

## Appendix B: Roles, Responsibilities, and Governance

The following section has been provided to illustrate the standard set of Roles, Responsibilities and Governance profiles used by Tyler in its implementations. Understanding how the Tyler and Client teams will interact and establishing a strong governance structure are indicators of success within our projects.

In every Odyssey implementation, governance is extremely important for ensuring that the project is on schedule, that quality is maintained, and the key drivers and guiding principles are adhered to. For the Go-Live event, there will be a designated governance structure that assists with organizing the decision-making for the group. During the project initiation, Tyler and Client will discuss and determine several project operational plans, including the governance structure, communication plans, change management, escalation, and risk management plans. These are all key elements of an effective project structure.

In line with Tyler’s experience with similar projects, the table below indicates the general roles expected for the client team, along with a suggested composition of resources for that group or individual.

Group	Composition
<b>Executive Team</b>	This group is comprised of representatives from the key stakeholder offices involved with this project. These are the decision makers, strategic thinkers, and have influence across the organization. This group should have a vision beyond their department, can finalize project tradeoffs, while promoting teamwork and focus
<b>Steering Committee</b>	This group may consist of members of the Executive Team but could include a different set of stakeholders or leadership. This group should know the business, be effective coaches and communicators. They can provide direction and advice to the project team and makes practical tradeoffs. This group has the backing of the Executive Team and is focused on driving towards the overall goals of the project.
<b>Client Project Manager</b>	This individual will serve as the primary and central point of contact for Client that will work closely with the Tyler Project Manager. This individual will also represent the interests of all the Client stakeholders. Further information on the responsibilities of this individual is provided below.
<b>Client Project and Subject Matter Expert Team</b>	This group consists of Client operational, technical, and other resources with deep knowledge of the local processes, data, and functionality of the legacy system(s). These are key members of the Project Team and are generally assigned to the project permanently, or at least in such a way as to be called upon as needed. Note, some SMEs will have unique expertise in a single area, where others may have a broader understanding of the operations and can speak as a subject matter expert in many areas. In many instances the Project Team includes team leads, often managers or supervisors, who may or may not be primary Subject Matter Experts. The “lead” role helps guide and influence, keeping focus on the overall project goals.