

Milestones	<ul style="list-style-type: none"> <li>❖ Consultants</li> <li>❖ Project Leadership</li> </ul>	<ul style="list-style-type: none"> <li>❖ End Users</li> <li>❖ Technical Experts</li> <li>❖ Project Leadership</li> <li>❖ Courts</li> </ul>
	<b>Tyler</b>	<b>Client</b>
	7.1 Production Go-Live 7.2 Go-Live Status Report – Week 1 7.3 Go-Live Status Report – Week 2	7.1 System enabled for Production use. Users can login and can create case and party records. 7.2 Report documenting the status of any issues reported during week 1 of go-live. 7.3 Report documenting the status of remaining issues from week 1 or newly reported issues during week 2 of go-live

## 8. Project Closeout & Support Transition

When the software has gone live and all critical issues have been addressed, the project can be formally closed. At this stage the Tyler Support and Client Success organizations step in to assist Client with long-term care and future implementation goals. At this point all project deliverables will have been completed and the project is formally closed.

### Project Closeout and Support Transition Activity Highlights

Activities	<ul style="list-style-type: none"> <li>❖ Transition Odyssey issue reporting and resolution to Tyler's Client Success and Support teams</li> <li>❖ Long term maintenance and continuous improvement planning</li> </ul>	
Objectives	<ul style="list-style-type: none"> <li>❖ Ensure no critical issues remain for the Tyler and Client project teams to resolve</li> <li>❖ Ensure proper knowledge transfer to the Client teams for key processes and subject areas</li> <li>❖ Introduce the Client teams to Tyler's issue reporting and resolution processes</li> </ul>	
Participants	<b>Tyler</b>	<b>Client</b>
	<ul style="list-style-type: none"> <li>❖ Client Success &amp; Support</li> <li>❖ Project Manager</li> <li>❖ Implementation Consultants</li> <li>❖ Project Leadership</li> </ul>	<ul style="list-style-type: none"> <li>❖ Project Manager</li> <li>❖ Subject Matter Experts</li> <li>❖ Technical Experts</li> <li>❖ Project Leadership</li> </ul>