



Roadmap to a Successful Civic Application Implementation:

Michigan Licensing and Regulatory Affairs

At Accela, our civic application implementations are 99.999% successful. Why? We take a cohesive approach, working closely with our agency customer.

Keys to Success: Planning, Workflow, Operations, and System Design

Our approach focuses on the following:

- Top management support
- Project team (of highly experienced professionals)
- Project champion
- Systematic planning
- Broad participation
- Effective communication
- Feedback
- Effective training and knowledge transfer
- Optimizing early and consistently
- Post-implementation activities



Example: State of Michigan Licensing and Regulatory Affairs

Extending repeatable, standard, prebuilt solutions enabled the team to move rapidly via reuse. Reduced TCO and risk of building custom solutions. Standards-based prebuilt solution approach (vs. custom/build-to-order) reduced duration of initiative by more than 50% and reduced cost by more than 70%.

Background

- Multi-phase, multi-agency/bureau initiative to implement Accela for all professional/occupational and business licensing across the State of Michigan.
- Implementation for 48 professions, 300+ license types over 5-year duration

Phase 1

Progress: Phase 1 – 8 months in duration. Completed on time and on budget. Established repeatable implementation architectural models to extend across the enterprise.

Professional Licensing Impacted

- Nursing



Phase 2

Progress: Phase 2 – 12 months in duration. Completed on time and on budget. Extended the solution to another 10 professions/75 license types (400+ Accela “record types”).

Professional Licensing Impacted

- Pharmacy
- Barbers
- Cosmetology
- Medicine
- Optometry
- Osteopathic Medicine and Surgery
- Podiatric Medicine and Surgery
- Veterinary Medicine
- Dentistry
- Physician’s Assistant
- Cannabis – Medical
- Cannabis – Adult Use

Phase 3A and 3B

Progress: Phase 3 – 18 months in duration. Completed on time and on budget. Then extended the solution to another 15 professions/100+ license types.

Professional Licensing Impacted – Phase 3A

- Architects
- Athletic Trainers
- Audiology
- Psychology
- Speech Language Pathologist
- Osteopathic Medicine and Surgery
- Massage Therapy
- Marriage and Family Therapy
- Professional Engineers
- Professional Surveyors
- Sanitarians
- Real Estate

Professional Licensing Impacted – Phase 3B

- Acupuncture
- Physical Therapy
- Occupational Therapy
- Chiropractors
- Qualified Interpreters
- Real Estate Appraisers
- Appraisal Management Companies
- Landscape Architects
- Social Workers
- Accountancy
- Hearing Aid Dealers
- Respiratory Care
- Counselors
- Personnel Agency Collection Practices

Phase 4

Progress: Phase 4 – 12 months in duration. Went live in February 2022. Then extended solution to remaining licenses/professions.

Professional Licensing Impacted

- Cemetery
- Funeral and Cemetery prepaid contract sellers/providers
- Funeral Directors
- Polygraph Examiners
- Professional Employer Organizations
- Professional Investigators
- Securities Regulation
- Security Alarm Contractor
- Security Guard, Private
- Transportation Company
- Unarmed Combat Commission
- Vehicle Protection Product Warrantors





Other Michigan Agencies/ Departments Using the Accela Platform

- Michigan State Police
- Michigan Licensing and Regulatory Affairs – Division of Fire Services, Division of Health Services, Division of Storage Tanks, Bureau of Construction Codes
- Michigan Department of Agriculture

Key Takeaways: Michigan Licensing and Regulatory Affairs Engagement

Accela’s standard solution approach enabled the project teams to quickly implement solutions using agile scrum methods, reducing implementation risk by tailoring and extending working software through real-time collaboration vs. time spent on documentation and/or written artifacts.

Incremental testing during each sprint led to a robust, hardened solution that users understood and used. For Phase 2, during final end-to-end (UAT) testing of 400+ record types, the project team found only 44 defects, the majority of which were medium/low priority.

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