

INSPECTION CHECKLIST

CORE FUNCTIONALITY	
Supports all major community development functions in one system	
Eliminates the need for multiple vendors	
Scales as responsibilities grow	
Shares data across departments without duplication	

RELIABILITY & LONGEVITY	
The product is consistently improved through regular updates	
Customer reviews, references, and case studies demonstrate strong satisfaction	
The system scales effectively as users, data, and responsibilities grow	
The company is an established provider with a proven track record	
Growth indicators (such as steady hiring) show long-term stability	

PUBLIC ACCESS & TRANSPARENCY	
Residents can submit applications and make payments online	
The public can track permit or request statuses without contacting staff	
The software reduces counter traffic by shifting routine tasks to online processes	
The system increases public visibility into department activities	
The public-facing interface is consistent, modern, and professional	

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USER-FRIENDLINESS & USABILITY	
General Usability:	
The system is intuitive and easy for staff to learn	
Navigation feels natural and prevents users from getting lost in the interface	
Workflows align with real staff processes without requiring workarounds	
The layout minimizes friction between different teams	
Live demonstrations show efficient movement through common tasks	
Inspectors in the Field:	
Inspectors can complete on-site inspections efficiently	
Real-time updates are easy to enter from mobile devices or tablets	
Inspectors can access permit history, records, and past notes from the field	
Office Staff:	
Templates support fast and consistent documentation (notices, licenses, etc)	
Automated notifications streamline communication and status updates	
Residents can access information or submit requests online without staff	
Managers & Directors:	
Onboarding new staff is quick and straightforward	
Notification settings can be customized to highlight key activities	
Reporting and analytics tools are clear, flexible, and actionable for oversight	

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DATA PROTECTION & COMPLIANCE	
The company operates in the United States	
Software development is not outsourced to external vendors	
Hosting occurs on secure U.S.-based servers	
Access controls protect sensitive information effectively	
Data ownership policies are clear and transparent	

CUSTOMER SUPPORT	
Support is provided by an in-house team rather than an outsourced third party	
Response times are fast and consistent when issues arise	
Ongoing training is available beyond initial onboarding	
Support services are included in the contract with no additional fees	
There is a dedicated representative to support my agency	

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