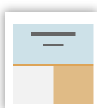
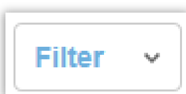
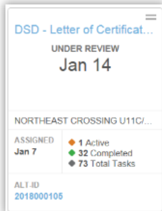
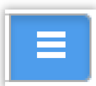
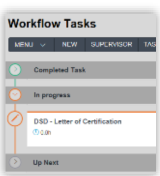
BuildSA Terminology

This is a listing of terms related to BuildSA.

ACA (Accela Citizen Access) *(BuildSA Citizen Portal)*	**The Customer portal** - A configurable Web-based application that integrates with the Accela *Civic Platform* to provide citizens with online access to government services and information.
Accela Automation **Civic Platform**	**BuildSA Back Office or "AA".** Accela's enterprise software application that provides government agencies with a complete solution to automate their workflows, manage forms, track activities, perform cashiering, and many other critical tasks. Accela Automation is the heart of the system.
GIS (ArcGIS-Geographic Information System)	A software application that integrates with *Accela Automation* to provide automated maps from a central database. The maps can provide a geographic representation of all land-use, zoning, and infrastructure information associated with a parcel, permit, inspection, or plan, as well as many other functions.
Accela **Mobile App**	A mobile government application that integrates with *Accela Automation* to extend processing capabilities to the field. This system is useful for activities such as inspections, investigations, code enforcement, work orders and service requests.
Actions Button Actions	Located on the Tasks Dashboard List View: provides the user access to commands that can be applied to one or more task items (example: Print or Export to a Spreadsheet as a CSV (Comma Separated Value) file.)
APO **(Address, Parcel, Owner)**	Addresses are physical locations related to parcels. Parcels are pieces of land with specific locations and legally defined boundaries. Parcels can have multiple addresses. An owner is associated with specific parcels and is typically the main person responsible for a parcel, and may also be the point of contact.
Cloning Clone Sgl Clone Mult	The act of creating a duplicate permit application, asset, or service request using an existing Land Development, Building Development or a Code Enforcement application as a template. When you clone a record, you are creating a duplicate with a new record ID number. The source record is known as the parent, and the **new cloned record is the child**. When more than one record is cloned from a source parent, each cloned record is a sibling to the others.
Conditions **Lock** **Hold** **Notice** **Required**	A condition is a requirement applied to a record that the applicant must fulfill to qualify for approval. Although conditions do not necessarily impose holds, they can prolong the permitting process until they are met. Conditions may also be applied to Contacts or Addresses. There are four severities that can be assigned to conditions: **Lock:** Essentially, the record is locked until the condition is met. **Hold:** Prevents you from scheduling or updating inspections, processing workflow tasks, and processing fees or cashiering. **Notice:** Indicates special instructions to the person completing the record. Notices do not inhibit the record process in any way.

	Required: Unique to workflow tasks, the required severity indicates a certain activity or field must be completed before the user can proceed to the next activity.
Contacts	Any significant party who participates in the record's process, such as the applicant, billing contacts, or legal contacts.
Converted Record	A record that has been converted/transformed from an old system (such as TPLT or Hansen) to BuildSA.
CSV (Comma Separated Value)	This file format is a portable representation of a database that you can view and modify with Excel. You can create a report from a list page by exporting all of the records in the list to a CSV file.
Custom Fields	COSA-defined fields that are unique to a record type, checklist item, inspection, workflow task, or reference object such as an address, parcel, owner, contact or license professional. Customers or Back Office end-users enter data into Custom Fields or Custom Lists.
Custom Lists	COSA-defined lists (like Custom Fields) but hold data where there can be more than one item or answer. When populating data in a Custom List, more than one row may be created. Customers or Back Office staff enter data into Custom Fields or Custom Lists.
Dashboard	Task-centric view of records, inspections, and reference objects within the system.
Dashboard Toggle 	**The Home Button**- Icon at the top of the Main menu Bar that allows you to switch between the Task Dashboard and the Map Dashboard. Map Dashboard not currently available.
Field	An area in the database and interface that contains a particular type of data. Required fields are indicated with a red asterisk (*).
Filter(s) 	*My Searches* available on the Task Dashboard that show commonly searched items by type, assignment, due dates or any other combination of search criteria available for inspections, meetings, or tasks.
Global Search 	Search tool that allows the user to search by keywords to find records, documents, and reference objects within the system. The global search can be accessed by clicking on the magnifying glass in the Main Menu Bar.
Home Page	The default landing page and starting point for anything a user wants to do within Accela Automation (the user interface). This page appears first upon login. The homepage consists of the Task Dashboard, the Application Bar, the Main Menu, and panels to launch the Launchpad and Global Search features.
Inspection	A general observation. An inspection can include many specific observations depending on the Record type, but generally an inspection is a workflow that the customer must satisfy out in the field before the record is closed.

Launchpad 	The Launchpad allows the user to access specific pages within the system such as Records, Inspections, etc. Selecting a page from the Launchpad opens the item up into a space that can be pinned to the Main Menu Bar for easy access. The Launchpad is where the user accesses the Reference Database, Recent Searches, Favorities and All Pages.
Main Menu	Provides a user with the tools to access and organize work spaces as well as find what is needed. The Main menu provides the user with a control pad for adding and finding content. This menu is docked on the left-hand side of the user interface. This menu contains panels that allow the user to toggle between the Task and Dashboard, perform Global Searches, access the Launchpad and also displays spaces currently open or pinned to the menu.
Parcel	A piece of land, such as a tract or a lot, with a specific location and legally defined boundaries.
Parcel Number	A tax lot number.
PIN Number	A **Personal Identification Number** assigned to a record. PIN numbers are addressed in IB300. PIN Numbers are not to be given to customers without the completed signed forms. PIN number requests are handled by the DSD Call Center.
Pinned Space	A Space that has been designated by the user to be immediately available within the Main Menu bar.
Primary Address	The principal address for an application or license. Sometimes referred to as the project's address, street address, or site address.
Record	A term that represents the identification number of an application.
Record ID	The unique identification number of a record.
Reference Data	Reference data currently comprises addresses, parcels, owners and contacts used within BuildSA. Users may search the reference database to locate parcel, owner, and contact information. Information on a Contact that is changed in the Reference Database affects all records associated with the Contact.
Report	The formatted result of a database query that is distributed as a printed form, a letter, or a collection of data.
Space(s)	Any Page, Record, or Reference item selected opens into a new space. These spaces stay anchored to the Main menu until closed. Spaces can be pinned to the Main menu so that they will be available to the user even after the user has logged out and logged back in.
Status	The state of a record, task, or inspection. A status might indicate a phase of a workflow task, such as *Additional Information Required* or *Additional Information Received.* A status of an Application might be *Under Review, Approved, Completed,* etc.
Task Card and Task Card View	An individual pane within the Task Dashboard that represents an Inspection, Task, Activity, Document review or Meeting. The task card provides information about the item at a glance. Each card contains a link that enables the user to open the item up into a space to get more information. The Task Card Options menu allows the user to identify the task type as well as act upon the task accordingly. This panel also lists relevant records or reference

	information. Each card lists Due Dates, Scheduled Times, Comments and other information as appropriate for the task type. Icons are also shown on each card to indicate the presence of conditions.
Task Dashboard	A user's to-do list that is displayed in either a Card View or List View. These views can be toggled by the individual user as desired. Within the task view up to six cards are displayed containing information about Inspections, Workflow Tasks, Document Review Tasks, Activities, or Meetings assigned to the user. A filter button displays *My Searches* to assist the user with filtering by Due Dates, Status, task Type and other search criteria available.
Task List View 	A tabular view of the user's Task Dashboard. This table displays a list of the user's Inspections, Tasks, and Meetings, their Due Dates, any conditions, Status, and concise details about each item. Upon load six items are visible. A 'Load more…' link at the bottom of the space allows the user to expand the list. An Actions button is available within this view to take action on one or more of the items within the list.
Tooltips	A small message that displays when you hover your computer mouse over a button.
Workflow  *Picture of the Workflow Task tab in Back-office*	A set of tasks COSA defines and follows to process an application from customer intake to closing the record. These tasks are the essential steps in the application process. Workflows function as a checklist once an application is submitted showing *Completed* tasks, *In Progress* tasks and *Up Next* (tasks that will be performed later) before the application is closed.