

TOWN OF PARADISE VALLEY

**Tyler Technologies
Public Safety Software
January 26, 2023**



Paradise Valley – Police Department Public Safety Software Partner



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– What is it?

- Public safety software designed to meet the needs of our police department teams
- Town police department has used this technology for 10+ years



The Right Tools For The Job

Computer Aided Dispatch



Mobile Operations



Public Safety Analytics



Records Management



Tyler to the Cloud

Why consider moving our Public Safety systems to the cloud?

- Continue our Town technology strategy to move mission-critical software applications and systems to offsite datacenters, fully managed and maintained by the vendor
- Improved security compliance by moving to an Amazon Government approved datacenter facility
- Reduce the risk of system failures due to self-hosting the application servers onsite
- Current staff lacks the expertise and time to manage the evolving complexity and specialization required to maintain Tyler Technologies software services



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- Benefits

- Security:
 - Improved security compliance by moving to an Amazon Government approved datacenter facility
- Operational Support:
 - The Cloud solution quickly identifies any failures in the system and Tyler staff promptly correct any issues
 - Historical costs in hardware will go away
 - Reduce the risk of system failures that exceed the Town's recovery time objectives
 - Town personnel spends about 40-50 hours a month on maintaining the system. Refocus staff time to more value-added activities
- Early adopter savings of approximately \$30k a year in savings and a one-time project service fee savings of \$50k.



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- Risks

The Town is vulnerable to various complex disaster recovery or system failure scenarios in the event we experience a total server failure

Examples include:

- Single-Point of Failures
 - Today the Town has one simple server environment
 - Moving to an Amazon cloud solution will give the Town benefits to have access to redundant systems that would otherwise be cost prohibitive to reproduce onsite in our own data centers
- Cyber Security Requirements
 - State and Federal technology requirements to secure Public Safety software systems exponentially rise each year
- Public Safety Software Expertise
 - Current Town technology staff lacks the expertise to manage the evolving complexity and specialization required to maintain Tyler Technologies software services



Service Level Commitments

How long can the PD public safety software system be offline before it drastically reduces citizen services?

Goal: Less than <24 hours to fully restore access to our public safety software

We believe the risks highlighted based on our Town's current datacenter technology capabilities fail to meet the Town's service level restoration expectations



Server Recovery Capabilities

Scenario: What is our current Server Failure Recovery Time for Public Safety?

Answer (Simple Failures): 24-72 hours to repair

Answer (Major Failures): Unknown

Major failure dependencies include:

- » Warranty replacement availability, dependent on manufacturer
- » New purchase lead times can be 4-16+ weeks
- » Staff and vendor expertise to rapidly build and deploy new servers

Tyler Technologies and Amazon:

— Server Failure Recovery Time: Less than < 4 hours



Budgetary Impact

Moving to Tyler's Cloud Hosting solution will be an additional yearly cost of \$108k.

- Early adopter savings of approximately \$30k
- A one-time project service fee savings of \$50k



Summary

By moving to the Tyler Technologies Cloud, we will do the following:

- Transition the department to a state-of-art system,
- Help mitigate cyber-attacks,
- Increase reliability and decrease the time staff spends on maintaining the system



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Questions or Comments

