

August 9, 2016

Nancy Rister  
Williamson County Clerk  
405 Martin Luther King St.  
Georgetown TX 78628

Dear Mrs. Rister,

Per our discussion, Tyler requests an additional 80 hours (60 hours to be paid for by Williamson County; 20 hours to be provided by Tyler) to complete your Eagle Recorder Implementation. The issues caused by the incorrect data provided by the Williamson County IT department required a considerable number of hours allocated to other project tasks to be used during Conversion Review. Those issues are as follows:

- Conversion Review:
  - The data provided by the Williamson County IT department was pulled on April 1, 2016, rather than April 7, per your instruction. This error caused data discrepancies for March 28 – March 31, 2016, which impacted the data conversion as a whole.
  - Both Tyler and your staff spent numerous hours researching these issues, resulting in Tyler expending 39.75 hours on the Conversion Review. Prior to this issue, Tyler expected to use 10 hours of Implementation time for this task.
  - Additional resources were used in planning for the correction of this issue during the Gap Conversion, including a change to the Conversion scope and extending the Conversion Review period to include an extra week.
- Project Management:
  - While there was a slight overage in Project Management hours prior to the Conversion Review, the time spent managing resources to address those issues has greatly impacted that budget.
  - Prior to the Conversion Review, 58.25 Project Management hours were expended on the project. During the Conversion Review, and additional 21 hours of Project Management were required. As a result, Project Management is 25 hours over budget (as of 7/28/16).
- Business Process Review:

- During the Assess and Define phase of the implementation, Barbara Rider utilized 35 hours from the 32 hours allotted for Analysis.
- At the County's request, Barbara spent one day onsite at the County Clerk's office to observe and review business processes, equaling 10.5 hours of the Implementer's time.
- As a result, the Analysis task is 13.5 hours over budget. This overage was initially planned to be absorbed with the remaining project hours; however, that is no longer an option due to the hours utilized for the Conversion Review.

These three items resulted in the project being 80.75 hours over budget. As we discussed, the project requires an additional 80 hours to complete, with Williamson County covering 60 of those hours (\$8400). Please let me know when you have approval for these additional hours, and I will process the required change order.

Best Regards,



Lucinda Kerley  
Project Manager – Tyler Technologies