From:	Matt Stone
To:	Jason Williams; Jessica R. Silver; Jon Creighton
Subject:	RE: Determining the level of service needed for Accela
Date:	Monday, December 19, 2016 12:08:00 PM

Not knowing yet how the addition of online permitting will be utilized by our contractors, I can't justify providing 24 hour support and would agree with your opinion of providing a message that support will follow up the next business day.

Matt

From: Jason Williams
Sent: Monday, December 19, 2016 10:30 AM
To: Jessica R. Silver <Jessica.Silver@buncombecounty.org>; Matt Stone <Matt.Stone@buncombecounty.org>; Jon Creighton <Jon.Creighton@buncombecounty.org>
Subject: Determining the level of service needed for Accela

Accela is changing their support plan offerings and we would like to get your opinions on the level of service required. I am not sure what we can afford, but I wanted to get feedback from you to provide to my managers before we make a decision. As we move forward with online permitting, the level of service needed may be different than what we have now. Please review the attached documents. We just signed a 3 year agreement in June, 2016. The agreement that we signed will be rolled into the Silver Plan, and that plan is typical for the type of service we have received since we implemented Accela in 2011. The difference between each tier of plans is about $35000 for the year. Are you interested in having 24 hour support when we go live with online permitting? If so, do we want support during weekdays only or 7 days a week? Providing 24 hour support will mean that someone from your department and someone from IT will need to be on call after hours. In my opinion, we could put up a message on the website that says support will follow up the next business day if there is an issue. Let me know what you think.

Thanks,

Jason Williams
Business Systems Specialist
Buncombe County Information Technology
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