4. Client Responsibilities. We will use all reasonable efforts to perform any maintenance and support services remotely. Currently, we use a third-party secure unattended connectivity tool called Bomgar, as well as GotoAssist by Citrix. Therefore, you agree to maintain a high-speed internet connection capable of connecting us to your PCs and server(s). You agree to provide us with a login account and local administrative privileges as we may reasonably require to perform remote services. We will, at our option, use the secure connection to assist with proper diagnosis and resolution, subject to any reasonably applicable security protocols. If we cannot resolve a support issue remotely, we may be required to provide onsite services. In such event, we will be responsible for our travel expenses, unless it is determined that the reason onsite support was required was a reason outside our control. Either way, you agree to provide us with full and free access to the Tyler Software, working space, adequate facilities within a reasonable distance from the equipment, and use of machines, attachments, features, or other equipment reasonably necessary for us to provide the maintenance and support services, all at no charge to us. We strongly recommend that you also maintain a VPN for backup connectivity purposes.

5. Hardware and Other Systems. If you are a self-hosted customer and, in the process of diagnosing a software support issue, it is discovered that one of your peripheral systems or other software is the cause of the issue, we will notify you so that you may contact the support agency for that peripheral system. We cannot support or maintain Third Party Products except as expressly set forth in the Agreement.

   In order for us to provide the highest level of software support, you bear the following responsibility related to hardware and software:

   - All infrastructure executing Tyler Software shall be managed by you;
   - You will maintain support contracts for all non-Tyler software associated with Tyler Software (including operating systems and database management systems, but excluding Third-Party Software, if any); and
   - You will perform daily database backups and verify that those backups are successful.

6. Other Excluded Services. Maintenance and support fees do not include fees for the following services: (a) initial installation or implementation of the Tyler Software; (b) onsite maintenance and support (unless Tyler cannot remotely correct a Defect in the Tyler Software, as set forth above); (c) application design; (d) other consulting services; (e) maintenance and support of an operating system or hardware, unless you are a hosted customer; (f) support outside our normal business hours as listed in our then-current Support Call Process; or (g) installation, training services, or third party product costs related to a new release. Requested maintenance and support services such as those outlined in this section will be billed to you on a time and materials basis at our then current rates. You must request those services with at least one (1) weeks' advance notice.

7. Current Support Call Process. Our current Support Call Process for the Tyler Software is attached to this Exhibit C at Schedule 1.

Exhibit C
Schedule 1
Support Call Process

Support Channels

Tyler Technologies, Inc. provides the following channels of software support:

(1) Tyler Community – an on-line resource, Tyler Community provides a venue for all Tyler clients with current maintenance agreements to collaborate with one another, share best practices and resources, and access documentation.
(2) On-line submission (portal) – for less urgent and functionality-based questions, users may create unlimited support incidents through the customer relationship management portal available at the Tyler Technologies website.
(3) Email – for less urgent situations, users may submit unlimited emails directly to the software support group.
(4) Telephone – for urgent or complex questions, users receive toll-free, unlimited telephone software support.

Support Resources

A number of additional resources are available to provide a comprehensive and complete support experience:

(1) Tyler Website – www.tylertech.com – for accessing client tools and other information including support contact information.
(2) Tyler Community – available through login, Tyler Community provides a venue for clients to support one another and share best practices and resources.
(3) Knowledgebase – A fully searchable depository of thousands of documents related to procedures, best practices, release information, and job aides.
(4) Program Updates – where development activity is made available for client consumption

Support Availability

Tyler Technologies support is available during the local business hours of 8 AM to 5 PM (Monday – Friday) across four US time zones (Pacific, Mountain, Central and Eastern). Clients may receive coverage across these time zones. Tyler's holiday schedule is outlined below. There will be no support coverage on these days.

New Year's Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day
Labor Day	

Issue Handling

Incident Tracking

Every support incident is logged into Tyler's Customer Relationship Management System and given a unique incident number. This system tracks the history of each incident. The incident tracking number is used to track and reference open issues when clients contact support. Clients may track incidents, using the incident number, through the portal at Tyler's website or by calling software support directly.

Incident Priority

Each incident is assigned a priority number, which corresponds to the client's needs and deadlines. The client is responsible for reasonably setting the priority of the incident per the chart below. This chart is not intended to address every type of support incident, and certain "characteristics" may or may not apply depending on whether the Tyler software has been deployed on customer infrastructure or the Tyler cloud. The goal is to help guide the client towards clearly understanding and communicating the importance of the issue and to describe generally expected responses and resolutions.

Priority Level	Characteristics of Support Incident	Resolution Targets
1 Critical	Support incident that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more of the client's remote location; or (c) systemic loss of multiple essential system functions.	Tyler shall provide an initial response to Priority Level 1 incidents within one (1) business hour of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within one (1) business day. For non-hosted customers, Tyler's responsibility for lost or corrupted data is limited to assisting the client in restoring its last available database.
2 High	Support incident that causes (a) repeated, consistent failure of essential functionality affecting more than one user or (b) loss or corruption of data.	Tyler shall provide an initial response to Priority Level 2 incidents within four (4) business hours of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within ten (10) business days. For non-hosted customers, Tyler's responsibility for loss or corrupted data is limited to assisting the client in restoring its last available database.
3 Medium	Priority Level 1 incident with an existing circumvention procedure, or a Priority Level 2 incident that affects only one user or for which there is an existing circumvention procedure.	Tyler shall provide an initial response to Priority Level 3 incidents within one (1) business day of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents without the need for a circumvention procedure with the next published maintenance update or service pack. For non-hosted customers, Tyler's responsibility for lost or corrupted data is limited to assisting the client in restoring its last available database.

Priority Level	Characteristics of Support Incident	Resolution Targets
4 Non-critical	Support incident that causes failure of non-essential functionality or a cosmetic or other issue that does not qualify as any other Priority Level.	Tyler shall provide an initial response to Priority Level 4 incidents within two (2) business days. Tyler shall use commercially reasonable efforts to resolve such support incidents, as well as cosmetic issues, with a future version release.

Incident Escalation

Tyler Technology's software support consists of four levels of personnel:

(1) Level 1: front-line representatives
(2) Level 2: more senior in their support role, they assist front-line representatives and take on escalated issues
(3) Level 3: assist in incident escalations and specialized client issues
(4) Level 4: responsible for the management of support teams for either a single product or a product group

If a client feels they are not receiving the service needed, they may contact the appropriate Software Support Manager. After receiving the incident tracking number, the manager will follow up on the open issue and determine the necessary action to meet the client's needs.
On occasion, the priority or immediacy of a software support incident may change after initiation. Tyler encourages clients to communicate the level of urgency or priority of software support issues so that we can respond appropriately. A software support incident can be escalated by any of the following methods:

(1) Telephone – for immediate response, call toll-free to either escalate an incident's priority or to escalate an issue through management channels as described above.
(2) Email – clients can send an email to software support in order to escalate the priority of an issue
(3) On-line Support Incident Portal – clients can also escalate the priority of an issue by logging into the client incident portal and referencing the appropriate incident tracking number.

Remote Support Tool

Some support calls require further analysis of the client's database, process or setup to diagnose a problem or to assist with a question. Tyler will, at its discretion, use an industry-standard remote support tool. Support is able to quickly connect to the client's desktop and view the site's setup, diagnose problems, or assist with screen navigation. More information about the remote support tool Tyler uses is available upon request.

Exhibit D
Statement of Work

Statement of Work

Tyler Technologies

Prepared for:

Lander County
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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 Lander County the opportunity to make the Lander County Clerk 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 Lander County Clerk's functional area utilizing the Tyler product(s). Refer to the Implementation Stages section of this SOW for information containing detailed service components.

[PRODUCT]	[APPLICATION]
Eagle	Clerk

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 Lander County Clerk'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 Lander County Clerk 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 Lander County Clerk steering committee become the escalation points to triage responses prior to escalation to the Lander County Clerk 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 Lander County Clerk and Tyler executive sponsors serve as the final escalation point.

2.1 Client Governance

Depending on the Lander County Clerk's organizational structure and size, the following governance roles may be filled by one or more people:

2.1.1 Client Project Manager

The Lander County Clerk'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 Lander County Clerk project manager(s) will be responsible for reporting to the Lander County Clerk steering committee and determining appropriate escalation points.

2.1.2 Steering Committee

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

2.1.3 Executive Sponsor(s)

The Lander County Clerk'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 Lander County Clerk steering committee, project manager(s), and functional leads to make critical business decisions for the Lander County Clerk.

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

3.2 Data Conversion

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

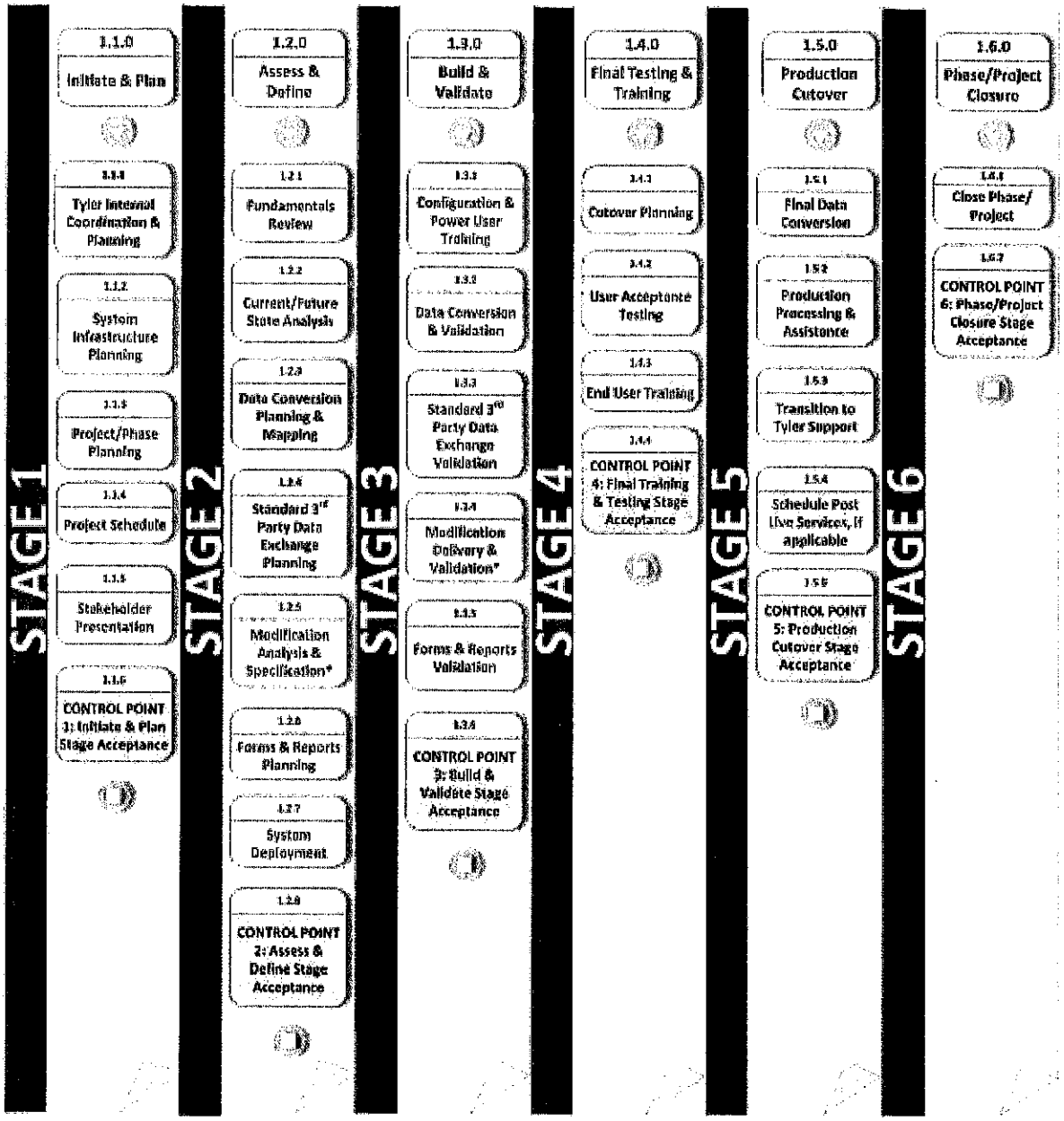
3.5 Education

- Throughout the Project lifecycle, the Lander County Clerk provides a training room for Tyler staff to transfer knowledge to the Lander County Clerk's resources, for both onsite and remote sessions. The Lander County Clerk will provide staff with a location to practice what they have learned without distraction. If Phases overlap, the Lander County Clerk will provide multiple training facilities to allow for independent sessions scheduling without conflict.
- The training room is set up in a classroom setting. The Lander County Clerk 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 Lander County Clerk provides a workstation which connects to the Tyler system for the Tyler trainer conducting the session. The computer connects to a Lander County Clerk provided projector, allowing all attendees the ability to actively engage in the training session.
- The Lander County Clerk testing database contains the Tyler software version required for delivery of the Modification prior to the scheduled delivery date for testing.
- The Lander County Clerk 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 Lander County Clerk and Tyler Project Management teams, development of implementation management plans, and the provision and discussion of system infrastructure requirements. Lander County Clerk 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 Lander County Clerk with initial Project documents used in gathering basic information, which aids in preliminary planning and scheduling. Lander County Clerk 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 Lander County Clerk's team. During this step, Tyler will work with the Lander County Clerk 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**																				
	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 Lander County Clerk provides, purchases or acquires hardware according to hardware specifications provided by Tyler and ensures it is available at the Lander County Clerk's site. The Lander County Clerk 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**																				
	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 Lander County Clerk 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								I	C	C			I				
Deliver implementation management plan		A	R									C	C	I						

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

Lander County Clerk 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 Lander County Clerk'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: Lander County Clerk 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: Lander County Clerk acceptance of schedule based on Lander County Clerk 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 Lander County Clerk 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 Lander County Clerk collaboration. The Lander County Clerk 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

Lander County Clerk 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 Lander County Clerk, 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 Lander County Clerk's Legacy System Applications to the Tyler system. Tyler staff and the Lander County Clerk 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's responsibility to ensure the third party program operates or accesses the data correctly.

The City 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 3rd 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 Lander County Clerk reviews the specifications and confirms they meet Lander County Clerk'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 Lander County Clerk business process change. It is the responsibility of the Lander County Clerk to detail all of their needs during the Assess and Define Stage. Tyler will write up specifications (for Lander County Clerk 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 Lander County Clerk 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

Lander County Clerk 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 Lander County Clerk-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 Lander County Clerk 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: Lander County Clerk acceptance of completed Questionnaire based on thoroughness of capturing all Lander County Clerk 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 Lander County Clerk, 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 Lander County Clerk's needs.
    - Scope: Design solution for Modification.
    - Acceptance criteria: Lander County Clerk 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 Lander County Clerk 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 Lander County Clerk is hosted.
    - Acceptance criteria: Tyler software is successfully installed and available to authorized users, Lander County Clerk 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 Lander County Clerk's needs identified during the Assess and Define Stage, preparing the Lander County Clerk for Final Testing and Training.

4.4.1 Configuration & Power User Training

Tyler staff collaborates with the Lander County Clerk 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 Lander County Clerk Power Users to prepare them for the Validation of the software. The Lander County Clerk 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 Lander County Clerk, the Tyler Data Conversion Team addresses items within the conversion program to provide the most efficient data conversion possible. With guidance from Tyler, the Lander County Clerk reviews specific data elements within the system and identifies and Reports discrepancies in writing. Iteratively, Tyler collaborates with the Lander County Clerk to address conversion discrepancies prior to acceptance.

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

STAGE 3	Data Conversion & Validation																				
	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 Lander County Clerk tests each Data Exchange.

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

STAGE 3	Standard 3rd Party Data Exchange Validation																				
	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 3rd Party Data Exchange activities			I	I								A	C		C			R		
Test all Standard 3rd 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 Lander County Clerk 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
Develop and deliver contracted modified program(s)		A	I	C	I		R					I	C	I	C			I		C
Test contracted modified program(s) in isolated database			I	C			C					A	C		R			C		
Report discrepancies between specification and delivered contracted modified program(s)			I	I			I					A	R		C			C		
Make corrections to contracted modified program(s) as required		A	I	C	I		R					I	C		C			I		

4.4.5 Forms & Reports Validation

Tyler provides training on Standard Forms/Reports and the Lander County Clerk tests each Standard Form/Report.

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

STAGE 3	Forms & Reports Validation																				
	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 Lander County Clerk to verify converted data for accuracy.
    - Scope: Provide self-guided instructions to verify specific data components in Tyler system.
    - Acceptance criteria: Lander County Clerk accepts data conversion delivery; Lander County Clerk completes data issues log.
- Installation of Modifications on the Lander County Clerk'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 Lander County Clerk-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 Lander County Clerk 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 Lander County Clerk review the final Cutover plan. A critical Project success factor is the Lander County Clerk 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

Lander County Clerk 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 Lander County Clerk 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	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 Lander County Clerk 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 Lander County Clerk 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. Lander County Clerk users who attended the Tyler sessions may train any Lander County Clerk 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)

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

4.6.1 Final Data Conversion, if applicable

The Lander County Clerk provides final data extract and Reports from the Legacy System for data conversion and Tyler executes final data conversion. The Lander County Clerk 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 Lander County Clerk during Production Cutover activities. The Lander County Clerk 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
Production processing			C	C						I	I	A	R	R	R	R	R	R	I	I
Provide production assistance			A	R				C				I	C	C	C	C	C	C		

4.6.3 Transition to Tyler Support

Tyler project manager(s) introduce the Lander County Clerk to the Tyler Support team, who provides the Lander County Clerk 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 Lander County Clerk 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																					
	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 Lander County Clerk Project Manager(s) and Tyler support team, define roles and responsibilities, define methods for contacting support.
    - Acceptance criteria: the Lander County Clerk 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 Lander County Clerk 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 Lander County Clerk 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 Lander County Clerk 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 Lander County Clerk'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 Lander County Clerk's executive sponsor.

5.1.2 Tyler Implementation Management

- Acts as the counterpart to the Lander County Clerk 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 Lander County Clerk 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 Lander County Clerk 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 Lander County Clerk 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 Lander County Clerk 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 Lander County Clerk and Tyler and takes all necessary steps to proactively mitigate these items or communicates with transparency to the Lander County Clerk any items that may impact the outcomes of the Project.
  - Collaborates with the Lander County Clerk'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 Lander County Clerk 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 Lander County Clerk following configuration.
- Assists during Production Cutover process and provides production support until the Lander County Clerk transitions to Tyler Support.

- Provides product related education.
- Effectively facilitates training sessions and discussions with Lander County Clerk 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 Lander County Clerk'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 Lander County Clerk on the status and resolution of reported issues.

5.1.7 Tyler Trainer

- Provides product related education.
- Effectively facilitates training sessions and discussions with Lander County Clerk 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 Lander County Clerk's designated trainers for End Users.

5.1.8 Tyler Data Conversion Experts

- Validates client data files are in proper format.
- Develops customized conversion programs to convert Legacy System data into the Tyler database for production use according to defined mapping.
- Provides error Reports on unsupported data conditions and the merging or normalization of data fields.
- Assists the Lander County Clerk with understanding and interpreting error Reports.
- Performs changes and corrections to customized conversion programs as the Lander County Clerk discovers data anomalies and exception conditions.

5.1.9 Tyler Reports/Forms Experts

- Provides specifications for all Forms & Reports in Scope.
- Reviews requirements for Peripherals and Consumables, if applicable.
- Conducts review of Lander County Clerk's form mockup sheets.
- Develops final form designs.
- Configures and installs Forms software and approved Forms.

5.1.10 Tyler Basic Network Support

- Manages incoming Lander County Clerk issues via phone, email, online customer incident portal, and from Software Support.
- Provides system support including remote support of Lander County Clerk systems, operating systems, network and local printing, and SQL assistance for the systems and platform directly attributable to the Tyler Applications.
- Tracks issues and tickets to timely and effective resolution.
- Determine root cause and provide solutions or provide direction/escalation to Tyler Development.
- Consult on pre-sales in regards to system requirements.

5.2 Lander County Clerk Roles and Responsibilities

Lander County Clerk 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 Lander County Clerk 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 Lander County Clerk steering committee level as part of the escalation process.
- Actively participates in organizational change communications.

5.2.2 Lander County Clerk 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
- Lander County Clerk Policies

5.2.3 Lander County Clerk Project Manager

The Lander County Clerk 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 Lander County Clerk project manager(s) do not have the knowledge or authority to make decisions, he or she engages the correct resources from Lander County Clerk 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 Lander County Clerk 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 Lander County Clerk 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 Lander County Clerk 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 Lander County Clerk 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 Lander County Clerk 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 Lander County Clerk 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 Lander County Clerk 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 Lander County Clerk 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 Lander County Clerk Power Users

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

5.2.6 Lander County Clerk 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 Lander County Clerk 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 Lander County Clerk'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 Lander County Clerk 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 Lander County Clerk 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 Lander County Clerk'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 Lander County Clerk and Tyler resources.
- Communicates changes affecting users and department stakeholders.
- Obtains department stakeholder sign-offs to upgrade production environment.

5.2.9 Lander County Clerk 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 Lander County Clerk 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.

6 Eagle Recorder Conversion Summary

6.1 Eagle Recorder – Standard

- All standard fields for land records, additional fields added to Notes field
- Conversion from Single System
- Images associated to the index records
- All standard fields for standard Clerk record types, additional fields added to Notes field
- Data from Advanced Data Systems

7 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.

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.

Lander County Commissioners Meeting

December 19, 2019

Agenda Item Number __15__

THE REQUESTED ACTION OF THE LANDER COUNTY COMMISSION IS:

Correspondence/reports/potential upcoming agenda items.

Public Comment:

Background:

Recommended action:

CORRESPONDENCE December 19, 2019

1. Monthly Reports to Lander County Commissioners. November 2019.

2. United State Department of the Interior BLM, update from Joe Miller, acting Unit Aviation Manager regarding a summary of air tanker operations, and landing fees, due to Lander County for 2019.

MONTHLY REPORTS TO LANDER COUNTY COMMISSIONERS

NOVEMBER 2019

1) LANDER COUNTY CLERK – MONIES COLLECTED FOR THE MONTH OF NOVEMBER 2019

2) AUSTIN JUSTICE OF THE PEACE – MONIES COLLECTED FOR THE MONTH OF NOVEMBER 2019

3) ARGENTA JUSTICE COURT – FINES/FORFEITS FOR THE MONTH OF NOVEMBER 2019

4) LANDER COUNTY RECORDER – TOTAL AMOUNT REMITTED TO TREASURER FOR THE MONTH OF NOVEMBER 2019

5) LANDER COUNTY TREASURER – TECHNOLOGY FEES FOR THE MONTH OCTOBER 2019

Lander County Clerk's Office

Monies Collected for the Month of:

November 2019

ACCOUNT	AMOUNT
TOTAL STATE FEES	$ 279.00
TOTAL COUNTY FEES	$ 1,006.15
TOTAL LAW LIBRARY FUND	$ 0.00
TOTAL DOMESTIC VIOLENCE	$ 100.00
TOTAL LEGAL AID FUND	$ 0.00
TOTAL DRUG TEST FEES	$ 50.00
TOTAL MONIES COLLECTED FOR THE MONTH OF NOVEMBER 2019	**$ 1,435.15**

Sadie Sullivan

LANDER COUNTY CLERK

Clerk's Report to Auditor of Costs and Fees Collected

Approved by State Board of Accounts for LANDER COUNTY County - 2019

To Auditor of LANDER COUNTY County, NEVADA
Collecting for Period: 10/31/2019 thru 12/02/2019

Account	Prior Collections	Collections This Period	Year To Date Collections
6I AA FEE - GENETIC MARKER ANALYSIS	2,157.00	201.00	2,358.00
6I AA FEE - JUSTICE #085-32003	5,033.00	483.00	5,516.00
6I AA FEE - JUVENILE #286-32006	1,438.00	138.00	1,576.00
6I AA FEE - STATE (A #090-32005	17,563.00	1,704.00	19,267.00
6I AA FEE - STATE (G #090-000-32013	3,591.00	345.00	3,936.00
6I BAIL FORFEITURES #001-35030	34,210.00	2,884.00	37,094.00
6I BAIL/BOND PROCESSING FEE	0.00	0.00	0.00
6I BOND FILING FEE VICTIMS OF CRIME	0.00	0.00	0.00
6I CIVIL FEES	168.75	0.00	168.75
6I CIVIL FEES - COURT ACCOUNT/	56.25	0.00	56.25
6I COUNTY FINES/FORF #001-35030	1,447.00	175.00	1,622.00
6I DEPARTMENT OF WILDLIFE - COUNTY	0.00	0.00	0.00
6I DEPARTMENT OF WILDLIFE CIVIL FEES	580.00	0.00	580.00
6I DOMESTIC VIOLENCE FEE	0.00	0.00	0.00
6I DUI SPECIALTY COURT FEE (AOC)	0.00	0.00	0.00
6I EPAYMENT CONVENIENCE FEE	1,563.52	141.13	1,704.65
6I FACILITY ASSESSME #285-34201	7,160.00	670.00	7,830.00
6I FELONY/GROSS MISD FORF - SPECIALTY CO	0.00	0.00	0.00
6I FELONY/GROSS MISD FORF - VICTIMS OF C	0.00	0.00	0.00
6I FINE - STATE OF N #090-35030	0.00	0.00	0.00
6I FINE -LANDER COUN #090-35030	0.00	0.00	0.00
6I LC98-3 OTHER #01-32009	40.00	0.00	40.00
6I MISCELLANEOUS FEE #001-000-38080	0.00	0.00	0.00
6I NON SUFFICIENT FUNDS	30.00	0.00	30.00
6I NRS 4.065 (SB#62) #090-32015	4.00	0.00	4.00
6I OVERPAYMENTS TO THE COUNTY	5.00	0.00	5.00
6I SPECIALTY COURT F #090-32207	5,021.00	469.00	5,490.00
6I STATE PERMANENT S #001-000-35095	0.00	0.00	0.00
6I SUBSTANCE ABUSE FEE (CHEMICAL FEE)	0.00	0.00	0.00
Totals:	80,067.52	7,210.13	87,277.65

State of NEVADA LANDER COUNTY County, SS:

I SWEAR THAT THE ABOVE IS A TRUE AND CORRECT STATEMENT OF ALL COSTS AND FEES BELONGING TO THE ABOVE NAMED COUNTY COLLECTED BY ME FOR THE PERIOD SHOWN.

Donna Lossa

CLERK OF THE AUSTIN JUSTICE COURT COURT

RECEIVED
DEC 06 2019
LANDER COUNTY CLERK

E RED THERMO SECURED "SP" LOGO IN THE LOWER CORNER OF THIS CHECK MUST FADE TEMPORARILY WHEN WARMED BY TOUCH OR FRICTION. SEE BACK FOR ADDITIONAL FEATURES.

JUSTICE OF THE PEACE
AUSTIN TOWNSHIP - CRIMINAL ACCT
P.O. BOX 100
AUSTIN, NV 89310

DATE 12/2/19

001142

94-7074/3212

PAY TO THE ORDER OF Lander County Treasurer $ 7069.00

Seven thousand Sixty Nine DOLLARS

WELLS FARGO Wells Fargo Bank, N.A. Nevada

VOID AFTER 90 DAYS

MEMO November 2019

Donna Sosa

⑈001142⑈ ⑆321270742⑆ 0404029175⑈

FILED
2019 DEC -2 PM 2:47
LANDER COUNTY CLERK

End Of Period Listing - Actual
ARGENTA JUSTICE COURT
From 10/31/2019 14:21:05.28
To 12/02/2019 13:46:22.31

Disbursed Total

FINES & FEES THE MONTH OF NOVEMBER 2019 — 16,882.00

Account	Payee Name	Check Number	Check Status Code	Disbursed Amount	Number of Cases
6H AA FEE - STATE (AOC)	LANDER COUNTY TREASURER	N/A	N/A	3,350.00	78
6H AA FEE - JUSTICE	LANDER COUNTY TREASURER	N/A	N/A	595.00	76
6H AA FEE - JUVENILE	LANDER COUNTY TREASURER	N/A	N/A	170.00	76
6H AA FEE - STATE (GENERAL)	LANDER COUNTY TREASURER	N/A	N/A	429.00	77
6H AA FEE - GENETIC MARKER ANALYSIS	LANDER COUNTY TREASURER	N/A	N/A	252.00	75
6H BAIL/BOND PROCESSING FEE BOND FEES	LANDER COUNTY TREASURER	N/A	N/A	56.25	3
6H CIVIL FEES	LANDER COUNTY TREASURER	N/A	N/A	686.25	13
6H CIVIL FEES - COURT ACCOUNT	LANDER COUNTY TREASURER	N/A	N/A	290.00	16
6H DEPARTMENT OF WILDLIFE - COUNTY	LANDER COUNTY TREASURER	N/A	N/A	350.00	1
6H DEPARTMENT OF WILDLIFE CIVIL FEES	LANDER COUNTY TREASURER	N/A	N/A	250.00	1
6H FACSIMILE FEES	LANDER COUNTY TREASURER	N/A	N/A	127.50	0
6H COUNTY FINES/FORFEITURES	LANDER COUNTY TREASURER	N/A	N/A	3,330.00	12
6H FACILITY ASSESSMENT FEE	LANDER COUNTY TREASURER	N/A	N/A	860.00	76
6H LC98-3 OTHER	LANDER COUNTY TREASURER	N/A	N/A	130.00	13
6H MARRIAGE FEE - STATE	LANDER COUNTY TREASURER	N/A	N/A	5.00	0
6H SUBSTANCE ABUSE FEE (CHEMICAL FEE)	LANDER COUNTY TREASURER	N/A	N/A	60.00	1
6H NRS 4.065 (SB#62)	LANDER COUNTY TREASURER	N/A	N/A	13.00	13
6H SPECIALTY COURT FEE (MISD)	LANDER COUNTY TREASURER	N/A	N/A	597.00	76
6H STATE FORFEITURES	LANDER COUNTY TREASURER	N/A	N/A	5,256.00	68
6H BOND FILING FEE VICTIMS OF CRIME	LANDER COUNTY TREASURER	N/A	N/A	75.00	3

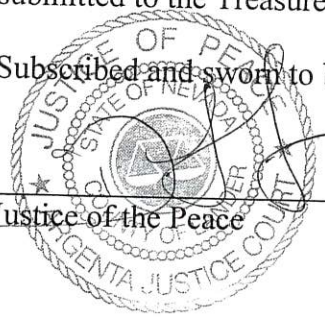
*** End of Report ***

STATE OF NEVADA
COUNTY OF LANDER

DENISE FORTUNE, Justice of the Peace of Argenta Township, Lander County, Nevada, being first duly sworn deposes and says:
That all causes and matters heretofore submitted to him have been decided.
That since filing my last report the above fines have been collected, which are being submitted to the Treasurer of Lander County.

Subscribed and sworn to before me this 2nd day of December, 2019.

Justice of the Peace



FILED
2019 DEC -2 PM 3:36
LANDER COUNTY CLERK

Lander County Recorder
Lesley L Bunch
50 State Route 305
Battle Mountain, NV 89820

FILED
2019 DEC 2 AM 8:26
LANDER COUNTY CLERK

MONTHLY REPORT

The following fees were collected for the period of November 1, 2019 through November 30, 2019.

ACCOUNT	AMOUNT
RECORDINGS	$2,792.00
OUTSTANDING RCD	$0.00
OVERPYMT KEPT	$0.00
OVERPYMT VOUCHER	$0.00
AB 6 NOD FORECLOSURE MEDIATION FUND	$0.00
AB 6 NOD BUDGET SHORTFALL	$0.00
AB 259 NOD INDIGENT	$0.00
REAL PROPERTY TRANSFER TAX (General)	$3,389.65
REAL PROPERTY TRANSFER TAX (State .10)	$616.30
REAL PROPERTY TRANSFER TAX (State 1.30)	$8,011.90
COPY WORK	$66.00
SB 14 DOMESTIC VIOLENCE FUND	$25.00
TECHNOLOGY FEE	$765.00
FUND TO ASSIST (Previous Foster Care)	$153.00
LEGAL SERVICES FOR INDIGENT	$459.00
COMPENSATION OF INVESTIGATORS APPOINTED BY DISTRICT COURT	$153.00
DEPARTMENT OF MINERALS (State)	$830.00
MAPS	$1,080.00
TOTAL AMOUNT REMITTED TO TREASURER:	**$18,340.85**

Lesley L. Bunch
Lesley L Bunch, Lander County Recorder

12-2-19
Date:

REPORTING MONTH OF OCTOBER 2019 FUND #300--TECHNOLOGY FEES

RECORDER

BEGINNING BALANCE October 2019	$58,117.09
REVENUE	$1,395.00
Expenditures	(54.64)
Interest Adjustment	
ENDING BALANCE October 2019	$59,457.45

ASSESSOR

BEGINNING BALANCE October 2019	$2,944,407.37
REVENUE	6,806.16
EXPENDITURES	(21,531.00)
Adj Btwn Fnds	
Interest Adjustment	
ENDING BALANCE-October 2019	$2,929,682.53

CLERK

BEGINNING BALANCE October 2019	$29.52
REVENUE	$0.00
EXPENDITURES	$0.00
Interest Adjustment	
ENDING BALANCE October 2019	$29.52

TOTALS

October 2019 Beginning Balance		**$3,569,830.46**
Recorder		**1,340.36**
Assessor		**(14,724.84)**
CLERK		
October 2019 Ending Balance		**$3,556,445.98**

Lander County Treasurer/Jusdivia Johsnon

Yearly Recap July 2019 Thru June 30, 2020

Beginning Bal July 2019	3,581,248.80
Revenue	21,081.90
Expenditures	(45,884.72)
Interest	
Adj	
Ending Balance June 30, 2020	**3,556,445.98**

United States Department of the Interior

BUREAU OF LAND MANAGEMENT
Battle Mountain District Office
50 Bastian Road
Battle Mountain, Nevada 89820
Phone: 775-635-4000 Fax: 775-635-4034
https://www.blm.gov/nevada

Keith Westengard
Lander County Executive Director
50 State Route 305
Battle Mountain, NV 89820
(775) 635-2885

Dear Mr. Westengard:

For 2019, the Battle Mountain Airtanker Base had 61 landings from large airtanker (LATs) that were over 16,500 lbs. gross weight. Per the lease agreement between the Bureau of Land Management and Lander County, the landing fee for each of these operations is $100.00, for a total cost of $6,100.00 that is due to Lander County.

For your reference, I have attached with this letter summaries of all airtanker operations for 2019 broken down by aircraft tail number, by incident, and by date.

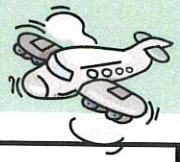
We look forward to the continued partnership between the BLM and Lander County in our mission to serve the state of Nevada.

Sincerely,

Joe Miller
Acting Unit Aviation Manager

Summary by Tankers 2019

Battle Mountain Airtanker Base



Aug 2019 Edition

	AC	WATER			RETARDANT				FLIGHT TIME				Total
		Loads	Gallons	Cost	Loads	Gallons	Cost	Load Crew	Hours	Costs	ES Costs	Land Fee	
		0	0	0	176	260,914	842,863.48	14,934	220.92	1,056,967.56	10,192	6,100.00	1,931,057.04
1	ICL	0	0	0	0	0	0.00	14,850	4.00	0.00	2,396	0.00	$17,246.00
2	T01	0	0	0	3	8,391	15,271.62	0	4.08	35,667.36	306	300.00	$51,544.98
3	T03	0	0	0	13	35,550	195,525.00	0	8.74	74,176.38	1,071	1,100.00	$271,872.38
2	T10	0	0	0	1	2,350	4,277.00	0	3.07	28,891.77	0	100.00	$33,268.77
5	T101	0	0	0	5	14,823	81,526.50	0	3.87	29,965.41	153	400.00	$112,044.91
6	T105	0	0	0	4	11,948	21,745.36	0	2.92	21,456.16	459	300.00	$43,960.52
7	T12	0	0	0	5	12,677	23,072.14	0	10.92	102,768.12	168	600.00	$126,608.26
8	T137	0	0	0	3	11,997	21,834.54	0	4.82	33,740.00	0	300.00	$55,874.54
9	T15	0	0	0	3	8,453	15,384.46	0	4.79	45,078.69	0	300.00	$60,763.15
10	T16	0	0	0	1	1,783	3,245.06	0	0.90	7,867.80	0	100.00	$11,212.86
11	T160	0	0	0	1	2,509	4,566.38	0	2.37	19,576.20	0	100.00	$24,242.58
12	T161	0	0	0	10	26,578	128,176.44	0	10.83	87,950.43	612	800.00	$217,538.87
13	T163	0	0	0	7	17,670	32,159.40	0	14.28	115,967.88	0	700.00	$148,827.28
14	T164	0	0	0	8	20,701	49,532.78	0	7.01	56,928.21	1,071	800.00	$108,331.99
15	T168	0	0	0	2	5,027	9,149.14	0	0.92	7,471.32	204	100.00	$16,924.46
16	T41	0	0	0	1	2,893	5,265.26	0	2.19	20,610.09	0	100.00	$25,975.35
17	T805	0	0	0	1	690	1,255.80	0	2.72	6,389.28	0	0.00	$7,645.08
18	T810	0	0	0	24	17,564	72,273.52	0	23.00	51,152.00	420	0.00	$123,845.52
19	T811	0	0	0	6	4,114	7,487.48	0	6.22	21,770.00	440	0.00	$29,697.48
20	T830	0	0	0	4	3,031	11,117.38	0	6.99	15,545.76	0	0.00	$26,663.14
21	T871	0	0	0	13	8,740	15,906.80	42	19.51	45,341.24	786	0.00	$62,076.04
22	T872	0	0	0	17	12,007	21,852.74	42	25.80	77,013.00	784	0.00	$99,691.74
23	T879	0	0	0	7	4,827	13,598.58	0	8.12	25,829.72	126	0.00	$39,554.30
24	T884	0	0	0	2	1,363	2,480.66	0	3.00	10,485.00	0	0.00	$12,965.66
25	T886	0	0	0	6	4,357	7,929.74	0	6.18	19,467.00	608	0.00	$28,004.74
26	T887	0	0	0	1	676	1,230.32	0	1.52	4,256.00	0	0.00	$5,486.32
27	T893	0	0	0	2	1,393	2,535.26	0	5.01	14,974.89	168	0.00	$17,678.15
28	T895	0	0	0	1	643	1,170.26	0	2.23	6,678.85	0	0.00	$7,849.11
29	T897	0	0	0	1	619	1,126.58	0	2.44	6,954.00	0	0.00	$8,080.58
30	T898	0	0	0	0	0	0.00	0	1.58	4,503.00	0	0.00	$4,503.00
31	T899	0	0	0	24	17,540	72,167.28	0	20.89	58,492.00	420	0.00	$131,079.28
32													
33													
34													

Summary by Incident 2019

Battle Mountain Airtanker Base

Aug 2019 Edition

INCIDENT					WATER			RETARDANT				FLIGHT TIME				Total
Name	P-CODE	Order Number	State	User Unit	Loads	Gallons	Cost	Loads	Gallons	Cost	Load Crew	Hours	Costs	ES Cost	Land Fee	
					0	0	0	176	260,914	842,863.48	14,934	220.92	1,056,967.56	10,192	6100.00	1,931,057.04
2019 BMD SEVERITY	S70002	NV-BMD-020006	NV	BMD-	0	0	0	0	0	0.00	660	0.00	0.00	0	0.00	660.00
2019 BMD Support	J8G7	NV-BMD-00000	NV	BMD-	0	0	0	0	0	0.00	275	0.00	0.00	54	0.00	329.00
BANNOCK	ME41	NV-LANX-20152	NV	LANX	0	0	0	4	2,947	16,208.50	0	1.05	2,623.20	0	0.00	18,831.70
BUFFALO	MD29	NV-WID-20135	NV	WID-	0	0	0	15	35,497	195,233.50	330	9.61	60,575.99	459	1100.00	257,698.49
BUNNY FARM	MK2B	NV-ELD-40099	NV	ELD-	0	0	0	1	699	1,272.18	0	1.70	5,941.50	0	0.00	7,213.68
BUTTE VALLEY	ML92	NV-ELD-40107	NV	ELD-	0	0	0	2	1,373	2,498.86	0	2.83	9,194.30	176	0.00	11,869.16
Cane	MK9A	NV-BMD-020250	NV	BMD-	0	0	0	1	731	1,330.42	0	1.05	3,307.50	0	0.00	4,637.92
CEDAR CANYON	MG8G	NV-BMD-20197	NV	BMD-	0	0	0	31	37,741	68,688.62	660	35.16	132,964.38	2,091	700.00	205,104.00
CHERRY	MQL4	NV-HTF-10291	NV	HTF-	0	0	0	19	19,320	35,162.40	0	31.25	113,433.06	0	400.00	148,995.46
CORTA	MKJ7	NV-EKD-010190	NV	EKD-	0	0	0	6	19,776	35,992.32	0	11.45	87,582.23	0	600.00	124,174.55
DEER RANGE	MES1	UT-CCD-294	UT	CCD-	0	0	0	2	5,124	28,182.00	660	2.84	23,009.40	0	0.00	51,851.40
DESMOND	MLU2	NV-WID-020271	NV	WID-	0	0	0	4	2,728	4,964.96	440	4.62	13,580.11	704	0.00	19,689.07
DOME	ME90	NV-CNC-20160	NV	CNC-	0	0	0	32	43,231	237,770.50	1,320	16.90	66,033.51	1,299	800.00	307,223.01
ELK	ME6J	NV-HUMX-20157	NV	HUMX	0	0	0	0	0	0.00	660	2.73	22,682.73	918	200.00	24,460.73
FRANCIS	MS3M	UT-UWF-793	UT	UWF-	0	0	0	1	2,999	5,458.18	0	0.10	734.80	0	0.00	6,192.98
FREHNER CANYON	MLH8	AZ-ASD-000487	AZ	ASD-	0	0	0	1	2,957	5,381.74	0	1.30	9,552.40	0	100.00	15,034.14
FUEL SURCHARGE	MQW9	UT-SLD-000698	UT	SLD-	0	0	0	0	0	0.00	0	0.00	0.00	350	0.00	350.00
GACC SUPPORT	E5X1	NV-CNC-020008	NV	CNC-	0	0	0	0	0	0.00	3,989	1.20	1,546.90	1,452	0.00	6,987.90
GBCC Support	E5X1	ID-FCF-00000	ID	FCF-	0	0	0	0	0	0.00	3,465	0.00	0.00	54	0.00	3,519.00
GOOSE	MKM7	NV-EKD-10193	NV	EKD-	0	0	0	2	4,647	8,457.54	0	3.07	27,498.57	0	200.00	36,156.11
GREEN RAVINE	MQW9	UT-SLD-000698	UT	SLD-	0	0	0	4	7,858	14,301.56	0	8.43	63,749.70	336	300.00	78,687.26
GREEN SPRINGS	P4MK87	NV-HTF-020248	NV	HTF-	0	0	0	1	643	1,170.26	0	4.90	11,822.80	0	0.00	12,993.06
HORSE	MG0F	NV-EKD-10138	NV	EKD-	0	0	0	4	2,960	16,280.00	550	6.03	15,150.24	0	0.00	31,980.24
HORSEFLY	P1EKT3	MT-HLF-000162	MT	HLF-	0	0	0	1	2,400	4,368.00	0	2.55	23,998.05	0	100.00	28,466.05
HOT SPRINGS	MJ8E	ID-SCF-019215	ID	SCF-	0	0	0	1	2,190	3,985.80	0	3.17	25,743.57	0	100.00	29,829.37
INDEPENDENCE	MSM4	NV-CNC-20337	NV	CNC-	0	0	0	2	5,748	10,461.36	0	3.62	12,537.62	1,060	200.00	24,258.98

KELLY	MS3R	NV-HUMX-20340	NV	HUMX	0	0	0	0	0	0.00	275	1.00	0.00	0	0.00	275.00
Lamoille	PNMN9Z	NV-EIC-010278	NV	EIC-	0	0	0	2	1,280	2,329.60	0	2.25	6,002.37	0	0.00	8,331.97
LEAMINGTON PASS	EKW5	UT-FIF-190170	UT	FIF-	0	0	0	1	2,206	12,133.00	0	1.47	11,937.87	0	0.00	24,070.87
LONE	MLA9	NV-WID-20260	NV	WID-	0	0	0	15	21,548	39,217.36	0	26.06	129,062.72	405	500.00	169,185.08
MACK	MK5R	NV-WNA-20245	NV	WNA-	0	0	0	2	1,331	2,422.42	0	3.23	10,810.55	0	0.00	13,232.97
MAIN STREET	PDMLD4	UT-ASDAZ-485	UT	ASDA	0	0	0	1	2,491	4,533.62	0	1.43	13,457.73	0	100.00	18,091.35
McNey	MS0S	COL-RX-000560	CO	-RX-	0	0	0	1	2,275	4,140.50	0	0.00	0.00	0	0.00	4,140.50
MEADOW CREEK	MR2L	UT-RFC-190412	UT	RFC-	0	0	0	2	1,358	2,471.56	0	0.00	0.00	0	0.00	2,471.56
PINYON	MMP9	NV-EKD-010251	NV	EKD-	0	0	0	2	1,342	2,442.44	550	2.88	6,693.12	176	0.00	9,861.56
POTHOLE	MK47	ID-MHQ-247	ID	MHQ-	0	0	0	2	1,340	2,438.80	0	2.82	8,799.50	0	0.00	11,238.30
POWERLINE	PDME8M	WA-SPD-000270	WA	SPD-	0	0	0	1	2,204	12,122.00	0	1.63	13,237.23	0	0.00	25,359.23
RADIO HILL	MFC0	UT-BRS-000322	UT	BRS-	0	0	0	1	2,609	14,349.50	0	1.18	10,014.66	0	0.00	24,364.16
ROCK	MLD5	NV-EKD-010218	NV	EKD-	0	0	0	1	3,002	5,463.64	0	1.10	8,933.10	0	100.00	14,496.74
Shafter	MKS1	NV-EKD-010202	NV	EKD-	0	0	0	2	4,133	7,522.06	0	3.97	36,759.57	0	200.00	44,481.63
SUMMIT	MG2P	NV-WID-20176	NV	WID-	0	0	0	3	5,868	22,536.72	550	2.70	21,926.70	306	300.00	45,619.42
Texas	MG93	NV-EKD-10163	NV	EKD-	0	0	0	1	2,999	5,458.18	0	1.65	13,399.65	0	100.00	18,957.83
WOOD CANYON	MMG0	NV-CCD-30543	NV	CCD-	0	0	0	3	2,063	3,754.66	550	9.96	27,271.68	352	0.00	31,928.34
WOODS	MRF5	NV-EKD-010300	NV	EKD-	0	0	0	2	1,296	2,358.72	0	2.03	5,398.55	0	0.00	7,757.27

Battle Mountain Airtanker Base 2019

Battle Mountain Airtanker Base

Aug 2019 Edition

Starting Date 1-Jun-19	WATER			RETARDANT				FLIGHT TIME				TOTAL
Ending Date 30-Sep-19	Loads	Gallons	Cost	Loads	Gallons	Cost	Load Crew	Hours	Costs	ES Costs	Land Fee	
	0	0	0	176	260,914	842,863.48	14,934	220.92	1,056,967.56	10,192	6,100.00	1,931,057.04
1-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
2-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
3-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
4-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
5-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
6-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
7-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
8-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
9-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
10-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
11-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
12-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
13-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
14-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
15-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
16-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
17-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
18-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
19-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
20-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
21-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
22-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
23-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
24-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
25-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
26-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
27-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
28-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
29-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
30-Jun	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
1-Jul	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
2-Jul	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
3-Jul	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
4-Jul	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
5-Jul	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
6-Jul	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
7-Jul	0	0	0	15	35,497	195,233.50	330	9.61	60,575.99	459	1,100.00	257,698.49
8-Jul	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
9-Jul	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
10-Jul	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
11-Jul	0	0	0	3	7,330	40,315.00	660	4.31	34,947.27	0	0.00	75,922.27
12-Jul	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
13-Jul	0	0	0	4	2,947	16,208.50	660	3.78	25,305.93	918	200.00	43,292.43
14-Jul	0	0	0	21	36,695	201,822.50	660	12.26	63,500.34	963	800.00	267,745.84
15-Jul	0	0	0	13	11,349	62,419.50	660	7.45	25,785.06	336	0.00	89,200.56

16-Jul	0	0	0	0	0	0.00	330	0.00		0	0.00	330.00
17-Jul	0	0	0	0	0	0.00	220	0.00		0	0.00	220.00
18-Jul	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
19-Jul	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
20-Jul	0	0	0	0	0	0.00	220	0.00		0	0.00	220.00
21-Jul	0	0	0	0	0	0.00	330	0.00		0	0.00	330.00
22-Jul	0	0	0	4	2,960	16,280.00	550	6.03	15,150.24	0	0.00	31,980.24
23-Jul	0	0	0	3	5,868	22,536.72	550	2.70	21,926.70	306	300.00	45,619.42
24-Jul	0	0	0	31	37,741	68,688.62	660	35.16	132,964.38	2,091	700.00	205,104.00
25-Jul	0	0	0	1	2,999	5,458.18	550	1.65	13,399.65	108	100.00	19,615.83
26-Jul	0	0	0	0	0	0.00	220	0.00		0	0.00	220.00
27-Jul	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
28-Jul	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
29-Jul	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
30-Jul	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
31-Jul	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
1-Aug	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
2-Aug	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
3-Aug	0	0	0	1	2,190	3,985.80	0	3.17	25,743.57	0	100.00	29,829.37
4-Aug	0	0	0	0	0	0.00	660	0.00		0	0.00	660.00
5-Aug	0	0	0	3	6,533	11,890.06	660	6.52	60,757.62	0	300.00	73,607.68
6-Aug	0	0	0	13	27,793	50,583.26	660	22.27	140,632.35	0	800.00	192,675.61
7-Aug	0	0	0	1	731	1,330.42	550	1.05	3,307.50	0	0.00	5,187.92
8-Aug	0	0	0	18	27,684	50,384.88	330	33.49	163,276.35	405	700.00	215,096.23
9-Aug	0	0	0	5	5,685	10,346.70	440	5.03	20,753.48	704	100.00	32,344.18
10-Aug	0	0	0	0	0	0.00	715	0.89	2,379.03	792	0.00	3,886.03
11-Aug	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
12-Aug	0	0	0	2	1,373	2,498.86	275	2.83	9,194.30	176	0.00	12,144.16
13-Aug	0	0	0	2	1,364	2,482.48	550	7.44	19,749.48	352	0.00	23,133.96
14-Aug	0	0	0	3	2,041	3,714.62	550	5.40	14,215.32	176	0.00	18,655.94
15-Aug	0	0	0	0	0	0.00	275	0.00		0	0.00	275.00
16-Aug	0	0	0	0	0	0.00	275	0.00		0	0.00	275.00
17-Aug	0	0	0	0	0	0.00	275	0.00		0	0.00	275.00
18-Aug	0	0	0	0	0	0.00	414	0.00		0	0.00	414.00
19-Aug	0	0	0	0	0	0.00	330	0.00		0	0.00	330.00
20-Aug	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
21-Aug	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
22-Aug	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
23-Aug	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
24-Aug	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
25-Aug	0	0	0	0	0	0.00	550	0.00		0	0.00	550.00
26-Aug	0	0	0	2	1,280	2,329.60	0	2.25	6,002.37	0	0.00	8,331.97
27-Aug	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
28-Aug	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
29-Aug	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
30-Aug	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
31-Aug	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
1-Sep	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
2-Sep	0	0	0	19	19,320	35,162.40	0	31.25	113,433.06	0	400.00	148,995.46
3-Sep	0	0	0	4	7,858	14,301.56	550	8.43	63,749.70	336	300.00	79,237.26
4-Sep	0	0	0	0	0	0.00	0	0.00		570	0.00	570.00
5-Sep	0	0	0	0	0	0.00	0	0.00		275	0.00	275.00
6-Sep	0	0	0	2	1,296	2,358.72	0	3.03	5,398.55	165	0.00	7,922.27
7-Sep	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
8-Sep	0	0	0	2	1,358	2,471.56	0	0.00		0	0.00	2,471.56
9-Sep	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00

10-Sep	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
11-Sep	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
12-Sep	0	0	0	2	5,748	10,461.36	0	3.62	12,537.62	1,060	200.00	24,258.98
13-Sep	0	0	0	0	0	0.00	0	0.10	812.10	0	0.00	812.10
14-Sep	0	0	0	0	0	0.00	0	0.10	734.80	0	0.00	734.80
15-Sep	0	0	0	1	2,275	4,140.50	0	0.00		0	0.00	4,140.50
16-Sep	0	0	0	1	2,999	5,458.18	275	1.10	734.80	0	0.00	6,467.98
17-Sep	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
18-Sep	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
19-Sep	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
20-Sep	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
21-Sep	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
22-Sep	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
23-Sep	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
24-Sep	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
25-Sep	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
26-Sep	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
27-Sep	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
28-Sep	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
29-Sep	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00
30-Sep	0	0	0	0	0	0.00	0	0.00		0	0.00	0.00