

Tyler Alliance Early Adopter Program

The Tyler Alliance Early Adopter (EA) program offers select clients the opportunity to work with our Alliance Early Adopter team to deliver high quality, **client verified** Alliance Exchanges prior to general release. Together, we aim to ensure each exchange meets real-world needs and delivers measurable workflow improvements that help in expediting Justice.

Scope: Client: Collin County, TX

Purpose: Implement the new Served Search Warrants exchange as well as the Pre-File Arrest Warrants exchange between Cloud Gavel and Enterprise Case Manager via the Alliance Exchange Platform (per attached Specification Document)

Expectations for Early Adopter Participation

A basic test plan will be provided but we encourage you to use the software as you would for daily activities. The test plan may be added to and/or improved during the engagement. Tyler designed the EA program to generate a holistic view of a Justice workflow across multiple Tyler solutions.

TIME COMMITMENT

Your participation in the EA program begins with this agreement. By gaining Early Adopter access, you are committing to contributing feedback regularly on your experience. Mandatory events include a kickoff meeting at the beginning of the EA period, weekly touchpoints, & retrospective review at the end of the EA period. Online surveys or training engagements may supplement touchpoints if agreed upon.

GO LIVE COMMITMENT

Whereas every individual Alliance exchange is considered “out-of-the-box” and we do not solicit customization requests, an important part of the EA program is receiving feedback from a Live environment. As an Early Adopter of this release, you will agree to go live with the included exchange(s) in a **Production** environment within an agreed upon period post installation of your **Test** environment if there are no outstanding showstopper issues present. Below is a brief description of the different priority level items reported during testing:

Showstopper - A mutually agreed upon deficiency that renders the exchange inoperable or causes the system to fail catastrophically.

Non-Showstopper - A minimal impact deficiency discovered but does not prohibit use of the exchange.

Feature Request – A new enhancement that changes the current design of the exchange. These will be added to the exchange feature request backlog.

SYSTEM ACCESS

Immediate Tyler staff access to Alliance related client environments is necessary. As an Early Adopter, you are committed to providing access to your client environment within 1 hour of request for access, if applicable (i.e., Beyond Trust server enablement, remote connection access, etc.)

Benefits for Early Adopter Participation

ENJOY DIRECT SUPPORT

As an Early Adopter, supporting you is our primary goal. You will receive prompt and personalized support throughout the EA program period. Once your issue has been reported (reporting mechanism to be agreed upon) and your Alliance Early Adopter team has been notified, we will work with you to determine a solution and next steps.

WORKFLOW VALIDATION

Installing and testing a new Alliance exchange through our Early Adopter program offers validation to your agency and Tyler that the proposed solution is viable and provides the intended workflow benefit(s). As an Early Adopter you have the benefit of developing a strategic relationship with Tyler to help influence new features.

Participation During the Early Adopter Program

USE IT REGULARLY & PROVIDE FEEDBACK

As an Early Adopter, you agree to participate as an active user throughout the duration of the EA period. Sharing recent uses of the application during the predetermined touchpoints with the Alliance Early Adopter team ensures the best communication during the EA program.

LOG ISSUES

EA participants must dedicate time and effort to reporting issues in a timely manner. Logging issues with steps to reproduce it, taking screenshots, and if necessary, meeting to discuss details, will ensure Tyler can work towards a resolution.

LOCATION

All participation from Tyler staff will be remote.

Alliance Delivery Milestones

The purpose of the Alliance Delivery Milestones is to provide transparency on the necessary tasks to be completed and the importance of completing each task within the recommended timeframe.

Inability to complete tasks within the estimated timeframe will place the target implementation timeline at risk. All dates are estimated and are subject to change.

Note: Tasks 2-10 below will be performed in Non-Production environments (i.e. TEST). User testing will be performed as part of a validation process prior to a decision to implement into Production.

Proposed Tasks (order of operations can vary):

ID	Task Description	Responsible
1	Client agreement and signoff	Client
2	Environment validation <i>Provision AEP, setup systems, ensure system connectivity</i>	Tyler
3	Establish Client Governance <i>Tyler and Client agree on Client point of contacts (POC's) for each business unit impacted by the integrations</i>	All
4	Configuration setup	Tyler
5	Implementation validation <i>Tyler staff to validate exchanges in testing environments.</i>	Tyler
6	Exchange handoff and agreement on test plan	All
7	Client acceptance testing <i>Clients use test plan to validate agreed upon business processes. A Go/No-Go Decision will be held at completion.</i>	Client
8	Agreement on business processes <i>Tyler and clients define business processes, considering agreed upon exchanges and recommended implementation timelines</i>	Client
9	Code agreement <i>Clients define and agree upon code values</i>	Client
10	Go/No-Go Decision	Client
11	Go-live Preparation for Production <i>Final plan will be defined based on results of testing</i>	All
12	Go-live* <i>This will be dependent on the Go/No-Go decision</i>	All

Financial Considerations

This is a non-binding agreement and can be cancelled at any time. There are no additional license fees for the initial implementation of the Alliance Exchange Platform. The estimated costs incurred by Tyler staff for implementing the Alliance Exchange Platform and the related tasks outlined in the above Delivery Milestone timeline is approximately 80 - 120 hours. However, this agreement will serve as credit for those hours and \$0 will be incurred to Collin County for this specific Warrants exchange implementation. This agreement will satisfy any prior commitment to implementing a standard out-of-the box Warrant exchange via the scope of this agreement between Enterprise Case Manager and Cloud Gavel. Going forward, Collin County's maintenance agreement with Tyler will serve as the basis for ongoing technical support. Any future "add-on" Alliance exchanges outside of the scope of the tasks outlined in this agreement will require a new service hour agreement.

Tyler Early Adopter Acknowledgement

By signing below, I acknowledge the expectations, benefits, and participation of the Early Adopter program. We agree that the scope of this Early Adopter program is limited to the data and workflow(s) in the exchange feature sheet(s) detailed in the Scope section of this document.

Name & Signature

Agency

Date

Name & Signature

Agency

Date

Tyler Account Executive Name & Signature

Date

Exchange Specification Document: Served Search Warrants

Business Problem to Solve

Facilitate the storage of served/executed search warrants and the related documents for the offices that are statutorily required to keep these records.

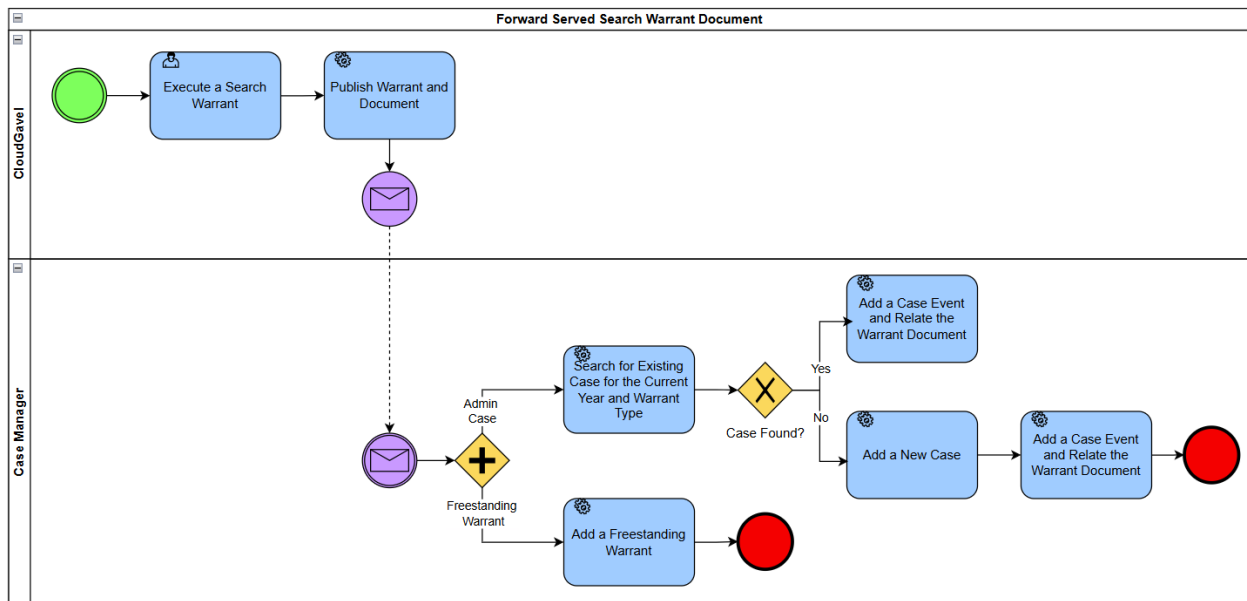
Benefits/Outcomes

- **Saves Time:** The court saves time because they do not have to manually create admin records to store served search warrants.
- **Streamlined Process:** Record storage is now managed by the software.
- **Updated Information:** The court can receive the served warrant documents right when they get executed in Cloud Gavel by law enforcement.

Business Definition & Process

When a search warrant is executed, CloudGavel will publish the warrant details and any related documents as a single document. Case Manager then has two ways it can subscribe:

1. **Admin Case:** Case Manager will query to see if there is an existing case for the type and year of the incoming search warrant. If there is not yet a case, one will be created. A case event will be added to the case, and the incoming document will be associated with the case and that new case event.
2. **Freestanding Warrant:** Generate a freestanding warrant.



Data Categories

- Warrant
- Document

Exchange Specification Document: Pre-File Warrant Status Updates

Business Problem to Solve

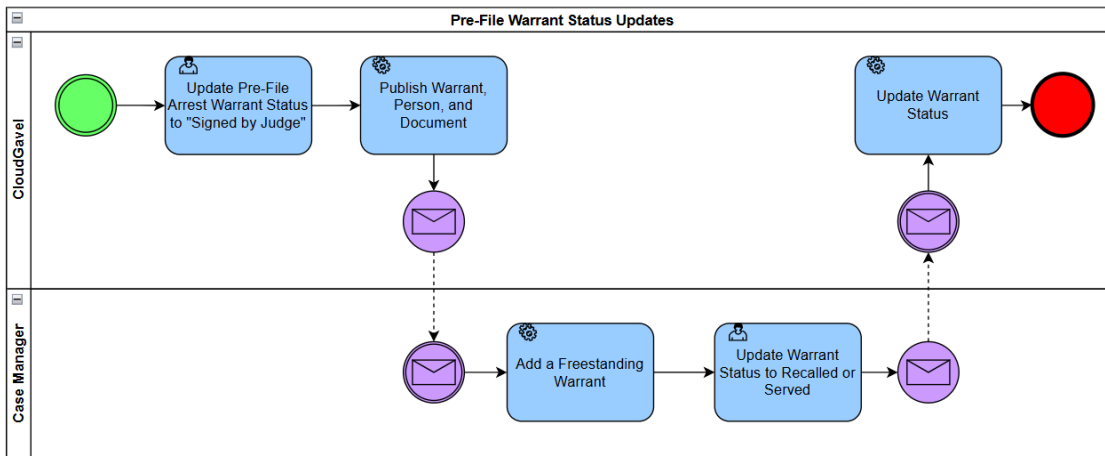
Automate warrant creation, recalls, and service updates to save time and reduce errors for pre-file arrest warrants.

Benefits/Outcomes

- **STAY IN SYNC** with active and updated pre-file arrest warrants issued by a judge in Cloud Gavel.
- **LESS DATA ENTRY** for interested subscribers.
- **START FASTER** on applicable next steps when it comes to receiving a warrant/update.

Business Definition & Process

When a pre-file arrest warrant is signed by a judge in Cloud Gavel's Warrant Approval Module, the PDF of the warrant along with person and warrant data is published out of Cloud Gavel. Case Manager will receive the information and create a freestanding warrant. If the warrant is later Recalled or Served, Case Manager will publish the status update back to Cloud Gavel where the status will be updated.



Data Categories

- Warrant
- Person
- Document