- **Strong Subject Matter Expert** (SME) representation from key operational areas
  - Ability to fully **understand their process areas** and the upstream or downstream impact for all decisions
- Command level **decision makers** must be present, and **empowered** to make and drive **key business decisions**
- **Escalations** to governance structure hierarchy **should be limited** to major obstacles only
  - **Escalations** and **decisions** must be **dealt with swiftly**

Note, that each project is unique, and the duration required for each participant type may change. Approximate percentages are given to help with staffing allocation.

Role Type	Role Description	Sample Activities	Project Utilization % Est.
Forms Creator +	Intermediate to advanced user of Microsoft® Word™; Understands data token concepts and the mail merge concept; Having operational subject matter expertise is also helpful	Forms creation;	30%, depends on number and complexity of required forms
SME – Operations*	Deep knowledge and understanding of current business practices and policies; understands the "why" behind a given set of processes – possesses an attitude and understanding that questions the "we've always done it that way" ideal	Business Process Review; Business Process Definition and Documentation; Configuration;	90%
***Note: In many implementations, the Operational SMEs act as the non-technical data conversion resource(s). In those instances, there is a single pool of SMEs who are engaged in all SME related activity, including the data reviews.** **+ If in scope**			

Roles and Responsibilities – Tyler Team

Tyler will bring a full complement of resources to this project in order to assure its success. Tyler team members will partner directly with the Client teams, creating a cohesive unit that is dedicated to completing the scope of work required, but also will focus on creating long term solutions that offer sustainability and a platform for future improvements.

In most projects Tyler will utilize at least one Project Manager, and one Implementation Consultant. Other specialty resources are utilized through the life cycle of the project as needed, including Integration experts, Software Engineers, Trainers, and Go-Live staff. In addition, Tyler's management and executive teams are often engaged in the project's life cycle, playing a crucial part in the overall governance and execution.

Though each project is unique, and the duration required for each participant type may change, the roles and expectations for each player are consistent. Descriptions for the various resource types are listed here.

Role Type	Role Description	Sample Activities

Empowering people who serve the public®

tyler technologies