

Critical Success Factors

Though each implementation project is unique, Tyler's experience has shown there are several common factors used by our clients that are critical to the implementations that are the most successful. They are:

- **Governance:** Strong and clearly defined project governance for the Client and Tyler, as individual organizations and as a partnership; make key decisions swiftly
- **Governance:** Establish clear "guiding principles" for the project and project team. These principles should help the team create a decision-making framework, whereby they understand how to approach project decisions, know when a trade-off can be made, and know when to escalate issues that need management approval or resolution
- **Resources:** Dedicating a pool of knowledgeable and driven resources within the Client organization as part of the project team; empower the project team to make decisions and provide a clear escalation path for items that require management approval
- **Scope management:** A commitment to delivering the required scope and actively managing project change requests; making reasonable trade-offs when comparing "desired" features or functions against the project's timeline and budget
- **Scope expectations:** A recognition that Go-Live is one step in the Client's long-term evolution and is not the only time features and functions can be implemented; avoid chasing perfection.
- **Scope expectations and Organizational Change:** A commitment to utilize the Tyler applications "out of the box"; use what is available and challenge the desire to modify the software
- **Organizational Change:** A Client commitment to review, revise, and update current business practices to conform to the new software; having a mindset that acknowledges and embraces the pending changes
- **Organizational Change:** keeping the entire Client organization "in the loop" as it pertains to the software rollout; communicate the project's goals, expectations, timelines, and status at regular intervals
- **Education:** Ensuring users at each level are trained to use the software as it applies to their role in the organization

This is certainly a non-inclusive list but does represent many of the key categories of factors that contribute to the success of a project. Following these as guidelines and principles can greatly reduce the risk of a project's failure.