Activities	❖ Pinnacle testing event to validate configuration and business process completion ❖ Provides a "dress rehearsal" for go-live and creates a punch-list of activities and issues to be resolved prior to go-live ❖ Paints a realistic picture of what go-live will look like	
Objectives	❖ Demonstrate and test all aspects of the configured system ❖ Validate business processes are functioning efficiently and as designed ❖ Identify necessary updates to configuration and business processes ❖ Ensure the system is ready for the production go-live	
Participants	**Tyler**	**Client**
	❖ Project Manager ❖ Implementation Consultants ❖ Project Leadership	❖ Project Manager ❖ Subject Matter Experts ❖ Technical Experts ❖ Project Leadership
Milestones	**Item**	**Description**
	5.1 Solution Validation Complete 5.2 Solution Validation Report	5.1 Completed Solution Validation activity 5.2 Report to indicate any issues to be resolved. Report will indicate if the item to be resolved prior to or after go-live

6. End User Training

Training is a critical component to any successful deployment. This is the activity that gives most of the users their first experience with Odyssey and can create confidence and excitement in the product and their own abilities.

Tyler will take the lead in training and will conduct end user training for the Client end users and will train the standard software functionality. A training plan will be jointly developed between the Tyler and Client project teams in advance of the training activity so that all involved parties can adequately prepare for the training.

End User Training Activity Highlights

Activities	❖ Odyssey application training for the end user community ❖ Tyler led, focused on Odyssey functionality ❖ A mix of on-site classroom instruction, training videos, and self-paced e-learning via Tyler University may be utilized
Objectives	❖ Educate the end users in the use of Odyssey functionality ❖ Complete knowledge transfer of local business process updates ❖ Prepare the end user community for the production go-live event

Empowering people who serve the public®   **tyler** technologies