

Project Manager	Responsible for the overall management and progress of the project. Communicates project issues, risks, and status to all stakeholders. Partners with the client Project Manager for activity and task scheduling, for project communications, and issue resolution. Tyler Project Managers are also knowledgeable in the Odyssey application and in most client business processes and are able to actively participate and guide many solution-oriented discussions.	Project Planning, Activity Scheduling, Project Status Reports, Resource Coordination, Issue and Risk Management.
Implementation Consultant	Responsible configuration and business process review, assisting with data reviews (if in scope) and helping with issue resolution	Configuration, Training, Business Process Definition
Integration Consultant +	Skilled technical resource, knowledgeable in Tyler's API Toolkit and around integrations and data exchanges in general	Integrations Consulting, Integrations Development
Training Specialist	Skilled educator, understands Odyssey application functions, business practices and concepts, and is versed in teaching methods. Can help create training content and the development of a training plan	SME Training, End User Training, Train the Trainer
+ If in scope		

Travel Expectations (if client specific modifications are requested, they must be approved by Tyler management)

During the implementation, the various project activities and tasks will be completed on site and remotely. When onsite travel is required, Tyler staff will adhere to Tyler travel guidelines, which attempt to maintain a consistent balance of Client presence and home office locations. Those travel guidelines are as follows:

- No more than three consecutive nights away from home
 - o Four days of onsite time and one day at the Tyler office
- Travel to commence on Monday morning for outbound travel, and to complete the return on Thursday evening OR Friday morning.
 - o Travel from Sunday to Friday may be permitted, but only for targeted onsite engagements, such as for Go-Live support
- No more than three consecutive weeks at the Client location, except for targeted activities such as Go-Live support and certain end user training situations
- Tyler staff will be expected to participate in Tyler hosted meetings, trade-shows, user forums, and continuing education activities. These activities generally do not take place more frequently than once per quarter.
- Exceptions to the Tyler travel guidelines will be escalated to and considered by the Tyler management team.

Activities with specific On-Site expectations

Many activities can be completed remotely by Tyler staff working at their Tyler office location. Status meetings, certain consulting activities and follow up items, and even certain training courses can be facilitated by remote mechanisms. Other activities, however, are more suited to an onsite presence. The following table of activities will indicate whether the activity will be conducted on site or remote. If an item can be completed either on site or remote, an indicator of "both" will be used. Unless specified as "in-scope" for this agreement, all activities will be conducted Remotely.

Activity	Location
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