EXHIBIT F

# Statement of Work

*Enterprise Group, Tyler Technologies*

## Prepared for:

Guilford County
301 W. Market Street
Greensboro, NC 27402

## Prepared by:

Garth Magness
2160 Satellite Blvd., Suite 300, Duluth, GA 30097
Tyler Technologies, Inc.
www.tylertech.com

Revised: 1/26/2018

# Table of Contents

**1 EXECUTIVE SUMMARY ..... 5**

1.1 PROJECT OVERVIEW ..... 5
1.2 PRODUCT SUMMARY ..... 5
1.3 PROJECT TIMELINE ..... 5
1.4 PROJECT METHODOLOGY OVERVIEW ..... 5

**2 PROJECT GOVERNANCE ..... 6**

2.1 CLIENT GOVERNANCE ..... 6
*2.1.1 Client Project Manager ..... 6*
*2.1.2 Steering Committee ..... 6*
*2.1.3 Executive Sponsor(s) ..... 7*
2.2 TYLER GOVERNANCE ..... 7
*2.2.1 Tyler Project Manager ..... 7*
*2.2.2 Tyler Implementation Management ..... 7*
*2.2.3 Tyler Executive Management ..... 7*
2.3 ACCEPTANCE AND ACKNOWLEDGMENT PROCESS ..... 7

**3 OVERALL PROJECT ASSUMPTIONS ..... 9**

3.1 PROJECT, RESOURCES AND SCHEDULING ..... 9
3.2 DATA CONVERSION ..... 9
3.3 DATA EXCHANGES, MODIFICATIONS, FORMS AND REPORTS ..... 10
3.4 HARDWARE AND SOFTWARE ..... 10
3.5 ENVIRONMENTS AND DATABASES ..... 10
3.6 EDUCATION ..... 11
3.7 ASSUMPTION MITIGATION ..... 11

**4 IMPLEMENTATION STAGES ..... 12**

4.1 WORK BREAKDOWN STRUCTURE (WBS) ..... 12
4.2 INITIATE & PLAN (STAGE 1) ..... 13
*4.2.1 Tyler Internal Coordination & Planning ..... 13*
*4.2.2 System Infrastructure Planning ..... 14*
*4.2.3 Project/Phase Planning ..... 15*
*4.2.4 Project Schedule ..... 16*
*4.2.5 Stakeholder Presentation ..... 17*
*4.2.6 Control Point 1: Initiate & Plan Stage Acceptance ..... 18*
4.3 ASSESS & DEFINE (STAGE 2) ..... 19
*4.3.1 Fundamentals Review ..... 19*
*4.3.2 Current/Future State Analysis ..... 20*

*4.3.3 Data Conversion Planning & Mapping* ..... *21*
*4.3.4 Standard 3rd Party Data Exchange Planning* ..... *22*
*4.3.5 Customization Analysis & Specification, if contracted* ..... *23*
*4.3.6 Forms & Reports Planning* ..... *24*
*4.3.7 System Deployment* ..... *25*
*4.3.8 Control Point 2: Assess & Define Stage Acceptance* ..... *26*
4.4 BUILD & VALIDATE (STAGE 3) ..... 27
*4.4.1 Configuration & Power User Training* ..... *27*
*4.4.2 Data Conversion & Validation* ..... *28*
*4.4.3 Standard 3rd Party Data Exchange Validation* ..... *29*
*4.4.4 Customization Delivery & Validation, if contracted* ..... *30*
*4.4.5 Forms & Reports Validation* ..... *31*
*4.4.6 Control Point 3: Build & Validate Stage Acceptance* ..... *32*
4.5 FINAL TESTING & TRAINING (STAGE 4) ..... 33
*4.5.1 Cutover Planning* ..... *33*
*4.5.2 User Acceptance Testing (UAT)* ..... *34*
*4.5.3 End User Training* ..... *35*
*4.5.4 Control Point 4: Final Testing & Training Stage Acceptance* ..... *36*
4.6 PRODUCTION CUTOVER (STAGE 5) ..... 37
*4.6.1 Final Data Conversion, if applicable* ..... *37*
*4.6.2 Production Processing & Assistance* ..... *38*
*4.6.3 Transition to Tyler Support* ..... *39*
*4.6.4 Schedule Post-production Services, if applicable* ..... *40*
*4.6.5 Control Point 5: Production Cutover Stage Acceptance* ..... *41*
4.7 PHASE/PROJECT CLOSURE (STAGE 6) ..... 42
*4.7.1 Close Phase/Project* ..... *42*
*4.7.2 Control Point 6: Phase/Project Closure Stage Acceptance* ..... *43*

**5 ROLES AND RESPONSIBILITIES ..... 44**

5.1 TYLER ROLES AND RESPONSIBILITIES ..... 44
*5.1.1 Tyler Executive Management* ..... *44*
*5.1.2 Tyler Implementation Management* ..... *44*
*5.1.3 Tyler Project Manager* ..... *44*
*5.1.4 Tyler Implementation Consultant* ..... *45*
*5.1.5 Tyler Sales* ..... *46*
*5.1.6 Tyler Software Support* ..... *46*
5.2 COUNTY ROLES AND RESPONSIBILITIES ..... 46
*5.2.1 County Executive Sponsor* ..... *46*
*5.2.2 County Steering Committee* ..... *46*
*5.2.3 County Project Manager* ..... *47*
*5.2.4 County Functional Leads* ..... *48*
*5.2.5 County Power Users* ..... *48*

*5.2.6 County End Users* ..... *49*
*5.2.7 County Technical Support* ..... *49*
*5.2.8 County Upgrade Coordinator* ..... *49*
*5.2.9 County project Toolset Coordinator* ..... *49*
*5.2.10 County Change Management Lead* ..... *50*

**6 GLOSSARY ..... 51**

**7 DATA CONVERSION PROCESS FOR ENERGOV ENTERPRISE SERVER ..... 54**

7.1 OVERVIEW: ..... 54
7.2 MODULARIZED DESIGN: ..... 54
7.3 REQUIRED FIELDS: ..... 54
7.4 CUSTOM FIELDS (ANY FIELDS NOT AVAILABLE IN THE MASTER TABLE FOR THE MODULE IN QUESTION): ..... 54
7.5 GAP HANDLING (WHERE LEGACY DATA DOESN'T FIT ANYWHERE WITHIN EG_TEMPLATE): ..... 55
7.6 CONTACTS: ..... 55
7.7 MULTIPLE LEGACY DATA SOURCES: ..... 55
7.8 OVERALL ARCHITECTURE OF CONVERSION: ..... 55
7.9 PROGRESSION OF CONVERSION DEVELOPMENT PROCESS: ..... 57
7.10 PROGRESSION OF FINAL CONVERSION CUTOVER PROCESS (GO-LIVE): ..... 58
7.11 DATA IMPORT AREAS: ..... 58
7.12 BUSINESS AND PROFESSIONAL LICENSING ..... 58
7.13 CODE CASE MANAGEMENT ..... 58
7.14 PERMITTING ..... 59
7.15 PLAN MANAGEMENT ..... 59

**8 TYLER RESOURCES PURCHASED ..... 61**

8.1 BILLABLE HOURSE AND EXPENSES IN SCOPE ..... 61
8.2 BUSINESS SCOPE (TRANSACTIONS AND AUTOMATION) ..... 61
8.3 "BUSINESS TRANSACTION" IS DEFINED BY: ..... 61
8.4 "BMP TEMPLATE TRANSACTION" IS DEFINED BY: ..... 61
8.5 "GEO-RULE" IS DEFINED BY: ..... 61
8.6 "INTELLIGENT OBJECT (IO)" IS DEFINED BY: ..... 62
8.7 "INTELLIGENT AUTOMATION AGENT (IAA)" IS DEFINED BY: ..... 62
8.8 "ENERGOV SDK API (TOOLKITS)" ARE DEFINED BY: ..... 62
8.9 ESTIMATED TIMELINE ..... 63
8.10 PROJECT METHODOLOGY OVERVIEW ..... 63

**9 STAGE ACCEPTANCE FORM ..... 64**

**10 COUNTY OF SAMPLE - CHANGE ORDER [X] ..... 65**

# 1 Executive Summary

## 1.1 Project Overview

The Statement of Work (SOW) documents the Project Scope, methodology, roles and responsibilities, implementation stages, and deliverables for the implementation of Tyler products.

The primary objective of this project is to provide Guilford County with a modern, robust, state-of-the-art Permitting & Land Management application that will enable the County to better serve its staff and constituency through enhanced automation, access and efficiency.

## 1.2 Product Summary

Below, is a summary of the products included in this Project, as well as reference to the County's functional area utilizing the Tyler product(s). Refer to the Implementation Stages section of this SOW for information containing detailed service components.

| [PRODUCT] | [APPLICATION] |
|---|---|
| EnerGov | Permitting & Land Management |
| EnerGov | Citizen Self Service (Citizen Access Portal) |
| EnerGov | eReviews |
| EnerGov | GIS |
| EnerGov | EnerGov iG Workforce Apps |
| EnerGov | MyGovPay |
| EnerGov | VirtuaPay |

## 1.3 Project Timeline

The Project Timeline establishes a start and end date for each Stage of the Project. Developed during the Initiate & Plan Stage and revised as mutually agreed to, if needed, the timeline accounts for resource availability, business goals, size and complexity of the Project, and task duration requirements.

## 1.4 Project Methodology Overview

Tyler bases its implementation methodology on the Project Management Institute's (PMI) Process Groups (Initiating, Planning, Executing, Monitoring & Controlling, and Closing). Using this model, Tyler developed a 6-stage process specifically designed to focus on critical project success measurement factors.

Tailored specifically for Tyler's Public Sector clients, the project methodology contains Stage Acceptance Control Points throughout each Phase to ensure adherence to Scope, budget, timeline controls, effective communications, and quality standards. Clearly defined, the project methodology repeats consistently across Phases, and is scaled to meet the County's complexity, and organizational needs.

# 2 Project Governance

The purpose of this section is to define the resources required to adequately establish the business needs, objectives, and priorities for the Project; communicate the goals to other project participants; and provide support and guidance to accomplish these goals. Project governance also defines the structure for issue escalation and resolution, Change Control review and authority, and organizational Change Management activities.

The preliminary governance structure establishes a clear escalation path when issues and risks require escalation above the Project Manager level. Further refinement of the governance structure, related processes, and specific roles and responsibilities occurs during the Initiate & Plan Stage.

The path below illustrates an overall team perspective where Tyler and the County collaborate to resolve project challenges according to defined escalation paths. In the event Project Managers do not possess authority to determine a solution, resolve an issue, or mitigate a risk, Tyler implementation management and the County steering committee become the escalation points to triage responses prior to escalation to the County and Tyler executive sponsors. As part of the escalation process, each project governance tier presents recommendations and supporting information to facilitate knowledge transfer and issue resolution. The County and Tyler executive sponsors serve as the final escalation point.

## 2.1 Client Governance

Depending on the County's organizational structure and size, the following governance roles may be filled by one or more people:

### 2.1.1 Client Project Manager

The County's Project Manager(s) coordinate project team members, subject matter experts, and the overall implementation schedule and serves as the primary point of contact with Tyler. The County Project Manager(s) will be responsible for reporting to the County steering committee and determining appropriate escalation points.

### 2.1.2 Steering Committee

The County steering committee understands and supports the cultural change necessary for the Project and fosters an appreciation of the Project's value throughout the organization. Oversees the County Project Manager(s) and the Project as a whole and through participation in regular internal meetings, the County steering committee remains updated on all project progress, project decisions, and achievement of project milestones. The County steering committee also provides support to the County Project Manager(s) by communicating the importance of the Project to all impacted departments. The County steering committee is responsible for ensuring the Project has appropriate resources, provides strategic direction to the project team, for making timely decisions on critical project issues or policy decisions. The County steering committee also serves as primary level of issue resolution for the Project.

### 2.1.3 Executive Sponsor(s)

The County's executive sponsor provides support to the Project by allocating resources, providing strategic direction, and communicating key issues about the Project and the Project's overall importance to the organization. When called upon, the executive sponsor also acts as the final authority on all escalated project issues. The executive sponsor engages in the Project, as needed, in order to provide necessary support, oversight, guidance, and escalation, but does not participate in day-to-day project activities. The executive sponsor empowers the County steering committee, Project Manager(s), and Functional Leads to make critical business decisions for the County.

## 2.2 Tyler Governance

### 2.2.1 Tyler Project Manager

The Tyler Project Manager(s) have direct involvement with the Project and coordinates Tyler project team members, subject matter experts, the overall implementation schedule, and serves as the primary point of contact with the County. As requested byt the County, the Tyler Project Manager(s) provide regular updates to the County's steering committee and other Tyler governance members.

### 2.2.2 Tyler Implementation Management

Tyler implementation management has indirect involvement with the Project and is part of the Tyler escalation process. Tyler Project Manager(s) consult implementation management on issues and outstanding decisions critical to the Project. Implementation management works toward a solution with the Tyler Project Manager(s) or with the County management, as appropriate. Tyler executive management is the escalation point for any issues not resolved at this level. The name(s) and contact information for this resource will be provided and available to the project team.

### 2.2.3 Tyler Executive Management

Tyler executive management has indirect involvement with the Project and is part of the Tyler escalation process. This team member offers additional support to the project team and collaborates with other Tyler department managers, as needed, in order to escalate and facilitate implementation project tasks and decisions. The name(s) and contact information for this resource will be provided and available to the project team.

## 2.3 Acceptance and Acknowledgment Process

All Deliverables and Control Points must be accepted or acknowledged following the process below. Acceptance requires a formal sign-off while acknowledgement may be provided without formal sign-off at the time of delivery. The following process will be used for accepting or acknowledging Deliverables and Control Points:

- The County shall have five (5) business days from the date of delivery, or as otherwise mutually agreed upon by the parties in writing, to accept or acknowledge each Deliverable or Control Point. If the County does not provide acceptance or acknowledgement within five (5) business

days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the Deliverable or Control Point as accepted.

- If the County does not agree the particular Deliverable or Control Point meets requirements, the County shall notify Tyler Project Manager(s), in writing, with reasoning within five (5) business days, or the otherwise agreed-upon timeframe, not to be unreasonably withheld, of receipt of the Deliverable.
- Tyler shall address any deficiencies and redeliver the Deliverable or Control Point. The County shall then have two (2) business days from receipt of the redelivered Deliverable or Control Point to accept or again submit written notification of reasons for rejecting the milestone. If the County does not provide acceptance or acknowledgement within two (2) business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the Deliverable or Control Point as accepted.

# 3 Overall Project Assumptions

## 3.1 Project, Resources and Scheduling

- Project activities will begin, as mutually agreed to, after the Agreement has been fully executed.
- The County and Tyler can allocate additional internal resources if needed. The County also ensures the alignment of their budget and Scope expectations.
- The County and Tyler ensure that the assigned resources are available, they buy-into the change process, and they possess the required business knowledge to complete their assigned tasks successfully. Should there be a change in resources, the replacement resource should have a comparable level of availability, buy-in, and knowledge.
- Tyler and the County provide adequate resources to support the efforts to complete the Project as scheduled and within the constraints of the project budget.
- Abbreviated timelines and overlapped Phases can result in project delays if there are not sufficient resources assigned to complete all required work as scheduled.
- Changes to Project Plan, availability of resources or changes in Scope may result in schedule delays, which may result in additional charges to the Project.
- Tyler provides a written agenda and notice of any prerequisites to the County Project Manager(s) ten (10) business days prior to any scheduled on site or remote sessions.
- Tyler provides notice of any prerequisites to the County Project Manager(s) a minimum of ten (10) business days prior to any key deliverable due dates.
- County users complete prerequisites prior to applicable scheduled activities.
- Tyler provides guidance for configuration and processing options available within the Tyler software. The County is responsible for making decisions based on the options available.
- In the event the County may elect to add and/or modify current business policies during the course of this Project, such policy changes are solely the County's responsibility to define, document, and implement.
- The County makes timely Project related decisions in order to achieve scheduled due dates on tasks and prepare for subsequent training sessions. Decisions left unmade may affect the schedule, as each analysis and implementation session builds on the decisions made in prior sessions.
- Tyler considers additional services out of Scope and requires additional time and costs be requested via Change Request approved through the Change Control process.
- The County will respond to information requests in a comprehensive and timely manner, in accordance with the Project Plan.

## 3.2 Data Conversion

- The County is readily able to produce the needed data files from a static database for conversion from the Legacy System to provide them to Tyler on the specified due date(s). At the time the Legacy System data file is extracted, the County will produce reports and detail screen captures to reconcile the converted data.
- Each Legacy System data file submitted for conversion includes all associated records in a single approved file layout.
- The County will grant Tyler access to the Legacy System to assist with understanding data relationships to improve the accuracy and quality of the converted data.

- The County understands the Legacy System data file must be in the same format each time unless changes are mutually agreed upon in advance. If not, negative impacts to the schedule, budget, and resource availability may occur and/or data in the new system may be incorrect.
- During this process, the County may need to correct data scenarios in their Legacy System prior to the final data pull. This is a complex activity and requires due diligence by the County to ensure all data pulled includes all required data and the Tyler system contains properly mapped data.
- During Production Cutover, the County may need to manually add or correct data after data has been loaded into the production database as mutually agreed to prior to the load.

## 3.3 Data Exchanges, Modifications, Forms and Reports

- The County ensures the 3rd party data received conforms to a Tyler standard format.
- The 3rd party possesses the knowledge of how to program their portion of the interaction and understands how to manipulate the data received.
- Client is on a supported, compatible version of the 3rd party software or Tyler Standard Data Exchange tools may not be available.
- The County is willing to make reasonable business process changes rather than expecting the product to conform to every aspect of their current system/process.
- Any Modification requests not expressly stated in the contract are out of Scope. Modifications requested after contract signing have the potential to change cost, Scope, schedule, and production dates for project Phases. Modification requests not in Scope must follow the Project Change Control process.
- The County's testing environment contains the Tyler software version required for delivery of the Modification prior to the scheduled delivery date for testing
- The County is responsible for verifying the performance of the Modification as defined by the specification

## 3.4 Hardware and Software

- Tyler will initially install the most current generally available version of the purchased Tyler software.
- The County will provide network access for Tyler modules, printers, and Internet access to all applicable County and Tyler project staff.
- The County has in place all hardware, software, and technical infrastructure necessary to support the Project.
- The County's system hardware and software meet Tyler standards to ensure sufficient speed and operability of Tyler software. Tyler will not support use of software if the County does not meet minimum standards of Tyler's published specifications.

## 3.5 Environments and Databases

- Tyler will establish three (3) software environments and three (3) databases for the Project. The environments will be production, train and test. Each environment will have a corresponding database named the same as the environments; production database, train database and test database
- The test environment will be used by Tyler to build the solution. Tyler will use the test database for testing and reviewing converted data. Tyler will also use the test database to present completed Deliverables to the County for acceptance. Once Deliverables have been accepted, they will be moved to the production and train environments

- The train database will be used by the County for reviewing the converted data, testing, and training
- At Production Cutover the production database will be used for processing daily functions

## 3.6 Education

- Throughout the Project lifecycle, the County provides a training room for Tyler staff to transfer knowledge to the County's resources, for both onsite and remote sessions. The County will provide staff with a location to practice what they have learned without distraction. If Phases overlap, the County will provide multiple training facilities to allow for independent sessions scheduling without conflict.
- The training room is set up in a classroom setting. The County determines the number of workstations in the room. Tyler recommends every person attending a scheduled session with a Tyler Consultant or Trainer have their own workstation. However, Tyler requires there be no more than two (2) people at a given workstation.
- The County provides a workstation which connects to the Tyler system for the Tyler trainer conducting the session. The computer connects to a County provided projector, allowing all attendees the ability to actively engage in the training session.
- Tyler is responsible for providing formal training on all functional areas of the software to the County's designated Power Users. The County will designate up to fifteen (15) Power Users for any specific class. The Power Users will vary based on agenda topics and area of the assessment office that the class pertains to. Power Users will then be empowered with the knowledge to conduct training to County End Users. In addition, informal education will occur leading up to the formal training sessions. Every time Tyler resources work with County staff to demonstrate a specific function/feature/executable with the County is an opportunity to better understand and appreciate the Tyler solution
- Tyler will conduct one (1) formal training session for each of the functional areas of the software. The functional areas covered will allow the County to utilize the software. The County is responsible for assigning the appropriate Power Users to attend these sessions
- Tyler follows a train-the-trainer approach to allow County Power Users attending the sessions to disseminate the knowledge being learned during Tyler lead sessions to other County users
- Users performing User Acceptance Testing (UAT) have attended all applicable training sessions prior to performing UAT.

## 3.7 Assumption Mitigation

- In the event that any assumptions are not met or prove to be invalid the parties agree to work in good faith to mitigate any resulting issues

# 4 Implementation Stages

## 4.1 Work Breakdown Structure (WBS)

The Work Breakdown Structure (WBS) is a hierarchical representation of a Project or Stage broken down into smaller, more manageable components. The top level components are called “Stages” and the second level components are called “work packages.” The work packages, shown below each Stage, contain the high-level work to be done. The detailed Project Plan, developed during Initiate & Plan and finalized during Assess & Define, will list the tasks to be completed within each work package. Each Stage ends with a “Control Point”, confirming the work performed during that Stage of the Project.

* - If included in project scope

## 4.2 Initiate & Plan (Stage 1)

The Initiate & Plan Stage creates a foundation for the Project through identification of County and Tyler Project management teams, development of implementation management plans, and the provision and discussion of system infrastructure requirements. County participation in gathering information is critical. Tyler Project management teams present initial plans to stakeholder teams at Stage end.

### 4.2.1 Tyler Internal Coordination & Planning

Prior to Project commencement, Tyler management staff assigns Project Manager(s). Tyler provides the County with initial Project documents used in gathering basic information, which aids in preliminary planning and scheduling. County participation in gathering requested information by provided deadlines ensures the Project moves forward in a timely fashion. Internally, the Tyler Project Manager(s) coordinate with Sales to ensure transfer of vital information from the sales process prior to scheduling a Project Planning Meeting with the County's team. During this step, Tyler will work with the Client to establish the date(s) for the Project/Phase Planning session.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

| STAGE 1 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Assign Tyler Project Manager | A | R | I | | | | | | I | | | I | | | | | | | | |
| Provide initial Project documents to Client | A | I | R | | | | | | C | | | I | | | | | | | | |
| Sales to Implementation knowledge transfer | A | I | R | | | | | | C | | | | | | | | | | | |
| Internal planning and phase coordination | | A | R | | | | | C | | | | | | | | | | | | |

## 4.2.2 System Infrastructure Planning

The County provides, purchases or acquires hardware according to hardware specifications provided by Tyler and ensures it is available at the County's site. The County completes the system infrastructure audit, ensuring vital system infrastructure information is available to the Tyler implementation team, and verifies all hardware compatibility with Tyler solutions.

RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed

| STAGE 1 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Provide system hardware specifications | | | I | | | | | R | A | | | I | | | | | | C | | |
| Make hardware available for Installation | | | I | | | | | C | | | | A | | | | | | R | | |
| Install system hardware, if applicable | | | I | | | | | C | | | | A | | | | | | R | | |
| Complete system infrastructure audit | | | I | | | | | C | | | | A | | | | | | R | | |

## 4.2.3 Project/Phase Planning

Project and Phase planning provides an opportunity to review the contract, software, data conversions and services purchased, identify Applications to implement in each Phase (if applicable), and discuss implementation timeframes. The Tyler Project Manager(s) deliver an Implementation Management Plan, which is mutually agreeable by County and Tyler.

RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed

| STAGE 1 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Perform Project/Phase Planning | | A | R | | | | | | | | I | C | C | | | I | | | | |
| Deliver implementation management plan | | A | R | | | | | | | | | C | C | I | | | | | | |

## 4.2.4 Project Schedule

Client and Tyler will mutually develop an initial Project schedule. The initial schedule includes, at minimum, enough detail to begin Project activities while the detailed Project Plan/schedule is being developed and refined.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

| STAGE 1 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Develop initial Project schedule | | A | R | I | | | | | | | | C | I | I | | | | | | |
| Deliver Project Plan and schedule for Project Phase | | A | R | I | | | | | | I | I | C | C | I | I | I | | | | |
| Client reviews Project Plan & initial schedule | | | C | | | | | | | I | A | R | C | C | | C | | | | |
| Client approves Project Plan & initial schedule | | | I | | | | | | | I | A | R | C | C | I | I | | I | I | I |

## 4.2.5 Stakeholder Presentation

County stakeholders join Tyler Project Management to communicate successful Project criteria, Project goals, Deliverables, a high-level milestone schedule, and roles and responsibilities of Project participants.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

| STAGE 1 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Present overview of Project Deliverables, project schedule and roles and responsibilities | | A | R | I | | | | | I | I | I | C | I | I | I | I | | I | I | I |
| Communicate successful Project criteria and goals | | | I | | | | | | | R | C | A | C | I | I | C | I | I | | |

## 4.2.6 Control Point 1: Initiate & Plan Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below. Advancement to the Assess & Define Stage is dependent upon Tyler's receipt of the Stage Acceptance.

### 4.2.6.1 Initiate & Plan Stage Deliverables

Implementation Management Plan

- Objective: Update and deliver baseline management plans to reflect the approach to the County's Project.
- Scope: The Implementation Management addresses how communication, quality control, risks/issues, resources and schedules, and Software Upgrades (if applicable) will be managed throughout the lifecycle of the Project.
- Acceptance criteria: County reviews and acknowledges Implementation Management Plan

Project Plan/Schedule

- Objective: Provide a comprehensive list of tasks, timelines and assignments related to the Deliverables of the Project.
- Scope: Task list, assignments and due dates
- Acceptance criteria: County acceptance of schedule based on County resource availability and Project budget and goals.

### 4.2.6.2 Initiate & Plan Stage Acceptance Criteria

Hardware Installed
System infrastructure audit complete and verified
Implementation Management Plan delivered
Project Plan/Schedule delivered; dates confirmed
Stakeholder Presentation complete

# 4.3 Assess & Define (Stage 2)

The primary objective of Assess & Define is to gather information about current County business processes and translate the material into future business processes using Tyler Applications. Tyler uses a variety of methods for obtaining the information, all requiring County collaboration. The County shall provide complete and accurate information to Tyler staff for analysis and understanding of current workflows and business processes.

## 4.3.1 Fundamentals Review

Fundamentals Review provides functional leads and Power Users an overall understanding of software capabilities prior to beginning current and future state analysis. The primary goal is to provide a basic understanding of system functionality, which provides a foundation for upcoming conversations regarding future state processing. Tyler utilizes a variety of methods for completing fundamentals training including the use of eLearning, videos, documentation, and walkthroughs.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

| STAGE 2 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Schedule fundamentals review & provide fundamentals materials & prerequisites, if applicable | | A | R | I | | | | | | | | C | I | | I | | | | I | |
| Complete fundamentals materials review and prerequisites | | | I | | | | | | | | | A | R | | I | | | | C | |
| Ensure all scheduled attendees are present | | | I | I | | | | | | | A | R | C | | I | | | | | |
| Facilitate fundamentals review | | | A | R | | | | | | | | I | I | | I | | | | | |

## 4.3.2 Current/Future State Analysis

County and Tyler evaluate current state processes, options within the new software, pros and cons of each option based on current or desired state, and make decisions about future state configuration and processing.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

| STAGE 2 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Provide Current/Future State analysis materials to the County, as applicable | | A | R | I | | | | | | | | C | I | | I | | | | | |
| Conduct Current & Future State analysis | | | A | R | | | | | | | | I | C | I | C | | | | | |
| Provide pros and cons of Tyler software options | | | A | R | | | | | | | | I | C | I | C | | | | | |
| Make Future State Decisions according to due date in the Project Plan | | | I | I | | | | | | | C | A | R | I | C | I | | | | |
| Record Future State decisions | | | A | R | | | | | | | | I | C | I | C | | | | | |

## 4.3.3 Data Conversion Planning & Mapping

This entails the activities performed to prepare to convert data from the County's Legacy System Applications to the Tyler system. Tyler staff and the County work together to complete Data Mapping for each piece of data (as outlined in the Agreement) from the Legacy System to a location in the Tyler system.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

| STAGE 2 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Review contracted data conversion(s) options | | | A | R | I | | | | | | | C | C | | C | | | C | | |
| Map data from Legacy System to Tyler system | | | I | C | I | | | | | | | A | C | | C | | | R | | |
| Pull conversion data extract | | | I | | I | | | | | | | A | C | | C | | | R | | |
| Run balancing Reports for data pulled and provide to Tyler | | | I | | I | | | | | | | A | C | | R | | | I | | |
| Review and approve initial data extract | | A | I | C | R | | | | | | | I | | | | | | I | | |
| Correct issues with data extract, if needed | | | I | C | C | | | | | | | A | C | | C | | | R | | |

## 4.3.4 Standard 3rd Party Data Exchange Planning

Standard Data Exchange tools are available to allow clients to get data in and out of the Tyler system with external systems. Data exchange tools can take the form of Imports and Exports, and Interfaces.

A Standard Interface is a real-time or automated exchange of data between two systems. This could be done programmatically or through an API. It is Tyler's responsibility to ensure the Tyler programs operate correctly. It is the County's responsibility to ensure the third party program operates or accesses the data correctly.

The County and Tyler Project Manager(s) will work together to define/confirm which Data Exchanges are needed (if not outlined in the Agreement). Tyler will provide a file layout for each Standard Data Exchange.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

| STAGE 2 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Review Standard or contracted Data Exchanges | | | A | R | | | | | | | | C | I | | I | | | C | | |
| Define or confirm needed Data Exchanges | | | I | C | | | | | | | | A | C | | C | | | R | | |

## 4.3.5 Customization Analysis & Specification, if contracted

Tyler staff conducts additional analysis and develops specifications based on information discovered during this Stage. The County reviews the specifications and confirms they meet County's needs prior to acceptance. Out of Scope items or changes to specifications after acceptance may require a Change Request.

Tyler's intention is to minimize Customizations by using Standard functionality within the Application, which may require a County business process change. It is the responsibility of the County to detail all of their needs during the Assess and Define Stage. Tyler will write up specifications (for County approval) for contracted program Customizations. Upon approval, Tyler will make the agreed upon Customizations to the respective program(s). Once the Customizations have been delivered, the County will test and approve those changes during the Build and Validate Stage.

RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed

| STAGE 2 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Analyze contracted custom program requirements | | | A | C | | | R | | | | | C | C | I | C | | | C | | |
| Develop specification document(s) | A | | I | C | | | R | | | | | I | I | | I | | | I | | |
| Review specification document(s); provide changes to Tyler, if applicable | | | I | C | | | C | | | | | A | R | I | C | | | C | | |
| Sign-off on specification document(s) and authorize work | | | I | | | | I | | | | A | R | C | I | I | | | C | | |

## 4.3.6 Forms & Reports Planning

County and Tyler Project Manager(s) review Forms and Reporting needs. Items that may be included in the Agreement are either Standard Forms and Reports or known/included Customization(s). Items not included in the Agreement could be either County-developed Reports or a newly discovered Customization that will require a Change Request.

RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed

| STAGE 2 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Review required Forms output | | | A | R | | | | | | | | | C | I | C | | | I | | |
| Review and complete Forms options and submit to Tyler | | | I | | | I | | | | | | A | R | | C | | | | | |
| Review in Scope Reports | | | A | R | | | | | | | | I | C | | C | | | | | |
| Identify additional Report needs | | | I | C | | | | | | | | A | R | | C | | | | | |
| Add applicable tasks to Project schedule | | A | R | I | | C | | | | | | C | I | | I | | | I | | |

## 4.3.7 System Deployment

The Tyler Technical Services team installs Tyler Applications on the server (hosted or client-based) and ensures the platform operates as expected.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

| STAGE 2 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Install contracted software on server | A | | I | | | | | R | | | | I | | | | | | C | | |
| Ensure platform operates as expected | A | | I | | | | | R | | | | I | | | | | | C | | |

## 4.3.8 Control Point 2: Assess & Define Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below. Advancement to the Build & Validate Stage is dependent upon Tyler's receipt of the Stage Acceptance.

### 4.3.8.1 Assess & Define Stage Deliverables

Completed analysis Questionnaire

- Objective: Gather and document information related to County business processes for current/future state analysis as it relates to Tyler approach/solution.
- Scope: Provide comprehensive answers to all questions on Questionnaire(s).
- Acceptance criteria: County acceptance of completed Questionnaire based on thoroughness of capturing all County business practices to be achieved through Tyler solution.

Data conversion summary and specification documents

- Objective: Define data conversion approach and strategy
- Scope: Data conversion approach defined, data extract strategy, conversion and reconciliation strategy.
- Acceptance criteria: Data conversion document(s) delivered to the County, reflecting complete and accurate conversion decisions.

Customization specification documents, if contracted

- Objective: Provide comprehensive outline of identified gaps, and how the custom program meets the County's needs
- Scope: Design solution for Customization
- Acceptance criteria: County accepts Custom Specification Document(s) and agrees that the proposed solution meets their requirements

Completed Forms options and/or packages

- Objective: Provide specifications for each County in Scope form, Report and output requirements
- Scope: Complete Forms package(s) included in agreement and identify Reporting needs.
- Acceptance criteria: Identify Forms choices and receive supporting documentation

Installation checklist

- Objective: Installation of purchased Tyler software
- Scope: Tyler will conduct an initial coordination call, perform an installation of the software included in the Agreement, conduct follow up to ensure all tasks are complete, and complete server system administration training, unless the County is hosted.
- Acceptance criteria: Tyler software is successfully installed and available to authorized users, County team members are trained on applicable system administration tasks.

### 4.3.8.2 Assess & Define Stage Acceptance Criteria

Tyler software is installed
Fundamentals review is complete
Required Form information complete and provided to Tyler
Current/Future state analysis completed; Questionnaires delivered and reviewed
Data conversion mapping and extractions completed and provided to Tyler

## 4.4 Build & Validate (Stage 3)

The objective of the Build & Validate Stage is to prepare the software for use in accordance with the County's needs identified during the Assess and Define Stage, preparing the County for Final Testing and Training.

### 4.4.1 Configuration & Power User Training

Tyler staff collaborates with the County to complete software configuration based on the outputs of the future state analysis performed during the Assess and Define Stage. Tyler staff will train the County Power Users to prepare them for the Validation of the software. The County collaborates with Tyler staff iteratively to Validate software configuration.

RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed

| STAGE 3 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Perform configuration | | | A | R | | | | | | | | I | R | | I | | | | | |
| Power User process and Validation training | | | A | R | | | | | | | | I | C | I | C | | | | I | |
| Validate configuration | | | I | C | | | | | | | | A | C | | R | | | C | | |

## 4.4.2 Data Conversion & Validation

Tyler completes an initial review of the converted data for errors. With assistance from the County, the Tyler Data Conversion Team addresses items within the conversion program to provide the most efficient data conversion possible. With guidance from Tyler, the County reviews specific data elements within the system and identifies and Reports discrepancies in writing. Iteratively, Tyler collaborates with the County to address conversion discrepancies prior to acceptance.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

| STAGE 3 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Write and run data conversion program against Client data | | A | I | C | R | | | | | | | | | | | | | C | | |
| Complete initial review of data errors | | A | I | C | R | | | | | | | I | I | | | | | C | | |
| Review data conversion and submit needed corrections | | | I | C | I | | | | | | | A | C | | R | | | C | | |
| Revise conversion program(s) to correct error(s) | | A | I | C | R | | | | | | | I | I | | C | | | C | | |

## 4.4.3 Standard 3rd Party Data Exchange Validation

Tyler provides training on Data Exchange(s) and the County tests each Data Exchange.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

| STAGE 3 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Train Data Exchange(s) processing in Tyler software | | | A | R | | | | | | | | C | I | I | I | | | C | I | |
| Coordinate 3rd Party Data Exchange activities | | | I | I | | | | | | | | A | C | | C | | | R | | |
| Test all Standard 3rd party Data Exchange(s) | | | I | C | | | | | | | | A | C | I | R | | | C | | |

## 4.4.4 Customization Delivery & Validation, if contracted

Tyler delivers in Scope Customization(s) to the County for preliminary testing. Final acceptance will occur during the Final Testing and Training Stage.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

| STAGE 3 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Develop and deliver contracted custom program(s) | | A | I | C | I | | R | | | | | I | C | I | C | | | I | | C |
| Test contracted custom program(s) in isolated database | | | I | C | | | C | | | | | A | C | | R | | | C | | |
| Report discrepancies between specification and delivered contracted custom program(s) | | | I | I | | | I | | | | | A | R | | C | | | C | | |
| Make corrections to contracted custom program(s) as required | | A | I | C | I | | R | | | | | I | C | | C | | | I | | |

## 4.4.5 Forms & Reports Validation

Tyler provides training on Standard Forms/Reports and the County tests each Standard Form/Report.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

| STAGE 3 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Standard Forms & Report Training | | | A | R | | | | | | | | I | C | | C | | | I | | |
| Test Standard Forms & Reports | | | I | C | | C | | | | | | A | C | | R | | | C | | |

## 4.4.6 Control Point 3: Build & Validate Stage Acceptance

Acceptance criteria for this Stage includes all criteria listed below. Advancement to the Final Testing & Training Stage is dependent upon Tyler's receipt of the Stage Acceptance.

### 4.4.6.1 Build & Validate Stage Deliverables

Initial data conversion

- Objective: Convert Legacy System data into Tyler system
- Scope: Data conversion program complete; deliver converted data for review
- Acceptance criteria: Initial error log available for review

Data conversion verification document

- Objective: Provide instructions to the County to verify converted data for accuracy
- Scope: Provide self-guided instructions to verify specific data components in Tyler system
- Acceptance criteria: County accepts data conversion delivery; County completes data issues log

Installation of Customizations on the County's server(s) *except for hosted Clients

- Objective: Deliver Customization(s) in Tyler software
- Scope: Program for Customization is complete and available in Tyler software, Customization testing
- Acceptance criteria: Delivery of Customization(s) results in objectives described in the County-signed specification.

Standard Forms & Reports Delivered

- Objective: Provide Standard Forms & Reports for review
- Scope: Installation of all Standard Forms & Reports included in the Agreement
- Acceptance criteria: Standard Forms & Reports available in Tyler software for testing in Stage 4

### 4.4.6.2 Build & Validate Stage Acceptance Criteria

Application configuration completed
Standard Forms & Reports delivered and available for testing in Stage 4
Data conversions (except final pass) delivered
Standard 3rd party Data Exchange training provided
Customizations delivered and available for testing in Stage 4
The County and Tyler have done a review of primary configuration areas to Validate completeness and readiness for testing and acceptance in Stage 4.

# 4.5 Final Testing & Training (Stage 4)

During Final Testing and Training, Tyler and the County review the final Cutover plan. A critical Project success factor is the County understanding the importance of Final Testing and Training and dedicating the resources required for testing and training efforts in order to ensure a successful Production Cutover.

## 4.5.1 Cutover Planning

County and Tyler Project Manager(s) discuss final preparations and critical dates for Production Cutover. Tyler delivers a Production Cutover Checklist to outline Cutover tasks to help prepare the County for success.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

| STAGE 4 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Cutover Planning Session | | A | R | C | | | | | | | I | C | C | C | C | | | C | C | |
| Develop Production Cutover Checklist | | A | R | C | | | | | | I | I | C | C | I | I | | | C | | |

## 4.5.2 User Acceptance Testing (UAT)

The County performs User Acceptance Testing to verify software readiness for day-to-day business processing. Tyler provides a Test Plan for users to follow to ensure proper Validation of the system.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

| STAGE 4 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Deliver Test Plan for User Acceptance Testing | | A | R | C | | | | | | | | I | I | | | | | | | |
| Perform User Acceptance Testing | | | I | C | | | | | | | A | R | C | C | C | I | I | C | I | |
| Accept custom program(s), if applicable | | | I | I | | | I | | | | A | R | C | I | C | | | C | | |
| Validate Report performance | | | I | C | | C | | | | | | A | C | | R | | | C | | |

## 4.5.3 End User Training

End Users attend training sessions to learn how to utilize Tyler software. Training focuses primarily on day-to-day County processes that will be delivered via group training, webinar, eLearnings and/or live training sessions.

Unless stated otherwise in the Agreement, Tyler provides one occurrence of each scheduled training or implementation topic with up to the maximum number of users as defined in the Agreement, or as otherwise mutually agreed. County users who attended the Tyler sessions may train any County users not able to attend the Tyler sessions or additional sessions may be contracted at the applicable rates for training.

RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed

| STAGE 4 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Conduct user training sessions | | | A | R | | | | | | | | C | I | | I | I | | I | I | |
| Conduct additional End User training sessions | | | I | | | | | | | | I | A | C | I | R | I | I | I | I | |

## 4.5.4 Control Point 4: Final Testing & Training Stage Acceptance

Acceptance criteria for this Stage includes all criteria listed below. Advancement to the Production Cutover Stage is dependent upon Tyler's receipt of the Stage Acceptance.

### 4.5.4.1 Final Testing & Training Stage Deliverables

Production Cutover checklist

- Objective: Provide a detailed checklist outlining tasks necessary for production Cutover
- Scope: Dates for final conversion, date(s) to cease system processing in Legacy System, date(s) for first processing in Tyler system, contingency plan for processing
- Acceptance criteria: Definition of all pre-production tasks, assignment of owners and establishment of due dates

User Acceptance Test Plan

- Objective: Provide testing steps to guide users through testing business processes in Tyler software.
- Scope: Testing steps for Standard business processes.
- Acceptance criteria: Testing steps have been provided for Standard business processes.

### 4.5.4.2 Final Testing & Training Stage Acceptance Criteria

Production Cutover Checklist delivered and reviewed
Customization(s) tested and accepted, if applicable
Standard 3rd party Data Exchange programs tested and accepted
Standard Forms & Reports tested and accepted
User acceptance testing completed
End User training completed

# 4.6 Production Cutover (Stage 5)

County and Tyler resources complete tasks as outlined in the Production Cutover Plan and the County begins processing day-to-day business transactions in the Tyler software. Following production Cutover, the County transitions to the Tyler support team for ongoing support of the Application.

## 4.6.1 Final Data Conversion, if applicable

The County provides final data extract and Reports from the Legacy System for data conversion and Tyler executes final data conversion. The County may need to manually enter into the Tyler system any data added to the Legacy System after final data extract.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

| STAGE 5 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Provide final data extract | | | C | | I | | | | | | I | A | C | I | I | I | I | R | | |
| Provide final extract balancing Reports | | | I | | I | | | | | | | A | C | | R | | | I | | |
| Convert and deliver final pass of data | | A | I | I | R | | | | | | | I | I | | I | | | C | | |
| Validate final pass of data | | | I | C | C | | | | | | I | A | C | | R | | | C | | |
| Load final conversion pass to Production environment | | | I | | I | | | | | | I | A | C | I | C | | | R | | |

## 4.6.2 Production Processing & Assistance

Tyler staff collaborates with the County during Production Cutover activities. The County transitions to Tyler software for day-to day business processing.

RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed

| STAGE 5 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Production processing | | | C | C | | | | | | I | I | A | R | R | R | R | R | R | I | I |
| Provide production assistance | | | A | R | | | | C | | | | I | C | C | C | C | C | C | | |

## 4.6.3 Transition to Tyler Support

Tyler Project Manager(s) introduce the County to the Tyler Support team, who provides the County with day-to-day assistance following Production Cutover.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

| STAGE 5 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Develop internal support plan | | | I | | | | | | | | A | R | C | C | C | C | | C | C | C |
| Conduct transfer to Support meeting | A | I | C | | | | | R | | | | C | C | C | C | I | I | C | I | I |

## 4.6.4 Schedule Post-production Services, if applicable

Tyler provides post-production services if included in the Agreement. Prior to scheduling services, the Tyler Project Manager(s) collaborate with County Project Manager(s) to identify needs.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

| STAGE 5 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Identify topics for post-production services | | | C | C | | | | | | | | A | R | I | C | | | | I | |
| Schedule services for post-production topics | | A | R | I | | | | | | | | C | C | I | C | | | | I | |

## 4.6.5 Control Point 5: Production Cutover Stage Acceptance

Acceptance criteria for this Stage includes all criteria listed below. Advancement to the Phase/Project Closure Stage is dependent upon Tyler's receipt of this Stage Acceptance.

### 4.6.5.1 Production Cutover Stage Deliverables

Final data conversion, if applicable

- Objective: Ensure (in Scope) Legacy System data is available in Tyler software in preparation for production processing.
- Scope: Final passes of all conversions completed in this Phase
- Acceptance criteria: Data is available in production environment

Support transition documents

- Objective: Define strategy for on-going Tyler support
- Scope: Define support strategy for day-to-day processing, conference call with County Project Manager(s) and Tyler support team, define roles and responsibilities, define methods for contacting support
- Acceptance criteria: the County receives tools to contact support and understands proper support procedures.

### 4.6.5.2 Production Cutover Stage Acceptance Criteria

Final data conversion(s) delivered
Processing is being done in Tyler production
Transition to Tyler support is completed
Post-live services have been scheduled, if applicable

# 4.7 Phase/Project Closure (Stage 6)

Project or Phase closure signifies full implementation of all products purchased and encompassed in the Phase or Project. The County moves into the next cycle of their relationship with Tyler (next Phase of implementation or long-term relationship with Tyler Support).

## 4.7.1 Close Phase/Project

The County and Tyler Project Manager(s) review the list of outstanding Project activities and develop a plan to address them. The Tyler Project Manager(s) review the Project budget and status of each contract Deliverable with the County Project Manager(s) prior to closing the Phase or Project.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

| STAGE 6 | Tyler Internal Coordination & Planning | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Customization Programmers | Tyler Technical Support | Tyler Sales | Client Executive Sponsor | Client Steering Committee | Client Project Manager | Client Functional Leads | Client Change Management Leads | Client Power Users | Client Department Heads | Client End Users | Client Technical Leads | Client Project Toolset Coordinator | Client Upgrade Coordinator |
| Review outstanding Project activities and develop action plan | | A | R | C | | | | | | | | C | C | I | C | I | | C | | |
| Review Project budget and status of contract Deliverables | | A | R | | | | | | | I | I | C | | | | | | | | |

## 4.7.2 Control Point 6: Phase/Project Closure Stage Acceptance

Acceptance criteria for this Stage includes all criteria listed below. This is the final acceptance for the Phase/Project.

### 4.7.2.1 Phase/Project Closure Stage Deliverables

Phase/Project reconciliation report

- Objective: Provide comparison of contract Scope and Project budget
- Scope: Contract Scope versus actual, analysis of services provided and remaining budget, identify any necessary Change Requests or Project activity.
- Acceptance criteria: Acceptance of services and budget analysis and plan for changes, if needed.

### 4.7.2.2 Phase/Project Closure Stage Acceptance Criteria

Outstanding Phase or Project activities have been documented and assigned
Phase/final Project budget has been reconciled
Tyler Deliverables for the Phase/Project are complete

# 5 Roles and Responsibilities

## 5.1 Tyler Roles and Responsibilities

Tyler assigns Project Manager(s) prior to the start of each Phase of the project. The Project Manager assigns additional Tyler resources as the schedule develops and as needs arise. One person may fill multiple project roles.

### 5.1.1 Tyler Executive Management

- Provides clear direction for Tyler staff on executing on the project deliverables to align with satisfying the County's overall organizational strategy
- Authorizes required project resources
- Resolves all decisions and/or issues not resolved at the implementation management level as part of the escalation process
- Offers additional support to the project team and is able to work with other Tyler department managers in order to escalate and facilitate implementation project tasks and decisions
- Acts as the counterpart to the County's executive sponsor

### 5.1.2 Tyler Implementation Management

- Acts as the counterpart to the County steering committee.
- Assigns initial Tyler project personnel
- Works to resolve all decisions and/or issues not resolved at the project Management level as part of the escalation process
- Attends County steering committee meetings as necessary
- Provides support for the project team
- Provides management support for the project to ensure it is staffed appropriately and staff have necessary resources
- Monitors project progress including progress towards agreed upon goals and objectives

### 5.1.3 Tyler Project Manager

The Tyler Project Manager(s) provides oversight of the project, coordination of resources between departments, management of the project budget and schedule, effective risk and issue management, and is the primary point of contact for all project related items.

- Contract Management
  - Validates contract compliance throughout the project
  - Ensures Deliverables meet contract requirements
  - Acts as primary point of contact for all contract and invoicing questions
  - Prepares and presents contract milestone sign-offs for acceptance by County Project Manager(s)
  - Coordinates Change Requests, if needed, to ensure proper Scope and budgetary compliance
- Planning
  - Update and deliver Implementation Management Plan
  - Defines project tasks and resource requirements

  - Develops initial project schedule and full scale Project Plan
  - Collaborates with County Project Manager(s) to plan and schedule project timelines to achieve on-time implementation

- Implementation Management
  - Tightly manages Scope and budget of project; establishes process and approval matrix with the County to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently
  - Establishes and manages a schedule and resource plan that properly supports the project Plan as a whole that is also in balance with Scope/budget
  - Establishes risk/issue tracking/reporting process between the County and Tyler and takes all necessary steps to proactively mitigate these items or communicates with transparency to the County any items that may negatively impact the outcomes of the project
  - Collaborates with the County's Project Manager(s) to establish key business drivers and success indicators that will help to govern project activities and key decisions to ensure a quality outcome of the project
  - Sets a routine communication plan that will aide all project team members, of both the County and Tyler, in understanding the goals, objectives, current status and health of the project

- Team Management
  - Acts as liaison between project team and Tyler manager(s)
  - Identifies and coordinates all Tyler resources across all modules, Phases, and activities including development, conversions, forms, installation, reports, implementation, and billing
  - Provides direction and support to project team
  - Builds partnerships among the various stakeholders, negotiating authority to move the project forward
  - Manages the appropriate assignment and timely completion of tasks as defined in the project Plan, task list, and Production Cutover checklist
  - Assesses team performance and adjusts as necessary
  - Interfaces closely with Tyler developers to coordinate program Modification activities
  - Coordinates with in Scope 3rd party providers to align activities with ongoing project tasks

### 5.1.4 Tyler Implementation Consultant

- Completes tasks as assigned by the Tyler Project Manager(s)
- Performs problem solving and troubleshooting
- Follows up on issues identified during sessions
- Documents activities for on site services performed by Tyler
- Provides conversion Validation and error resolution assistance
- Recommends guidance for testing Forms and Reports
- Tests software functionality with the County following configuration
- Assists during Production Cutover process and provides production support until the County transitions to Tyler Support
- Provides product related education
- Effectively facilitates training sessions and discussions with County and Tyler staff to ensure adequate discussion of the appropriate agenda topics during the allotted time
- Conducts training (configuration, process, conversion Validation) for Power Users and the County's designated trainers for End Users

- Clearly documents homework tasks with specific due dates and owners, supporting and reconciling with the final project plan
- Keeps Tyler Project Manager(s) proactively apprised of any and all issues which may result in the need for additional training, change in schedule, change in process decisions, or which have the potential to adversely impact the success of the project prior to taking action

### 5.1.5 Tyler Sales

- Provide Sales background information to Implementation during Project Initiation
- Support Sales transition to Implementation
- Provide historical information, as needed, throughout implementation

### 5.1.6 Tyler Software Support

- Manages incoming client issues via phone, email, and online customer incident portal
- Documents and prioritizes issues in Tyler's Customer Relationship Management (CRM) system
- Provides issue analysis and general product guidance
- Tracks issues and tickets to timely and effective resolution
- Identifies options for resolving reported issues
- Reports and escalates defects to Tyler Development
- Communicates with the County on the status and resolution of reported issues

## 5.2 County Roles and Responsibilities

County resources will be assigned prior to the start of each Phase of the project. One person may be assigned to multiple project roles.

### 5.2.1 County Executive Sponsor

Provides clear direction for the Project and how the Project applies to the organization's overall strategy
Champions the project at the executive level to secure buy-in
Authorizes required project resources
Resolves all decisions and/or issues not resolved at the County steering committee level as part of the escalation process
Actively participates in organizational change communications

### 5.2.2 County Steering Committee

Works to resolve all decisions and/or issues not resolved at the Project Manager level as part of the escalation process
Attends all scheduled steering committee meetings
Provides support for the project team
Assists with communicating key project messages throughout the organization
Prioritizes the project within the organization
Provides management support for the project to ensure it is staffed appropriately and staff have necessary resources
Monitors project progress including progress towards agreed upon goals and objectives
Has the authority to approve or deny changes impacting the following areas:

- Cost
- Scope

- Schedule
- project Goals
- County Policies

### 5.2.3 County Project Manager

The County shall assign Project Manager(s) prior to the start of this project with overall responsibility and authority to make decisions related to project Scope, scheduling, and task assignment, and communicates decisions and commitments to the Tyler Project Manager(s) in a timely and efficient manner. When the County Project Manager(s) do not have the knowledge or authority to make decisions, he or she engages the correct resources from County to participate in discussions and make decisions in a timely fashion to avoid project delays.

Contract Management

- Validates contract compliance throughout the project
- Ensures invoicing and Deliverables meet contract requirements
- Acts as primary point of contact for all contract and invoicing questions
- Signs off on contract milestone acknowledgment documents
- Collaborates on and approves Change Requests, if needed, to ensure proper Scope and budgetary compliance

Planning

- Review and acknowledge Implementation Management Plan
- Defines project tasks and resource requirements for County project team
- Collaborates in the development and approval of the initial Project Plan and Project Plan
- Collaborates with Tyler Project Manager(s) to plan and schedule project timelines to achieve on-time implementation

Implementation Management

- Tightly manages project budget and Scope and collaborates with Tyler Project Manager(s) to establish a process and approval matrix to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently
- Collaborates with Tyler Project Manager to establish and manage a schedule and resource plan that properly supports the project Plan, as a whole, that is also in balance with Scope/budget
- Collaborates with Tyler Project Manager(s) to establishes risk/issue tracking/reporting process between the County and Tyler and takes all necessary steps to proactively mitigate these items or communicates with transparency to Tyler any items that may impact the outcomes of the project
- Collaborates with Tyler Project Manager(s) to establish key business drivers and success indicators that will help to govern project activities and key decisions to ensure a quality outcome of the project
- Routinely communicates with both County staff and Tyler, aiding in the understanding of goals, objectives, current status, and health of the project by all team members

Team Management

- Acts as liaison between project team and stakeholders
- Identifies and coordinates all County resources across all modules, Phases, and activities including data conversions, forms design, hardware and software installation, reports building, and satisfying invoices

- Provides direction and support to project team
- Builds partnerships among the various stakeholders, negotiating authority to move the project forward
- Manages the appropriate assignment and timely completion of tasks as defined in the project plan, task list, and production cutover checklist
- Assesses team performance and takes corrective action, if needed
- Provides guidance to County technical teams to ensure appropriate response and collaboration with Tyler technical support teams to ensure timely response and appropriate resolution
- Coordinates in Scope 3rd party providers to align activities with ongoing project tasks

### 5.2.4 County Functional Leads

Makes business process change decisions under time sensitive conditions
Communicates existing business processes and procedures to Tyler consultants
Assists in identifying business process changes that may require escalation
Attends and contributes business process expertise for current/future state analysis sessions
Identifies and includes additional subject matter experts to participate in current/future state analysis sessions
Provides business process change support during Power User and End User training
Completes performance tracking review with client project team on End User competency on trained topics
Provides Power and End Users with dedicated time to complete required homework tasks
Act as an ambassador/champion of change for the new process.
Identifies and communicates any additional training needs or scheduling conflicts to County Project Manager
Prepares and Validates Forms
Actively participates in all aspects of the implementation, including, but not limited to, the following key activities:

- Task completion
- Stakeholder Presentation
- Implementation Management Plan development
- Schedule development
- Maintenance and monitoring of risk register
- Escalation of issues
- Communication with Tyler project team
- Coordination of County resources
- Attendance at scheduled sessions
- Change Management activities
- Customization specification, demonstrations, testing and approval assistance
- Conversion Analysis and Verification Assistance
- Decentralized End User Training
- Process Testing
- User Acceptance Testing

### 5.2.5 County Power Users

Participate in project activities as required by the project team and Project Manager(s)
Provide subject matter expertise on County business processes and requirements

Act as subject matter experts and attend current/future state and validation sessions as needed
Attend all scheduled training sessions
Participate in all required post-training processes as needed throughout project
Participate in conversion Validation
Test all Application configuration to ensure it satisfies business process requirements
Become Application experts
Participate in User Acceptance Testing
Adopt and support changed procedures
Complete all Deliverables by the due dates defined in the Project Plan
Demonstrate competency with Tyler products processing prior to Production Cutover
Provide knowledge transfer to County staff during and after implementation

### 5.2.6 County End Users

Attend all scheduled training sessions
Become proficient in Application functions related to job duties
Adopt and utilize changed procedures
Complete all Deliverables by the due dates defined in the Project Plan
Utilize software to perform job functions at and beyond Production Cutover

### 5.2.7 County Technical Support

Coordinates updates and releases with Tyler as needed
Coordinates the copying of source databases to training/testing databases as needed for training days
Extracts and transmits conversion data and control reports from County's Legacy System per the conversion schedule set forth in the Project Plan
Coordinates and adds new users and printers and other Peripherals as needed
Validates all users understand log-on process and have necessary permission for all training sessions
Coordinates Interface development for County 3rd party Data Exchanges.
Develops or assists in creating Reports as needed
Ensures onsite system hardware meets specifications provided by Tyler
Assists with software deployment as needed

### 5.2.8 County Upgrade Coordinator

Becomes familiar with the Software Upgrade process and required steps
Becomes familiar with Tyler's releases and updates
Utilizes Tyler Community to stay abreast of the latest Tyler releases and updates, as well as the latest helpful tools to manage the County's Software Upgrade process
Assists with the Software Upgrade process during implementation
Manages Software Upgrade activities post-implementation
Manages Software Upgrade plan activities
Coordinates Software Upgrade plan activities with County and Tyler resources
Communicates changes affecting users and department stakeholders
Obtains department stakeholder sign-offs to upgrade production environment

### 5.2.9 County project Toolset Coordinator

Ensures users have appropriate access to Tyler project toolsets such as Tyler University, Tyler Community, Tyler Product Knowledgebase, SharePoint, etc.
Conducts training on proper use of toolsets

Validates completion of required assignments using toolsets

### 5.2.10 County Change Management Lead

Validates users receive timely and thorough communication regarding process changes
Provides coaching to Supervisors to prepare them to support users through the project changes
Identifies the impact areas resulting from project activities and develops a plan to address them proactively
Identifies areas of resistance and develops a plan to reinforce the change
Monitors post-production performance and new process adherence

# 6 Glossary

| Word or Term | Definition |
|---|---|
| Accountable | The person who is ultimately accountable for decisions being made on a task. |
| Application | A computer program designed to perform a group of coordinated functions, tasks or activities for the benefit of the user. |
| Build Blueprint | A document recording future state decisions intended to allow Tyler to satisfy business needs/requirements during the Build & Validate Stage through configuration and setups to develop the final solution. A means for the County to Validate what was agreed to be in Scope has been Delivered. |
| Business Requirements Document | A specification document used to describe County requirements not available through Tyler software functionality, which will lead to a Modification with County acceptance. |
| Change Control | A systematic approach for managing change governing how Change Requests will be received, assessed and acted on. |
| Change Management | An approach for ensuring that changes are thoroughly and smoothly implemented and that the lasting benefits of change are achieved. The focus is on the global impact of change with an intense focus on people and how individuals and teams move from the current situation to the new one. |
| Change Request | A form used as part of the Change Control process whereby changes in the Scope of work, timeline, resources, and/or budget are revised and agreed upon by participating parties. |
| Consulted | Anyone who must be consulted with prior to a decision being made and/or the task being completed |
| Consumables | Items that are used on a recurring basis, usually by Peripherals. Examples: paper stock or scanner cleaning kits. |
| Control Point | Occurring at the end of each Stage, the Control Point serves as a formal client review point. Project progress cannot continue until the client acknowledges the agreed upon Deliverables of the Stage have been met, or agree on an action plan to make the Deliverable acceptable and move to next Stage while executing final steps of current Stage. |
| Data Exchange | A term used to reference Imports and Exports, and Interfaces which allow data to be exchanged between an external system and Tyler software. |
| Data Mapping | The process of mapping fields from the Legacy System to the appropriate location in the new system from one or more sources. |
| Deliverable | A tangible or intangible object/document produced as a result of the Project that is intended to be delivered to a client (either internal or external) or vendor at a specific time. |
| End User | The person for whom the software is designed to use on a day-to-day basis. |

| | |
|---|---|
| Forms | A document which is typically printed on a template background and only captures data for one record per page. Forms are provided to entity customers whether internal (employees) or external (citizens). |
| Imports and Exports | A process within the system that a user is expected to run to consume (Import) or produce (Export) a specifically defined file format/layout. |
| Informed | Anyone who will be updated when decisions are made or a task is completed. |
| Install | References the initial Installation of software files on client servers and preparing the software for use during configuration. The version currently available for general release will always be used during the initial Install. |
| Interface | A real-time or automated exchange of data between two systems. |
| Legacy System | The system from which a client is converting. |
| Modification | Modification of software program package to provide individual client requirements documented within the Scope of the Agreement. |
| Peripherals | An auxiliary device that connects to and works with the computer in some way. Examples: mouse, keyboard, scanner, external drive, microphone, speaker, webcam, and digital camera. |
| Phase | A portion of the Project in which specific set of related products are typically implemented. Phases each have an independent start, Production Cutover and closure dates but use the same Implementation Plans as other Phases within the Project. Phases may overlap or be sequential and may have the same Tyler Project Manager and Tyler project team or different individuals assigned. |
| Power User | An experienced client person or group who is (are) an expert(s) in the client business processes, as well as knowledgeable in the requirements and acceptance criteria. |
| Production Cutover | The County is using the Tyler software to conduct daily operations. |
| Project | The Project includes all implementation activity from Plan & Initiate to Closure for all products, Applications and functionality included in a single Agreement. The Project may be broken down into multiple Phases. |
| Project Plan | The Project Plan serves as the master roadmap for the Project. The Project Plan will be the detailed task list of the essential activities to be performed to complete the Project. Each activity will have owner(s), participant(s) if applicable, start date, and due dates. The Project Plan is a living document and will be updated quarterly with the detailed tasks for the next future quarter; only high level tasks with rough timeframes will be plotted out beyond this. |

| | |
|---|---|
| Project Planning Meeting | Occurs during the Plan & Initiate Stage to coordinate with the Client Project Manager to discuss Scope, information needed for project scheduling and resources. |
| RACI | A chart describing level of participation by various roles in completing tasks or Deliverables for a Project or process. Also known as a responsibility assignment matrix (RAM) or linear responsibility chart (LRC). |
| Reports | Formatted to return information related to multiple records in a structured format. Information is typically presented in both detail and summary form for a user to consume. |
| Responsible | The person who will be completing the task. |
| Scope | Products and services that are included in the Agreement. |
| Software Upgrade | References the act of updating software files to a newer software release. |
| Stage | The top-level components of the WBS. Each Stage is repeated for individual Phases of the Project and requires acknowledgement before continuing to the next Stage. Some tasks in the next Stage may begin before the prior Stage is complete. |
| Stakeholder Presentation | Representatives of the Tyler implementation team will meet with key client representatives to present high level project expectations and outline how Tyler and the Client can successfully partner to create an environment for a successful implementation. |
| Standard | Included in the base software (out of the box) package. |
| Statement of Work (SOW) | Document which will provide supporting detail to the Agreement defining project -specific activities and Deliverables Tyler will provide to the client. |
| Validation (or to validate) | The process of testing and approving that a specific Deliverable, process, program or product is working as expected. |
| Work Breakdown Structure (WBS) | A hierarchical representation of a Project or Phase broken down into smaller, more manageable components. |

# 7 Data Conversion Process for EnerGov Enterprise Server

## 7.1 Overview:

This document is an introduction to the SQL Server EG_Template database and how to populate it. The Full Conversion is the same process, as the Templated. However, with the Full Conversion option, Tyler is responsible for the data import instead of the client.

## 7.2 Modularized Design:

As with the EnerGov software, the EG_Template db is sectioned into modules. Each contains one master table at the top of the chain (ex. 'permit' for the Permit module). Within each module, various child tables branch below the master table for the associated module (ex. 'permit_address', 'permit_note', etc.).

Some tables cross multiple modules. The most notable of these involve inspections and payment transactions.

The EG_Template database includes database diagrams, which indicate the tables and their relationships to each module.

## 7.3 Required Fields:

In the EnerGov software, some fields are "Required Fields," and the associated columns must be populated for records to be written to the EnerGov db. On occasion, these required fields will not be available in the legacy source data, so a simple default value can be written to the EG_Template db to fulfill any NOT NULL constraint.

Dropdown picklist columns restrict the user from entering certain values in the EnerGov db. Conversely, drop-down fields do not have a restriction on values written to the EG_Template db. Therefore, exact spelling or careful matching to the EnerGov configured values is not a requirement for fields intended for EnerGov drop-down fields. Tyler maps the values through a separate table to translate the values to the appropriate EnerGov value during conversion and collaborates with the client to validate the resulting mappings during the development phase of the conversion.

## 7.4 Custom Fields (any fields not available in the master table for the module in question):

Most legacy systems have some attribute fields that are not specified in the corresponding master table within EG_Template. Tyler refers to these as custom fields. Within each module exists a child table for such custom fields. Since these fields are specific to the legacy system(s), the client may add columns to these tables in EG_Template to accommodate any needed custom fields in the migration. For example, 'permit_additional_fields' is the table for extra fields relating to the 'permit' records.

## 7.5 Gap Handling (where legacy data doesn't fit anywhere within EG_Template):

On occasion, legacy systems contain special features for which EnerGov does not account in the EG_Template db. As a result, the need may arise to develop a custom solution to address special cases.

## 7.6 Contacts:

Contacts generally fall into two categories:

1. Those managed with each person/company having one contact record, kept up to date over time. With this model, there is generally no duplication of contact records (except when created by mistake).
2. Contacts where the user enters the contact attribute info on each permit, case, license, etc. With this model, there is no single master record representing the contact itself and there is likely considerable duplication of contacts.

EnerGov stores contacts as in category 1 above. Tyler migrates contacts put into EG_Template without a master 'contact' record link (category 2 above) into custom field memo boxes to avoid duplication of contacts within the EnerGov contact repository. For example, when populating the permit contacts, for contacts in category 1, input the record into the 'permit_contact' table. Input contacts for category 2 into the 'permit_contact_no_key' table.

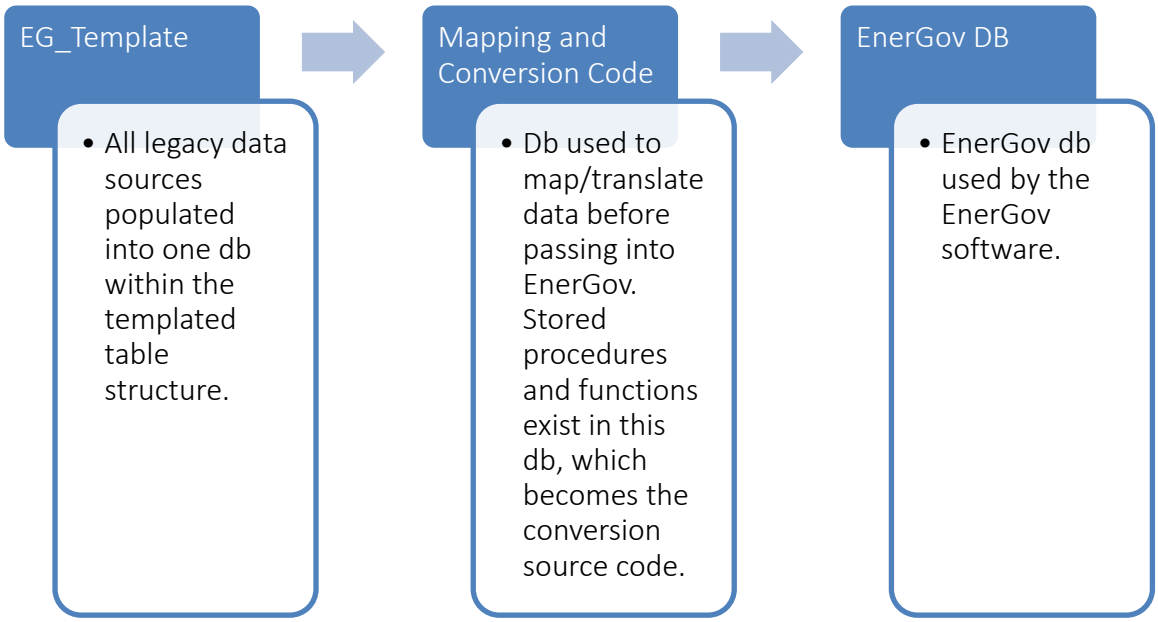
## 7.7 Multiple Legacy Data Sources:

When presenting multiple data sources, ensure population of EG_Template for all data sources. At the main table level, an optional column exists for the legacy data source. Tyler provides this column to easily count or research records originating from a particular legacy data source.

## 7.8 Overall Architecture of Conversion:

There are 3 SQL Server databases involved in the conversion process.

1. EG_Template (for legacy data)
2. EnerGov (the production EnerGov db)
3. A database containing all conversion processes and mapping tables; maintained by Tyler's data conversion team. This db translates the data from EG_Tempate into the EnerGov db.


EG_Template
All legacy data sources populated into one db within the templated table structure.
Mapping and Conversion Code
Db used to map/translate data before passing into EnerGov. Stored procedures and functions exist in this db, which becomes the conversion source code.
EnerGov DB
EnerGov db used by the EnerGov software.

## 7.9 Progression of Conversion Development Process:

| Step | Step Name | Responsible Party | Notes |
|---|---|---|---|
| 1 | Provide empty EG_Template database to client | Tyler | Database format will be SQL Server |
| 2 | Load legacy data into template database | Client | If there are multiple legacy data sources, all should be loaded into the one template SQL database. |
| 3 | Mapping process | Tyler /Client | Dependent on completed EnerGov configuration<br>Spreadsheets will be used to communicate mapping values.<br>Mapping questions may arise and both parties may need to discuss these until answers are agreed upon. |
| 4 | Import-specific configuration changes to EnerGov | Tyler | Certain fields or values may need to exist for imported records only. These usually require some minor EnerGov configuration changes. |
| 5 | Customize conversion scripts | Tyler | Minor customization can be expected for many<br>conversions, based on special requests from client.<br>Any special requests would also be added into the conversion scripts at this time. |
| 6 | Conversion execution | Tyler | Resulting EnerGov database will be provided to client team for review. |
| 7 | Review and either sign-off or request changes | Client | Client team will review the data and the interaction with it in the EnerGov software.<br>If it meets the client's needs, sign-off will occur. If not, certain steps above may need to be repeated until client signs off on the conversion. |

## 7.10 Progression of Final Conversion Cutover Process (Go-Live):

| Step | Step Name | Responsible Party | Notes |
|---|---|---|---|
| 1 | Load legacy data into template database | Client | This should just be an up-to-date extract of the legacy data into the template db. |
| 2 | Conversion execution | Tyler | Resulting EnerGov database will be provided to client team. This will be the production EnerGov db. |
| 3 | Go Live | Tyler /Client | Verification of EnerGov db and site functionality - Data Conversion sign-off Move to production phase |

## 7.11 Data Import Areas:

## 7.12 Business and Professional Licensing

- Business entity (Only for Business Licensing)
- License master basic information
- License Contacts
- Contacts – Unique (keyed) contacts converted to global contacts
- Non-keyed contacts converted to a Memo Custom Field or a standard note Parcel and Addresses
- Reviews and Approvals – Converted to Activity
- Fees
- Bonds and Escrow
- Activities and Actions
- Conditions
- Notes
- Holds
- Initialized Workflows
- Attachments
- Contractors
- Business Types & NAICS codes
- Payment and Fee History

## 7.13 Code Case Management

- Code Case master basic information
- Code Case Contacts and Properties
- Contacts – Unique (keyed) contacts converted to global contacts
- Non-keyed contacts converted to a Memo Custom Field or a standard note
- Parcels and Addresses
- Reviews and Approvals – Converted to Activity Active Fees
- Activities and Actions
- Notes

- Holds
- Initialized Workflows
- Attachments
- Violations
  - Fees
  - Payments
  - Notes
- Meetings and Hearings
- Zones
- Requests
- Payment and Fee history

## 7.14 Permitting

- Permit master basic information
- Permit Contacts
- Contacts – Unique (keyed) contacts converted to global contacts
- Non-keyed contacts converted to a Memo Custom Field or a standard note
- Parcels and Addresses
- Reviews and Approvals – Converted to Activity
- Inspections and Inspection Cases
- Sub-Permit Associations – Visible in workflow and attached records section
- Fees
- Meetings and Hearings
- Bonds and Escrow
- Activities and Actions
- Conditions
- Notes
- Zones
- Holds
- Renewals
- Initialized Workflows
- Attachments
- Contractors
- Projects
- Payment and Fee History

## 7.15 Plan Management

- Plan master basic information
- Plan Contacts
- Contacts – Unique (keyed) contacts converted to global contacts
- Non-keyed contacts converted to a Memo Custom Field or a standard note
- Parcels and Addresses
- Reviews and Approvals – Converted to Activity
- Inspections and Inspection Cases
- Fees

- Meetings and Hearings
- Bonds and Escrow
- Activities and Actions
- Conditions
- Notes
- Zones
- Holds
- Initialized Workflows
- Attachments
- Projects
- Payment and Fee history

# 8 Tyler Resources Purchased

The total professional services hours set forth in the Investment Summary have been allocated to the project as follows:

## 8.1 Billable Hourse and Expenses in Scope

- Project Management Services = 404 PMS resource hours
- Professional Implementation Services =1354 PIS resource hours
- Fundamentals & System Administration Training =40 SA/FT resource hours
- Training and Production Support = 260 EUT&PS resource hours
- Report Development Services = 10 Pack Dynamic Reports
- Data Conversion Services = No Charge
    - Including up to 7 DT data transfers (passes) from the DCT-DB to EnerGov
- Integration Services = none quoted

## 8.2 Business Scope (Transactions and Automation)

- 50 BTiS unique Business Transaction Types (40 Tyler, 10 County)
- 5 GRS unique GeoRules (4 Tyler, 1 County)
- 10 UAE unique Automation Events (5 Tyler, 5 County)

## 8.3 "Business transaction" is defined by:

- Unique workflow or business process steps & actions (including output actions)
- Unique Automation logic (IO logic etc)
- Unique Fee assessment/configuration definition
- Unique Custom fields/forms definition

Uniqueness of any of these mentioned parameters regulates the need for a unique business case

## 8.4 "BMP Template transaction" is defined by:

- A pre-defined and pre-configured EnerGov best management business process.

## 8.5 "Geo-Rule" is defined by:

- An automation event that is triggered by a condition configured around the source Esri geodatabase. Current geo-rule events are:

| | |
|---|---|
| • **Alert** | • Displays a pop-up with a custom message to the user, notifying them of certain spatial data (i.e. noise abatement zones; flood zones; etc.). |
| • **Block** | • Places a block on the case and prevents any progress or updates from occurring on the record (i.e. no status changes can be completed, no fees can be paid, the workflow cannot be managed, etc.) |

| | |
|---|---|
| • **Block with Override** | • Places a block on the case and prevents any progress or updates from occurring on the record (i.e. no status changes can be completed, no fees can be paid, the workflow cannot be managed, etc.) However, the block can be overridden by end-users who have been given the proper securities. |
| • **Fee Date** | • Populates the CPI vesting date on the record if vesting maps are used by the jurisdiction. |
| • **Filed Mapping** | • A custom field or any field inherent in the EnerGov application can automatically populate with information based on spatial data. |
| • **Required Action** | • A workflow action can automatically populate in the workflow details for the particular record (i.e. plan, permit, code case, etc.) that requires the action based on certain spatial data related to the case. |
| • **Required Step** | • A workflow step can automatically populate in the workflow details for the particular record (i.e. plan, permit, code case, etc.) that requires the step based on certain spatial data related to the case. |
| • **Zone Mapping** | • The zone(s) automatically populate on the "Zones" tab of the record (i.e. plan, permit, code case, etc.). |

## 8.6 "Intelligent Object (IO)" is defined by:

- Key components for automatically and reactively triggering geo-rules, computing fees, and generating emails, alerts and other notifications.

## 8.7 "Intelligent Automation Agent (IAA)" is defined by:

- A tool designed to automate task in a proactive manner by setting values and generating emails and other tasks. On a nightly basis, a Windows service sweeps the EnerGov system looking for IAA conditions that have been met, and the associated actions are then performed. The IAA does not generate alerts or errors.

## 8.8 "EnerGov SDK API (Toolkits)" are defined by:

- API's developed by Tyler Technologies for the purpose of extending the EnerGov Framework and functionality to external agencies and systems. Full documentation is available for each toolkit upon request.
  Note: The EnerGov toolkits and related documentation are simply tools that allow clients to create applications and integrations. The purchase of a toolkit does not imply any development related services from Tyler Technologies. The client is responsible for working with their IT staff and VAR's

to develop any necessary applications and integrations except as otherwise noted in the Investment Summary for any "in-scope" integrations.

## 8.9 Estimated Timeline

Timelines will be updated during the project planning process and adjusted, as necessary, over the course of the project. The estimated timeline is currently projected to be between 16-18 months assuming a continuous single project phase rollout.

## 8.10 Project Methodology Overview

Tyler bases its implementation methodology on the Project Management Institute's (PMI) Process Groups (Initiating, Planning Executing, Monitoring & Controlling, and Closing). Using this model, Tyler developed a 6-Stage process specifically designed to focus on critical project success measurement factors.

Tailored specifically for Tyler's public sector clients, the implementation methodology contains Control Points throughout each Phase to ensure adherence to Scope, budget, and schedule controls, as well as effective communications and quality standards. Clearly defined, the implementation methodology repeats consistently acrose Phases, and is scaled to meet the County's complexity and organizational needs.

For the County's Project, Tyler is suggesting an iterative approach to the implementation rather than a traditional waterfall approach. Under this approach, Tyler will work with the County to finalize a comprehensive list of all business transactions to be implemented. The parties will then organize those business transactions into smaller groupings. The groupings will be logically organized around impacted County department(s), business units, and applications and documented in a Configuration Plan. Tyler will then follow a repeating cycle for each grouping of transactions. In each such cycle, Tyler will define the process, configure the application, train the County on the configured processes for testing, and resolve any issues the County identifies through testing.

# 9 Stage Acceptance Form

## Control Point [X]: [Stage Name] Stage Acceptance

Date: _____

Client: _____

Client Project Manager: _____

Tyler Project Manager: _____

Project Phase: _____

This memo indicates that the following activities have been satisfactorily completed and that the client authorizes Tyler to proceed to stage [X], [Stage Name], as scheduled for this phase of the project.

[Completed deliverables itemized here]
Please return this sign off to your Project Manager. If we do not receive it within 5 business days, we will consider the sign off complete.

Client Project Manager: _____ Date: _____

# 10 County of Sample - Change Order [X]

Tyler Technologies

| | | | |
|---|---|---|---|
| **Client:** | | | |
| Requested By: | | Date: | |
| Client Project Manager: | | Tyler Project Manager: | |
| Expiration Date: | | Change Req. Number: | |

PROPOSED CHANGE

## Change Description

IMPACT OF CHANGE

## Schedule

| Task | Original Start Date | Original Finish Date | Proposed Start Date | Proposed Finish Date |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

## Resources

## Cost

| Task | Estimated Hours | Rate / hr | Total | Task Category |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | | | | |
| **Total** | | | **$0** | |

ACCEPTANCE

NOTE: No changes may be made to this project without the agreement of the Project Manager(s), and must be approved by the Project Director. Submit endorsed Change Order to the Tyler Technologies Project Manager.

| Date | Title | Approved By | Signature |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |