

6.10.2 Requirements/Notes

- All review and acceptance periods will be identified on the project plan.
- The City project manager will have decision authority to approve/reject all project Control Points and Deliverables
- Acceptance will be initiated and managed by utilizing the SharePoint workflow approval process.
- Tyler's Implementation Director will review project status at each control point and verify that appropriate project tasks have been completed.

7 Glossary

Word or Term	Definition
Accountable	The person who is ultimately accountable for decisions being made on a task.
Application	A computer program designed to perform a group of coordinated functions, tasks or activities for the benefit of the user.
Change Control	A systematic approach for managing change governing how Change Requests will be received, assessed and acted on.
Change Management	An approach for ensuring that changes are thoroughly and smoothly implemented and that the lasting benefits of change are achieved. The focus is on the global impact of change with an intense focus on people and how individuals and teams move from the current situation to the new one.
Change Request	A form used as part of the Change Control process whereby changes in the Scope of work, timeline, resources, and/or budget are revised and agreed upon by participating parties.
Consulted	Anyone who must be consulted with prior to a decision being made and/or the task being completed
Consumables	Items that are used recurrently, 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) at a specific time.
End User	The person for whom the software is designed to use on a day-to-day basis.
Forms	A document which is typically printed on a template background and only captures data for one record per page. Forms are provided to entity customers whether internal (employees) or external (citizens).
Imports and Exports	A process within the system that a user is expected to run to consume (Import) or produce (Export) a specifically defined file format/layout.
Informed	Anyone who will be updated when decisions are made or a task is completed.
Interface	A real-time or automated exchange of data between two systems.

Install	References the initial Installation of software files on client servers and preparing the software for use during configuration. The version currently available for general release will always be used during the initial Install.
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 or different individual 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.
Responsible	The person who will be completing the task.
Scope	Products and services that are included in the Agreement.

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.
Software Upgrade	References the act of updating software files to a newer software release.
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.

8 Conversion Summary

8.1 Munis Accounting COA

- Chart of Accounts segments, objects, character codes, project codes (if applicable), organization codes (if applicable), control accounts budget rollups, fund attributes, due to/due from accounts
- Requires the use of a Tyler provided spreadsheet for design and entry of the data to be converted

8.2 Munis Accounting - Actuals

- Summary account balances
- Up to 3 years

8.3 Munis Accounting - Budgets

- Original budget, budget adjustments, revised budget summaries for accounts
- Up to 3 years

8.4 Munis Accounts Payable Master

- Vendor Master file including names, addresses, SSN/FID, contacts, phone numbers
- Multiple remittance addresses
- Year-to-date 1099 amounts

8.5 Munis Accounts Payable - Checks

- Check header data including vendor, warrant, check number, check date, overall check amount, GL cash account and clearing information
- Check detail data including related document and invoice numbers for each check

8.6 Munis Accounts Payable - Invoices

- Invoice header data containing general information for the invoice
- Invoice detail data containing line-specific information for the invoice

8.7 Munis Contracts

- Contract header detail with many fields available to convert including fiscal year and period, vendor number, department code, description, enforcement method code, dates for award, approval, entry and expiration, retention information, user-defined type and review codes, status code, user id for entry and approver. Additional fields are also available.
- Contract detail including line item account and amount detail

8.8 Munis Fixed Assets Master

- Asset description, status, acquisition quantity, date and amount, codes for asset class, subclass, department, custodian, flags for capitalization and depreciation, estimated life, serial number, model, model year, depreciation method, life-to-date depreciation amount, last depreciation date, disposal information (if any), purchase information, if any (vendor, PO, Invoice)

8.9 Munis Fixed Assets - History

- Transaction history data for acquisitions, disposals, transfers, etc.

8.10 Munis General Billing CID

- Customer information

8.11 Munis General Billing – Recurring Invoices

- General Billing Invoices that are sent on a regular basis
- Header records with general information about the invoice
- Detail records with line-specific information

8.12 Munis General Billing – Bills

- Unlimited history of open and closed invoices
- General Ledger information so open invoices can be processed in Munis

8.13 Munis Inventory Master

- General master data includes item, description, commodity code, purchase vendor and date, date received, GL information, hazard code, etc. Location master includes item, location, bin, various quantities (on-hand, last, committed, standard purchase, re-order), lead time; count, count date, and variance; GL information; plus many accumulator buckets (MTD/YTD/SOY/SOM/LY received /issued /adjusted /cost /value), etc. FIFO data includes item, location, date, qty-received, unit cost, and quantity on hand.

8.14 Munis Inventory – Commodity Codes

- Commodity master information, including codes and descriptions, commodity type, acquisition type, unit of measure, vendor, buyer, approver, and various other codes and flags

8.15 Munis Project Grant Accounting

- Segments, account strings and fund string allocation table
- Requires the use of a Tyler provided (Chart of Accounts) spreadsheet for design and entry of the data to be converted

8.16 Munis Project Grant Accounting - Actuals

- Summary project ledger string balances
- Up to 3 years

8.17 Munis Project Grant Accounting – Budget

- Original project ledger budget amounts
- Up to 3 years

8.18 Munis Purchase Orders

- Open purchase orders header data including vendor, buyer, date, accounting information, etc.
- Open purchase orders detail data including line item descriptions, quantities, amounts, etc.

8.19 Munis Payroll

- Payroll Employee Master data including data such as name, address, SSN, legacy employee ID, date of birth, hire date, activity status (such as active/inactive), leave/termination code and date, phone(s), e-address, marital status, gender, race, personnel status (such as full-time, part-time, etc.), highest degree, advice-delivery (print/email/both) and check location, plus primary group, job, location, and account information

8.20 Munis Payroll - Deductions

- Employee Deductions - including employee ID, deduction codes, tax information, and direct deposit information

8.21 Munis Payroll – Accrual Balances

- Employee Accrual Balances including Vacation, Holiday, and other Leave balances
- Start of year balance, earned to date, used to date

8.22 Munis Payroll – Accumulators

- YTD, QTD, MTD amounts for employee pay and deductions
- Needed for mid-calendar-year go-live
- May not be needed if converting earnings/deductions history

8.23 Munis Payroll – Check History

- Up to 5 years, additional years must be quoted. We convert amounts for earnings and deductions in employee check history, check number and date.

8.24 Munis Payroll – Earning/Deduction Hist.

- Up to 5 years, additional years must be quoted. Earning and deduction history broken down by individual codes (earnings and deduction) and amounts per pay period, the detail of these lines, sums the check history in opt 4.

8.25 Munis Payroll – PM Action History

- A variety of Personnel actions, such as job or salary changes and dates these events occurred.

8.26 Munis Payroll – Position Control

- Position, description, status, job code, bargaining group, location, number of employees allowed for each, FTE percentage, GL account, and max/min grade and step

8.27 Munis Payroll – State Retirement Tables

- Specific state-required data, plus related service years information, when appropriate
- Needed for some states

8.28 Munis Payroll – Certifications

- Certification area and certification type codes, certification number and effective date, expiration date, and required-by date, codes for certification level and subjects

8.29 Munis Payroll – Education

- Codes, for institution, type of degree, and area(s) of study

8.30 Munis Utility Billing

- Account Master data including previous and current customer owner information- address info, phone, fax, SSN number, FID number, account status, parcel number, location street, apartment, city, state, zip, book number, read sequence, account start and end date, EFT bank information

8.31 Munis Utility Billing –Services

- Service data for each account including service codes, status, type, factor, condo units, bill cycle codes, budget information, winter usage, meter readings (current and previous), meter usage (current and previous), sales tax information

8.32 Munis Utility Billing –Assessments

- Assessments are improvement costs that are spread across to property owner
- Utility Billing conversion option 4 (balance forward AR) must also be purchased in order to convert assessments

8.33 Munis Utility Billing –Consumption History

- History of meter readings, usage, read dates, usage days, bill amounts, bill dates, read codes

8.34 Munis Utility Billing –Balance Forward AR

- Total balance due on the account, or by charge code
- If late penalties will be applied in Munis after the conversion, balance forward amounts must be converted by charge code

8.35 Munis Utility Billing –Service Orders

- Service Orders data associated with accounts, including meter repairs, checks for leaky meter, reread a meter due to high reading

8.36 Munis Utility Billing –Backflow

- Account information, backflow device information, backflow type, and backflow violations

8.37 Munis Work Order – Work Order Asset

- Asset Maintenance tables for all work order asset types. These tables contain the detail of the asset based on the type e.g. Equipment, infrastructure, fleet etc.

8.38 Munis Work Order – Closed Work Order History No Cost Data

- Work Order History with no cost data, this is the basic work order information, the work order number, comments, contacts, description, user defined fields.

9 Appendix 1: Deliverable Expectation Document

A description of each summary deliverable is provided below. All deliverables will be provided electronically in the format used to prepare the deliverable (example: Microsoft Word, Excel) to allow for updates and revisions.

Deliverable Number: DED-01 (1-1)	
Deliverable Name: Implementation Management Plan	Phase: 1
Objective: To provide procedures for project management and managing changes to the project scope, schedule or budget.	
Scope: Customized management plans to reflect Client’s specific project approach. Management plans will document specific project management processes that are agreed upon between Client and Tyler Project Manager. As part of project planning, the Tyler Project Manager will review the SOW and contract with Client. The management plan will include all information and procedures for all phases of the project.	
Format: Microsoft Word / Sharepoint	
Outline:	
<i>Scope Management Plan</i>	
<ul style="list-style-type: none"> • Scope Management Approach • Scope Management Roles and Responsibilities • Scope Verification • Scope Control • Scope Change 	
<i>Communication Management Plan</i>	
<ul style="list-style-type: none"> • Communications Planning • Information Distribution • Communication Roles and Responsibilities • Communication Plan Matrix 	
<i>Resource Management Plan</i>	
<ul style="list-style-type: none"> • Project Team List • Physical Resource Requirements • Facility Resource Matrix • Human Resources Requirements Matrix 	

Deliverable Number: DED-01 (1-1)

Quality Management Plan

- Quality Approach
- Quality Planning
- Establish Quality Control Checklist
- Issue Resolution
- Quality Assurance
- Quality Control
- Quality Control Checklist

Risk Management Plan

- Risk Assessment Procedures
- Risk Management Procedures
- Risk Measuring and Control Procedures
- Risk Register
- Risk Assessment
- Risk Evaluation
- Risk Management Planning
- Risk Measuring and Control

Acceptance Criteria:

- Client project team has read, understands, and agrees with the procedures and schedules within the Implementation Management Plan
- The deliverable contains all the components specified in the Outline of this DED and the SOW
- The respective Tyler and Client project team members have resolved all material content and/or quality issues.
- The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-02 (1-2, 2-2, 3-2, 4-2, 5-2)

Deliverable Name: Project Plan / Schedule

Phase: 1, 2, 3, 4, 5

Objective: Task list with owners and due dates for successful completion of the project.

Scope: See SOW Sections 6.2.3 and 6.2.4

Format: Developed in MS Project, then uploaded and maintained as the master project plan on the Client Project SharePoint site.

Outline: The project plan will follow the Tyler Implementation Methodology WBS and contain all WBS tasks, tasks necessary for completion of WBS tasks, deliverables, milestones, review/acceptance periods, and other key project events.

The Project Plan will contain:

- Project's activities and tasks
- Dates of project activities and tasks
- Specific resources assigned to project tasks
- Detailed Project schedule / Work Breakdown Structure (WBS) featuring phases, deliverables, and work packages
- Milestones and Deliverables
- Client Review Periods for Milestones and Deliverables
- Project Acceptance of Implementation Control Points

Client Role:

- Review project plan
- Contribute information necessary to complete and maintain project plan

Tyler Role:

- Provide initial on-site and remote session schedule to client for approval
- Create project plan
- Post project plan to Project SharePoint site

Acceptance Criteria:

- The client signs off on the project plan and schedule
- The deliverable contains all the components specified in the Outline of this DED and the SOW
- The respective Tyler and Client project team members have resolved all material content and/or quality issues.
- The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-03 (1-3, 2-3, 3-3, 4-3, 5-3)	
Deliverable Name: User Manuals	Phase: 1, 2, 3, 4, 5
Objective: Provide documentation on Tyler software ³	
Scope: Comprehensive user manuals for all major processes for purchased modules reflecting version that client will implement.	
Format: MS Word	
Outline:	
<ul style="list-style-type: none"> • Overview of module • Detailed description of how to complete tasks in Tyler • Identification of options, fields, and functions built into the Tyler software. 	
Client Role:	
<ul style="list-style-type: none"> • Review User Materials • 	
Tyler Role:	
<ul style="list-style-type: none"> • Provide training manuals on SharePoint. 	
Acceptance Criteria:	
<ul style="list-style-type: none"> • The deliverable contains all the components specified in the Outline of this DED and the SOW • The respective Tyler and Client project team members have resolved all material content and/or quality issues. • The deliverable is free of formatting and spelling errors. 	

Deliverable Number: DED-04 (1-4, 2-4, 3-4, 4-4, 5-4)	
Deliverable Name: Analysis Documents (Design Document)	Phase: 1, 2, 3, 4, 5
Objective: To document the decisions and processes resulting from analysis and identify how Client will use the Tyler system.	
Scope: Detailed configuration decisions for each in scope functional area, module, and business process to identify the detailed set-up notes for how the system will be used. The document is to contain workflow, and security information where applicable.	
Format: MS Word and/or MS Excel	

³ Includes Munis, EnerGov, and Parks & Rec,

Deliverable Number: DED-04 (1-4, 2-4, 3-4, 4-4, 5-4)

Sample Outline:

Current Needs:

- Identification of current process

Client Decision Making:

- Process flow / process description
- Process Decisions
- Setup Decision
- Workflow Decisions utilizing Workflow Matrix
- Follow Up Items

Detailed Munis set-up considerations

- Set up details
- Security Role recommendations utilizing Security Matrix
- Interfaces

Other Information

- Workflow Process and Role Details
- Security Role Details

Client Role:

- Participate in all meetings and make decisions
- Review the documents provided by the Tyler project team
- Identify any discrepancies
- Ask for clarification from the Tyler team, if necessary

Tyler Role:

- Complete Analysis Documents
- Complete deliverable containing all information described in this DED.
- Participate in meetings as required to gather information necessary to completed deliverable.
- Post completed documents to SharePoint.

Acceptance Criteria:

- All configurations for software documented in Analysis Document.
- The deliverable contains all the components specified in the Outline of this DED
- The respective Tyler and Client project team members have resolved all material content and/or quality issues.
- The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-05 (1-5, 2-5, 3-5, 4-5, 5-5)

Deliverable Name: System Design Test Scripts

Phase: 1, 2, 3, 4, 5

Deliverable Number: DED-05 (1-5, 2-5, 3-5, 4-5, 5-5)

Objective: To outline the steps necessary to test the decisions and processes resulting from analysis sessions so that processes can be performed in Tyler software for the purpose of the City's evaluation and assessment in their final decision-making process.

Scope: Outline of each process that will be tested, including key areas of importance identified during analysis.

Format: MS Word

Sample Outline:

Accounts Payable Future State Test Script:

- **Access Invoice Entry and Add Batch (this batch will be for Check and EFT payments only)**
 - Confirm Fund and Cash account are for the Pooled cash account
 - Leave Check Run blank as check run will be determined during the Select Check Process
 - Due Date should reflect today's date

- **Add Direct Pay invoices. Three direct pay invoices will be included:**
 - One will have a payment method of check
 - One will have a payment method of EFT
 - One vendor used will be a one time pay vendor
 - One time pay vendors will use all 6 digits and will begin with 999001. City may use multiple one time pay vendors determined by department or by type.
 - Review the legacy direct pay invoice for Account information
 - Search for the new Munis Account number:
 - Financials>General Ledger Menu>Miscellaneous Setup>Account X-Reference
 - Use the Legacy Account in the Account field and Accept
 - Write down the new Account # for use on the REQ lines

Client Role:

- Review the documents provided by the Tyler project team
- Identify any discrepancies
- Ask for clarification from the Tyler team, if necessary

Tyler Role:

- Complete Test Scripts
- Complete deliverable containing all information described in this DED.
- Participate in meetings as required to gather information necessary to completed deliverable.
- Post completed documents to SharePoint.

Acceptance Criteria:

- All processes relevant to City as identified in Analysis Document are included in Test Scripts.

Deliverable Number: DED-05 (1-5, 2-5, 3-5, 4-5, 5-5)

- The deliverable contains all the components specified in the Outline of this DED
- The respective Tyler and Client project team members have resolved all material content and/or quality issues.
- The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-06 (1-6, 2-6, 3-6, 4-6, 5-6)

Deliverable Name: Data Conversion Plan

Phase: 1, 2, 3, 4, 5

Objective: Document conversion option decisions, timelines, tasks and validation methods.

Scope: All conversions listed in Section 9 that Client chooses to convert. As analysis sessions occur, the plan will be updated with scope of conversions, years of history, and plan to convert.

Format: MS Excel

Outline:

- Conversion options to be exercised
- Conversion options not to be completed, with description of change order action
- Timelines for each conversion option
- Reports and data validation recommendations

Client Role:

- Attend conversion and applicable module analysis sessions
- Participate in planning discussions
- Review and accept the conversion plan

Tyler Role:

- Provide conversion analysis
- Provide conversion specifications and guidelines
- Provide guidance on proofing methods and tools
- Create and provide the conversion plan

Acceptance Criteria:

- The deliverable contains all the components specified in the Outline of this DED and the SOW
- The respective Tyler and Client project team members have resolved all material content and/or quality issues.
- The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-07 (1-7, 2-7, 4-7, 5-7)**Deliverable Name:** Forms Packages**Phase:** 1, 2, 4, 5

Objective: Review and complete in Scope Client requirements for Forms. Specification will contain a description and details of the intended program modifications and custom interfaces to be delivered to address the contract item – this document identifies exactly where and how the application programs will be changed.

Scope: For Munis modules that include Tyler Forms, this includes reviewing Tyler Forms kits, completing kits, completing form mock-up, and submitting all required kit information to Tyler Forms. For EnerGov, this includes identifying required forms, producing specifications for Forms, which are created with Crystal Reports.

Format: Various – Word, Excel, PDF

Outline:

Tyler Forms – See Section 5.10

EnerGov Forms – to be identified during Assess & Define Stage

Client Role:

- Client reviews Tyler Forms kits with Munis Consultants or provides Forms requirements to EnerGov Consultants.
- Client reviews the Tyler Forms proofs for Munis or Form design specifications for EnerGov with Implementation.
- Client signs off on final Tyler Forms proofs for Munis or Form design specifications for EnerGov.

Tyler Role:

- For Munis Modules
- Provide Tyler Forms kits and review contents with Client.
- Provide guidance to Client in completion of Form kit and form Mock-up.
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- For EnerGov Modules:
- Perform analysis to identify needed forms.
- Produce specifications for forms written in Crystal Reports.

Acceptance Criteria:

- The deliverable contains all the components specified in the Outline of this DED
- The respective Tyler and Client project team members have resolved all material content and/or quality issues.
- The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-08 (1-08)	
Deliverable Name: Installation Checklist	Phase: 1
Objective: Provide Client with listing of all products, installation paths and accounts installed within the Client infrastructure.	
Scope: All Tyler products and associated Client hardware and software	
Format: MS Word	
Outline:	
<ul style="list-style-type: none"> • Application and Database Server details • Network names and domain(s) • Installation paths, IPs and user accounts • Application and software user accounts details • Application and web service URLs • Tyler License Keys • Recommended on-going IT tasks 	
Acceptance Criteria:	
<ul style="list-style-type: none"> • The deliverable contains all the components specified in the Outline of this DED and the SOW • The deliverable is free of formatting and spelling errors. 	

Deliverable Number: DED-9 (1-9, 2-9, 3-9, 4-9, 5-9)	
Deliverable Name: Data Conversion Program	Phase: 1, 2, 3, 4, 5
Objective: Provide custom conversion program to convert data from legacy system to Munis and EnerGov programs.	
Scope: See Section 9.	
Format: N/A	
Outline:	
<ul style="list-style-type: none"> • Deliver Error Report, if applicable. • Deliver first pass of converted data. • First pass of converted data is in test database. 	
Client Role:	
<ul style="list-style-type: none"> • Review Error Report, if applicable. • Load converted data, if applicable. • Authorize load of converted data, if applicable. 	

Deliverable Number: DED-9 (1-9, 2,9, 3-9, 4-9, 5-9)

Tyler Role:

- Write conversion program based on mapping and crosswalk information provided by Client and Tyler Consultant.
- Run conversion program against data provided by Client.
- Provide Error Report to Client (if applicable).
- Provide first Data Pass to Client.
- Provide instructions for loading Data Pass.
- Load Data Pass (if applicable).

Acceptance Criteria:

- The deliverable contains all the components specified in the Outline of this DED and the SOW

Deliverable Number: DED-9 (1-10, 2,10, 3-10, 4-10, 5-10)

Deliverable Name: Data Conversion Verification Document

Phase: 1, 2, 3, 4, 5

Objective: Provide written instructions to the City outlining steps to verify converted data for accuracy.

Scope: See Section 9.

Format: Microsoft Word

Outline:

- Recommendations for validation of each conversion.
- Where processing steps are required, step by step guidance is included.
- Names of reports needed for balancing converted totals.

Client Role:

- Attend Conversion Validation training.
- Review Data Conversion Verification Document.

Tyler Role:

- Conduct Conversion Validation Training.
- Review Data Conversion Verification Document with City.

Acceptance Criteria:

- The deliverable contains all the components specified in the Outline of this DED and the SOW
- Data conversion pass has been delivered and loaded.
- Tyler has reviewed Data Conversion Verification Document with the City.
- The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-11 (1-11, 2-11, 4-11, 5-11)	
Deliverable Name: Forms Delivered	Phase: 1, 2, 4, 5
Objective: Forms are delivered so that testing can be performed in next Stage.	
Scope: For Munis modules that include Tyler Forms, this includes delivery of Tyler Forms for loading on server. For EnerGov, this includes delivery of selected forms in Crystal Reports.	
Format: Various – Tyler Forms, Crystal Reports	
Outline: Tyler Forms – See Section 5.10 EnerGov Forms – to be identified during Assess & Define Stage	
Client Role: <ul style="list-style-type: none"> • Client reviews Tyler Forms with Munis Consultants or Crystal Reports Forms with EnerGov Consultants. • Client authorizes loading Tyler Forms for Munis. 	
Tyler Role: <ul style="list-style-type: none"> • For Munis Modules • Review Tyler Forms with Client. • Load Forms on Tyler Forms server. • • For EnerGov Modules: • Review Crystal Report form with Client. 	
Acceptance Criteria: <ul style="list-style-type: none"> • The deliverable contains all the components specified in the Outline of this DED • The respective Tyler and Client project team members have resolved all material content and/or quality issues. • The deliverable is free of formatting and spelling errors. 	

Deliverable Number: DED-12 (1-12, 2-12, 3-12, 4-12, 5-12)	
Deliverable Name: Production Cutover Checklist	Phase: 1, 2, 3, 4, 5

Deliverable Number: DED-12 (1-12, 2-12, 3-12, 4-12, 5-12)

Objective: Identify all tasks that will need to be completed for Production Cutover. Checklist will provide cutover timelines to cease processing in the legacy system, timeline for final conversions, contingency processing plans and instructions for decentralized departments.

Scope: Implementation will provide the client with a checklist of items needed to be completed for Production Cutover.

Format: MS Excel

Outline:

Sample activities from a Payroll Go-Live Checklist:

- Separation of duties between Payroll and HR determined and tested
- Validate process of starting a payroll, switch T & A users
- Review Dept. Time & Attendance process, proof reports
- Verify GL Distribution Posting correctly- Finance Dept. approval
- Verify appropriate permission levels on General, Time & Attendance and Payroll Run Processing for all users

Checklist columns:

- Item ID
- Activity
- Owner
- Date Verified
- Client Approval (initials)
- Notes/Comments

Client Role:

- Review and complete the list of items required for Production Cutover.

Tyler Role:

- Provide client with a list of items required for completion for the Production Cutover, by phase.

Acceptance Criteria:

- The deliverable contains all the components specified in the Outline of this DED and the SOW
- The respective Tyler and Client project team members have resolved all material content and/or quality issues.
- The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-13 (1-13, 2-13, 3-13, 4-13, 5-13)

Deliverable Name: User Acceptance Test Plan

Phase: 1, 2, 3, 4, 5

Deliverable Number: DED-13 (1-13, 2-13, 3-13, 4-13, 5-13)

Objective: Provide testing steps to guide City through testing business processes in Tyler software.

Scope: Testing steps for Standard business processes.

Format: MS SharePoint

Outline:

- Provide steps that can be followed for testing Standard business processes for each functional area/module in scope for the phase.

Client Role:

- Develop detailed Test Scripts using User Manuals and UAT Plan
- The Client performs User Acceptance Testing to verify software readiness for day-to-day business processing.

Tyler Role:

- Develop User Acceptance Test Plan

Acceptance Criteria:

- County acknowledges that Testing steps have been provided for Standard business processes.
- The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-14 (1-14, 2,14, 3-14, 4-14, 5-14)

Deliverable Name: Final Data Conversion (if Applicable)

Phase: 1, 2, 3, 4, 5

Objective: Provide final pass of data conversion for Production Cutover.

Scope: See Section 9.

Format: N/A

Outline:

- Final Pass of Data Conversion (if applicable).
- Deliver Sign-off and Authorization to Load to Production.

Client Role:

- Validate final pass
- Complete Sign-off
- Load Data in Production (if applicable)

Tyler Role:

Deliverable Number: DED-14 (1-14, 2,14, 3-14, 4-14, 5-14)

- Deliver final pass of converted data.
- Provide Sign-off and Authorization to Load to Production Document.
- Assist with error resolution (if applicable).
- Load Data Pass (if applicable).

Acceptance Criteria:

- The deliverable contains all the components specified in the Outline of this DED and the SOW

Deliverable Number: DED-15 (1-15, 2,15, 3-15, 4-15, 5-15)**Deliverable Name:** Support Transition Documents**Phase:** 1, 2, 3, 4, 5**Objective:** Define on-going Tyler support processes.**Scope:** For all Tyler products.**Format:** Microsoft Word**Outline:**

- Define support strategy for day-to-day processing.
- Establish Roles & Responsibilities in handling Support relationship.
- Determine methods for contacting Tyler Support.

Client Role:

- Participate in call with Tyler Support Manager.
- Review Transition Documents.
- Prepare internal Support Plan.

Tyler Role:

- Coordinate call between City and Tyler Support Manager.
- Review Transition Documents
- Provide Support with key Client information.

Acceptance Criteria:

- The deliverable contains all the components specified in the Outline of this DED and the SOW
- Support Transition documents outline information relevant to City for Support consumption.
- The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-16 (1-16, 2,16, 3-16, 4-16, 5-16)**Deliverable Name:** Phase/Project reconciliation report**Phase:** 1, 2, 3, 4, 5

Deliverable Number: DED-16 (1-16, 2,16, 3-16, 4-16, 5-16)

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.

Format: Microsoft Word, Excel, or SharePoint

Outline:

- Define starting balances, change orders, amendments, and ending balances.

Client Role:

- Review Reconciliation Report.

Tyler Role:

- Review Reconciliation Report with City.

Acceptance Criteria:

- The deliverable contains all the components specified in the Outline of this DED and the SOW
- The deliverable is free of formatting and spelling errors.

10 Appendix 2: List of User Manuals and Major Processes

10.1 Munis General Ledger

- Adding an Account
- Adding a Rollup Code
- Adding an Org Code
- Adding a Segment Code
- Deleting and Account
- Exporting to Excel
- Finding an Account
- Updating a Journal Entry
- Proofing a Journal Entry
- Verifying Posted Journals
- Generating a Recurring Journal
- General Journal Approval
- Maintaining Journal Details
- Adding a Journal Entry
- Creating a Journal Proof Report
- Creating Journal Import Templates
- Modifying a Template
- Completing an Import
- Scheduling an Import
- Viewing Account Details
- Creating a YTD budget report
- Create a trial balance report
- Import ASCII files
- Using the Financial Command Center
-

10.2 Munis Budget

- Generating a new budget projection
- Central Budget Entry
- Budget Entry Procedures
- Detail Entry Procedures
- Quick Entry Procedures
- Send Notification of Budget Changes
- Roll/Factor/Merge Projection
- Next Year Budget Entry
- Next Year Budget Report
- Add a budget transfer or amendment
- Budget Workflow Approval
- Creating Budget Scenarios
- Creating packages
- Budget Command Center

10.3 Munis Accounts Payable

- Adding a new vendor
- Invoice Entry
- Adding a Check Request
- Copying a Check Request
- Deleting a Check Request
- Processing Workflow
- Reactivating Rejected Requests
- Updating a Check Request
- Viewing a Check Request
- Viewing Workflow for a Request
- Enter an invoice against a purchase order
- Enter an invoice against purchase order lines
- Create a recurring invoice
- Printing AP Invoice Bar Code Labels
- AP Workflow Approval
- Post accounts payable invoices
- Cash Disbursements
- Printing Checks
- Creating an EFT electronic file
- Completing the Cash Disbursements Journal program
- Creating the positive pay file
- Modifying invoices
- Voiding AP checks
- Creating a list of vendor invoices
- Creating a Vendor Fiscal Year Summary report
- Using the Invoice History by GL Account program
- Creating the Invoice Aging Report
- Creating the Invoice Open Report
- Processing general and 1099 Accounts Payable retainage amounts
- Permanently retain AP retainage amounts
- Release AP retainage amounts to a vendor or to the IRS
- Process contract retainage amounts
- Purchase Card Setup
- Importing purchase card transactions
- Purchase card statement processing
- Invoice Central
- Vendor Central

10.4 Munis Capital Assets

- Creating the Accounts Payable Asset List
- Importing and creating capital asset records from accounts payable invoices or purchase orders
- Enter a capital asset

- Post a capital asset to the General Ledger
- Depreciating assets
- Changing the capitalization status
- Retiring capital assets
- Completing the capital asset disposal process
- Modifying a capital asset
- Importing a file to update fixed assets
- Transferring a capital asset
- Processing capital assets for year end
- Asset Inquiry
- Asset Lists
- Asset Worksheet
- Asset History by GL Account
- Asset Workflow Approvals
- Capital Assets Central

10.5 Munis Cash Management

- Creating a new recurring cash flow template
- Updating Cash Flow Records from AP
- Completing the AP Cash Requirements Report
- Selecting Items to Be Paid
- Paying Invoices through EFT or Check
- Manually processing check reconciliation
- Voiding Checks
- Creating an AP Cash Disbursements Report
- Interest Allocation Report
- Adjustments/Deposits Reconciliation
- Bank Reconciliation Manager
 - Match
 - Reconcile
 - Inquiry

10.6 Munis Contracts

- Entering basic contracts
- Updating a contract converted from a bid
- Creating Contracts Using the Encumbered Accounts Enforcement Method
- Creating a Contract Using the Not to Exceed Enforcement Method
- Creating a Contract Using the Nonencumbered Accounts Enforcement Method
- Creating a Contract Using the Amounts by Segments Enforcement Method
- Contract Approvals
- Contract Change Orders
- Contract Progress Payments
- Contracts Central

10.7 Munis Employee Expense Reimbursement

- Entering an Expense Claim
- Allocating an Expense Claim
- Approving an Expense Claim
- Converting Expense Claims
- Convert expense claims to Munis Accounts Payable or Munis Payroll
- Employee Expense Workflow Approvals

10.8 Munis Project & Grant Accounting

- Creating a grant
- Grant reimbursement
- Using Grant Manager
 - Finding a Grant Record
 - Managing Grant Records
 - Creating a Grant Record
 - Updating Existing Grant Records
 - Exporting Grant Records
- Creating a Project Master Record
- Importing Projects
- Closing a Project
- Creating Funding Source Strings
- Creating an Expense String
- Project Budget Package Generation
- Project Budget Package Entry
- Project Budget Package Export
- Project Budget Package Posting
- Project Overhead Allocation Processing
- Project Revenue Allocation Processing
- Project Ledger Inquiry and Reporting
- Project Builder
- Workflow Approvals

10.9 Munis Purchasing

- Adding Vendors
- Requisition Entry
- Entering Vendor Quotes
- Requisition Approval
- Requisition Conversion
- PO Approval
- Purchase Order Posting and Printing/Distribution
- Purchase Order Inquiry and Reports

- Purchase Order Change Orders
- Change Order Approval
- Posting Change Orders
- Purchase Order Receiving
- Purchase Order Quick Receipt
- Returning Items after Entering a Receiving Record
- Item Order Forms
- Purchase Order Central

10.10 Munis Salary and Benefits Projections

- Projection Start and Status
- Duplicating Existing Projections
- Changing Projections
- Projection Processing
- Modifying Benefit/Deduction Rates
- Projection Pay Type
- Projection Job Class
- Projection Salary Tables
- Projection Position Control
- Projection Allocation Maintenance
- Projection Employee Master
- Projection Employee Job/Salary
- Projections Employee Deduction/Benefits
- Projection Contract Changes
- Projection Step Increases
- Projection Longevity and Experience Report
- Projection Salary Calculate
- Projection Benefit Calculate
- Post Projection Data to Budget
- Update Live Position Control
- Post Data to Payroll
- Projection/Actions Post to Live Data
- Next Year Planning

10.11 Munis Human Resources and Talent Management

- Employee Certifications
- Employee Skills and Experience
- Employee Evaluations
- Training Courses
- Training Course Import
- Employee Training
- Employee Training Import
- Employee Training Points

- Training Forecast Report
- Training Hours Completed Report
- Assigning Job Class or Position Requirements
- Professional Development Career Tracks
- Employee Professional Development Status
- Employee Professional Development Succession Plan
- Professional Development Reports
- Employee Accident and Injury Processing
- Case Management
- Grievance/Disciplinary Action Processing
- Employee Tasks
- Employee Notifications
- Evaluations Setup
- 360° Evaluations
- ESS Performance Evaluations
- Employee Evaluation Records
- HR Command Center

10.12 Munis Personnel Actions

- Personnel Actions Setup
- Personnel Actions Rapid Entry
- Personnel Actions Entry – New Hire
- Pending Employee Master
- Employee Pay
- Employee Deductions/Benefits
- Employee Accruals
- Employee I-9 Tracking
- Employee Certifications
- Workflow Release
- Action Posting
- Personnel Action Entry – Employee Evaluations
- Personnel Action Entry – Job/Position Change
- Personnel Action Entry – Rehire/Reinstatement
- Personnel Action Entry – Termination/Separation
- Actions History Inquiry
- Checklists
- On/Off Boarding Codes

10.13 Munis Benefit Administration

- Deduction and Benefit Master
- Employee Deductions and Benefits
- Personnel Actions and Benefits Administration

- Benefits Enrollment
- Benefits Enrollment Setup Requirements
- Employee Self Service (ESS) Benefits Enrollment
- Deduction and Benefit Calc Codes

10.14 Munis Payroll

- Payroll Start and Status
- Generating Payroll
- Moving Time Entry Data into the Payroll
- Payroll Earnings and Deductions
- Earnings and Deductions Proof
- Proof Reports
- Employee Update
- Printing Payroll Advices
- Printing Payroll Checks
- Check Register and Positive Pay File
- Deduction Report
- GL Distribution Journal
- Detail State and Local Taxes Report
- Changing Payrolls
- Defining a Payroll Run for Time Entry Users
- Voiding a Payroll
- Miscellaneous Payrolls
- Payroll Time Entry
- Starting a Batch
- Daily Grid
- Multiple Employee Entry
- Time Entry Preferences
- Importing Time Entry
- Time Entry Import
- Payroll Vendor Processing
- Proof Reports
- Updating Vendors
- Direct Deposit Register/Direct Deposit File
- Posting to the General Ledger
- Payroll Processing Setup
- Payroll Processing Errors

10.15 Munis Risk Management

- Codes and Setup
- Claim Records
- Claim Activity
- Incident Management

10.16 Munis Accounts Receivable

- Applying a Payment to a General Bill
- Miscellaneous Cash Receipt Entry
- Finding and Reversing a Payment
- Posting Payment Batches
- Applying a NSF Fee
- Printing NSF Notices
- Refund Processing
- Posting Lockbox Payment
- Accounts Receivable Payment Inquiry and Reports
- Customer Central

10.17 Munis General Billing

- Entering and Maintaining Customers
- Invoice Entry and Proof
- Invoice Approvals
- Posting Invoices
- Importing Invoices
- Entering Recurring Invoices
- Applying Credits
- Applying Deposits
- Printing Invoices
- Assessing Late Fees
- Printing Statements
- Adjusting Invoices
- Inquiry and Reports
- Payment Plan Processing
- Setting Up and Processing Loans
- Employee Insurance Bills
- Interdepartmental Billing
- Customer Central

10.18 CAFR Statement Builder

- Administration
- Developing CAFR Statements for a Year
- Setting up CAFR Statement Builder
- Maintaining Agencies and Entities
- Preparing Data in Munis
- Importing Accounts for an Entity

- Setting up CAFR Statement Builder Data
- Maintaining Funds
- Understanding Fund Groups
- Maintaining Accounts
- Identifying Equity Accounts to Report
- Setting Up Account Groups
- Setting Up to Report at the Function-Object Level
- Classifying Fund Balance and Net Position
- Restating Fund Equity and Net Position
- Entering Adjustments
- Reports and Templates
- Purging Data for a Year
- Import File Specification

10.19 EnerGov e-Reviews

- Citizen Portal – How to upload File Revisions
- Citizen Portal – How to View Corrections
- Citizen Portal How to Upload PDFs
- How to Complete a Review
- How to Manage Files in EnerGov
- How to Upload a File in EnerGov

10.20 EnerGov GIS

- How to Create a Spatial Collection
- How to Manage GIS Viewer
- Map Viewer Functionality

10.21 EnerGov IG Workforce Apps

- How to Create a Request or Code Case
- How to Complete an Inspection
-

10.22 EnerGov Cashier

- Cashier - Build Invoices
- Cashier - Deleting and Adjusting Fees
- Cashier - Making Payments
- Cashier - Managing Escrow Payment
- Cashier - Managing Till Sessions
- Cashier - Voids and Refunds

10.23 EnerGov Licensing & Regulatory Suite

- Business License - How To Create A Business License
- Business License - How to Renew a Business License
- Business License - Rapid Renewal
- License Renewal and Reconcile
- Professional License - How to Associate a Contact
- Professional License - How to Create a Professional License
- Professional License - How to Create an Exam (Module)
- Professional License - How to Create an Exam (Workflow)
- Professional License - How to Renew a Professional License
- Professional License - How to Request and Manage Exams
- Rental - How to Manage a Landlord License
- Rental - How to Manage Rental Properties
- Tax Rem How to Create a New Tax Rem Account
- Code - How to Create a Code Case
- Code - How to Manage a Code Case
- Code - Batch Updates
- CAP - Creating a Citizen Request in CAP
- CAP -How to Approve a CAP Account
- CAP - How to Create a Citizen Request On Line
- CAP - How to Register on CAP
-

10.24 EnerGov Permitting & Land Management Suite

- Applications
- Bonds - Cash Bonds
- Bonds - How to Create and Manage a Cash Bond
- Bonds - How to Create and Manage a Non-Cash Bond
- CAP - Applying for a Permit Online
- CAP - Applying For A Permit On-Line
- CAP - Creating a Citizen Request in CAP
- CAP -How to Approve a CAP Account
- CAP - How to Create a Citizen Request On Line
- CAP - How to Register on CAP
- Case Type Numbering
- How to Create an Impact Case
- How to Manage Conditions
- How to Record Impact Units
- IG Enforce - How to Create a Request or Code Case
- IG Inspect - How to Complete an Inspection
- Inspection - How to Create Inspection Cases
- Inspection - How to Manage an Inspection
- Inspection - How to Schedule an Inspection
- Inspection - The My Inspection Dashboard Widget

- Inspections - How to Create Inspection Cases
- Inspections - How to Manage an Inspection
- Inspections - How To Schedule An Inspection
- Inspections - Methods of Searching for Inspections
- Inspections - The My Inspection Dashboard Widget
- IVR
- Permit - How to Create a Permit
- Plan - How to Create a Plan
- Plan - How to Manage My Reviews

11 Appendix 2: Staffing

Name	Title	Role	Key Personnel	Expected Commitment
Chris Webster	VP, Implementation	Tyler Executive Management	No	<ul style="list-style-type: none"> As Needed
Penny Parsons	Implementation Director	Tyler Implementation Management	No	<ul style="list-style-type: none"> As Needed
Justin Almy	Project Manager	25% Dedicated Project Manager	Yes	<ul style="list-style-type: none"> 10 hours/week on average¹ Onsite for Planning & Stakeholder Presentation Onsite two (2) days per quarter
Marnette Colborne	Project Manager	Financial Functional Project Manager	No	<ul style="list-style-type: none"> 3 – 4 hours/week on average No onsite time
Jay Wright	Project Manager	EnerGov Functional Project Manager	No	<ul style="list-style-type: none"> 3 – 4 hours/week on average No onsite time
Tange' Haney	Implementation Consultant	Financial Lead	Yes	<ul style="list-style-type: none"> Part Time, 5-7 days per month on average⁴ Onsite and offsite, as scheduled
Paul Kaufman	Implementation Consultant	EnerGov Lead	Yes	<ul style="list-style-type: none"> Part Time, 5-7 days per month on average⁵ Onsite and offsite, as scheduled

⁴ Depending on phase length and appropriate allocation of budgeted services required to perform project scope.

⁵ Depending on phase length and appropriate allocation of budgeted services required to perform project scope.

Name	Title	Role	Key Personnel	Expected Commitment
TBD	Implementation Consultant	PR/HR Lead	Yes	<ul style="list-style-type: none"> Part Time, 3-6 days per month on average⁶ Onsite and offsite, as scheduled
TBD	Implementation Consultant	Utility Billing Lead	Yes	<ul style="list-style-type: none"> Part Time, 3-6 days per month on average⁷ Onsite and offsite, as scheduled
TBD	Implementation Consultant	Work Order Lead	Yes	<ul style="list-style-type: none"> Part Time, 3-6 days per month on average⁸ Onsite and offsite, as scheduled
TBD	Implementation Consultant	Implementation Consultants	No	<ul style="list-style-type: none"> Part Time Onsite and offsite, as scheduled

¹This is based on a flat monthly rate, regardless of weeks in the month, so the average hours include PTO, Tyler-observed holidays, Tyler Company meetings and associated travel.

⁶ Depending on phase length and appropriate allocation of budgeted services required to perform project scope.

⁷ Depending on phase length and appropriate allocation of budgeted services required to perform project scope.

⁸ Depending on phase length and appropriate allocation of budgeted services required to perform project scope.





Exhibit F
Functional Requirements Responses

Incorporated by reference.



Exhibit G Description of SaaS Services

1. Our SaaS Services are audited at least yearly in accordance with the AICPA's Statement on Standards for Attestation Engagements ("SSAE") No. 16, Type 2. We have attained, and will maintain, Type II SSAE compliance, or its equivalent, for so long as you are timely paying for SaaS Services. Upon execution of a mutually agreeable Non-Disclosure Agreement ("NDA"), we will provide you with a summary of our SSAE-16 compliance report or its equivalent. Every year thereafter, for so long as the NDA is in effect and in which you make a written request, we will provide that same information.
2. You will be hosted on shared hardware in a Tyler data center, but in a database dedicated to you, which is inaccessible to our other customers.
3. We have fully-redundant telecommunications access, electrical power, and the required hardware to provide access to the Tyler Software in the event of a disaster or component failure. In no case shall the recovery point objective ("RPO") exceed a maximum of twenty-four (24) hours from declaration of disaster. For purposes of this subsection, RPO represents the maximum tolerable period during which your data may be lost, measured in relation to a disaster we declare, said declaration will not be unreasonably withheld. In the event any of your data has been lost or damaged due to an act or omission of Tyler or its subcontractors or due to a defect in Tyler's software, we will use best commercial efforts to restore all the data on servers in accordance with the architectural design's capabilities and with the goal of minimizing any data loss as greatly as possible.
4. In the event we declare a disaster, our Recovery Time Objective ("RTO") is twenty-four (24) hours. For purposes of this subsection, RTO represents the amount of time, after we declare a disaster, within which your access to the Tyler Software must be restored.
5. We conduct annual penetration testing of either the production network and/or web application to be performed. We will maintain industry standard intrusion detection and prevention systems to monitor malicious activity in the network and to log and block any such activity. We will provide you with a written or electronic record of the actions taken by us in the event that any unauthorized access to your database(s) is detected as a result of our security protocols. We will undertake an additional security audit, on terms and timing to be mutually agreed to by the parties, at your written request. You may not attempt to bypass or subvert security restrictions in the SaaS Services or environments related to the Tyler Software. Unauthorized attempts to access files, passwords or other confidential information, and unauthorized vulnerability and penetration test scanning of our network and systems (hosted or otherwise) is prohibited without the prior written approval of our IT Security Officer.

6. We test our disaster recovery plan on an annual basis. Our standard test is not client-specific. Should you request a client-specific disaster recovery test, we will work with you to schedule and execute such a test on a mutually agreeable schedule.
7. We will be responsible for importing back-up and verifying that you can log-in. You will be responsible for running reports and testing critical processes to verify the returned data. At your written request, we will provide test results to you within a commercially reasonable timeframe after receipt of the request.
8. We provide secure data transmission paths from each of your workstations to our servers.
9. For at least the past ten (10) years, all of our employees have undergone criminal background checks prior to hire. All employees sign our confidentiality agreement and security policies. Our data centers are accessible only by authorized personnel with a unique key entry. All other visitors must be signed in and accompanied by authorized personnel. Entry attempts to the data center are regularly audited by internal staff and external auditors to ensure no unauthorized access.
10. Client software and data will be hosted on shared hardware in a Tyler data center, but in a database dedicated to you, which is inaccessible to our other customers.
11. We provide secure data transmission paths from each of your workstations to our servers.
12. Database administration services are restricted to three Tyler databases: one live database, one training database, and one test database.
13. In cases where additional databases exist, each additional database will be subject to additional fees, which Tyler will quote to Client at Tyler's then-current rates.
14. In-scope services include two sets of Business Logic (one for Live/Train and one for Test) and three associated Munis databases.
15. Tyler will provide the following services for the benefit of Client:

Database Administration

- SQL Server updates and patches
- Maintenance plan setup and updates
- Database Monitoring

Release Upgrades & Sever Transfers

- Unlimited release upgrades