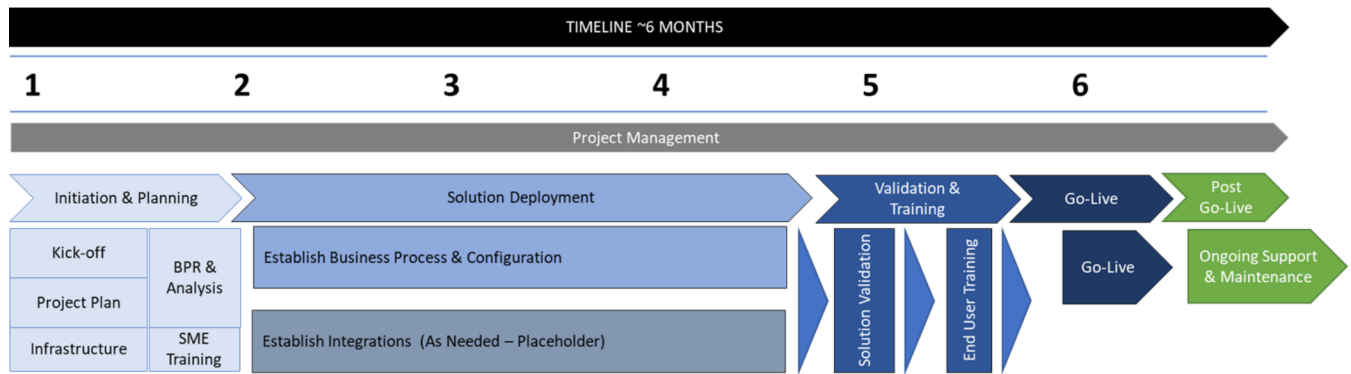


- Configuration of the Odyssey baseline application tailored to adapt to Odyssey best practices and business processes
  - Appendix A to this Exhibit 3 contains a list of the standard processes that are available for use. All processes will be configured, except for those processes the Client does not wish to install, configure, or utilize.
- Solution Validation (system testing); a comprehensive testing activity that validates all components of the system are working harmoniously, and as expected.
- Training of the Subject Matter Experts and End Users
- Production Go-Live

The graphic below has been provided to show the primary phase structure and project sequence.

Figure 1 - Phase structure and sample timeline



**Deliverable Approvals**

As the project tasks and activities are completed, Tyler will provide Deliverables as described within this Statement of Work. Tyler’s Project Manager will provide the Deliverables as soon as practical after the tasks representing the Deliverable(s) have been completed. By sending the Deliverable, Tyler states that the tasks and activities for that Deliverable have been completed in accordance with the Statement of Work.

The Client will have ten (10) business days to review and approve the Deliverable, though the client may request additional time to review; in some instances, the project will not be able to continue without Deliverable approval, so strict adherence to the approval timeline is required. The Tyler Project Manager will alert the Client if approval is required before project work can continue. Deliverables that are unsigned after ten (10) business days are considered approved.

**Remediation:** If the Client does not approve the Deliverable, Client will provide written explanation of the tasks, activities, or issues that Tyler has not completed per the SOW or agreement for that specific Deliverable. Tyler will then ensure the tasks, activities, or issues are completed per the SOW or contract and will re-submit the Deliverable for approval. The Client will have an additional ten (10) business days to confirm the tasks have been completed and the Deliverable can be approved, otherwise the cycle of remediation will continue until the Deliverable is approved.