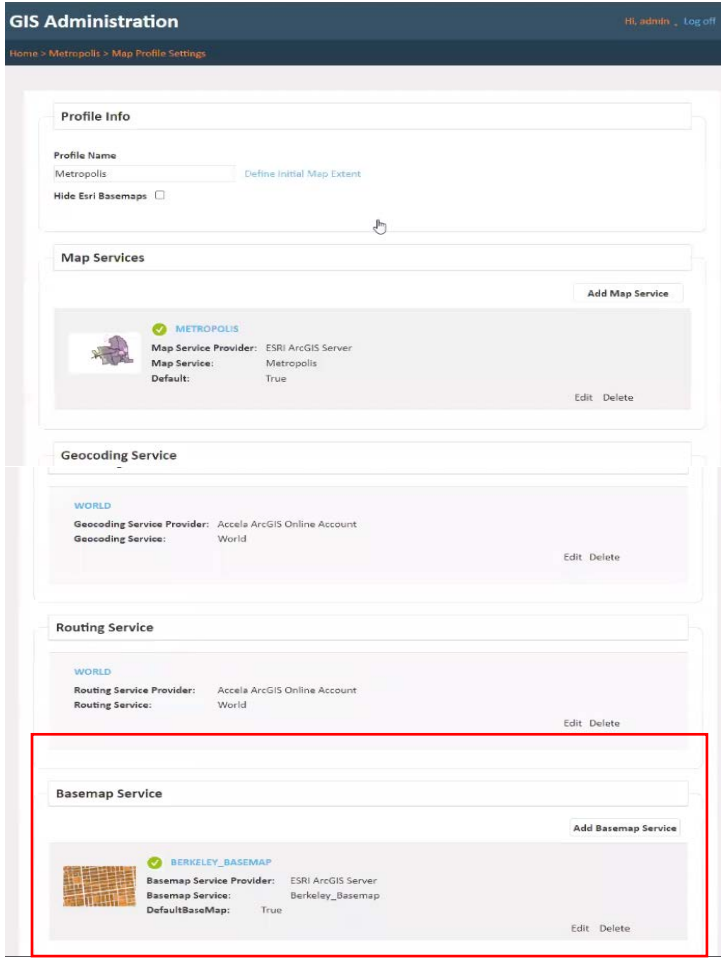
Custom Base Maps



Custom Base maps added through Basemap Service

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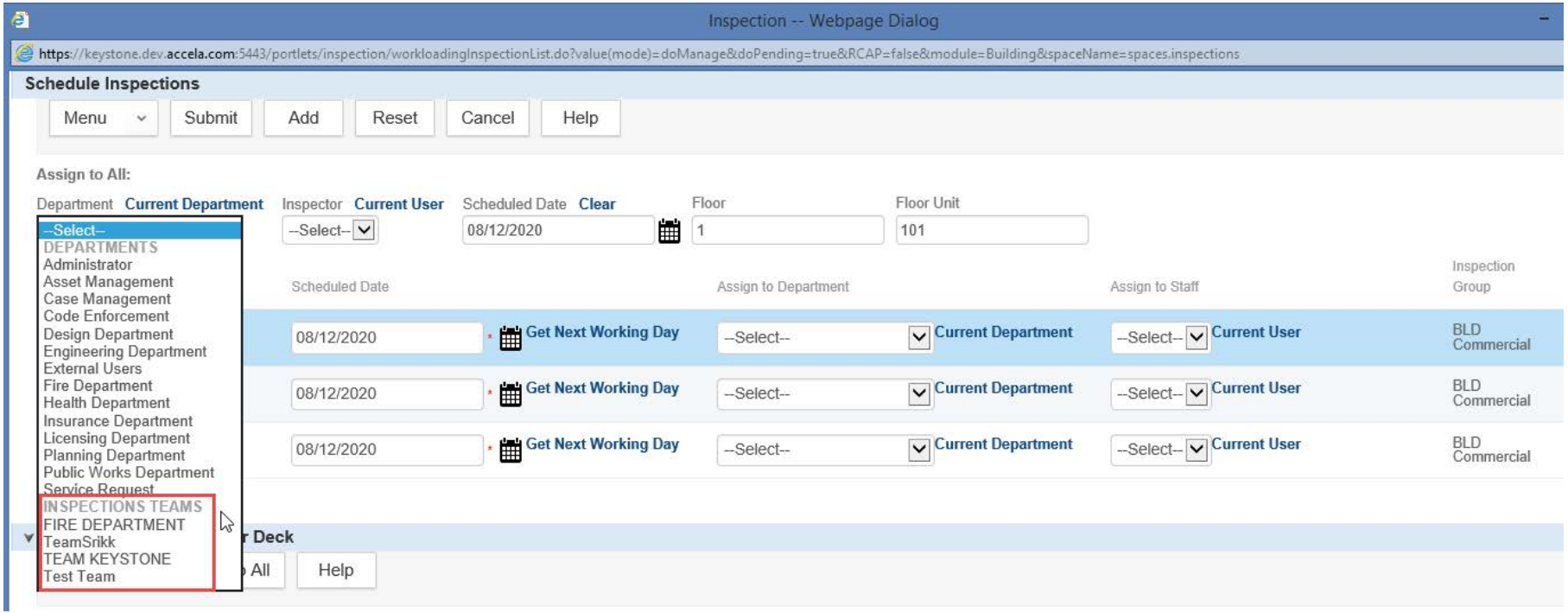
Team Inspections



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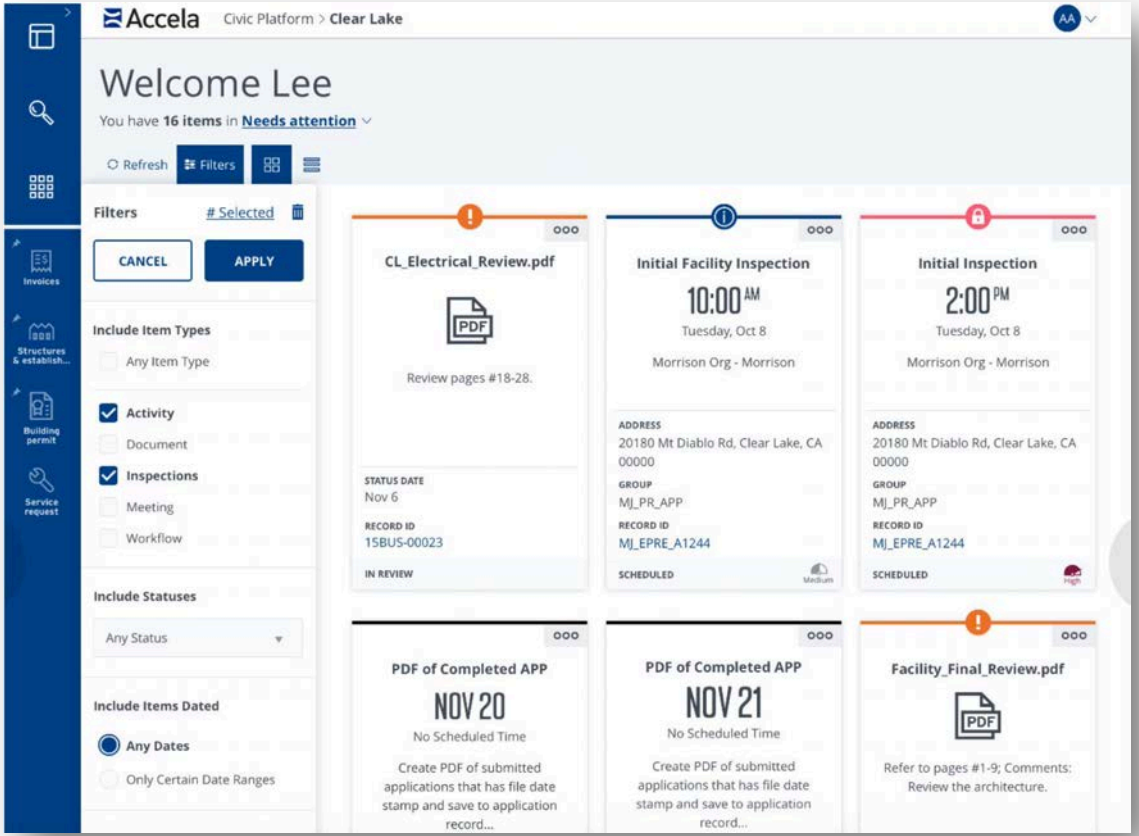
Task dashboard filtering



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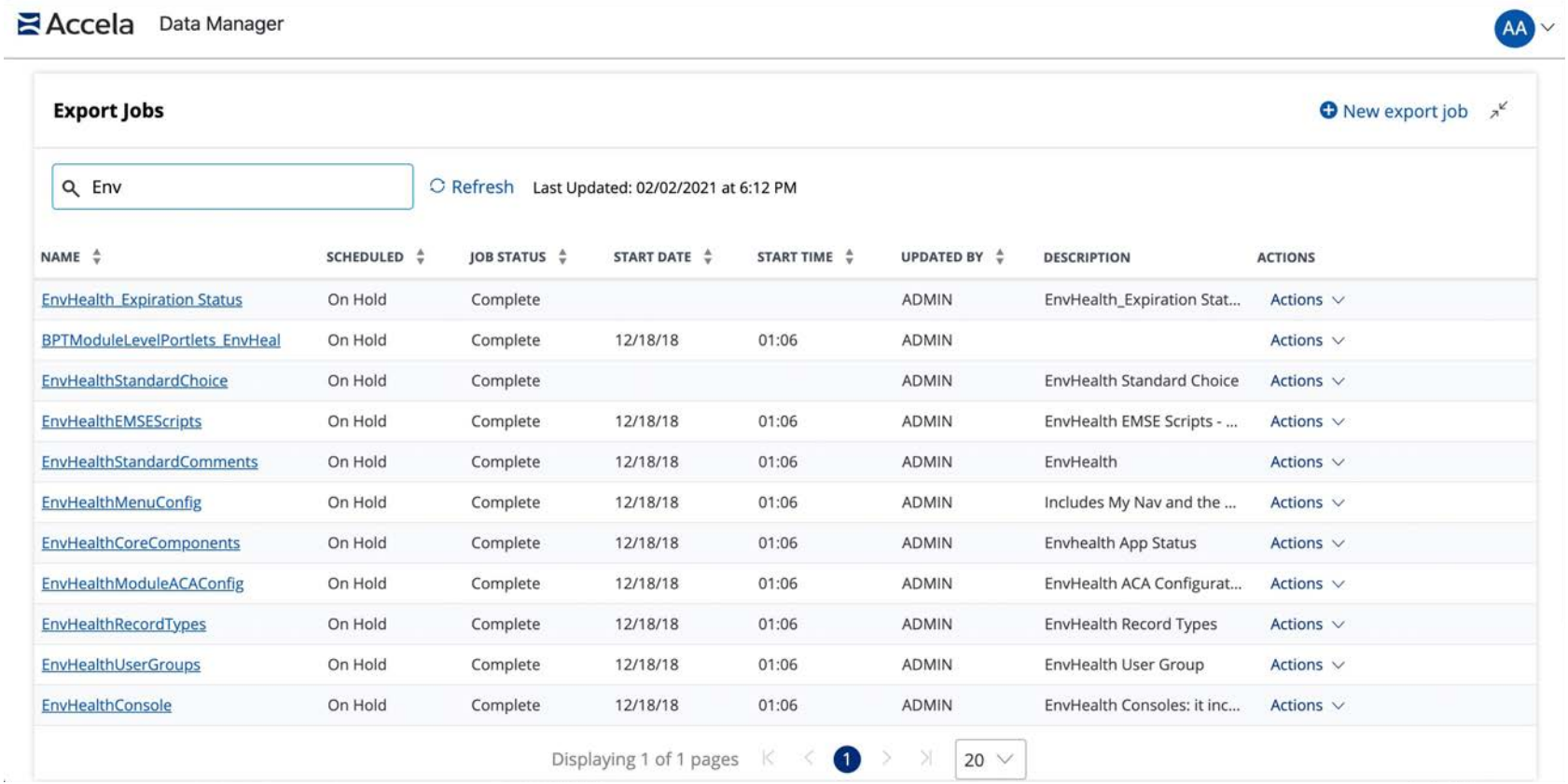
Configuration Manager (Data Manager)



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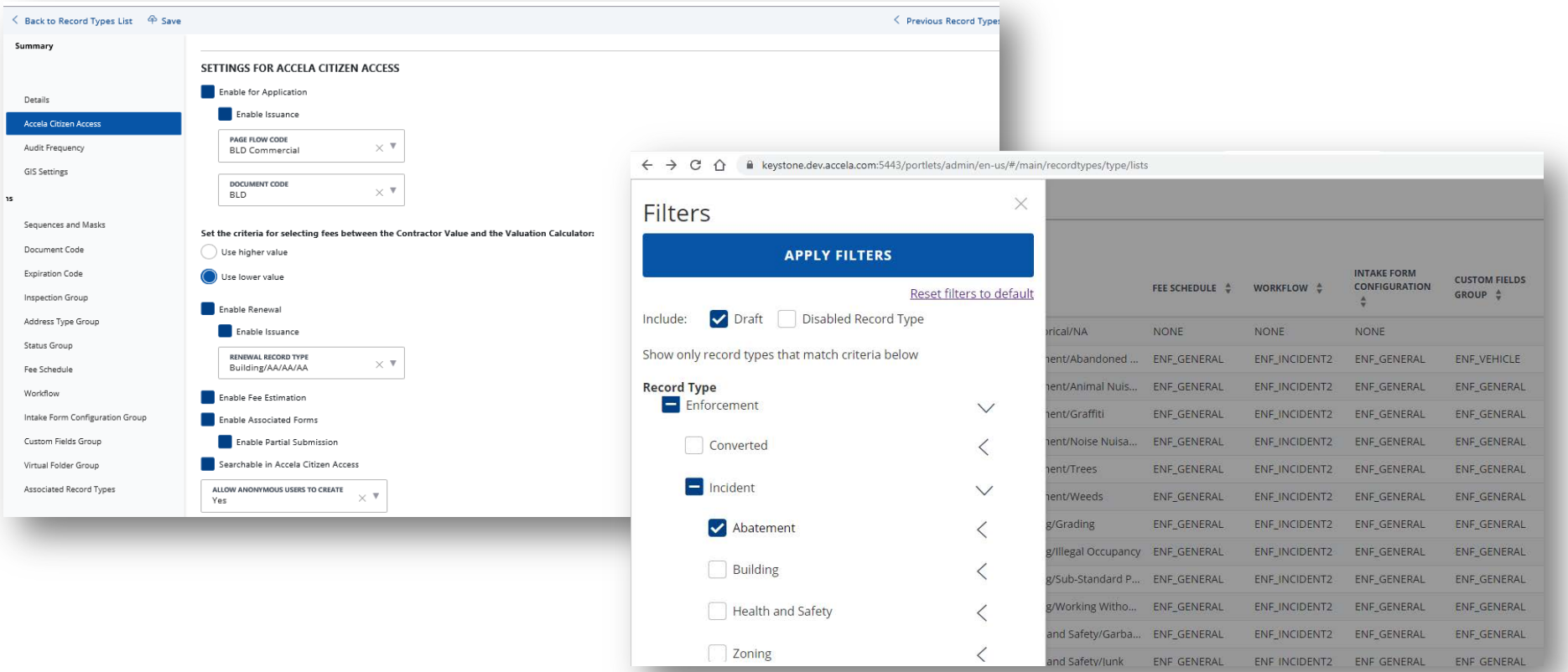
Record Type Admin



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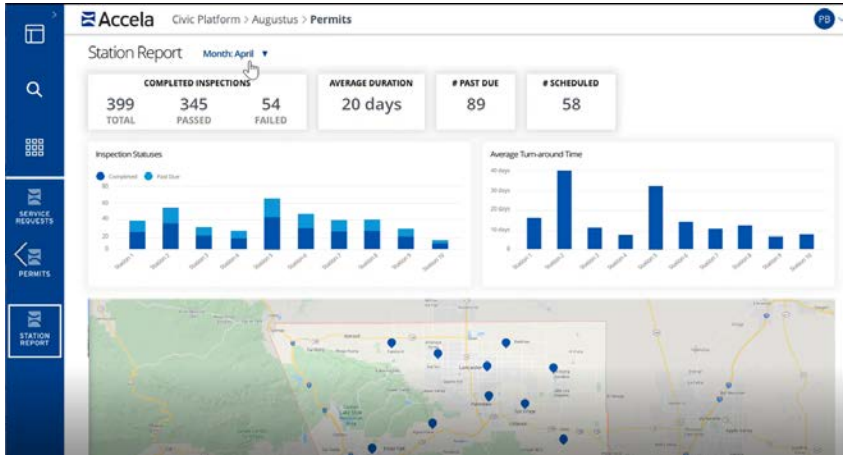
Civic Platform

Focus

- Increased productivity for end users
- Simplify the administration & maintenance of the system
- Reduce time to implement



Civic Platform Roadmap 2022

- New Workflow
  - Multiple views that surface the relevant information based on different use cases
- New form designer capabilities
  - Default field components
  - Grouping and multi-select fields
  - Undo/Redo
- Global Search Filtering
  - Users can use filters to narrow down search results
- Mobile Responsive
  - Back-office users can use mobile devices for their most common use case
- Accela Insights - ESRI Plugin
- Embedded report builder
- Self-publishing and migration of reports
- Advanced Administration
  - Advanced fee administration
  - Import fee schedule via CSV to reduce the time necessary to update fees
  - Consolidated Administration
- More configurable automation rulesets that reduce the need for custom scripting
- Accela GIS - ESRI federated Authentication and SSO authentication support
- Enhanced Rest APIs though construct

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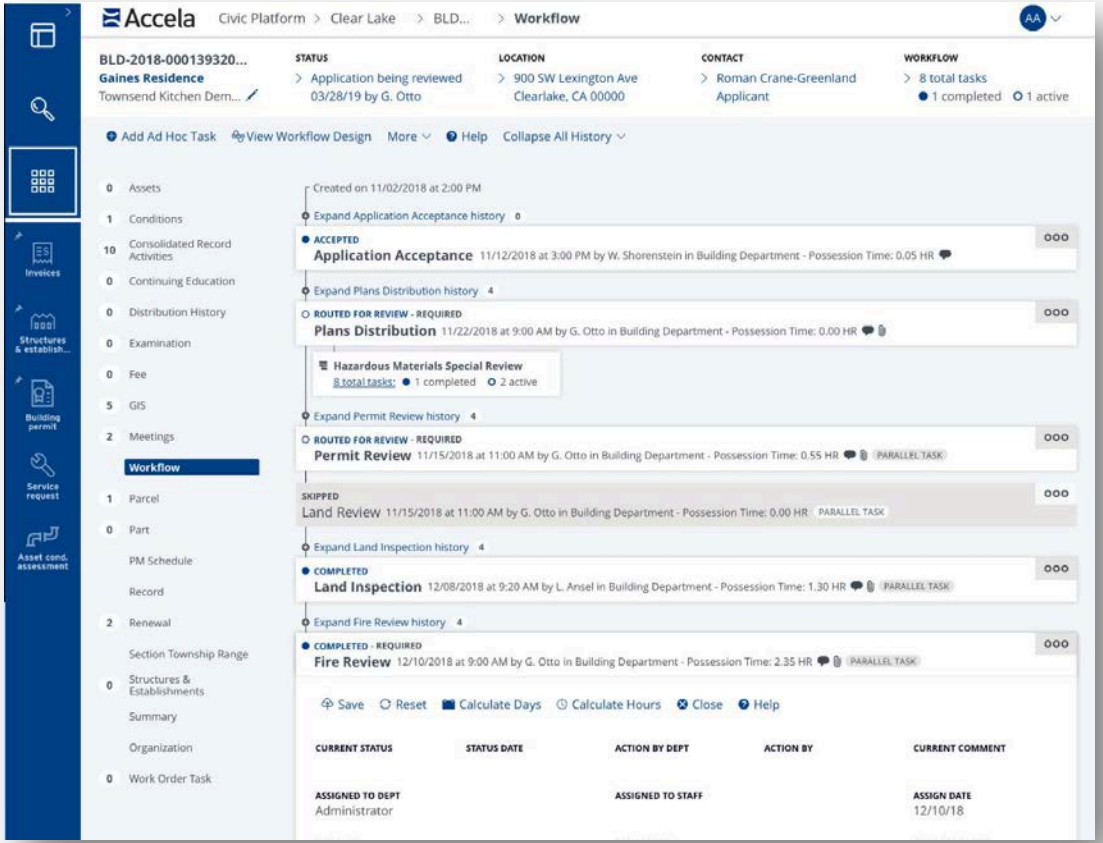
New Workflow



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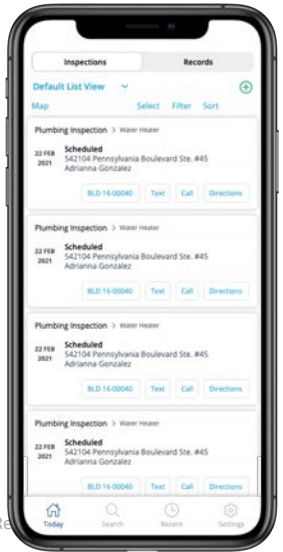
Mobile

Accela Mobile

Focus

- Personalized experience
- Improved inspection productivity
- Increased access to information
- Performance improvements



Accela Mobile Roadmap 2021

- Personalized Job List
- Automated alerts via SMS
- Inspection summary report
- Usability/Performance improvements to checklists
  - Food Inspections

Accela Mobile Roadmap 2022

- Mobile traffic and route optimization
- Support for team inspections
- Streamline inspection process
- Usability improvements to creating and viewing records
- Personalized experience

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Citizen Access

Citizen Access

- A **premium citizen access offering** on top of the Civic Platform
- New **digital "front door"** for all agency resources and departments
  - Create user-focused websites, online forms and digital services, without custom coding
- Augmenting Accela's ability to provide the tools needed to **create engaging and intuitive citizen experiences**
- The **package of products** delivers a mobile responsive, accessibility compliant, fully featured and affordable website that is future-proof and **forward compatible**

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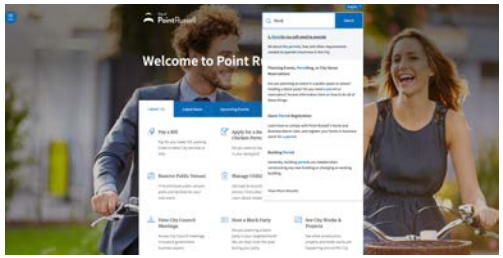
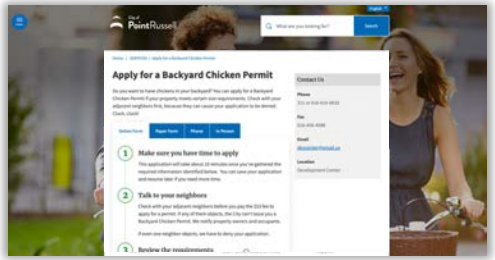
Premium Citizen Experience

Navigate to agency website

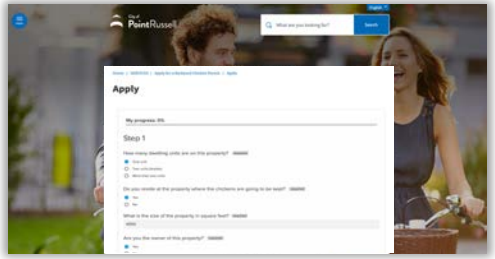
Search



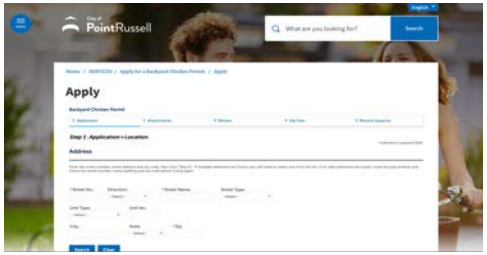
Discover



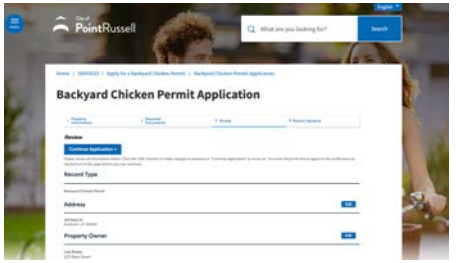
Qualify



Apply



Review



OpenCities

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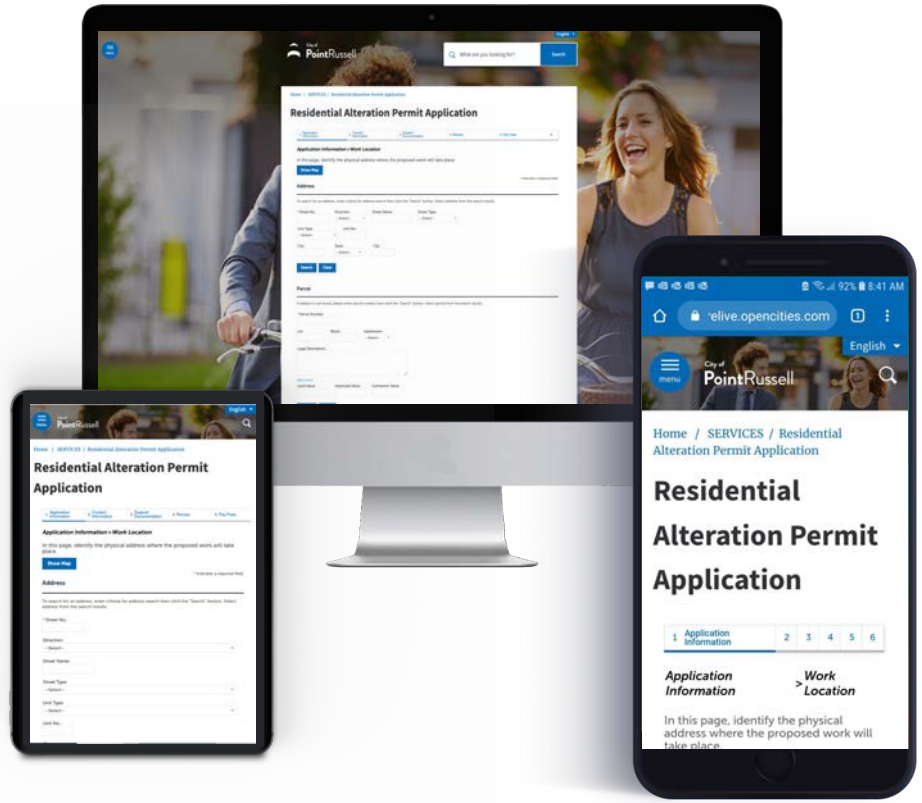
Mobile Responsive Design & Accessibility

- Desktop
- Mobile
- Laptop
- Tablet



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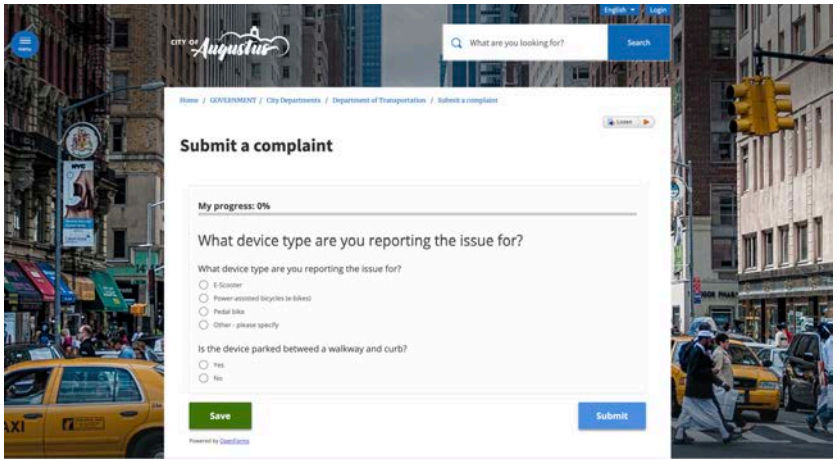
Accela Citizen Access

Focus

- Premium citizen experience
- Interactions with the map



Citizen Access Roadmap

Planned 2021

- Full CRM/ROWM functions into ACA for increased usability for citizens
  - Conflict management
  - Create route/work from map
  - Pin the location of an issue or request on the map
- Team Inspections
- Multiple Address, Parcel, Owner (APO)
- Accessibility updates
- New Form Designer

Planned 2022

- SSO for public users (Azure Only)
- Additional themes in Brand Builder
- Enhanced headers and footer
- Usability enhancements to the application process (Pageflow)

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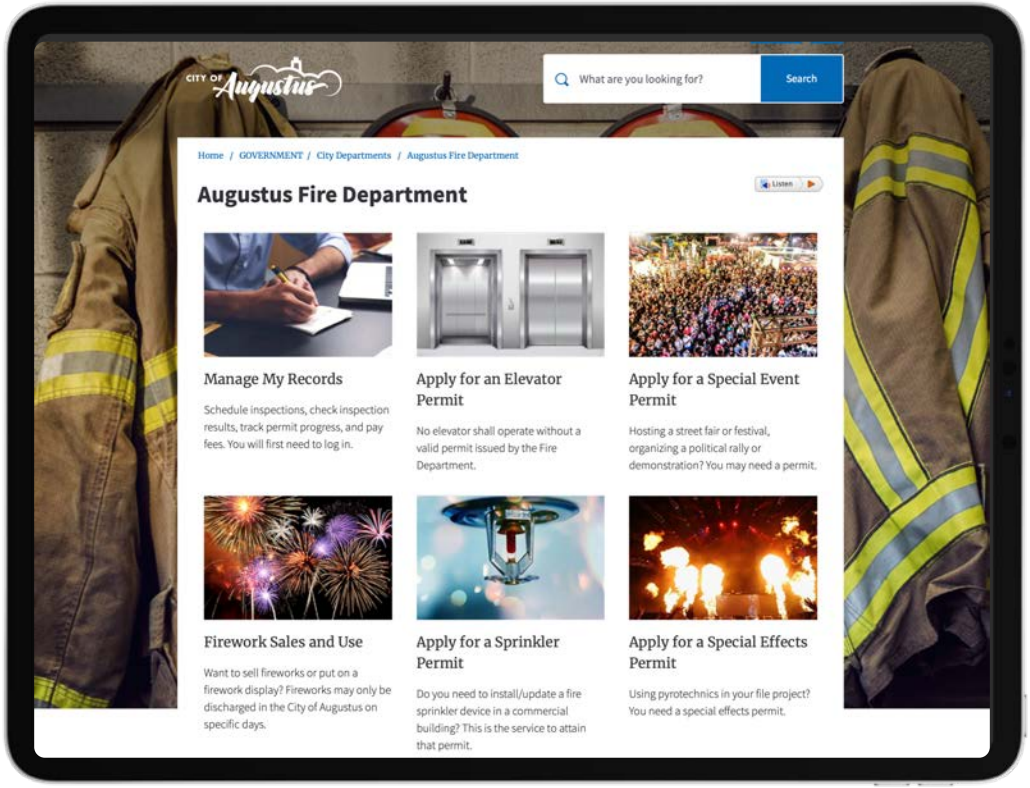
Civic Applications

2020 Highlights

New Civic Applications:

- COVID Response
- Fire Prevention
- Occupational Licensing



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Accela Civic Applications

- Civic Application Updates 2021:
  - Environmental Health
  - Occupational Licensing
  - Service Request Management
  - Fire Prevention
- Civic Application Updates 2022:
  - Occupational Licensing
  - Business Licensing
  - ABC Licensing
  - Building (Right of Way Management)

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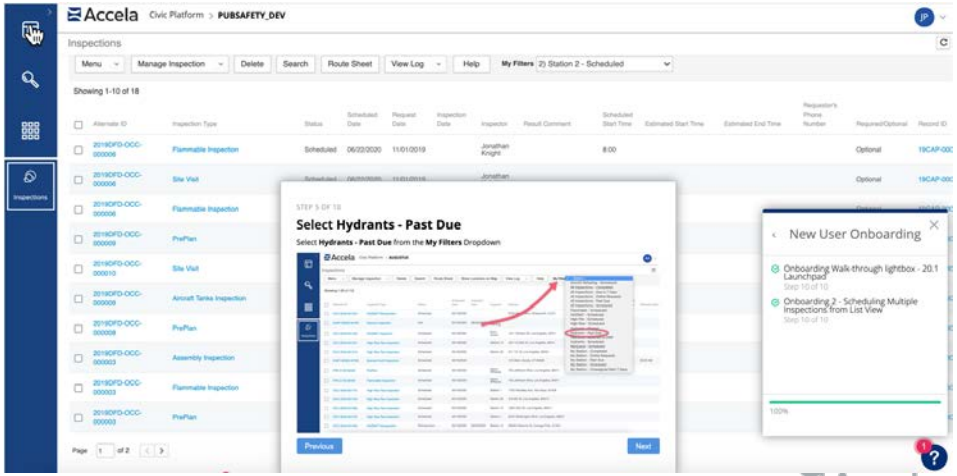
What's coming

- User persona focused training
- User guides
- Integrations w/third parties
- Premium citizen experience
- Data visualizations (Azure Only)
- In-product onboarding



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