TOOELE COUNTY CORPORATON
CONTRACT # 16-08-02

Statement of Work

Software and Implementation Services

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Tooele County
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DATE
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Thursday, June 30, 2016

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Project Scope & Summary

The software and services purchased are outlined in the Investment Summary Section of the Agreement.

Any standard interfaces purchased are listed in the Investment Summary section of the Agreement and detailed in the Standard Interfaces section of this document. It is important for the Client to read the portion of the attachment related to each interface purchased to understand its full functionality.

Data conversion services and other professional services hours included in the Investment summary are estimates. Additional analysis will be performed during the Assess & Define stage to provide definitive pricing.

Implementation Stages

Tyler provides a well defined multi-stage roadmap, which can be applied to a single phase projector, or to projects with simple phases. For multi-phase projects, the stages are repeated as necessary.

Planning & Initiation	Assess & Define	Training Configuration & Testing	End User Training & Acceptance Testing	Production
Kickoff Call	Complete Client Survey	Hardware Installation	Train Functional Leads on System Operation	Cutover & Go Live
Activate Training Center	Review Client Processes and Data	Software Installation	Conduct Initial Operational Test	Final Implementation
Acquire Legacy Data	Identify any Custom Reports	Project Team Data Analysis	Confirm Proper Installation	Transition to Support
Establish Communication Channels	Identify Standard Form Choices	Review Data with Client	Test Custom Reports and/or Integrations	Project Close-out Meeting
Assess IT Infrastructure	Prepare for Onsite Work	Onsite Delivery of Conversion	Conversion Issue Resolution	
Staff Mobilization & Allocation Plan	Acquire Hardware	Configure Software	Cofiguration Issue Resolution	
Draft Project Schedule	Modify Project Plan	Prepare for End User Training	Train End Users	
Schedule Kickoff Meeting				
Signoff of Stage →	Signoff of Stage →	Signoff of Stage →	Signoff of Stage →	Signoff of Stage

Each stage, as established above, is designed to provide a point at which a full review of the stage objectives is assessed for completeness. When a stage is complete, a Work-Acknowledgement Form (see (Sample) Work Acknowledgement Form attached herein) is completed and signed by the Client signifying acceptance of that stage and the beginning of the next stage. Each stage is dependent on the results of the previous stage and therefore, each stage of the methodology cannot begin until the previous stage is completed and approved.

Data Conversion

The goal of the data conversion process is to transfer information from one or more legacy systems into the Tyler system in an accurate and verifiable manner. Verification of the data conversion consists of comparing the on screen data elements and management reports of each system. As such, very little is done in the conversion process to "fix" the data. Inconsistencies or corruption in the original data will carry over to the new system – these issues should be identified and resolved by the Client before final data conversion on the legacy system(s) or shortly after "going live" on the Tyler system. The Conversion Detail section of this document provides detailed information on Data Conversion if conversion is included in your Investment Summary.

Invoicing and Client Signoffs

Tyler invoicing and payment terms are detailed in the Payment Terms section of the Agreement. In addition to responsibility for the payment of all invoicing outlined in the Agreement, Client is responsible for signing off on the hours consumed in accordance with project requirements. An approved Change Order is required if additional hours are needed or scope is changed.

Key Project Assumptions

- Client and Tyler shall review their responsibilities before work begins to ensure that Services can be satisfactorily completed.
- Client will provide Tyler with access to its equipment, systems, and personnel to the extent needed to complete the defined Services.
- Client will provide work space for Tyler Services for work completed on Client premises.
- Tyler shall initially implement the most current version of the Tyler software at the time of the contract signing. During the implementation Tyler will provide newer releases of the software that meet or exceed the version available at contract signing. After Go-Live, the Client is responsible for installing newer releases. Release notes are provided for all new versions.
- Client will maintain primary responsibility for the scheduling of Client employees and facilities in support of project activities.
- 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, the Client agrees to maintain a high-speed internet connection capable of connecting us to your PCs and server(s). The Client agrees to provide us with a login account and local administrative privileges as we may reasonably require to perform remote services.
- Client will allow users to access the following websites to ensure adequate access to Support resources:
  - help.tyleru.com
  - tyleru.com
  - tylertech.com
  - tylercommunity.tylertech.com
- Client will provide/purchase/acquire the appropriate hardware, software and infrastructure assets to support all purchased Tyler software products in both support/testing and production environments.
- Client is responsible for proper site preparation, hardware, software, and network configuration in accordance with Tyler specifications.
- Client has, or will provide, access licenses and documentation of existing system to any 3rd party system software which Tyler will be required to read, write or exchange data.

- Client has, or will provide, a development/testing environment for data conversion and interface testing as they are developed by Tyler.
- Tyler shall be responsible for implementing a functioning version of the application software (assuming Client has installed the proper hardware, software, and networking devices).
- Tyler will provide Client with status reports that outline the tasks completed. Tyler will also provide details regarding the upcoming tasks that need to be completed during the coming weeks, the resources needed (from Client) to complete the tasks, a current or updated version of the project plan, and a listing of any issues that may be placing the project at risk (e.g., issues that may delay the project or jeopardize one or more of the production dates) as needed.

Out of Scope

Tyler software is sold as COTS (commercial off the shelf) software. Any custom development such as; changes to source code, additional interface development, legacy or other imports are not within the scope of this agreement:

- **Custom Programming** - Tyler products will be implemented "off the shelf" without customization, except as purchased and then detailed in the Customizations section of this document. Any additional customizations identified or requested will be quoted as requested. Unless otherwise agreed, these customizations will be designed, developed, implemented, and tested during the Final Implementation phase ("post go live"). If there are no customizations in the Agreement, there will not be Customization section to this document.
- **Custom Modifications** - Custom modifications are changes to the functionality of existing Tyler software products. These changes may involve the addition of new fields to a screen, the enhancement or automation of a process, or the creation of a new module. Software modifications are not within the scope of this agreement except as detailed in the Customizations section. If there are no customizations to the software, there will be no Customizations section to this document. Tyler will make every effort to design custom modifications so that they can be leveraged by more than just one Client. This focus will affect the approach to designing, developing, and deploying new functionality so that we may benefit the largest population of users possible.
- **Custom Interfaces** – Custom interfaces involve the development of a standard, repeatable process for transferring information into or out of the Tyler software. These interfaces may take the form of a user-initiated import/export program, an API, or a web service. If a different XML layout is required, then the requirement definition will need to go through discovery and be approved by Tyler Technologies, and additional charges beyond those quoted in the Investment Summary will be incurred. Similarly, you may be responsible for additional charges if the provider of the third party software with which Tyler will be interfacing requires changes or assistance. There are no custom interfaces included in the scope of the agreement *unless* detailed in the Interfaces section of this document.
- **Custom Reports** –Custom Reports involve the development of new reports that are not offered as part of the standard reporting package and modifications to existing reports. There are no custom reports included in the scope of the agreement unless detailed in the Customizations section of this document.

    - Resource hours that extend scope. (Additional hours must be approved through a Change Order.)
    - Any undocumented requirements. Undocumented requirements include requirements not specified in this Statement of Work and associated attachments.
    - Post System Acknowledgement Configuration. System Acknowledgement requirements are met at the completion of End User Training and User Acceptance Testing stage. Any changes

requested of the Tyler implementation team to alter the configuration, post acknowledgement of these milestones, must be documented through a Change Order and may incur additional costs. Client may have access to built-in configuration tools, so, when available, is free to reconfigure or create new configuration as required or desired. If assistance using these tools is required, additional change orders may apply.

Risk / Mitigation Strategy

Unavailability/Incompatibility of Staff

Risk: Tyler recognizes that individuals assigned to projects may become unavailable due to various causes. Further, Tyler recognizes that individuals sometimes clash for reasons of incompatibility. Tyler schedules team members based on all the projects to which those individuals are assigned. Unavailability may occur due to unforeseen circumstances such as family matters or the employee's departure from Tyler employment. Incompatibility creates intolerance in project objectives and tasks and creates unnecessary delays and can lead to project failure if not corrected.

Mitigation: In the event a Tyler project member is determined to be unavailable, a Tyler manager will consult with Client on alternatives such as a temporary replacement or substitute of the person. Likewise a similar response is expected from the Client if their team member is unavailable.

Incompatibility is addressed first through attempts to resolve the compatibility issues between individuals. Failing resolution, team members must be replaced. In the event a Tyler team member is determined to be incompatible, Tyler will replace with a new team member and provide time to orient to the project before assuming their respective responsibilities.

Client Staff unavailability

Risk: Delays in the project timeline will occur if appropriate Client staff is unavailable to meet with or respond to Tyler for timely decisions and or directions.

Mitigation: Client should ensure that staff assigned to this project is given sufficient priority and authority to work with Tyler while completing other Client responsibilities in a timely fashion. Decisions must be made in hours and days, not weeks.

Scope Changes

Risk: Poorly defined projects always take longer than expected or cost more than expected because of poorly defined scope at the beginning of the project.

Mitigation: Both parties must ensure that the scope of the project is well stated and completely defined to the best of each party's knowledge. Functional requirements should be reviewed carefully to ensure completeness. Change Orders are required to document any subsequent impact on schedule and/or costs.

Activity Focus

Risk: Activity Focus is the risk that minor activities consume time that should otherwise be dedicated to major activities of the project, with the end result of time and/or costs overrunning budget. This risk is sometimes associated with efforts that lead to scope changes. Examples include meetings of little substance or that go longer than they need, or time consumed investigating undocumented functionality or other activities not in scope.

Mitigation: Project Managers for both Parties must guard themselves to avoid focus drift by ensuring the focus is squarely on meeting deadlines, services, and configuration requirements of the implementation as planned and documented in the planning, assessment and definition stages.

Incomplete Legacy, Interface Documentation

Risk: During the project certain third party documentation will be required for such tasks as interface development and import of legacy data and others.

Mitigation: Client should ensure that APIs, specific documentation, or file specifications for interfacing to other systems is available to Tyler and that legacy data imports are known in advance of need.

Achievable Goals

Risk: The expectations of this project are set too high or are not explicit or clear to Client Staff and thus not communicated to Tyler through Functional Requirements and clearly stated scope.

Mitigation: The parties must ensure, through the Contract and Task Orders, that the goals of the project are explicit, well defined and attainable, and that both parties have "signed off" on the requirements.

Technology Age

Risk: This risk is highly dependent on the choice of Tyler products and whether the Client is hosting any of those products. If the Client will be hosting its own servers, the technology utilized should be robust to enough to meet the Client's needs for several years into the future. Technology that barely meets minimum requirements today will be insufficient as the system and its needs grow.

Mitigation: Tyler will assist Client in determining optimal technology and plans to guard against pre-mature obsolescence.

Critical Success Factors

In order to successfully execute the services described herein, there are several critical success factors for the project that must be closely monitored. These factors are critical in setting expectations between the Client and Tyler, identifying and monitoring project risks, and promoting strong project communication.

Knowledge Transfer - While Tyler cannot guarantee specific expertise for Client staff as a result of participating in the project, Tyler shall make reasonable efforts to transfer knowledge to the Client. It is critical that Client personnel participate in the analysis, configuration and deployment of the Tyler software in order to ensure success and to transfer knowledge across the organization. After completion of the production phase, the Client will be responsible for administering the configuration and introduction of new processes in the Tyler system.

Dedicated Client Participation – Tyler fully understands that Client staff members have daily responsibilities that shall compete with the amount of time that can be dedicated to the Tyler implementation project. However, it is critical that the Client understands and acknowledges that its staff must be actively involved throughout the entire duration of the project as defined in the Project Plan. Tyler shall communicate any insufficient participation of Client and Tyler resources, as well as the corresponding impact(s), through Project Status Reports.

Acknowledgement Process – Acknowledgment must be based on criteria. The objectives and tasks of each stage of a project provide the basic criteria by which to judge acceptance of a stage is to be granted. Within each stage additional criteria will be developed by team members on which to judge future stages. For example, User Acceptance Testing will be based on criteria developed in earlier stages.

As resources are consumed, Tyler shall provide the Client with a Work Acknowledgement Form (see the (Sample) Work Acknowledgement Form attached to this SOW) to formalize receipt. The Work Acknowledgment Form is subsequently signed by the appropriate Client stakeholder(s), and faxed or emailed to Tyler. Timely and honest acceptance is required to maintain project momentum. Failure to properly establish acceptance criteria or failure to accept a properly completed stage will cause delays in the project.

In an effort to ensure quality and complete satisfaction with each stage of the project, Tyler's professional services division has established the following rule: A Signed Work Acknowledgement Form (see the sample attached herein) is required upon completion and Client-acknowledgement of the resources consumed on the project. Stage signoff is also required before proceeding to the next stage in the process.

Managing Project Scope - In an effort to implement the project on time and within budget, both Tyler and Client agree to limit the software and professional services to only those items identified in this Statement of Work. Expanded scope results in additional costs.

Change orders or contract addendums for additional items outside the scope of the defined project requirements must be submitted in advance and signed by project stakeholders before work can be accomplished on those items. Likewise, reductions of the defined scope will also require a Change Order.

Future Amendments to Scope

Future changes in the project scope, beyond the capability of a Change Order, will assume the appropriate processes outlined in this Statement of Work and in the Agreement, unless future scope changes require a different or modified process. If no new Statement of Work is required, then new functionality and payment requirements are provided for in an amendment to the initial Agreement.

Project Management

Tyler performs ongoing project management services throughout the implementation in order to plan and monitor execution of the project. Project Management includes the following tasks:

- Project plan
- Project document management
- Issue log management and escalation
- Status reporting
- Change order management
- Resource management
- Executive project oversight via Executive Sponsor and Project Review Committee

By mutual agreement some project management tasks are shared between the Tyler Project team and the Client Project Manager/Stakeholders.

Staffing

Every reasonable effort is made to maintain a consistent project team from Tyler for the duration of the project. Should the Client have concerns related to assigned resources, those concerns should be submitted to the Tyler Project Manager or Tyler Management Staff for review and consideration. Tyler will make staffing decisions based on appropriate skill set and other soft skills of resources deemed compatible to the success of the project.

Project Schedule

Upon execution of the contract, the parties will subsequently collaborate during the project planning and initiation stage to determine a start date for services to be rendered. Upon initiation of these services, Tyler shall work with Client to collaboratively define a baseline or preliminary project schedule/plan. Given the fact that project schedules are working documents that change over the course of the project, Tyler shall work closely with Client to update, monitor, agree, and communicate any required changes to the project schedule.

Development Tools

No special development tools are required for the Tyler software. Tyler source code is not accessible (unless through the requirements of an Escrow Agreement).

The configuration tools are built into the software, and the Client has full access. The Tyler implementation staff will use these same configuration tools to set up the system with the Client. The Client will receive training on the use of these tools.

Third party report writers (i.e. Crystal Reports) – Some clients may choose to use a third party report writer like Crystal Reports to create/modify their own reports. The Client is responsible for the procurement of a license of this third party report writer. Tyler does not provide training or assistance on the creation of such reports and recommends this function be reserved for System Administrator or designated staff who have the skills and necessary access, and who understand the application databases.

Documentation

Tyler-Provided Documentation

Over the course of the 5stage implementation lifecycle, the Tyler project team will provide stage-specific documentation in a range of formats (both editable and non-editable). Examples include:

- Data Collection docs (MS Excel and/or MS Word) for configuration
- Training Documentation Templates (MS Word and MS PowerPoint)
- Release Notes for Service Packs (PDF)
- Other documentation as required for the specifics of the project.

Client-Provided Documentation

A definitive list of Client-provided documentation is not possible until all aspects of the implementation are determined, usually in the beginning stages of the project. Certainly, Client's assistance in completing the Tyler-provided forms and requests for configuration information is essential to a successful project. The Tyler Project Manager will provide the Client with detail of the documentation necessary for each product to be successfully implemented. The list below is a sample of the types of documentation that is likely to be requested.

Documentation originated by the Client includes:

- Application Programming Interface documents (API's) for any third-party software system to which the Tyler software will interface and exchange data.
- Legacy system data documentation and data in a format suitable for conversion into the Tyler System (please see section titled Data Conversion).
- Workflow documentation on the Client's current business processes
- Copies of pertinent ordinances or other controlling authorities
- Fee Schedules
- Copies of existing forms and other documents presented to the public and expected to be derived from the Tyler Software.

SOW Attachments Listing

Statement of Work

Attachment A. Work Acknowledgement Form

This form provides the means for the Client to accept work provided or provide reason for denial of a work.

Attachment B. Change Order Form

Any change in the project must have a completed and approved Change Order.

Attachment C. System Requirements

This document provides the recommended hardware/software requirements for the Tyler system. Performance using systems which do not meet these requirements may not have expected performance levels.

Attachment D. Conversion

Provides a description of the conversion process and legacy data specifications for each application suite.

Attachment A. Work Acknowledgement Form

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EXHIBIT D

Work Acknowledgment Form

Client:

Date:

Visit/Deliverable:

Accomplishments	Performed By	Notes

☐ I am satisfied with the work performed for this stage, and/or deliverable.

☐ I am NOT satisfied with the work performed for this stage, and/or deliverable.

In an effort to ensure quality and complete satisfaction with each phase of the project Tyler Technologies' Professional Services division has established the following rules:

1. Projects will not be allowed to move from one phase to another without a sign off indicating satisfaction with the work performed. The Tyler Technologies' project team will immediately stop all other tasks, complete the phase at hand, and obtain sign off before moving to the next phase.
2. Customer understands that any payment not received within 30 days of invoice will result in work stoppage. All related project tasks will be stopped until payment is received.

Print Name: ______________________________

Signature: ______________________________

Date: ______________________________

(Please return signed copy to the Tyler Technologies project team)

Attachment B. Change Order Form

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EXHIBIT D

Change Order Form

Client: ______________________ Date: ______________________

Generated By: ______________________

Authorized By: ______________________

Change Overview:

Narrative Description of Change:

Impact of Change:

Schedule Impact: Delay of milestone & sub-tasks on Tyler Technologies Implementation Project Plan including:

Task	Proposed Date Changes

Cost Impact:

Change Detail	Credit	Debit	Total

Revision No.: ______________________

No changes may be made to this project without the agreement of the Project Manager(s), and must be approved by the Project Director. Submit endorsed Change Order to the Tyler Technologies' Project Manager

Date Approved	Comments	Approved By	Signature

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Attachment C. System Requirements

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Hardware and Network Requirements

System Requirements

Tyler's software is designed to operate on networks and operating systems that meet certain requirements. Systems that do not meet the required specifications may not provide reliable or adequate performance, and Tyler cannot guarantee acceptable results.

Site Assessment

Site assessments are an automated process. Each site is required to complete the automated process and submit results to their assigned project manager before any work can be completed on the project. While the automated process may be run prior to contract signature, the results submitted to Tyler must be dated after the Effective Date of the contract.

To complete your site assessment log in to http://check.tylertech.com

Enter your email address and the password "Tyler".

Select the product purchased to begin your system assessment. You will also be able to download PDF copies of hardware requirements from within the process. We strongly recommend that you download and keep a copy of the full hardware requirements as this document also covers recommended data backup procedures.

The link above is a generic login and password. During implementation, your project manager will provide you with a unique site and password to test your site and log results.

Attachment D. Conversion

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Eagle Recorder Conversion Summary

This document should be used as a summary of what is included in the standard conversion for the Eagle Recorder product. This is not a complete description; for a complete description refer to the Eagle Recorder Conversion Specification.

Client Responsibilities

- Provide data and images in standard format
- Provide data definition
- Provide balancing reports at same time as data
- Provide screen shots at same time as data
- Review the conversion prior to go live

Data Conversion

Scope of this conversion for Eagle Recorder includes:

- All standard fields for land records, additional fields added to Notes field
- Conversion from Two Systems
- Annotations on images
- Images associated to the index record as described below
- Conversion of protests
- Conversion of permits
- Conversion of sales and transfers
- Conversion of mobile home auth. records
- Conversion of misc. documents
- Conversion of any model (CAMA) data for any model not specifically mentioned above

**This is what is possible to convert; the client is responsible for notifying Tyler of which pieces of data they have in their system to be converted.

Other data elements are handled as such:

- Table lookups, such as subdivisions and common names, are imported using tools in the product with the assistance of the consultant. The data is provided by the client in text files
- GL beginning balances are entered by client at the time of go live
- House Account balances are entered by the client at the time of go live
- Receipts should be printed to an electronic file (.txt or pdf) for searching and can be searched outside of the recorder application

Tyler Technologies will put the data into the final format for the conversion. We will work closely with the client during this time to ensure all data is included and correctly formatted. The county must provide the data to Tyler in one of the following formats:

- A database dump of Microsoft SQL Server ®

- A database dump of Oracle ®
- A database dump of Microsoft Access ®
- A delimited ASCII text file(s)

A database definition that describes the above files should be sent at the same time as the file. Tyler will use the definition as a guide and will also work directly with the client and/or previous vendor to ensure all of the data is included in the conversion correctly.

Images

Tyler can only work with and convert images that are stored in a file structure rather than a database. If the images are currently stored in a database, it is the responsibility of the county to extract them into a file structure. Tyler Technologies will create the file that maps the data to the images. The county is responsible for providing the definition for how the images are linked to the record as well as ensuring that the below image requirements are met.

Tyler Technologies standard image conversion requires images to be in the following format:

- Group IV
- TIFF format (tagged image file format) and compliant with the TIFF 6.0 specification TIFF format (tagged image file format) and compliant with the TIFF 6.0 specification as defined at http://partners.adobe.com/public/developer/en/tiff/TIFF6.pdf
- Either 200dpi or 300dpi
- Black and white
- Single-page TIFF images should be stored in .001 - .0NN (for the page numbers) extensions. Multi-page TIFF images should be stored in .TIF extensions.
- Images must be oriented correctly (right side up)
- Total attachment size can be no larger than 65 Mb

The following are a few examples of items that are not included in the standard conversion, unless specifically stated above. The following can be addressed through custom conversion services:

- Converting records with counts of less than 250
- Getting more than 2 pulls of data, the initial pull for review and the final pull for go live
- Running more than the 3 standard conversions, being the bulk and gap conversions
- Data cleaning – including but not limited to name clean up, data fixes
- Converting from multiple sources of data
- Extracting images from database
- Converting data or images not provided at the start of the project, all data and images must be provided at the same time
- Tyler assisting in data extraction from legacy system
- Tyler defining file layout if it is not provided
- Changing configuration after sign off
- Converting annotations and redactions
- Converting Security Paper
- Converting Historical Index (also used for Tract Books)

Eagle Assessor Conversion Summary

This document should be used as a summary of what is included in the standard conversion for the Eagle Assessor/Appraiser products. This is not a complete description; for a complete description refer to the Eagle Assessor Conversion Specification.

Client Responsibilities

- Provide data and images in standard format
- Provide data definition
- Provide balancing reports at same time as data
- Provide screen shots at same time as data
- Review the conversion prior to go live

Data Conversion

Scope of this conversion for Eagle Assessor includes:

- Conversion from Two Systems;
- One version per year for up to 25 years is converted (a snapshot in time for each year) for admin/assessment data. The last version of the year is used.
- Base conversion includes:
    - Ownership information and history of ownership per property for the 25 years converted. Only a single owner is converted per year.
    - Basic property info including situs, notes, special assessments, value tracking, flags
    - Legal, including parent and child reference genealogy
    - Values – actual and assessed; for AZ full, limited, primary and secondary values
    - Taxes – ad valorem, special assessments, exemptions
    - Exemption documents
    - Table lookups, such as subdivisions, CAMA characteristics, and neighborhoods
    - Tax Areas & Authorities
- Parcel Specific Images (scanned images). If the information is available these images are attached to the corresponding record, such as the protest or exemption each relates to.
- Protest data; value adjustment amounts from prior-year protests are not included
- Transfer (Deeds) and Sales History
- Permit records

**This is a list of what is possible to convert; the client is responsible for notifying Tyler of which pieces of data they have in their system to be converted.

Other data elements are handled as such:

- Table lookups, such as street names and section township range, are imported using tools in the product with the assistance of the consultant. The data is provided by the client in text files

Tyler Technologies will put the data into the final format for the conversion. We will work closely with the client during this time to ensure all data is included and correctly formatted. The county must provide the data to Tyler in one of the following formats:

- A database dump of Microsoft SQL Server ®
- A database dump of Oracle ®
- A database dump of Microsoft Access ®
- A delimited ASCII text file(s)

A database definition that describes the above files should be sent at the same time as the file. Tyler will use the definition as a guide and will also work directly with the client and/or previous vendor to ensure all of the data is included in the conversion correctly.

Each state has a value report defined by state statute that we use for balancing. In general the value is balanced by tax year and property code to the actual and assessed values. The previous five years value will be balanced.

New Mexico – Abstract of Property Reported for Taxation and Area Class Summary Abstract or Class Abstract

Arizona – Abstract of Assessment

Colorado – Area Class Summary Abstract or Class Abstract

Utah – District Abstract.

Images and Attachments

Tyler can only work with and convert images that are stored in a file structure rather than a database. If the images are currently stored in a database, it is the responsibility of the county to extract them into a file structure. Tyler Technologies will create the file that maps the data to the images. The county is responsible for providing the definition for how the images are linked to the record as well as ensuring that the below image requirements are met.

Parcel Specific Imaging (Document Attachments):

Tyler Technologies standard image conversion requires images to be in the following format:

- Tiff images
  - Group IV
  - TIFF format (tagged image file format) and compliant with the TIFF 6.0 specification as defined at http://partners.adobe.com/public/developer/en/tiff/TIFF6.pdf
  - Either 200dpi or 300dpi
  - Black and white
  - Single-page TIFF images should be stored in .001 - .0NN (for the page numbers) extensions. Multi-page TIFF images should be stored in .TIF extensions.
- PDF images with a .pdf extension
- Word Documents - .doc or .docx
- Excel Documents - .xls or .xlsx

- Power Point - .ppt
- Additional files type extensions supported for associated documents - .csv, .txt, .jpg, .rtf
- Images must be oriented correctly (right side up)
- Total attachment size can be no larger than 65 Mb

Account Photos:

- .JPG is the only supported format for photos on the account

Apex/Sketches:

- In order to convert sketches we need both an image file (wmf or jpg) and an apex file (ax2, ax3, ax4, axf). The two files must be named the same thing with the correct extension.

The following are a few examples of items that are not included in the standard conversion, unless specifically stated above. The following can be addressed through custom conversion services:

- Converting more than 10 years of admin/assessment data
- Converting more than 3 years plus current working year of model/appraisal data
- A partial snapshot – such as prior year appraisal data without prior year assessment/admin data cannot be converted.
- Converting records with counts of less than 250
- Getting more than 2 pulls of data, the initial pull for review and the final pull for go live
- Running more than the 3 standard conversions for review and go live, excluding any fixes during review period
- Extracting images from database (includes sketches, photos, scanned images)
- Data cleaning – including but not limited to name clean up, data fixes
- Converting from multiple sources of data
- Converting data or images not provided at the start of the project, all data and images must be provided at the same time
- Tyler assisting in data extraction from legacy system
- Tyler defining file layout if it is not provided
- Changing configuration after sign off
- Conversion of Marshall & Swift data
- Remapping or creating data to fit into the M&S defined rules
- Conversion of Oil & Gas data (CO)
- Conversion of Apex sketches
- Conversion of account photos
- Conversion of parcel images (scanned images)
- Conversion of redactions or annotations on images

Eagle Treasurer Conversion Summary

This document should be used as a summary of what is included in the standard conversion for the Eagle Treasurer products. This is not a complete description; for a complete description refer to the Eagle Treasurer Conversion Specification.

Client Responsibilities

- Provide data and images in standard format
- Provide data definition
- Provide balancing reports at same time as data
- Provide screen shots at same time as data
- Review the conversion prior to go live

Data Conversion

Scope of this conversion for Eagle Treasurer includes:

- Owners, accounts, values, areas and authorities will be converted using supported Assessor integrations. Only the current owner will be brought over and searchable on the account.
- Conversion from Single System;
- 10 years of full detailed transaction history Outstanding/Open Warrants
- Special Assessments – non amortized

*Note this is a list of what is possible to convert, the client is responsible for notifying Tyler of which pieces of data they have in their system to be converted.

Other data elements are handled as such:

- GL beginning balances are entered by client at the time of go live
- House Account balances are entered by the client at the time of go live
- Receipts should be printed to an electronic file (.txt or pdf) for searching and can be searched outside of the treasurer application or can be attached to the account with custom conversion services
- Checks are entered into the application by the client at the time of go live

There are exceptions made for TIMS client upgrades in multiple areas, please refer to the specification for a list of these.

Tyler Technologies will put the data into the final format for the conversion. We will work closely with the client during this time to ensure all data is included and correctly formatted. The county must provide the data to Tyler in one of the following formats:

- A database dump of Microsoft SQL Server ®
- A database dump of Oracle ®
- A database dump of Microsoft Access ®
- A delimited ASCII text file(s)

A database definition that describes the above files should be sent at the same time as the file. Tyler will use the definition as a guide and will also work directly with the client and/or previous vendor to ensure all of the data is included in the conversion correctly.

Balancing

For projects that only outstanding balances are converted we will balance the outstanding tax amounts by tax year and tax authority. The county is responsible for providing reports with this information to balance against at the same time the data is provided.

For projects where the county chooses to convert the full transaction history the previous 10 years will be balanced. We will balance to a report of billed and collected taxes by tax year and authority. The county is responsible for providing reports with this information to balance against.

Often times older data or data from previous conversions is poorly formed, if this is the case Tyler may only be able to convert back to a certain year or only convert the clean data.

The following are a few examples of items that are not included in the standard conversion, unless specifically stated above. The following can be addressed through custom conversion services:

- Converting records with counts of less than 250
- Getting more than 2 pulls of data, the initial pull for review and the final pull for go live
- Running more than the 3 standard conversions for the conversion review and go live, excluding any data fixes during the review period
- Data cleaning – including but not limited to name clean up, data fixes
- Converting from multiple sources of data
- Converting data or images not provided at the start of the project, all data and images must be provided at the same time
- Tyler assisting in data extraction from legacy system
- Tyler defining file layout if it is not provided
- Changing configuration after sign off
- Full transaction history rather than open transactions for the past 10 years
- Refund amounts prior to the most current tax year
- Calculating the outstanding balances for transactions when it is not stored in the data, unless a full transaction history is purchased
- Expired liens per state statute limits
- Converting parcel specific images

Images

Tyler can only work with and convert images that are stored in a file structure rather than a database. If the images are currently stored in a database, it is the responsibility of the county to extract them into a file structure. Tyler Technologies will create the file that maps the data to the images. The county is responsible for providing the definition for how the images are linked to the record as well as ensuring that the below image requirements are met.

Parcel Specific Imaging (Document Attachments):

EXHIBIT D

Tyler Technologies standard image conversion requires images to be in the following format:

- Group IV
- TIFF format (tagged image file format) and compliant with the TIFF 6.0 specification as defined at http://partners.adobe.com/public/developer/en/tiff/TIFF6.pdf
- Either 200dpi or 300dpi
- Black and white
- Single-page TIFF images should be stored in .001 - .0NN (for the page numbers) extensions. Multi-page TIFF images should be stored in .TIF extensions.
- Images must be oriented correctly (right side up)
- Total attachment size can be no larger than 65 MB