

ACCELA CONFIGURATION STRATEGY OVERVIEW

DESIGNING CIVIC WORKFLOWS THAT SCALE, ADAPT, AND REMAIN SUPPORTABLE

THE CONFIGURATION CHALLENGE

Many agencies configure Accela to solve immediate problems — new permit types, policy changes, staffing shifts. Over time, this can lead to inconsistent workflows, complex rules, and reporting challenges if configuration decisions are made in isolation.

CONFIGURATION VS. CUSTOMIZATION

CONFIGURATION



Uses native Accela tools



Easier to maintain and upgrade



Consistent reporting



Lower long-term risk

CUSTOMIZATION



Requires custom code



Harder to support



Upgrade friction



Higher technical debt

CONFIGURATION PRINCIPLES

- Design workflows before configuring fields
- Standardize where possible, vary only where necessary
- Align configuration to reporting needs
- Document decisions and assumptions
- Plan for policy and volume change

CONFIGURATION OUTCOMES

- Faster adoption by staff
- Reliable performance metrics
- Easier upgrades
- Reduced reliance on external development
- Greater confidence in system longevity

TURN CONFIGURATION INTO LONG-TERM VALUE

3SG Plus helps agencies define and apply a configuration strategy that balances operational needs, platform best practices, and long-term maintainability. By guiding configuration decisions early and revisiting them as agencies evolve, 3SG Plus helps ensure Accela remains an asset — not a constraint. Contact us today to learn more about how we can help your agency.