1. Initiation Activities

The project begins with an Initiation and Analysis stage. A formal project kick-off launches the project, the Tyler and Client teams are formed, and project governance is established. Tyler works with the Client to conduct a Business Process Review (BPR), which Tyler uses to demonstrate the standard Odyssey process functionality. This activity allows the Client to see the process flow that will be utilized once the Odyssey system is live.

Project Initiation Highlights

Activities	❖ Project Kick-off ❖ Project organization and Planning ❖ Business Process Review
Objectives	❖ Formally launch the project ❖ Establish project governance ❖ Understand operating procedures for Odyssey implementation efforts ❖ Understand configuration needs for local configuration ❖ Client team education

Participants	Tyler	Client
	❖ Project Manager ❖ Implementation Consultants ❖ Business Analysts ❖ Executive Leadership	❖ Functional Project Manager ❖ Subject Matter Experts ❖ Technical Experts ❖ Executive Leadership

Milestones	Item	Description
	1.1 Project Kick-Off 1.2 Project Schedule	1.1 Completed kick-off meeting 1.2 Updated project schedule of activities

Implementation Details

2. Project Management Services

Tyler will provide project management services to guide this project. It is necessary for the Client to provide a project manager to work with Tyler's project manager for coordinating activities, providing schedule updates, reporting and tracking issues and risks, communicating status to stakeholders, and ensuring key milestones are met. The role of the project manager is to ensure the project is completed on time, on budget, and within the agreed upon scope.

The Client project manager does not need formal training as a project manager. This person should have the following characteristics:

- Organized
- Understands the business and is well respected within the organization
- Effective communicator
- Proponent of the project

Empowering people who serve the public®

tyler technologies