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TECHNOLOGIES

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Williamson County

Odyssey Project Status

- Linda Low – Director of Texas Accounts
 - Joined Tyler in 2006 after 25 years with EDS as a Program/Product Manager
 - Clark County Nevada Project Manager
 - State of Indiana Project Manager
 - Joined “Texas Team” in October 2007
 - Focus on Re-engineering the Implementation Process
 - Re-wrote the Conversion Module
 - Created Tools for Quality
 - Standardize Methods and Process
 - Standardized Project Deliverables



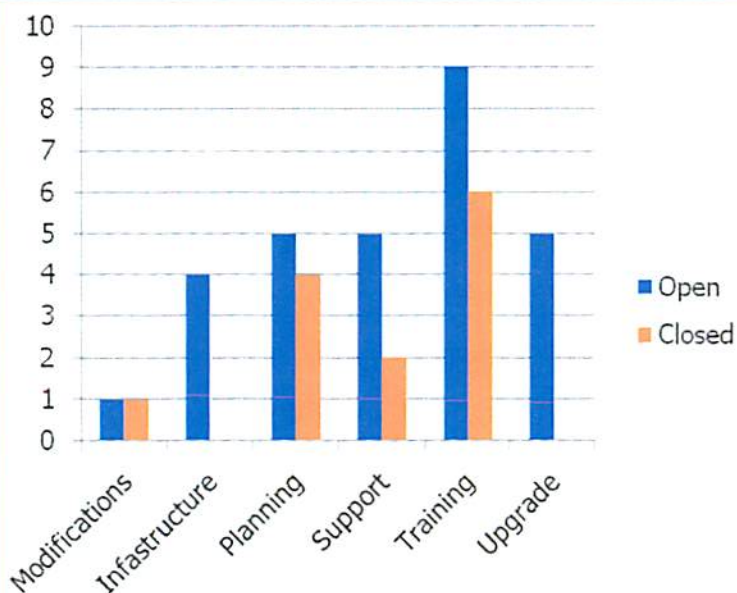
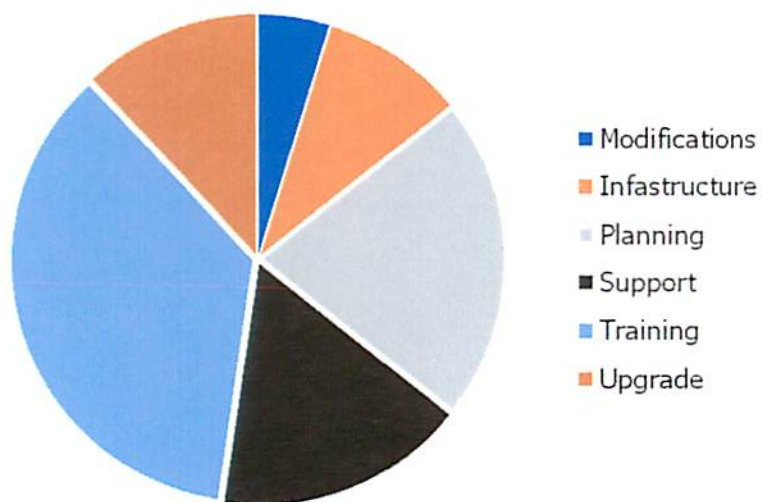
- Texas Odyssey ICJ Implementations:
 - Texas 1st Implementation
 - Kaufman County
 - Pioneers
 - Gillespie County
 - Hays County
 - Kerr County
 - Taylor County

- New Process Implementations
 - Victoria County
 - Gregg County – In Progress
- Upcoming in 2009:
 - Hale County
 - Austin County
 - Ft Bend County
 - Fannin County
 - Bastrop County
 - Williamson County
 - Collin County

Lesson's Learned:

- New Conversion Approach required for next phase
- Should have been more follow-up after configuration workshop
- More Data Clean-up should have been completed prior to conversion
- Post Go Live Conversion resolution time was not adequate
- Client Involvement
 - Statement of work – sign-off
 - Conversion & Configuration sign-off before testing
- Court Calendars needs more training time
- Forms/Tokens needs more training time
- State Reporting should have been balanced in Test System
- Project communication status was not consistent

Issues by Category



Open:	29
Closed:	13
Total:	42

Building an Organization that Scales

- **Bruce Graham**
 - President
- **Bret Dixon**
 - Chief Operating Officer
- **Linda Low**
 - Professional Services Director
- **Regional Project Managers**
 - Greg Wallace
 - Erik Ernst
 - Kevin Watson
- **Regional Project Managers**
 - Craig Wilburn





Williamson ICJ Milestone Plan

[illegible]



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Project Kick-off