

Tyler Consulting Solutions

The following services are offered by the Tyler Consulting Solution team:

Tyler Process Solution

Business Process Review

We utilize the following tools to learn the as-is environment:

- Analysis and questionnaire system (an inventory of criteria and questions that accumulate our knowledge of government/school business practices)
- Interview functional leads in order to understand current practices, procedures and policies (understand AS-IS)

We analyze how to improve business processes utilizing MUNIS software. Tyler links the to-be model to the MUNIS software taking into account: security, workflow, application integration, etc.

Modules/activities included in this process are:

- » General Ledger
- » Project Accounting
- » Accounts Payable
- » Budget
- » Purchasing/Requisitions
- » Contract Management
- » Bid Management
- » Treasury Management
- » Fixed Assets
- » Miscellaneous Cash Receipts and General Billing
- » Payroll
- » HR Management

This phase does not contain a written deliverable; business procedural and policy change documentation is part of the comprehensive spreadsheet included in Business Solution Design.

Business Solution Design

- Continues the analysis from Business Process Improvement and develops Best Business practice recommendations for the usage and implementation of MUNIS
- Performs auxiliary table analysis and recommends setup decisions, table design, and product utilization
- Provides Implementation with detailed setup plan
- Identifies policy and/or procedural areas that may be impacted and require client action.
- When the usage of workflow is recommended as part of the TCS analysis a high-level workflow recommendation will be documented. High level workflows will be descriptive as to group, class of employee, department and/or function. Sufficient detail will be provided so that the client can create the various iterations of the high-level workflow. (For example, the school requisition workflow process would be documented as one high-level workflow for all schools, but in setup it will require separate workflows for each school identifying clerical and administrative staff responsible for initiation and approval). Based upon goals and objectives of the client, the usage of workflow may not be recommended for every workflow-enabled function.

...continued on reverse

Tyler staff will be on-site during this phase.

Tyler Consulting Solutions

Tyler Process Solution (Cont.)

Written deliverable is an Excel Spreadsheet with line item analysis citing best business practice criteria, recommendations, and client decision requirements (date, etc).

Desk Procedures

Desk Procedures document the step-by-step utilization of each module for the day-to-day use of MUNIS specific to the client. The vast majority of the manuals will be specific and custom to the client; however, certain areas (such as general navigation may have some generic sections). Auxiliary table usage is only documented if the usage of such is on a regular basis (i.e. one-time setup screens will not be included). These manuals are organized by MUNIS module.

- A User Manual will be prepared as part of the process. This takes the segments from the main desk procedures and combines them into a separate user manual for decentralized end-user processes (such as requisition entry or time and attendance entry).
- Written deliverable in MS Word in electronic format.
- Desk Procedures will only be prepared for modules purchased as part of the Business Process Improvement and Business Solution Design areas.
- Desk Procedures are delivered for distributed functions. Requisition Entry will be documented because this is a distributed process. One time table setup will not be documented in the desktop procedural manual.

Change Management

Tyler's Change Management solution is based on the Change Management Learning Center and the Prosci® Research Institute Certification Program. The Tyler methodology utilizes a three phase approach to train the City to successfully manage change.

In Phase I, an onsite visit with executive, middle and project management will use analysis tools to understand the characteristics of the organization and the capacity for change within the organization. These analyses will help the Change Manager, Project Manager and Project Team to determine the Change Management strategies for Phase II and Phase III.

In Phase II, a Project Team/Change Management Coaching Team is developed and trained. This internal organizational group will be trained to effect successful change during the current project, to support employee success in the new changed environment (project completion), and to create change readiness within the organization for future projects.

Phase III will prepare and educate the Project Team/Change Management Coaching Team to reinforce the change by managing resistance to the change, auditing compliance with the change and continuing the success of the project.

Customer Identified

We realize that not all of our clients' needs are "cookie cutter" and that is why, in addition to the packages and services listed, we also accept requests for non-specified tasks. Our staff of professionals would be happy to discuss any unique projects with you and provide a proposal based on the scope of the project.