



AMENDMENT AND AGREEMENT

This amendment ("*Amendment*") is made by and between Tyler Technologies, Inc., a Delaware corporation ("*Tyler*") and the City of Gillette, Wyoming (the "*Client*"), and shall be effective as of the date of the last signature below ("*Amendment Effective Date*").

WHEREAS, Tyler and Client are parties to that certain Agreement dated on or about June 26, 2012 and having contract identification number 42394 (the "*Agreement*"); and,

WHEREAS, Tyler and Client desire to amend the Agreement to add Licensed Software as further detailed herein.

NOW, THEREFORE, in consideration of the foregoing, the mutual covenants and agreements contained herein and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, Tyler and Client agree as follows:

1. **Additional Licensed Software.** The Licensed Software shown on the Amendment Investment Summary, attached hereto as Amendment Schedule 1, is hereby added to the Agreement.
2. **License Fees.** Tyler shall invoice Client for the License Fees shown on the Amendment Investment Summary on the Amendment Effective Date, which fees shall be payable according to the terms of the Agreement.
3. **Maintenance and Support.**
 - 3.1 On the Amendment Effective Date, the Licensed Software added hereby shall become subject to the then-current Maintenance and Support Services Agreement.
 - 3.2 On the Amendment Effective Date, the Client shall pay a prorated share of the maintenance and support fees detailed on the Amendment Investment Summary.
 - 3.3 Thereafter, Client shall pay maintenance and support fees for all Licensed Software annually in advance and pursuant to the terms of the Maintenance and Support Services Agreement.
4. **Professional Services.**
 - 4.1 The professional services detailed in the attached Amendment Investment Summary are hereby added to the Agreement.
 - 4.2 Tyler shall invoice Client for the professional services added hereby on a time and materials basis as they are delivered, pursuant to the terms of the Agreement.
5. **Web Services – Hosted Application Terms.** The Web-Services – Hosted Application terms, attached hereto as Amendment Schedule 2, are hereby added to the Agreement and shall govern the applicable portion of the Licensed Software added hereby.

6. **Statement of Work.** The Statement of Work, attached hereto as Amendment Schedule 3, is hereby added as a new Exhibit to the Agreement and shall govern the implementation of the Licensed Software added hereby.
7. **Governmental Immunity.** The Client does not waive governmental immunity by entering into this Amendment and specifically retains all immunities and defenses available to it pursuant to Wyo. Stat. §§ 1-39-101-121 and all other applicable law. Designations of venue, choice of law, enforcement actions, and similar provisions should not be construed as a waiver of governmental immunity. The parties agree that any ambiguity in this Agreement shall not be strictly construed, either against or for either party, except that any ambiguity as to governmental immunity shall be construed in favor of governmental immunity.
8. **Other Terms.** Except as defined herein or otherwise required by the context herein, all defined terms used in this Amendment have the meaning ascribed to such terms as set forth in the Agreement. This Amendment may be executed in several counterparts, all of which taken together shall constitute one single instrument between the parties. This Amendment, when read in conjunction with the Agreement (including all exhibits, attachments, and schedules thereto) constitutes the entire agreement between the parties with respect to the subject matter hereof and supersedes all prior agreements with respect to the subject matter of this Amendment. As of the Amendment Effective Date, the terms and conditions set forth in this Amendment shall be deemed a part of the Agreement for all purposes. Except as amended and supplemented hereby, all of the terms and conditions of the Agreement shall remain and continue in full force and effect and apply hereto.

IN WITNESS WHEREOF, the parties hereto have caused this Amendment to be executed and delivered on their behalf by their duly authorized representatives as of Amendment Effective Date.

TYLER TECHNOLOGIES, INC.:

By: _____

Name: _____

Title: _____

Date: _____

CITY OF GILLETTE, WYOMING:

By: _____

Name: _____

Title: _____

Date: _____

AMENDMENT SCHEDULE 1
Amendment Investment Summary

[Remainder of page is intentionally left blank; document follows immediately behind].



Quoted By: Jon Atkin
 Quote Expiration: 5/4/2019
 Quote Name: City of Gillette-LGD-Incode Court
 Quote Number: 2018-60598
 Quote Description: Incode Court On Premise

Sales Quotation For

Mike Porter
 City of Gillette
 PO Box 3003
 Gillette , WY 82717-3003
 Phone: +1 (307) 686-5200
 Email: mikep@gillettewy.gov

Tyler Software and Related Services

| Description | License | Impl Hours | Impl Cost | Data Conversion | Module Total | Maintenance |
|---|-----------------|------------|-----------------|-----------------|------------------|----------------|
| Tyler Content Manager | | | | | | |
| Tyler Content Manager Standard Edition (TCM SE) | \$25,000 | 24 | \$3,000 | \$0 | \$28,000 | \$0 |
| Incode Court Suite | | | | | | |
| Criminal Court Case Mgt | \$21,000 | 80 | \$10,000 | \$16,000 | \$47,000 | \$5,250 |
| Tyler Jury Module | \$13,750 | 20 | \$2,500 | \$0 | \$16,250 | \$1,718 |
| Cashiering | \$0 | 8 | \$1,000 | \$0 | \$1,000 | \$0 |
| Scheduling | \$6,300 | 0 | \$0 | \$0 | \$6,300 | \$0 |
| Citation Issuing Device Interface | \$4,000 | 0 | \$0 | \$0 | \$4,000 | \$1,000 |
| General Ledger (non-Incode) Interface | \$3,850 | 0 | \$0 | \$0 | \$3,850 | \$0 |
| Jury Data Import (Generic Interface) | \$3,300 | 0 | \$0 | \$0 | \$3,300 | \$825 |
| Expungements Add Reopen | \$0 | 0 | \$0 | \$0 | \$0 | \$0 |
| Output Director | \$3,850 | 8 | \$1,000 | \$0 | \$4,850 | \$288 |
| DataXchange | \$0 | 0 | \$0 | \$0 | \$0 | \$0 |
| GL Interface to Munis | \$0 | 0 | \$0 | \$0 | \$0 | \$0 |
| AP Interface to Munis | \$0 | 0 | \$0 | \$0 | \$0 | \$0 |
| <i>Sub-Total:</i> | <i>\$81,050</i> | | <i>\$17,500</i> | <i>\$16,000</i> | <i>\$114,550</i> | <i>\$9,081</i> |
| <i>Less Discount:</i> | <i>\$44,720</i> | | | | | |
| TOTAL: | \$36,330 | 140 | \$17,500 | \$16,000 | \$69,830 | \$9,081 |

Tyler Software and Related Services - Annual

| Description | Impl. Hours | Impl. Cost | Data Conversion | Annual Fee |
|----------------------------------|-------------|------------|-----------------|------------|
| Incode Court Suite | | | | |
| Court IVR | 0 | \$0 | \$0 | \$0 |
| Tyler Hosted Applications | | | | |
| Court Online Component | 0 | \$0 | \$0 | \$900 |

| | | | | |
|-------------------------|----------|------------|------------|----------------|
| Online Record Search | 0 | \$0 | \$0 | \$2,500 |
| Notifications for Court | 0 | \$0 | \$0 | \$0 |
| <i>Sub-Total:</i> | | \$0 | \$0 | \$3,400 |
| TOTAL: | 0 | \$0 | \$0 | \$3,400 |

Other Services

| Description | Quantity | Unit Price | Extended Price | Maintenance |
|--------------------------------|----------|------------|----------------|-------------|
| Project Management | 1 | \$2,500 | \$2,500 | \$0 |
| Online Application -Set up fee | 1 | \$800 | \$800 | \$0 |
| TOTAL: | | | \$3,300 | \$0 |

3rd Party Hardware, Software and Services

| Description | Quantity | Unit Price | Unit Discount | Total Price | Maintenance | Maintenance Discount | Total Maintenance |
|---|----------|------------|---------------|----------------|-------------|----------------------|-------------------|
| Topaz Signature Pad T-L462 - USB On-Premise Court Sites | 3 | \$400 | \$0 | \$1,200 | \$0 | \$0 | \$0 |
| DigitalPersona UareU 4500 Fingerprint reader with USB cable - 88003-001 | 1 | \$125 | \$0 | \$125 | \$0 | \$0 | \$0 |
| TOTAL: | | | | \$1,325 | | | \$0 |

Summary

| | One Time Fees | Recurring Fees |
|---|-----------------|-----------------|
| Total Tyler Software | \$36,330 | \$9,081 |
| Total Tyler Annual | \$0 | \$3,400 |
| Total Tyler Services | \$36,800 | \$0 |
| Total Third Party Hardware, Software and Services | \$1,325 | \$0 |
| Summary Total | \$74,455 | \$12,481 |
| Estimated Travel Expenses | \$4,000 | |

Detailed Breakdown of Conversions (Included in contract total)

| Description | Hours | Unit Price | Programming Fee | Extended Price |
|-----------------------------------|-------|------------|-----------------|-----------------|
| Incode Court Suite | | | | |
| Court Case Management -Conversion | 20 | \$125 | \$10,000 | \$12,500 |
| Warrants & Judgements -Conversion | 4 | \$125 | \$3,000 | \$3,500 |
| Total: | | | | \$16,000 |

Optional Tyler Software and Related Services

| Description | License | Impl Hours | Impl Cost | Data Conversion | Module Total | Maintenance |
|---|----------------|------------|------------|-----------------|----------------|--------------|
| Incode Court Suite | | | | | | |
| Court/Police (non-Incode) Interface (Import or Export of Citations/Warrants/Dispositions) | \$5,500 | 0 | \$0 | \$0 | \$5,500 | \$750 |
| <i>Sub Total:</i> | <i>\$5,500</i> | | <i>\$0</i> | <i>\$0</i> | <i>\$5,500</i> | <i>\$750</i> |
| <i>Less Discount:</i> | <i>\$2,500</i> | | | | | |
| TOTAL: | \$3,000 | 0 | \$0 | \$0 | \$5,500 | \$750 |

Comments

Population 30,560
Citations 6000 annually

City of Gillette will be able to use Credit Memo 045-180834 in the amount of \$13,000 towarded the purchase of Incode Court Software

- Incode Court Online component displays citations for payment, payment plans, payment options, deferred disposition. Make payments, collects pleas from defendants, security SSL(secure socket layer), payment processing (credit card), and payment packet is created to be imported to Court system. Note that the defendant pays \$2.50-\$3.50 fee per transaction for payment on-line.
- Incode Notification for Courts (\$.20 per violation) - defendant notification by phone. Calls can be made for citation issued, court date reminders, court date missed and notification of next step, warrant issued, and payment plan due date reminder etc. Case is updated after each call. Call can be taken live, a message left, or no answer (court creates unique message for each call type and call can be in English or Spanish). The call can go to the attorney rather than the defendant. Incode Notification for Courts (\$.20 per text) - Defendant notification by text. Text can be made for the citation issues, court date reminder, court date missed and notification of next step, warrant issued, and payment plan due date reminder. Note: The Court will be billed by Tyler Technologies quarterly for the calls/texts conducted. The Court will be allowed 2 call campaigns in the first 30 days at no charge. Tyler will assist with the setup and creation of the campaigns. Trial offer is free for 30 days and the campaign is limited to a one year time frame. Both campaigns must be used within the 30 day time frame. If more than 2 campaigns are used, then the customer will be billed for the additional campaigns.
- Court Case Management conversion includes basic case data.
- IVR solution for Court- The payment packet is created in centralized cash collections, the IVR system gives the defendant the balance owed on the citation, the defendant makes the payment by phone and the citation is updated with the payment record. Note: There is a \$2.50 per transaction fee associated with IVR that will be paid by the client unless Tyler is instructed by the client to pass along to the user at time of payment.
- Travel Expenses are billed as incurred based on Federal IRS per diem standards.

AMENDMENT SCHEDULE 2
Web Services – Hosted Application Terms

Tyler will provide you with the hosted applications indicated in the Investment Summary of the Agreement. The terms and conditions contained in this document only apply to our provision of those applications. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

1. Hosted Applications. We will provide you with any of the following hosted applications as indicated in the Investment Summary.

- 1.1. *Web Services:* Our Web Services are designed to enable you to easily establish a presence on the Internet. Our Web Hosting and Design is composed of our Web Hosting and Design Publishing Component and other miscellaneous components. These components may be used independently or in conjunction with each other.
- 1.2. *Utility Billing On-Line:* Our Utility Billing On-Line Component allows you to make available certain information from your utility billing system to citizens with Internet access. This information is posted to your web site, which is hosted on our web server. With the proper security clearance, citizens with Internet access have access to the data which can include: Consumption information, service level information, requests for service, accounting information and the opportunity to pay their Utility Bill over the Internet using a credit card.
- 1.3. *Court On-Line:* Our Court On-Line Component provides the ability for municipal court fines to be paid by credit card via the Internet. This system interfaces seamlessly with our INCODE Municipal Court System.
- 1.4. *On-Line Records Search:* Our On-Line Records Search Component allows you to display citations and/or docket information. The website can be available for public view or locked down to secured access only. This system interfaces seamlessly with our INCODE Municipal Court System.
- 1.5. *Building Projects On-Line:* Our Building Projects On-Line Component allows you to make available certain information from your building projects system to citizens with Internet access. This information is posted to your web site, which is hosted on our web server. With the proper security clearance, citizens with Internet access have access to the data which can include: Building project status, inspection results, inspection scheduling and the opportunity to pay their building projects over the Internet using a credit card.
- 1.6. *Business License On-Line:* Our Business License On-Line Component allows you to make available certain information from your business license system to citizens with Internet access. This information is posted to your web site, which is hosted on our web server. With the proper security clearance, citizens with Internet access have access to the data which can include: business license status, business license renewal and the opportunity to pay their business license over the Internet using a credit card.
- 1.7. *Accounts Receivable On-Line:* Our Accounts Receivable On-Line Component allows you to make available certain information from your accounts receivable system to citizens with Internet access. This information is posted to your web site, which is hosted on our web server. With the proper security clearance, citizens with Internet access have access to the data which can include: current

balance, contract status, and the opportunity to pay the accounts receivable over the Internet using a credit card.

- 1.8. *Call Center On-Line:* Our Call Center On-Line Component allows you to make available certain information from your call center system to citizens with Internet access. This information is posted to your web site, which is hosted on our web server. With the proper security clearance, citizens with Internet access have access to the data which can include: current and past incidents, create a new incident and view status of incident.
- 1.9. *Property Tax On-Line:* Our Property Tax On-Line Component allows you to make available certain information from your Property Tax System to citizens with Internet access. This information is posted to your web site, which is hosted on our web server. With the proper security clearance, citizens with Internet access have access to the data which can include: parcel number, receipt number, tax amount due, and the opportunity to pay the Property Tax over the Internet using a credit card.
2. **Term.** We will grant you access to the hosted applications provided you timely pay all associated fees. The term of your subscription will commence on the Effective Date and will continue for three (3) years. Thereafter, the term will be automatically extended in separate one (1) year periods. Either party may cancel this subscription to the hosted applications upon sixty (60) days written notice to the other.
3. **Nature of Website.** We shall maintain a website for you, allowing a user to access relevant data provided by you. This data may include information from your Tyler Software system. This website will can accept payments via Secured Socket Layer (SSL) encryption and credit card or debit card charge.
4. **Data Procurement.** You must set up a merchant account with Electronic Transaction System Corporation or authorized.net to be solely used for our Web Service transactions. The merchant account must be set up to fund to your bank account. You are responsible for all fees and expenses of the merchant account. You must install and run Tyler Web Services to allow us to transfer the necessary data from your system to our servers on a real time basis. Certain information, such as payment information, must be conveyed to you. We will be responsible for transferring such information to you on a regular basis. Tyler Web Services requires a dedicated IP address; assignment of this address is your responsibility. While we assume responsibility for data transfer, we are not responsible for accuracy of data transferred.
5. **Limited License.** Your license to use the hosted applications will automatically terminate upon cancellation of this subscription, or upon your failure to timely pay fees or otherwise comply with these terms and conditions.
6. **Ownership of Data.** All data you provide to us for the purposes of generating the website shall remain your property. Should you terminate your subscription, we shall return to you any such data in our possession.
7. **Fees.** You agree to pay the initial fee and annual subscription fees as stated in the Investment Summary and in accordance with our Invoicing and Payment Policy. We may increase the per-transaction fee for online payment no more than once per year with sixty (60) days prior written notice.

AMENDMENT SCHEDULE 3
Statement of Work

[Remainder of page is intentionally left blank; document follows immediately behind]

Statement of Work

Tyler Technologies

Prepared for:

City of Gillette
Mike Porter
201 E 5th Street, Gillette, WY 82716

Prepared by:

Jon Atkin
5519 53rd Street, Lubbock, TX 79414
Tyler Technologies, Inc.
www.tylertech.com

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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 Project goals are to offer City of Gillette the opportunity to make the City of Gillette more accessible and responsive to external and internal customer needs and more efficient in its operations through:

- Streamlining, automating, and integrating business processes and practices
- Providing tools to produce and access information in a real-time environment
- Enabling and empowering users to become more efficient, productive and responsive
- Successfully overcoming current challenges and meeting future goals

1.2 Product Summary

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

| | |
|--------------------------|------------------------|
| • [PRODUCT] Incode | [APPLICATION] Court |
|--------------------------|------------------------|

1.3 Project Timeline

The Project Timeline establishes a start and end date for each Phase 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 City of Gillette'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 City of Gillette 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 City of Gillette steering committee become the escalation points to triage responses prior to escalation to the City of Gillette 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 City of Gillette and Tyler executive sponsors serve as the final escalation point.

2.1 Client Governance

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

2.1.1 Client Project Manager

The City of Gillette'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 City of Gillette project manager(s) will be responsible for reporting to the City of Gillette steering committee and determining appropriate escalation points.

2.1.2 Steering Committee

The City of Gillette 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 City of Gillette project manager(s) and the Project and through participation in regular internal meetings, the City of Gillette steering committee remains updated on all project progress, project decisions, and achievement of project milestones. The City of Gillette steering committee also provides support to the City of Gillette project manager(s) by communicating the importance of the Project to all impacted departments. The City of Gillette 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 City of Gillette steering committee also serves as primary level of issue resolution for the Project.

2.1.3 Executive Sponsor(s)

The City of Gillette'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 City of Gillette steering committee, project manager(s), and functional leads to make critical business decisions for the City of Gillette.

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 City of Gillette. As requested by the City of Gillette, the Tyler project manager(s) provide regular updates to the City of Gillette'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 City of Gillette 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 City of Gillette 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 City of Gillette 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 City of Gillette does not agree the particular Deliverable or Control Point meets requirements, the City of Gillette 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 City of Gillette 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 City of Gillette 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 after the Agreement has been fully executed.
- The City of Gillette has the ability allocate additional internal resources if needed. The City of Gillette also ensures the alignment of their budget and Scope expectations.
- The City of Gillette 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 City of Gillette 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 City of Gillette project manager(s) ten (10) business days prior to any scheduled on site or remote sessions.
- Tyler provides notice of any prerequisites to the City of Gillette project manager(s) a minimum of ten (10) business days prior to any key deliverable due dates.
- City of Gillette users complete prerequisites prior to applicable scheduled activities.
- Tyler provides guidance for configuration and processing options available within the Tyler software. The City of Gillette is responsible for making decisions based on the options available.
- In the event the City of Gillette may elect to add and/or modify current business policies during the course of this Project, such policy changes are solely the City of Gillette's responsibility to define, document, and implement.
- The City of Gillette 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 City of Gillette will respond to information requests in a comprehensive and timely manner, in accordance with the Project Plan.

3.2 Data Conversion

- The City of Gillette is readily able to product the data files needed for conversion from the Legacy System in order to provide them to Tyler on the specified due date(s).
- Each Legacy System data file submitted for conversion includes all associated records in a single approved file layout.
- The City of Gillette understands the Legacy System data extract(s) must be provided to Tyler 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 City of Gillette may need to correct data scenarios in the Legacy System prior to the final data pull. This is a complex activity and requires due diligence by the City of Gillette to ensure all data pulled includes all required data and the Tyler system contains properly mapped data.

3.3 Data Exchanges, Modifications, Forms and Reports

- The City of Gillette 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 City of Gillette 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 Request process.

3.4 Hardware and Software

- Tyler will initially Install the most current generally available version of the purchased Tyler software.

- The City of Gillette will provide network access for Tyler modules, printers, and Internet access to all applicable City of Gillette and Tyler project staff.
- The City of Gillette has in place all hardware, software, and technical infrastructure necessary to support the Project.
- The City of Gillette'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 City of Gillette does not meet minimum standards of Tyler's published specifications.

3.5 Education

- Throughout the Project lifecycle, the City of Gillette provides a training room for Tyler staff to transfer knowledge to the City of Gillette's resources, for both onsite and remote sessions. The City of Gillette will provide staff with a location to practice what they have learned without distraction. If Phases overlap, the City of Gillette will provide multiple training facilities to allow for independent sessions scheduling without conflict.
- The training room is set up in a classroom setting. The City of Gillette 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 City of Gillette provides a workstation which connects to the Tyler system for the Tyler trainer conducting the session. The computer connects to a City of Gillette provided projector, allowing all attendees the ability to actively engage in the training session.
- The City of Gillette testing database contains the Tyler software version required for delivery of the Modification prior to the scheduled delivery date for testing.
- The City of Gillette is responsible for verifying the performance of the Modification as defined by the specification.
- Users performing user acceptance testing (UAT) have attended all applicable training sessions prior to performing UAT.

4 Implementation Stages

4.1 Work Breakdown Structure (WBS)

The Work Breakdown Structure (WBS) is a hierarchical representation of a Project or Phase 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 City of Gillette and Tyler Project Management teams, development of implementation management plans, and the provision and discussion of system infrastructure requirements. City of Gillette 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 City of Gillette with initial Project documents used in gathering basic information, which aids in preliminary planning and scheduling. City of Gillette 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 City of Gillette's team. During this step, Tyler will work with the City of Gillette 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 | | | | | | | | | | | | | | | | | | | |
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| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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 City of Gillette provides, purchases or acquires hardware according to hardware specifications provided by Tyler and ensures it is available at the City of Gillette's site. The City of Gillette 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 | System Infrastructure Planning | | | | | | | | | | | | | | | | | | | |
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| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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 City of Gillette and Tyler.

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

| STAGE 1 | Project/Phase 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 Modification 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 | | | | | | | | — | C | C | | | — | | | | |
| Deliver implementation management plan | | A | R | | | | | | | | | C | C | — | | | | | | |

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 | Project Schedule | | | | | | | | | | | | | | | | | | | |
|---|-------------------------|------------------------------|-----------------------|---------------------------------|-------------------------------|-------------------------------|--------------------------------|-------------------------|-------------|--------------------------|---------------------------|------------------------|-------------------------|--------------------------------|--------------------|-------------------------|------------------|------------------------|------------------------------------|----------------------------|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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

City of Gillette stakeholders join Tyler project manager(s) 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 | Stakeholder Presentation | | | | | | | | | | | | | | | | | | | |
|---|--------------------------|------------------------------|-----------------------|---------------------------------|-------------------------------|-------------------------------|--------------------------------|-------------------------|-------------|--------------------------|---------------------------|------------------------|-------------------------|--------------------------------|--------------------|-------------------------|------------------|------------------------|------------------------------------|----------------------------|
| | TYLER | | | | | | | | CLIENT | | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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 City of Gillette'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: City of Gillette reviews and acknowledges receipt of 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: City of Gillette acceptance of schedule based on City of Gillette 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 City of Gillette 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 City of Gillette collaboration. The City of Gillette 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 | Assess & Define | | | | | | | | | | | | | | | | | | | |
|--|-------------------------|------------------------------|-----------------------|---------------------------------|-------------------------------|-------------------------------|--------------------------------|-------------------------|-------------|--------------------------|---------------------------|------------------------|-------------------------|--------------------------------|--------------------|-------------------------|------------------|------------------------|------------------------------------|----------------------------|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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

City of Gillette 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 | Current/Future State Analysis | | | | | | | | | | | | | | | | | | | |
|--|-------------------------------|------------------------------|-----------------------|---------------------------------|-------------------------------|-------------------------------|--------------------------------|-------------------------|-------------|--------------------------|---------------------------|------------------------|-------------------------|--------------------------------|--------------------|-------------------------|------------------|------------------------|------------------------------------|----------------------------|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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 City of Gillette, 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 City of Gillette's Legacy System Applications to the Tyler system. Tyler staff and the City of Gillette 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 | Data Conversion Planning & Mapping | | | | | | | | | | | | | | | | | | | |
|--|------------------------------------|------------------------------|-----------------------|---------------------------------|-------------------------------|-------------------------------|--------------------------------|-------------------------|-------------|--------------------------|---------------------------|------------------------|-------------------------|--------------------------------|--------------------|-------------------------|------------------|------------------------|------------------------------------|----------------------------|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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 City of Gillette's responsibility to ensure the third-party program operates or accesses the data correctly.

The City of Gillette 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 | Standard 3 rd Party Data Exchange 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 Modification 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 Modification Analysis & Specification, if contracted

Tyler staff conducts additional analysis and develops specifications based on information discovered during this Stage. The City of Gillette reviews the specifications and confirms they meet City of Gillette'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 Modifications by using Standard functionality within the Application, which may require a City of Gillette business process change. It is the responsibility of the City of Gillette to detail all of their needs during the Assess and Define Stage. Tyler will write up specifications (for City of Gillette approval) for contracted program Modifications. Upon approval, Tyler will make the agreed upon Modifications to the respective program(s). Once the Modifications have been delivered, the City of Gillette 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 | Modification Analysis & Specification, if contracted | | | | | | | | | | | | | | | | | | | |
|---|--|------------------------------|-----------------------|---------------------------------|-------------------------------|-------------------------------|--------------------------------|-------------------------|-------------|--------------------------|---------------------------|------------------------|-------------------------|--------------------------------|--------------------|-------------------------|------------------|------------------------|------------------------------------|----------------------------|
| | TYLER | | | | | | | | CLIENT | | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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 modified 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

City of Gillette and Tyler project manager(s) review Forms and Report needs. Items that may be included in the Agreement are either Standard Forms and Reports or known/included Modification(s). Items not included in the Agreement could be either City of Gillette-developed Reports or a newly discovered Modification that will require a Change Request.

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

| STAGE 2 | Forms & Reports 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 Modification 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 | System Deployment | | | | | | | | | | | | | | | | | | | |
|---------------------------------------|-------------------------|------------------------------|-----------------------|---------------------------------|-------------------------------|-------------------------------|--------------------------------|-------------------------|-------------|--------------------------|---------------------------|------------------------|-------------------------|--------------------------------|--------------------|-------------------------|------------------|------------------------|------------------------------------|----------------------------|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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 City of Gillette 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: City of Gillette acceptance of completed Questionnaire based on thoroughness of capturing all City of Gillette 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 City of Gillette, reflecting complete and accurate conversion decisions.
- Modification specification documents, if contracted
 - Objective: Provide comprehensive outline of identified gaps, and how the modified program meets the City of Gillette's needs.
 - Scope: Design solution for Modification.
 - Acceptance criteria: City of Gillette accepts Modified Specification Document(s) and agrees that the proposed solution meets their requirements.
- Completed Forms options and/or packages
 - Objective: Provide specifications for each City of Gillette in Scope form, Report and output requirements.
 - Scope: Complete Forms package(s) included in agreement and identify Report 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 City of Gillette is hosted.
 - Acceptance criteria: Tyler software is successfully installed and available to authorized users, City of Gillette 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 City of Gillette's needs identified during the Assess and Define Stage, preparing the City of Gillette for Final Testing and Training.

4.4.1 Configuration & Power User Training

Tyler staff collaborates with the City of Gillette 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 City of Gillette Power Users to prepare them for the Validation of the software. The City of Gillette collaborates with Tyler staff iteratively to Validate software configuration.

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

| STAGE 3 | Build & Validate | | | | | | | | | | | | | | | | | | | |
|--|-------------------------|------------------------------|-----------------------|---------------------------------|-------------------------------|-------------------------------|--------------------------------|-------------------------|-------------|--------------------------|---------------------------|------------------------|-------------------------|--------------------------------|--------------------|-------------------------|------------------|------------------------|------------------------------------|----------------------------|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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 City of Gillette, the Tyler Data Conversion Team addresses items within the conversion program to provide the most efficient data conversion possible. With guidance from Tyler, the City of Gillette reviews specific data elements within the system and identifies and Reports discrepancies in writing. Iteratively, Tyler collaborates with the City of Gillette to address conversion discrepancies prior to acceptance.

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

| STAGE 3 | Data Conversion & Validation | | | | | | | | | | | | | | | | | | | |
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| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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 City of Gillette tests each Data Exchange.

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

| STAGE 3 | Standard 3 rd Party Data Exchange Validation | | | | | | | | | | | | | | | | | | | |
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| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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 3 rd Party Data Exchange activities | | | I | I | | | | | | | | A | C | | C | | | R | | |
| Test all Standard 3 rd party Data Exchange(s) | | | I | C | | | | | | | | A | C | I | R | | | C | | |

4.4.4 Modification Delivery & Validation, if contracted

Tyler delivers in Scope Modification(s) to the City of Gillette 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 | Modification Delivery & Validation, if contracted | | | | | | | | | | | | | | | | | | | |
|---------|---|------------------------------|-----------------------|---------------------------------|-------------------------------|-------------------------------|--------------------------------|-------------------------|-------------|--------------------------|---------------------------|------------------------|-------------------------|--------------------------------|--------------------|-------------------------|------------------|------------------------|------------------------------------|----------------------------|
| | TYLER | | | | | | | | CLIENT | | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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 |
| | | A | I | C | I | | R | | | | | I | C | I | C | | | I | | C |
| | | | I | C | | | C | | | | | A | C | | R | | | C | | |
| | | | I | I | | | I | | | | | A | R | | C | | | C | | |
| | | A | I | C | I | | R | | | | | I | C | | C | | | I | | |
| | | | | | | | | | | | | | | | | | | | | |

4.4.5 Forms & Reports Validation

Tyler provides training on Standard Forms/Reports and the City of Gillette tests each Standard Form/Report.

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

| STAGE 3 | Forms & Reports Validation | | | | | | | | | | | | | | | | | | | |
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| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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 City of Gillette to verify converted data for accuracy.
 - Scope: Provide self-guided instructions to verify specific data components in Tyler system.
 - Acceptance criteria: City of Gillette accepts data conversion delivery; City of Gillette completes data issues log.
- Installation of Modifications on the City of Gillette's server(s) *except for hosted Clients
 - Objective: Deliver Modification(s) in Tyler software.
 - Scope: Program for Modification is complete and available in Tyler software, Modification testing.
 - Acceptance criteria: Delivery of Modification(s) results in objectives described in the City of Gillette-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.
- Modifications delivered and available for testing in Stage 4.
- The City of Gillette 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 City of Gillette review the final Cutover plan. A critical Project success factor is the City of Gillette 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

City of Gillette 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 City of Gillette for success.

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

| STAGE 4 | Cutover 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 Modification 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 | 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 City of Gillette 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 | User Acceptance Testing (UAT) | | | | | | | | | | | | | | | | | | | |
|---|-------------------------------|------------------------------|-----------------------|---------------------------------|-------------------------------|-------------------------------|--------------------------------|-------------------------|-------------|--------------------------|---------------------------|------------------------|-------------------------|--------------------------------|--------------------|-------------------------|------------------|------------------------|------------------------------------|----------------------------|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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 modified 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 City of Gillette 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. City of Gillette users who attended the Tyler sessions may train any City of Gillette 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 | End User Training | | | | | | | | | | | | | | | | | | | |
|---|-------------------------|------------------------------|-----------------------|---------------------------------|-------------------------------|-------------------------------|--------------------------------|-------------------------|-------------|--------------------------|---------------------------|------------------------|-------------------------|--------------------------------|--------------------|-------------------------|------------------|------------------------|------------------------------------|----------------------------|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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.
- Modification(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)

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

4.6.1 Final Data Conversion, if applicable

The City of Gillette provides final data extract and Reports from the Legacy System for data conversion and Tyler executes final data conversion. The City of Gillette 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 | Final Data Conversion, if applicable | | | | | | | | | | | | | | | | | | | |
|--|--------------------------------------|------------------------------|-----------------------|---------------------------------|-------------------------------|-------------------------------|--------------------------------|-------------------------|-------------|--------------------------|---------------------------|------------------------|-------------------------|--------------------------------|--------------------|-------------------------|------------------|------------------------|------------------------------------|----------------------------|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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 City of Gillette during Production Cutover activities. The City of Gillette transitions to Tyler software for day-to day business processing.

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

| STAGE 5 | Production Processing & Assistance | | | | | | | | | | | | | | | | | | | |
|---------|------------------------------------|------------------------------|-----------------------|---------------------------------|-------------------------------|-------------------------------|--------------------------------|-------------------------|-------------|--------------------------|---------------------------|------------------------|-------------------------|--------------------------------|--------------------|-------------------------|------------------|------------------------|------------------------------------|----------------------------|
| | TYLER | | | | | | | | CLIENT | | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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 |
| | | | C | C | | | | | | I | I | A | R | R | R | R | R | R | I | I |
| | | | A | R | | | | C | | | | I | C | C | C | C | C | C | | |
| | Production processing | | | | | | | | | | | | | | | | | | | |
| | Provide production assistance | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | |
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4.6.3 Transition to Tyler Support

Tyler project manager(s) introduce the City of Gillette to the Tyler Support team, who provides the City of Gillette with day-to-day assistance following Production Cutover.

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

| STAGE 5 | Transition to Tyler Support | | | | | | | | | | | | | | | | | | | |
|-------------------------------------|-----------------------------|------------------------------|-----------------------|---------------------------------|-------------------------------|-------------------------------|--------------------------------|-------------------------|-------------|--------------------------|---------------------------|------------------------|-------------------------|--------------------------------|--------------------|-------------------------|------------------|------------------------|------------------------------------|----------------------------|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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 City of Gillette project manager(s) to identify needs.

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

| STAGE 5 | Schedule Post-Production Services, if applicable | | | | | | | | | | | | | | | | | | | |
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| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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 City of Gillette Project Manager(s) and Tyler support team, define roles and responsibilities, define methods for contacting support.
 - Acceptance criteria: the City of Gillette 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 City of Gillette 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 City of Gillette 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 City of Gillette project manager(s) prior to closing the Phase or Project.

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

| STAGE 6 | Close Phase/Project | | | | | | | | | | | | | | | | | | | |
|---|-------------------------|------------------------------|-----------------------|---------------------------------|-------------------------------|-------------------------------|--------------------------------|-------------------------|-------------|--------------------------|---------------------------|------------------------|-------------------------|--------------------------------|--------------------|-------------------------|------------------|------------------------|------------------------------------|----------------------------|
| | TYLER | | | | | | | | | CLIENT | | | | | | | | | | |
| TASKS | Tyler Executive Manager | Tyler Implementation Manager | Tyler Project Manager | Tyler Implementation Consultant | Tyler Data Conversion Experts | Tyler Forms & Reports Experts | Tyler Modification 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(s) assign 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 City of Gillette'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 City of Gillette's executive sponsor.

5.1.2 Tyler Implementation Management

- Acts as the counterpart to the City of Gillette 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 City of Gillette 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 City of Gillette 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 City of Gillette 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 City of Gillette 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 that is also in balance with Scope/budget.
 - Establishes risk/issue tracking/reporting process between the City of Gillette and Tyler and takes all necessary steps to proactively mitigate these items or communicates with transparency to the City of Gillette any items that may impact the outcomes of the Project.
 - Collaborates with the City of Gillette'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 City of Gillette 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 applications, Phases, and activities including development, 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 City of Gillette following configuration.
- Assists during Production Cutover process and provides production support until the City of Gillette transitions to Tyler Support.
- Provides product related education.

- Effectively facilitates training sessions and discussions with City of Gillette 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 City of Gillette'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 City of Gillette on the status and resolution of reported issues.

5.2 City of Gillette Roles and Responsibilities

City of Gillette 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 City of Gillette 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 City of Gillette steering committee level as part of the escalation process.
- Actively participates in organizational change communications.

5.2.2 City of Gillette 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
 - City of Gillette Policies

5.2.3 City of Gillette Project Manager

The City of Gillette 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 City of Gillette project manager(s) do not have the knowledge or authority to make decisions, he or she engages the correct resources from City of Gillette 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 City of Gillette 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 City of Gillette 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 City of Gillette 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 City of Gillette 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 City of Gillette 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 City of Gillette 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 City of Gillette 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 City of Gillette resources
- Attendance at scheduled sessions
- Change Management activities
- Modification specification, demonstrations, testing and approval assistance
- Conversion Analysis and Verification Assistance
- Decentralized End User Training
- Process Testing
- User Acceptance Testing

5.2.5 City of Gillette Power Users

- Participate in Project activities as required by the project team and project manager(s).
- Provide subject matter expertise on City of Gillette 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 City of Gillette staff during and after implementation.

5.2.6 City of Gillette 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 City of Gillette 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 City of Gillette'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 City of Gillette third party Data Exchanges.
- Develops or assists in creating Reports as needed.

- Ensures onsite system hardware meets specifications provided by Tyler.
- Assists with software Installation as needed.

5.2.8 City of Gillette 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 City of Gillette’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 City of Gillette and Tyler resources.
- Communicates changes affecting users and department stakeholders.
- Obtains department stakeholder sign-offs to upgrade production environment.

5.2.9 City of Gillette 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 City of Gillette 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.
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6 Glossary

| Word or Term | Definition |
|----------------------------|---|
| Application | A computer program designed to perform a group of coordinated functions, tasks or activities for the benefit of the user. |
| 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. |
| 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. |
| Cutover | The point when a client begins using Tyler software in production. |
| 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. |
| Interface | A real-time or automated exchange of data between two systems. |

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|---------------------------------|---|
| Install | References the initial installation of software files on client services and preparing the software for use during configuration. The version currently available for general release will always be used during the initial install. |
| 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. |
| 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 blueprint for the Project. As developed, the Project schedule will become a part of the Project Plan and outline specific details regarding tasks included in the Project Plan. |
| 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. |
| Questionnaire | A document containing a list of questions to be answered by the client for the purpose of gathering information needed by Tyler to complete the implementation. |
| 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. |
| 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. |
| Test Plan | Describes the testing process. Includes “Test Cases” to guide the users through the testing process. Test cases are meant to be a baseline for core processes; the client is expected to supplement with client specific scenarios and processes. |
| 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 Incode Conversion Summary

7.1 Court Case Management - Standard

- Name Information (Defendant, Address, Physical Attributes, Identification Numbers, Phone Numbers)
- Vehicle Information (Tag Number, Make, Model, Style, Color, VIN)
- Officer Information (Officer Name, Badge Number, Rank, Email)
- Offense Code Information (Offense Code, Offense Description, Statute/Ordinance)
- Case Information (Citation Number, Case Officer, Violation Date, Violation Location, PD Case Number, Docket Number, Comments)
- Witness Information (Witness Type, Subpoena Date)
- Disposition Information (Case Status, Plea, Judge, Court Location, Conviction Date, Plea Date, Attorney)
- Conversion History Information (Read only format)
- Payment Information (Fines/Fees assessed, Fines/Fees Paid, Non-Cash payments, Receipt Number, Payment Date, Payment Amount)
- Warrant Information (Warrant Type, Issue Date, Served Date, Canceled/Recalled Date, Region Number, Status, Comments, Officer Assigned) – available only when associated with a citation
- Bond Information (Bond Type, Posted Date, Applied/Refunded/Forfeited Date, Bond Number, Posted By, Bond Amount, Status)
- Payment Plan Information (Initial Payment Amount, Payment Date, Next Payment Date, Next Payment Amount) - Tyler will need a copy of the Payment Plan data to determine if the data is clean enough to convert.