Legend

Function

Baseline Role

Subcontractor (Firm)

** Proposed Key Personnel

Tyler Indiana Organization Chart

Structure & Roles

Baseline Services

- Contractor Account Representative**
  - Operations Manager**
    - Project Management
      - Project Manager
      - Business Analyst
      - Project Manager (netlogx)
      - Project Manager (netlogx)
    - Organization Readiness
      - Contract Compliance Specialist (Engaging Solutions)
      - Contract Procurement Specialist (Bravia Services)
      - Reporting Specialist (Engaging Solutions)
    - Help Desk & Customer Support
      - Customer Service Representative
      - Project/Queue Manager

      Tyler Indiana will have the ability to expand customer support capacity at any time to address peak seasons utilizing Tyler's shared customer support team which consists of 40+ Tyler employees located within the United States who meet all the requirements set forth in the procurement. This greatly expands the capacity of the Indiana-based team.
    - Training & Outreach
      - Training Analyst (Engaging Solutions)
  - Sr. Creative Manager**
    - Web Design & Customer Experience
      - Sr Web Designers
      - Web Designers
  - Technology Manager**
    - Application Infrastructure
      - Systems Administration
      - Systems Administrator
      - Security
      - Security Analyst

      Tyler Indiana will be supported by Tyler's shared Infrastructure team, which consists of system administrators and security operations personnel that are cross trained to support all Tyler state enterprise teams. This ensures continuity of support to the state and best in class security intelligence and incident response.
    - Application Architecture
      - Development Manager
        - Development
          - Software Developer
          - Software Developer (DSN)
          - Database Analyst (Roeing IT Solutions)
        - Quality Assurance / Accessibility
          - Quality Assurance Analyst
  - Tyler Shared Service Teams
    - Accounting
    - Privacy
    - Legal
    - Human Resources
    - Marketing

Future Work

- Tyler Professional Services
  - Project Management
  - Business Analysis
  - Quality Assurance
  - Development