



## Getting the Most out of a Modern Environmental Health Application

In today's modern world it has never been more essential to have a modern fully-functional application for handling your jurisdiction's environmental health needs and future goals. In order to achieve the best possible successful implementation, SEP assists agencies to leverage the combined functionality and features of the Accela Environmental Health Civic Application and SEP Environmental Health Best Practice Solution. This process will not only meet your current needs, but also your organization's future goals.

As part of SEP's Best practices we leverage our prior experience in working with municipalities to help the implementation go smoothly and ensure the rollout is successful. These aspects include a variety of areas where we have pre-built libraries of permits, licenses, workflows, reports, conversion tools that ensure overall success.

### Business Process Automation

SEP offers a core library of Business Process Automation Scripts for fees, notifications, inspections, workflows, license/permit issuance, renewals, that provide increased processing efficiencies, reduction of processing errors and higher levels of communications transparency. This automation allows staff to focus less on small tasks and more on customer service and value-added functions.

### Quality Assurance Test Automation

SEP has developed automated testing tools and libraries that supports the quality assurance testing of the pre-packaged Accela/SEP solutions which helps to reduce project implementation risks and limit the time required for testing by agency resources.

### Reports

In addition to the out of the box core reports in the Civic App:

- Accela offers Ad Hoc Reporting features that allows the agency to create and modify reports "on the fly". SEP provides training, as well as template reports
- SEP has developed additional reports that include lab sample labels with bar codes, notification correspondence, and financial metrics

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## Checklist Items that help prepare your organization to achieve overall project success

- List of Users, User Names, and Email, Departments, and if they are conducting inspections
- Online Training is available at Accela's Community Site. You must register for access. This should be available as soon as the contract is signed with Accela.
- Fee Schedules with information on Calculations that need to be made. Account Codes for the fees would be useful. Application Fees and License / Permit Fees are appreciated if appropriate.
- Record Types: Double Check the list of Record Permits and Licenses; List of Reviewers (Departments); Required Attachments / Documents; and the Review Process
- List of Inspections including: Inspection Types and Schedule
- Reports – both Existing and Proposed
- Data Conversion and Migration: Cleanse Your Data including: Addresses, Parcel Information, Map Record Types, Inspection Types, and Field Translations – especially dropdown values