



Implementation Intelligence

Strategic Planning for
Supervision System Success





Former Project Consultant for Alameda
County Probation

Former Director of State Parole for California

30+ years in corrections and state parole

Robert Ambroselli

DIRECTOR OF PRODUCT



15 years of implementing state and county government software

Delivery oversight of 20+ annual, concurrent implementation projects

Jeff Appelman

DIRECTOR OF PROFESSIONAL SERVICES

TODAY'S TOPICS

About Tyler

Strategic Framing

Why Case Management Projects Succeed or Fail

Planning the Project

Logistics, Phasing & Rollout Strategy

Building Project Teams

Change Management & Stakeholder Engagement

Governance & Decision-Making

Process Documentation Before Kickoff

Project Execution

What to Expect

Sustaining Success Post Go-Live

Discussion

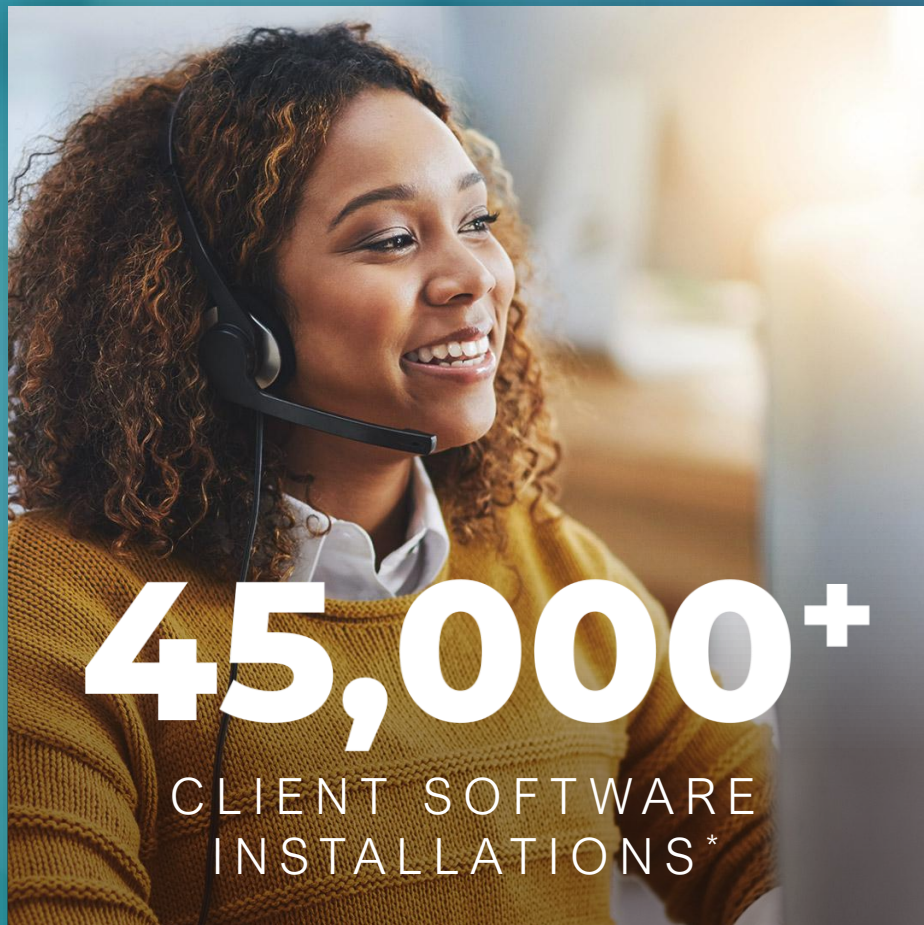
A modern, multi-story building with a dark, overhanging roof and large glass windows. The building is surrounded by green trees and a paved area. A blue semi-transparent box with a white border is centered over the image, containing the text "About Tyler".

About Tyler

Public sector software
isn't just what we do.

It's all we do.

Our Presence





Enterprise Supervision

Tyler's Enterprise Supervision



Pretrial



**Juvenile
Probation**



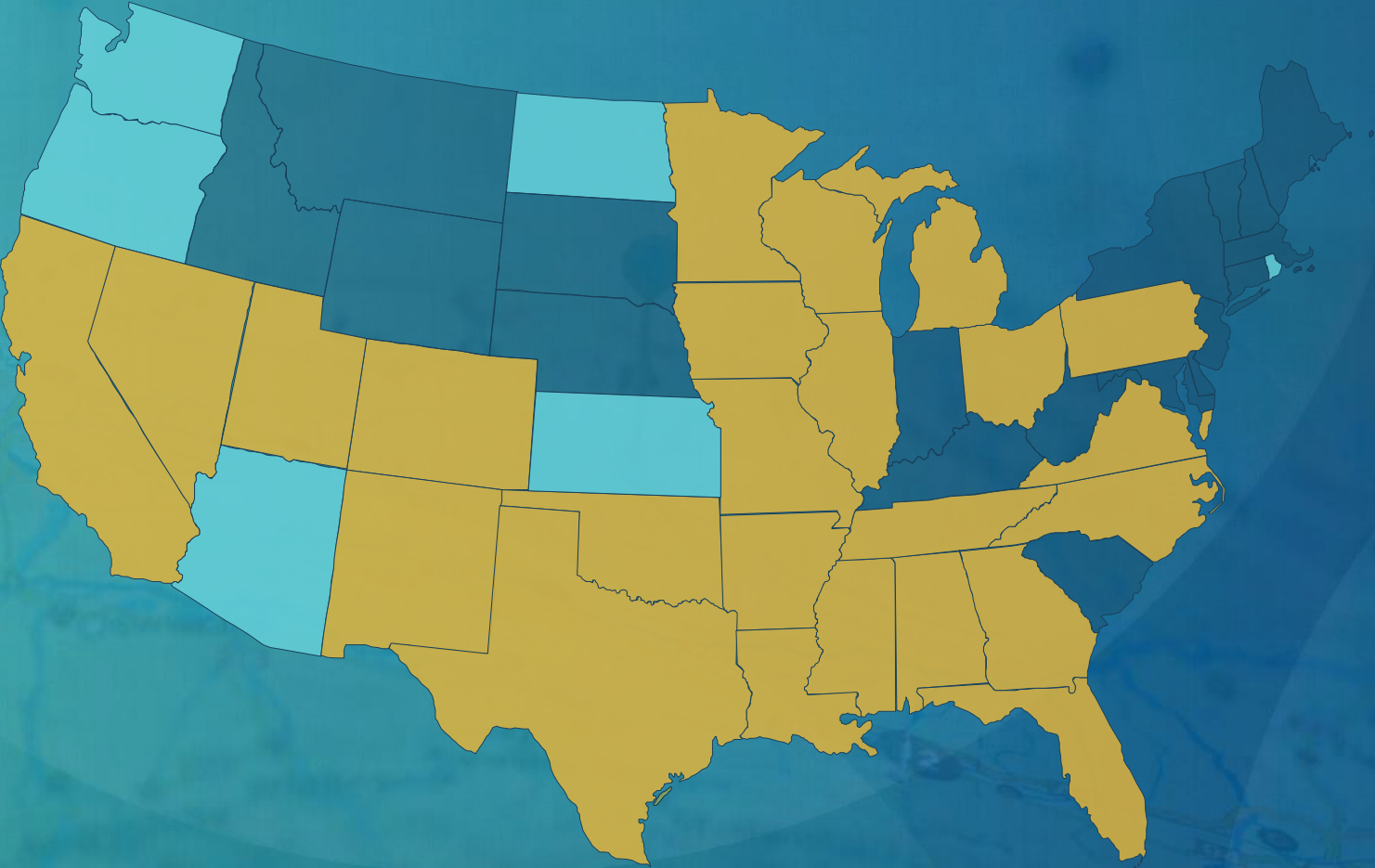
**Juvenile Halls
& Camps**



**Adult
Probation**



Tyler Enterprise Supervision Presence



31
STATES

6
STATEWIDE

ROLES

**What is your role in your
department/agency?**

STRATEGIC FRAMING

Why do case management projects succeed or fail?



SWOT Analysis

Understanding where you are, what needs to change,
and how to get to the next step



STRENGTHS, WEAKNESSES,
OPPORTUNITIES, AND THREATS

Analyze

What is working well, what isn't, and what needs improvement.

Document

Current processes and workflows.

Identify

Current pain points in the existing systems.

STRENGTHS

Identify and Dedicate Staff to Your Project

Diverse Team – Represents all levels and functions comprising of:

- At least one veteran staff member

- Technology-oriented staff – early Adopter

- An analytical person who can help with policies and procedures

- Executive Level Project Champion



STRENGTHS

Establish Relationships With Community Partners

Diverse Team – Represents all levels and functions comprising of:

The Courts (AOC, PJ, Exec Officers)

Law Enforcement Agencies

District Attorney

Public Defender

Client Advocates Program Providers



WEAKNESSES

Internal

Outdated Technology: Legacy systems
(hardware/software or both)

Resistance to Change

Fragmented Process

Limited Resources



W

WEAKNESSES

External

Labor Organizations (RTO in CA)

Public Sentiment/Negative Press

Disjointed relationship with IT

Lack of Support from Funding Source(s)



W

OPPORTUNITIES

New Funding Sources

Evolving Research on EBP

Emerging Technology

THREATS

A woman with brown hair tied back, wearing a white short-sleeved dress, stands in a meeting room. She is looking towards the right side of the frame. In the foreground, the back of a person's head and shoulders are visible, out of focus. A large teal square with a white letter 'T' is overlaid on the left side of the image.

T

Political Pressure

Changing Leadership

Labor Unions

Competing Priorities

Budget Constraints



STRATEGIC FRAMING

Change Readiness & Assessing Your Organization's Needs

UTILIZE A DATA MATURITY MATRIX

“

If you can't measure it,
you can't manage it.

Peter Drucker,
The “Inventor of Modern Management”

5 Data Maturity Domains

Domain	Level				
Technology	Level 0	Level 1	Level 2	Level 3	Level 4
Case Management System	None	Yes, basic, fixed fields, inflexible.	Yes, captures some activities and some outcomes.	Yes, captures activities, outcomes, possible to modify data elements and add fields.	Yes, easy to add data elements, easy to use, one stop attorney shopping.
Access to Data	Limited	Limited, record by record or on individual case characteristics. Aggregation or correlations limited.	Yes, may get data feeds on a periodic basis. No up-to data exportable data available.	Yes, continuous access and writing capability to a database. Data updated regularly.	Yes, data in own data warehouse. Can access all data continuously. Close to real time data updates.
Data Validation (characteristic of case management system)	None	Yes some fields are vetted.	Some data validated automatically.	Data validated across systems, most fields standardized.	Yes, data validated and vetted.
Integration Technology	None	Nothing to connect to.	Data has limited matching capabilities.	Can match data manually across systems. Limited automation.	Systems can communicate with each other. Data is shared across systems. Autofill of fields previously enter in other places.

Governance	Level 0	Level 1	Level 2	Level 3	Level 4
Internal Participation/ Buy in	No	Someone interested, but limited time available.	Yes, involved in IT and analytics development.	Yes, helps with interaction between IT and business.	Yes, but not as necessary because of strong IT and analytics staff.
External Collaboration/Buy In	No	No	Maybe: Could be an outside vendor.	Internal, but limited resources for development.	Internal, strong IT, with resources, time and experience to develop internal systems.
Policy Participation and Guidance (including funders, other stakeholders)	No	No	Maybe not a dedicated analyst, but some reporting and analysis in office.	Yes, someone with data management and analysis skills. May be the same as IT person.	Yes, dedicated, skilled data analyst with knowledge of both the business of defense and the data.

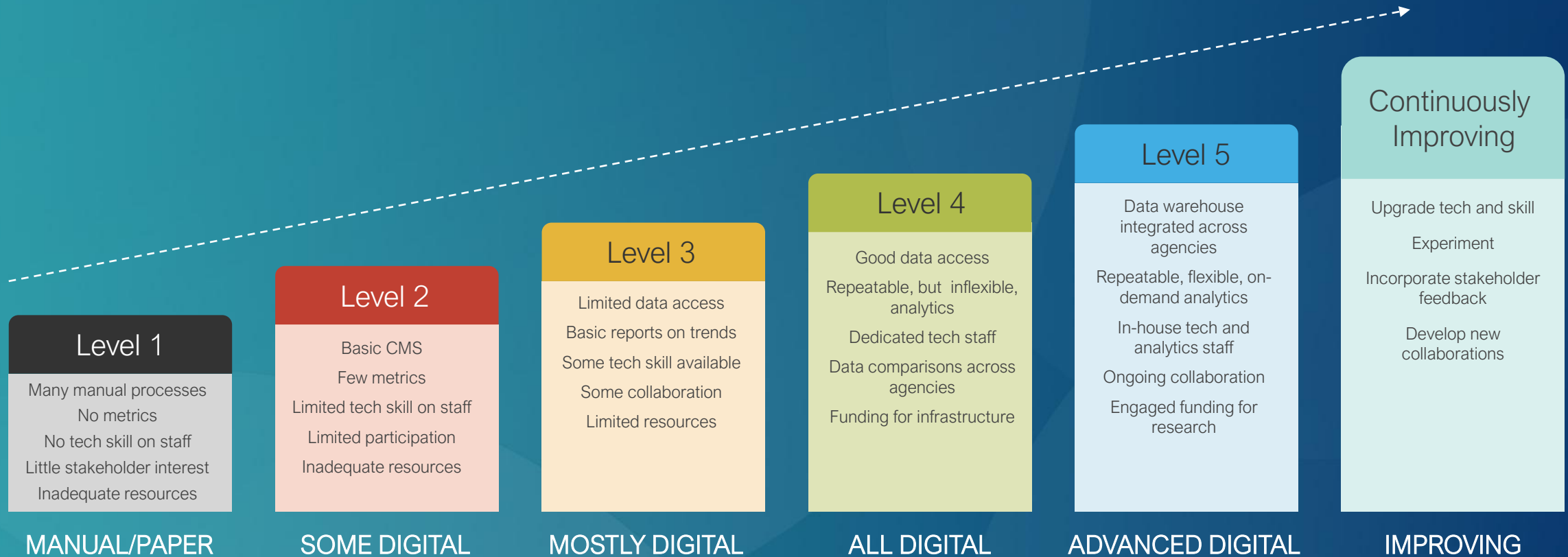
Adequate Funding	Level 0	Level 1	Level 2	Level 3	Level 4
For infrastructure and technology	No funding available.	Little funding for systems or software.	Some funding for systems. Limits ability to advance analytics.	Funding available, one time, grant, not reliable, or sufficient.	Budgeted resources, that allow for maintenance and improvement.
For staff and other human resources	No staff funding.	Little staff funding.	Funding for maintenance, limited resources for training or improvement.	Funding for limited internal staff, but limited specialization possible.	Adequate staff resources for people and training.

People and Skill	Level 0	Level 1	Level 2	Level 3	Level 4
Technologically Savvy Employee	No	Someone interested, but limited time available.	Yes, involved in IT and analytics development.	Yes, helps with interaction between IT and business.	Yes, but not as necessary because of strong IT and analytics staff.
IT Person	No	No	Maybe: Could be an outside vendor.	Internal, but limited resources for development.	Internal, strong IT, with resources, time and experience to develop internal systems.
Analyst (Statistician, Social Scientist)	No	No	Maybe not a dedicated analyst, but some reporting and analysis in office.	Yes, someone with data management and analysis skills. May be the same as IT person.	Yes, dedicated, skilled data analyst with knowledge of both the business of defense and the data.
Training	Little IT training in office.	Limited in office training for staff on IT capabilities and use.	Limited general training for staff, some training on request.	General training for staff, still some key gaps in knowledge or comfort with tools and data usage.	Staff is trained and supported on use of analytics software. Adequate resources for continued training, and skill upgrades.

Analytics	Level 0	Level 1	Level 2	Level 3	Level 4
Key Metrics Developed	No	Some: at least counts (of cases, clients).	Medium, piloting internal metrics use for management and advocacy. Mostly process metrics.	Yes, regular reporting of some metrics, continued investigation into most useful for the business.	Good metrics that are useful to the improvement of services and knowledge of the organization. Good process for continuous improvement of metrics.
Reporting Capabilities	None	Limited. Probably driven by some minimal reporting required by governing/funding agency.	Standard, non-flexible, static reports. Run regularly, but can't change content quickly or easily. Some limited ad-hoc queries available.	Good reports, some flexibility in content, someone able to run ad-hoc queries when necessary. Some data visualizations regularly generated.	Dashboard reporting with user discovery possible. In house staff to quickly create reliable reports or generate new dashboard views. May involve predictive analytics and statistical policy analysis.

Electronic Data Maturity Levels

BROADLY DEFINED



Increasing Analytics Capacity (Oct. 2016)
National Legal Aid and Defender Assoc.

PLANNING THE PROJECT

Logistics, Phasing, & Rollout Strategy



PHASING: SINGLE OR MULTIPLE?

Single Phase: Linear timeline with project activities executed in order, leading to a singular Go-Live or Production cutover event for **all** offices, departments, and users.

Multiple Phase: Same activities as Single Phase but leading to a Go-Live or Production cutover event for a **single department**, or **grouping of departments**, but not all at once.

EXAMPLE:

Phase 1: Pilot Departments/Locations

Phase 2: Second Grouping of Locations

Phase 3: Remainder of Locations



ROLLOUT STRATEGY: DEPARTMENT SIZE & SCOPE

1

Department size and number of staff included; How many?

2

Mixed divisions in scope? (Ex. Pretrial, Adult, Juvenile, other)



ROLLOUT STRATEGY: LEGACY SYSTEM

3

Does department and/or division all use the same legacy system?

4

If mixed divisions in scope, can legacy system retire incrementally?

* *Legacy System: The supervision system that is being replaced.*



ROLLOUT STRATEGY: PROJECT DURATION

5

Is timing a key or critical business driver as part of the project?

* *Legacy System: The supervision system that is being replaced.*



ROLLOUT STRATEGY: GENERAL CONSIDERATIONS

General considerations and rollout approaches are suggested starting points, but every scenario is unique.



If you are considering a project like this and need an easy button during the planning stage, we are here for you. Just reach out.

PLANNING THE PROJECT

Building Project Teams

Building the Best Teams Possible



What and who do “the best project teams possible” consist of?

Definition of Project Teams

What Roles?

Building the Best Teams Possible

DEFINITION OF PROJECT TEAMS



CORE PROJECT TEAM:

- Working group that engages on a daily, weekly, or some level of recurring timeframe to help execute project activities; assembled and begins work from project start through completion.
- Participates in recurring status briefings, solutioning discussions, training, and is responsible for decision-making within defined parameters – commonly around best or standard practices.
- Includes Subject Matter Experts (SMEs).

Building the Best Teams Possible

DEFINITION OF PROJECT TEAMS



GOVERNANCE/STEERING COMMITTEE PROJECT TEAM:

- Working group that engages with the project team on a less frequent, but recurring basis to help with decision making and clearing obstacles.
- Not commonly engaged in weekly/recurring status briefings, solutioning discussions, trainings, etc.
- More on these groups later with Stakeholder and Governance topics.



Subject Matter Experts (SMEs)



SUBJECT MATTER EXPERTS: PROJECT SUCCESS FACTOR

SME's play a critical role
in project execution and
partnership with vendor
project teams



PRIMARY FUNCTIONS OF THE PROJECT SME TEAM:

Clarify current operations, local procedures

Guide future **configuration and business process standardization**

Align decision-making with business drivers or guiding principles set forth by leadership and project stakeholders

Validate solutions provided by the vendor; can local operations be conducted successfully?



SUBJECT MATTER EXPERTS: PROJECT SUCCESS FACTOR

SME team size and makeup vary by project and scope, typically consisting of no more than:

10-20 individuals for Enterprise or Statewide projects;

5-10 for single jurisdiction/department projects



Building the Best Teams Possible

Who do we see commonly engaged in these Project Teams?



Building the Best Teams Possible			
Project Role	Core Responsibilities	Probation-Aligned Role(s)	Project Team
Executive Sponsor	Strategic direction, issue escalation, resource approval	Chief Probation Officer, Deputy Director	Governance / Steering Committee
Steering Committee	Oversight, prioritization, change approval	Division Director, Unit Supervisor, Program Manager	Governance / Steering Committee
Project Manager	Planning, scheduling, vendor liaison, budget compliance	Project Liaison, Supervisor, Analyst	Core Project Team
Functional Leads	Define/validate processes, support SMEs	Probation Supervisor, Court Liaison, Program Coord.	Core Project Team; Governance (as needed)
Change Management Lead	Communicates change, manages resistance, monitors adoption	Training Coordinator, Field Supervisor	Core Project Team
Power Users	Test/validate solution, train peers, support go-live	SMEs from supervision, intake, detention, etc.	Core Project Team
End Users	Use system, complete training, follow new procedures	JPOs, CSOs, Admin Assistants, Clerks	N/A – As Needed
Technical Lead	Setup, integrations, conversion, tech support	IT Contact, Local Tech Support	N/A – As Needed; Core Project Team if homegrown legacy system, multiple interfaces, development, etc.
Upgrade Coordinator	Plan/manage upgrades, communicate changes	Compliance Officer, IT Manager	N/A – As Needed

P R O J E C T E X E C U T I O N

What to Expect

A close-up photograph of a person's hands holding a light blue tablet. The person is wearing a light-colored blazer over a dark top. The background is blurred, showing other people in a professional environment. A teal banner is overlaid at the bottom of the image.

From Strategy to Reality

HOW DOES IT ALL COME TOGETHER ONCE PROJECT ACTIVITIES START?



Implementation Activities

Project Management

Data Conversion (if applicable)

Implementation Consulting

Development Solutioning & Integration Consulting (if applicable)

Testing & Validation assistance

Training

Production Go-Live Support

Implementation Stages



INITIATE
& PLAN



ASSESS
& DEFINE



PREPARE
SOLUTION



READINESS
VERIFICATION



PRODUCTION
LAUNCH



FINALIZE
PROJECT



Enter the Partnership

- Launch the project
- Establish project governance
- Identify the project team
- Develop a management plan
- Develop the project plan & schedule
- Plan the SaaS infrastructure
- Present plans in the stakeholder meeting



**INITIATE
& PLAN**

ASSESS
& DEFINE

PREPARE
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FINALIZE
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**INITIATE
& PLAN**

ASSESS
& DEFINE

PREPARE
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PRODUCTION
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FINALIZE
PROJECT



Define the Future

Solution Orientation

Current & Future State Analysis

- Examine current business processes, challenges, goals, & objectives

- Review the options available in the Tyler software

- Collaborate and make decisions to optimize new business processes

- Data analysis and mapping

Development / Integration Solutioning (if applicable)



**ASSESS
& DEFINE**

INITIATE
& PLAN

PREPARE
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LAUNCH

FINALIZE
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Define the Future

Solution Orientation

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**ASSESS
& DEFINE**

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PREPARE
SOLUTION

READINESS
VERIFICATION

PRODUCTION
LAUNCH

FINALIZE
PROJECT

INITIATE
& PLAN



PREPARE SOLUTION

Move Forward

Functional leads and Tyler configure the system

Continued knowledge transfer

Validate system design meets objectives and operational requirements

Iterative validation of:

- Data conversions
- Data exchanges
- Forms and reports
- Business procedures

READINESS
VERIFICATION

PRODUCTION
LAUNCH

FINALIZE
PROJECT

INITIATE
& PLAN

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PREPARE SOLUTION

Move Forward

Functional leads and Tyler configure the system

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Iterative validation of:

Data conversions

Data exchanges

Forms and reports

Business procedures



**READINESS
VERIFICATION**

Initiate Go-Live Steps

- Plan the cutover to Tyler software
- Perform additional testing to ensure system quality
- Validate user preparedness
- End user training



**READINESS
VERIFICATION**

Initiate Go-Live Steps

Plan the cutover to Tyler software

Perform additional testing to ensure system quality

Validate user preparedness

End user training

**PRODUCTION
LAUNCH**

Ensure Satisfaction

Begin day-to-day processing

Production assistance from Tyler

Meet the Tyler support team

Learn how best to resolve issues and questions

Post-live training (if applicable)



PRODUCTION LAUNCH

Ensure Satisfaction

Begin day-to-day processing

Production assistance from Tyler

Meet the Tyler support team

Learn how best to resolve issues and questions

Post-live training (if applicable)



Prepare for the Future

Implementation activities come to an end

Ensure project goals and objectives are met

Continue validation of new process adoption



**FINALIZE
PROJECT**

INITIATE
& PLAN

ASSESS
& DEFINE

PREPARE
SOLUTION

READINESS
VERIFICATION

PRODUCTION
LAUNCH



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**FINALIZE
PROJECT**

INITIATE
& PLAN

ASSESS
& DEFINE

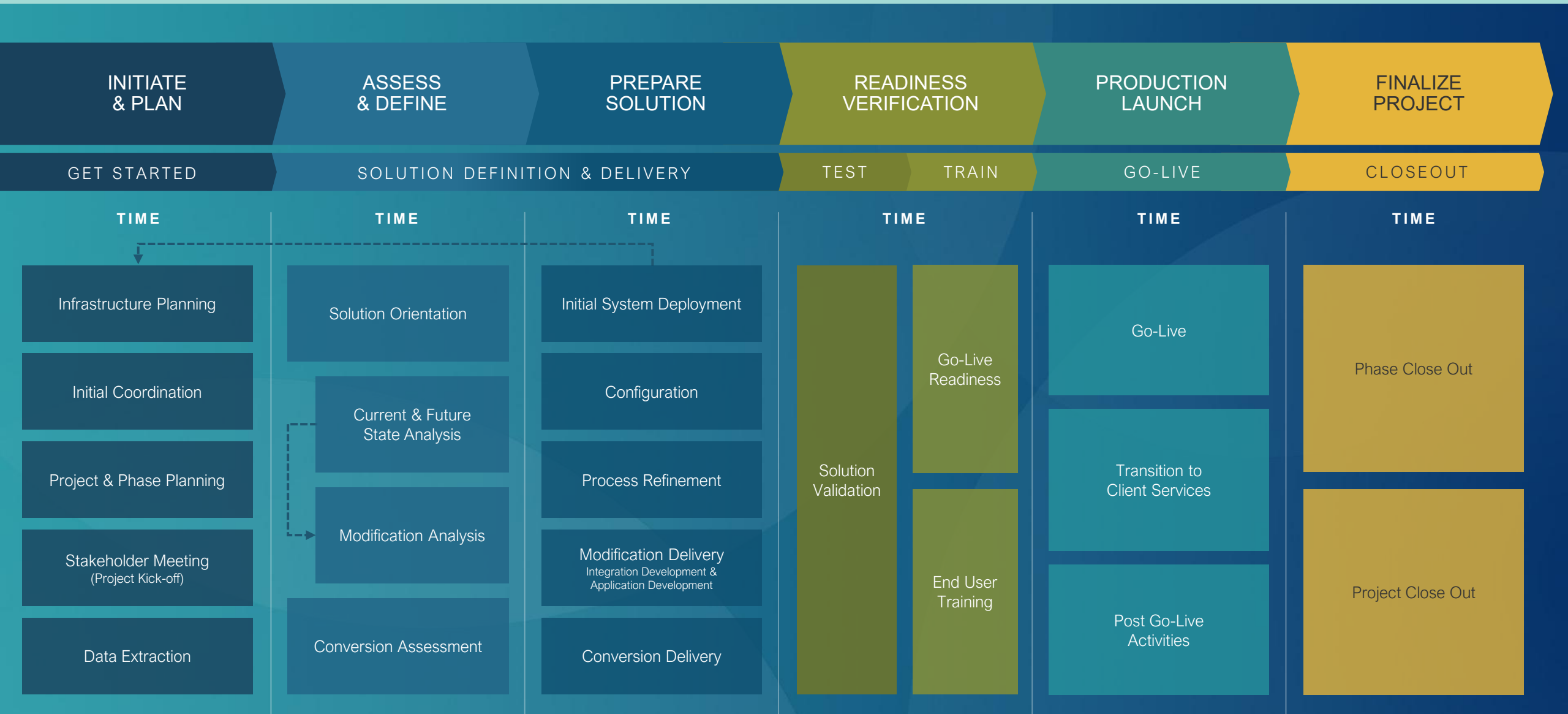
PREPARE
SOLUTION

READINESS
VERIFICATION

PRODUCTION
LAUNCH

Implementation Stages Overview & Timeline

PROJECT MANAGEMENT | GOVERNANCE | CHANGE MANAGEMENT



CLIENT PROJECT TEAM PARTNERSHIP

Engagement Levels: Key Activities

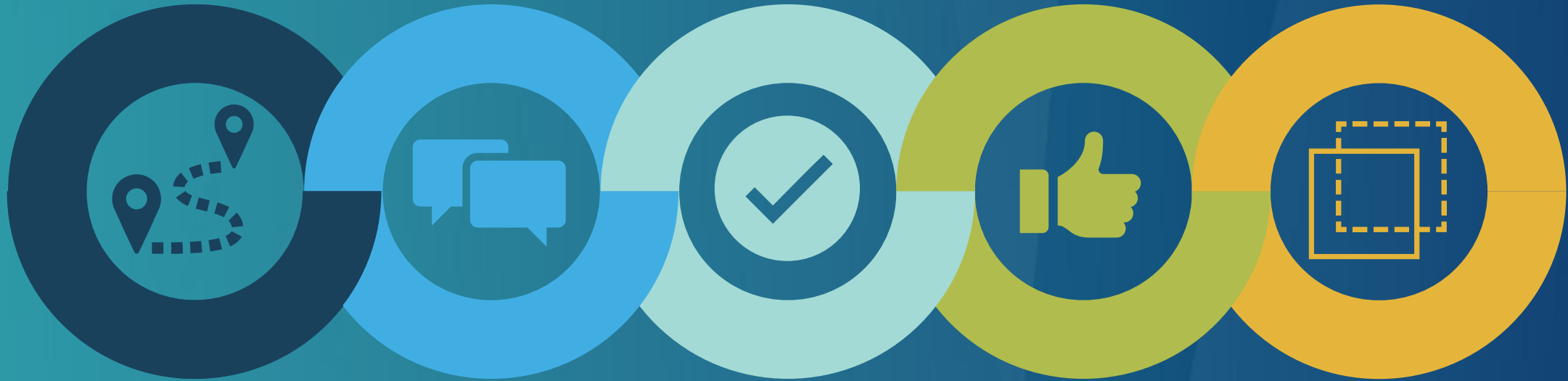
Key Project Activities	Client PM	Client SMEs* & Core Team	Client IT
Project Planning, Current State Process Reviews	20-30% 	20-30% 	5-10% 
Custom Development/Modifications Analysis and Delivery Testing (if in scope)	25-30% 	50-75% 	25-50% 
System Configuration	10-20% 	75-100% 	10-20% 
Data Conversion	20-30% 	50-75% 	10-20% 
Solution Deployment (Validation/Testing, Training, Go-Live)	20-30% 	75-85% 	25-50% 

*SME = Subject Matter Expert

PLANNING THE PROJECT

Change Management & Stakeholder Engagement

Navigate Change Management



Establish a Vision

- Must be clear
- Attainable
- Relevant to your mission

Communicate Often

- Communicate early & frequently
- Two-way, clear/honest
- Anticipate/manage resistance
- Stay aligned w/ stakeholders

Model the Way

- Lead by example
- Be accountable
- Reinforce positive change

Strive for Improvement

- Stay current on trends
- Use organizational assessments
- Measure outcomes

Be Transparent

- Celebrate accomplishments
- Openly report findings
- Don't mitigate negative outcomes

Organizational Preparedness



Conduct and/or Utilize Research



Paroling Authorities' Strategic Planning & Management for Results

Guidance for Defining a Mission and Vision

[nicic.gov](https://www.nicic.gov)



Culture & Change Management

Using APEX to Facilitate Organizational Change

[nicic.gov](https://www.nicic.gov)



The Impact of California Parole Supervision & Reintegration Model

Center for Evidence-Based Corrections – Case Study

[UCI Study](#)



Imperfect Tools

Developing, Applying, and Increasing Understanding of Criminal Justice Risk Assessments

[nij.ojp.gov](https://www.nij.ojp.gov)

IMPLEMENTATION INTELLIGENCE HANDOUT

Research Links



The impact of the California Parole Supervision and Reintegration Model (CPSRM) pilot implementation on parole agent attitudes

Susan Turner, Helen Braithwaite, Joe Tatar, Marisa Omori & Lauren Kearney

Center for Evidence-Based Corrections
University of California, Irvine

7th June, 2011

CEBC Working Papers are designed to share Center findings and to solicit informal peer review but have not been formally peer reviewed. Unless otherwise indicated, Working Papers can be quoted and cited without permission of the author, provided the source is clearly referred to as a working paper.

WORKING
PAPER

Table 3: Attitudes toward rehabilitation of the CPSRM sample (N=49) and PVDMI pre-test (N=67) and post-test (N=37) samples

Question	CPSRM	PVDMI Pre-Test	PVDMI Post-Test
1. All rehabilitation programs have done is to allow criminals who deserve to be punished to get off easily	5.24	4.97	5.05
2. Rehabilitating a criminal is just as important as making a criminal pay for his or her crime	2.76	2.42	2.41
3. The most effective and humane cure to the crime problem in America is to make a strong effort to rehabilitate offenders	3.02	2.79	2.81
4. The only way to reduce crime in our society is to punish criminals, not try to rehabilitate them	5.45	5.51	5.39
5. We should stop viewing criminals as victims of society who deserve to be rehabilitated and start paying more attention to the victims of these criminals	3.39	3.46	3.53
6. I would support expanding the rehabilitation programs with criminals that are now being undertaken in our prisons	2.69	2.81	2.83
7. One of the reasons why rehabilitation programs often fail with prisoners is because they are under-funded; if enough money were available, these programs would work	3.49	3.55	3.67
8. The rehabilitation of adult criminals just does not work	5.41	5.12	5.03
9. The rehabilitation of parolees has proven to be a failure	5.37†	4.88†	5.03

Note: a score of 1=strongly agree and 7=strongly disagree
†p < .05; †p < .10

Table 4: Regression results for attitude toward rehabilitation (N=45)

Variable	Coefficient
Race/ethnicity (White)	-3.64
Immediate previous job of state corrections officer	6.53**
Time in DAPO	-0.55***
Attitudes toward role	0.30
Constant	23.14***

R-squared=0.42
F (4, 40)=7.34***

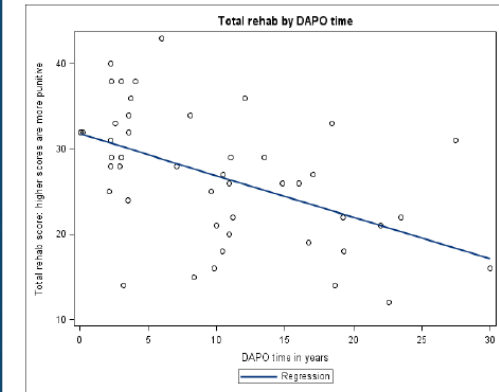
***p < .001; **p < .01

Table 5: Attitude toward rehabilitation of the CPSRM sample compared with a 1989 corrections officer and public sample

Question	Percent Agree with Question		
	CPSRM (N=49)	Corrections Officer (N=155)	Public (N=156)
1. All rehabilitation programs have done is to allow criminals who deserve to be punished to get off easily	12.2	26.6	23.9
2. Rehabilitating a criminal is just as important as making a criminal pay for his or her crime	79.6	70.1	55.5
3. The most effective and humane cure to the crime problem in America is to make a strong effort to rehabilitate offenders	65.3	43.1	31.2
4. The only way to reduce crime in our society is to punish criminals, not try to rehabilitate them	4.1	20.3	28.8
5. We should stop viewing criminals as victims of society who deserve to be rehabilitated and start paying more attention to the victims of these criminals	46.9	59.3	82.0
6. I would support expanding the rehabilitation programs with criminals that are now being undertaken in our prisons	73.5	53.9	48.1
7. One of the reasons why rehabilitation programs often fail with prisoners is because they are under-funded; if enough money were available, these programs would work	57.1	29.7	22.1
8. The rehabilitation of adult criminals just does not work	4.1	21.9	43.2
9. The rehabilitation of parolees has proven to be a failure	12.2	28.1	27.6

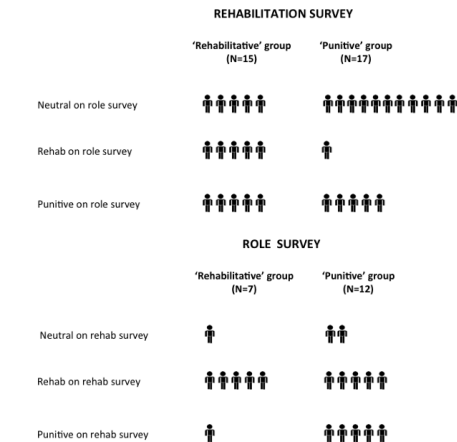
Note: We did not have enough information from the corrections officer and public samples to conduct significance testing

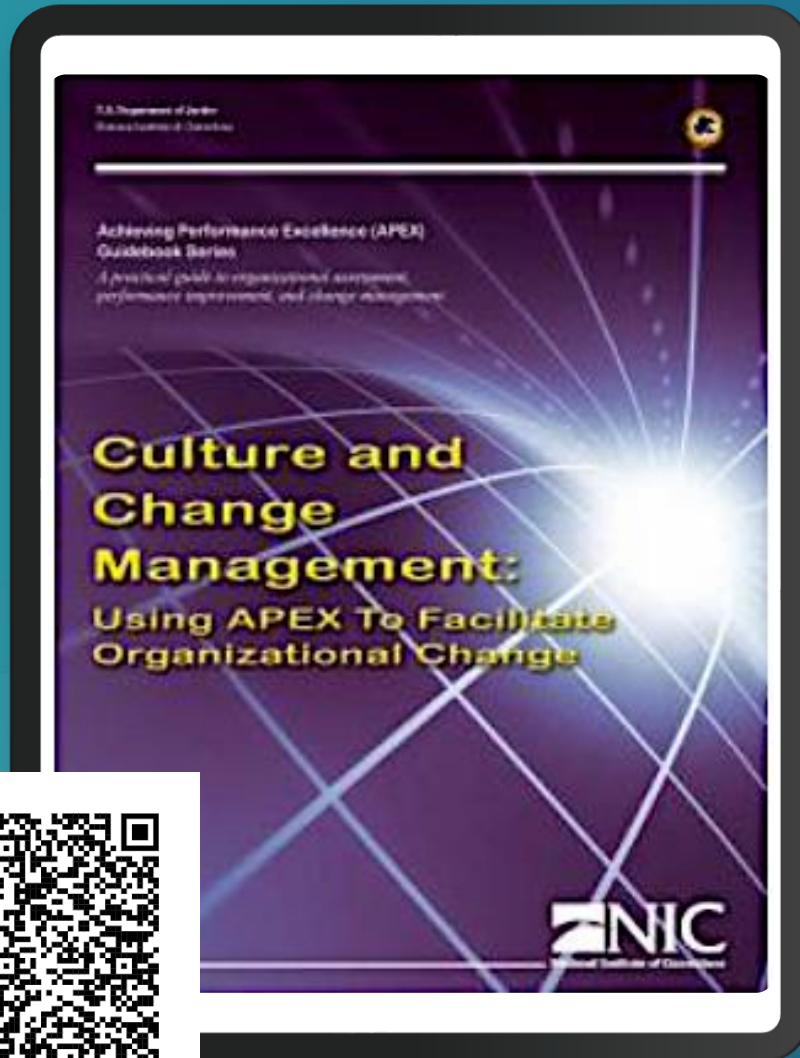
Figure 1: Total score on the rehabilitative attitude survey by length of time at DAPO



emphasized rehabilitation. To summarize, 16 agents were selected into high or low groups on both surveys measures - 10 of these in a manner that was consistent (for example, a rehabilitative attitude on both measures), and six agents in a manner that was inconsistent (for example, rehabilitative on one measure and punitive on the other).

Figure 6: Overlap in group membership on the two survey measures





Achieving Performance Excellence

Build the Model and Prepare the Journey

Culture & Change Management

Achieving Performance Excellence

Apply the Tools

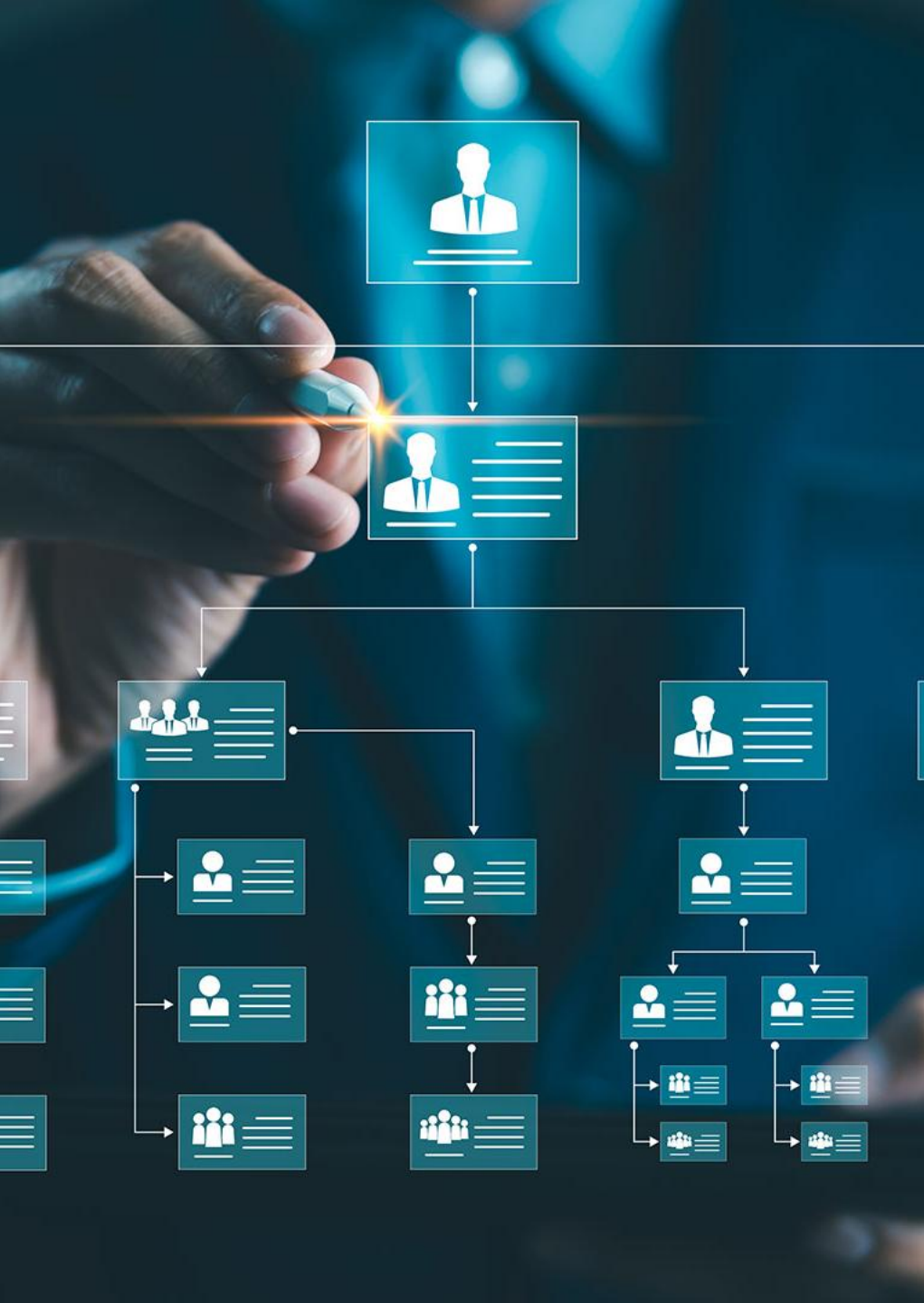




What does a culture do?

It tells people in an organization what will be expected of them and what they can expect of others.

People will learn when they know what the expectations are, but more often, they learn culture by watching others.



Three Levels of Organizational Culture

1. **What is seen in an organization:** Formal structure/chain of command/positions, etc.
2. **What an Organization says:** Its mission, value statements, and codes of conduct
3. **Tacit assumption** in the organization requires in-depth analysis

Edgar Schein (1999)

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Navigate Change Management

STRATEGIC

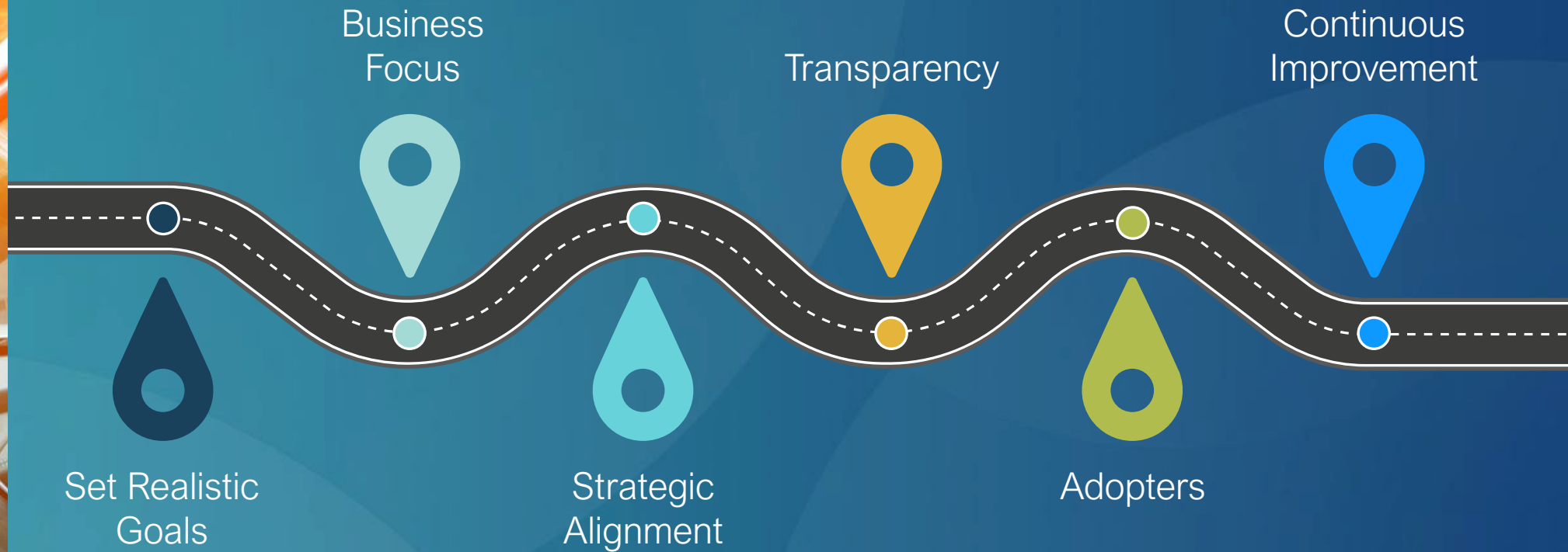
Focus on what you control

Change equals resistance

Enjoin your leadership team

Understand your
organizational culture

Establish a Roadmap





Set Realistic Goals

What can your organization accomplish?

Sufficient funds, staff & resources

What is your span of time?

What are the milestones/metrics?



Guiding principles provide guardrails for the project team



Articulates values that will guide the project

Established by executive leadership

Published, posted, and highly visible

Guiding Principles – Examples



Utilize system configuration 'out of the box', adjust business processes to gain efficiencies

All departments' processes will be reviewed

Focus on workable solutions, don't dwell on perfection

Consider advice and perspectives from the vendor and other departments on the use of systems

Think holistically, beyond one's department or physical work location

Make quick and informed decisions, then move forward

Be flexible with time and act with a high sense of urgency related to the implementation project

Drive standardization throughout all divisions and locations

Streamline and simplify, do not be constrained by the present

Constructively make comments and suggestions, criticize the process, not the person

Communicate effectively with all of our Justice Partners

Be respectful, as we are all working on the same team and toward the same goal

Seek good solutions, not perfect solutions

Be aware that incremental review and improvement continue after go-live



Business Focus

Where can your organization grow?

What does your organization offer?

What impact do you have on your industry?



Strategic Alignment

State/County/City Roadmaps

Constituents/Stakeholder Goals

Laws, Litigation, Oversight Agencies

Boards & Trends



Transparency

Shared Public Document

Communication

Digital Media

Report on Status



Adopters

Solicit buy-in from ELT

Find project champions/experts

Assign tasks

Empower staff



Continuous Improvement

Evolve

Latest research, practices

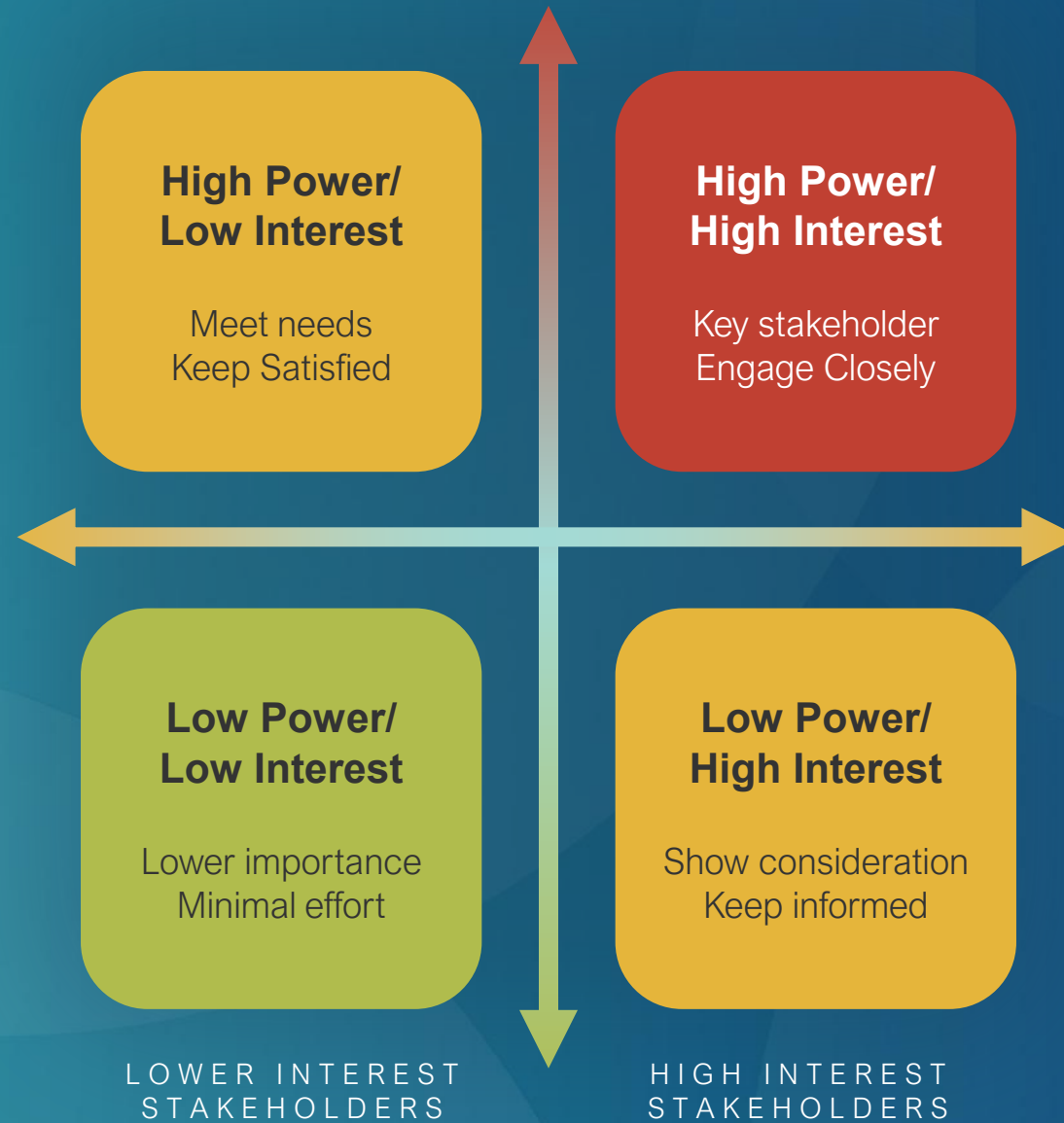
Avoid obsolescence

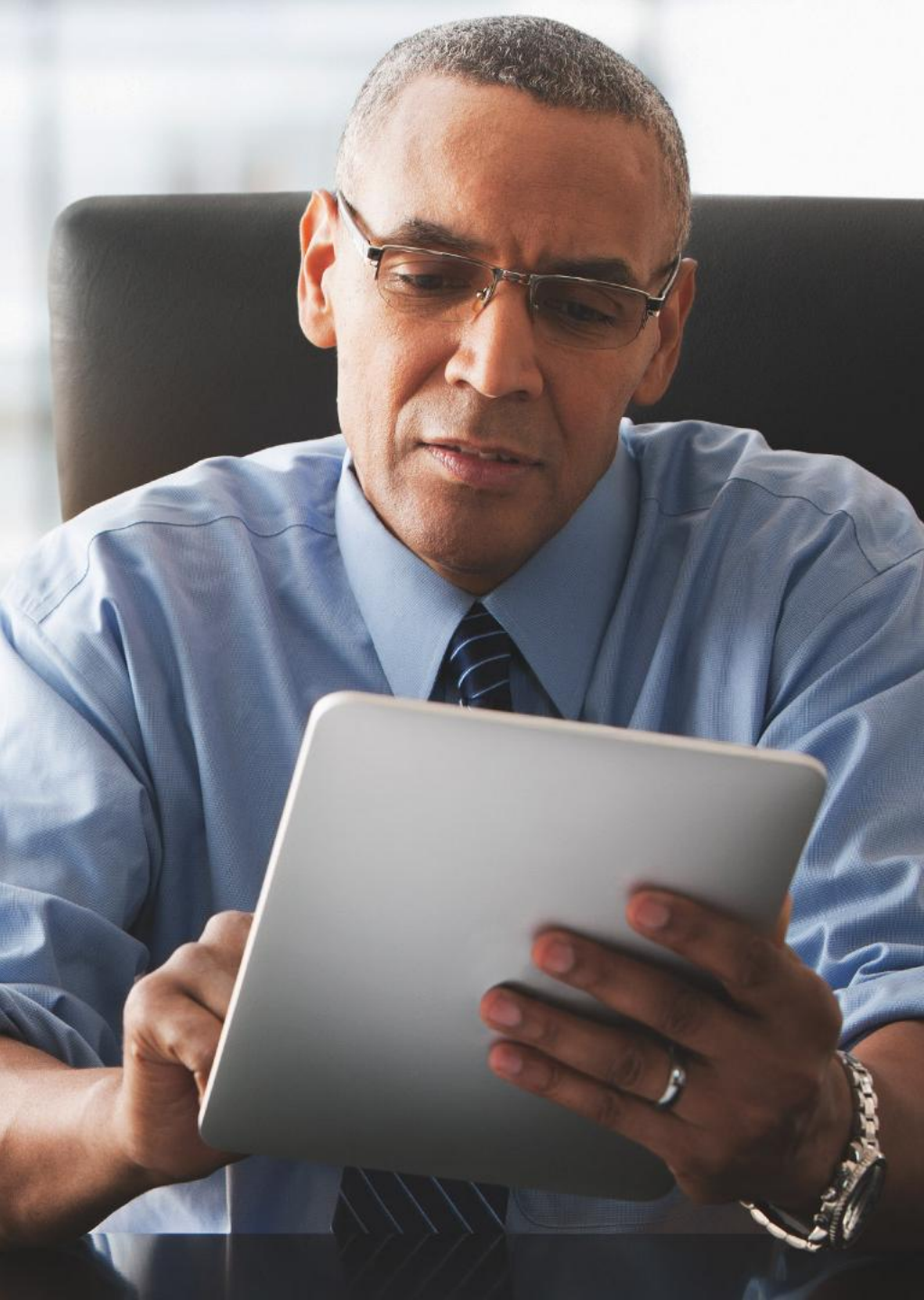
Develop a path to growth

A close-up photograph of a person's hands holding a light blue tablet. The person is wearing a light-colored blazer over a dark top. The background is blurred, showing other people in a professional environment. A semi-transparent blue banner is overlaid at the bottom of the image.

Power/Interest Matrix

The Power/Interest Matrix





High Power, Low Interest

KEEP SATISFIED

Provide high-level updates to keep these stakeholders satisfied.

Ensure they are aware of the project's progress and key milestones.

Address any concerns promptly to maintain their support.

EXAMPLES:

Chief Financial Officer

Oversight body

Government regulators



High Power, High Interest

MANAGE CLOSELY

Develop a detailed engagement plan for these stakeholders.

Keep them fully informed and involved in key decisions.

Provide regular updates and seek their input and feedback.

EXAMPLES:

Project sponsors

Department head

Key decision makers

Major stakeholder



Low Power, Low Interest

MONITOR

Monitor these stakeholders with minimal effort.

Provide updates as needed to ensure they remain informed.

Be prepared to adjust their engagement strategy if their power or interest levels change.

EXAMPLES:

General public/other departments

Consultants or contractors with limited power



Low Power, High Interest

KEEP INFORMED

Develop a communication plan to keep these stakeholders informed.

Provide regular updates on the project's progress and outcomes.

Engage them through newsletters, meetings, and briefings.

EXAMPLES:

End user

Community groups

Advocates

PROJECT EXECUTION

Sustaining Success Post Go-Live

STRATEGIC



Set clear goals
and strategies

Roadmap

ANALYTICS



Measure your success

KPI

CULTURE



Encourage staff

Challenge

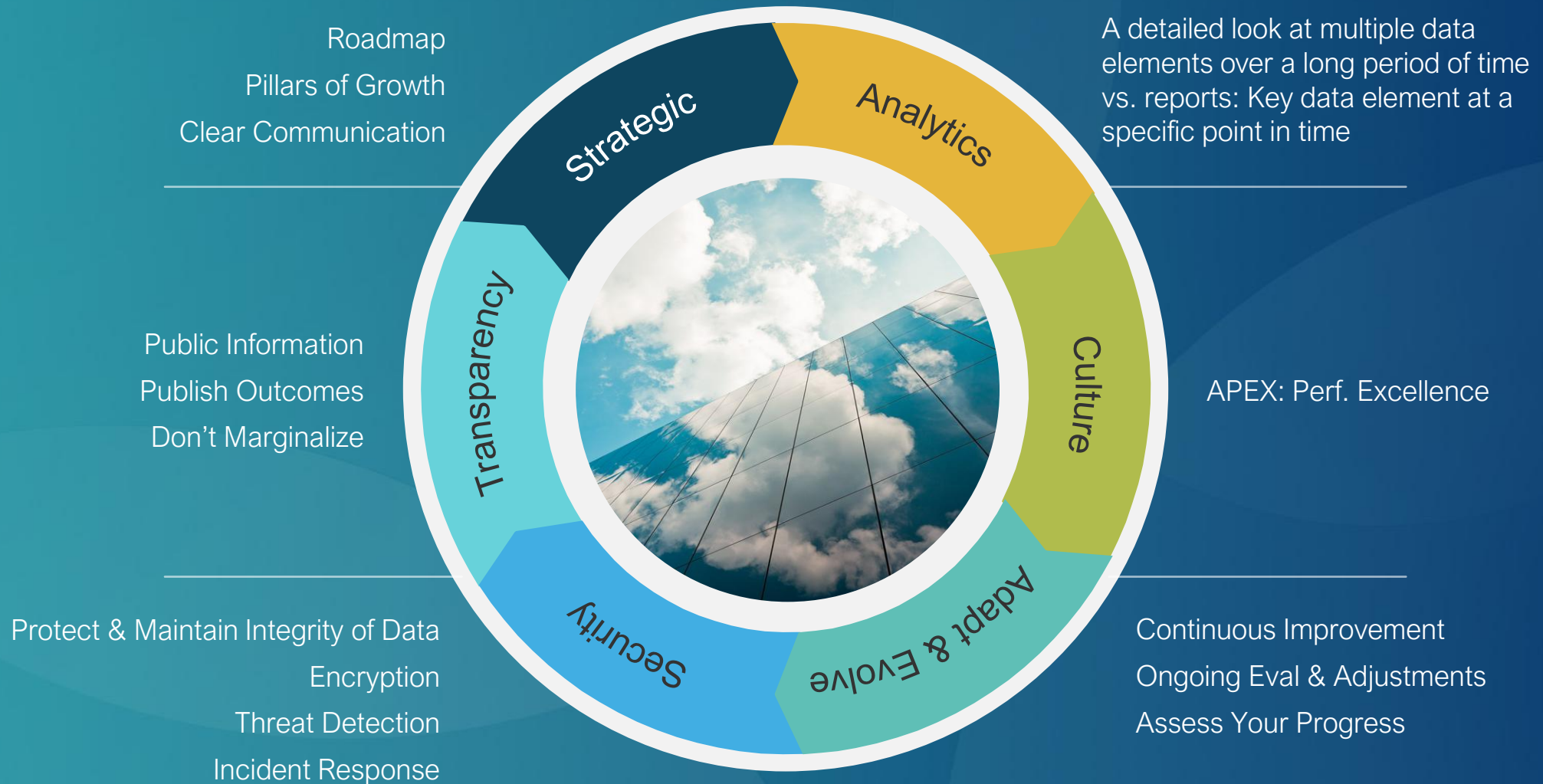
ADAPT & EVOLVE



Modernize

Use of AI

Lifecycle of Continuous Improvement



Discussion Session

POLL



Leveraging AI Technology for Community Supervision Caseloads

March 11, 2025 by Ashlin McMaken



Former probation and parole chief and 30-year industry veteran, Jack Martin, paints a clear picture: "You're tired. You've been up since 6:00 a.m. fielding calls from the jail about one of your 125 cases. You have defensive tactics training today and court during your lunch hour. Meanwhile, you're behind on termination and violation reports, as well as collecting monthly stats for 'required' state reporting. Not to mention, your field visits are seriously behind, having been tied to your desk for the last two weeks."

Sound familiar? In this landscape, the duties within community supervision become extremely difficult.

Emerging as an innovative solution to assist officers in their large, complex caseloads is artificial

LEVERAGING AI TECHNOLOGY FOR COMMUNITY SUPERVISION CASELOADS



[Read The Blog Now](#)

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AI-Driven Community Supervision Webinar



65+ Combined Years in Law Enforcement

ROBERT AMBROSELLI
Former Project Consultant for Alameda County Probation Department & Director of State Parole for California
30+ years in corrections and state parole

JACK MARTIN
Client Executive
Former Chief Probation Officer
Clark County, Nevada

AI for Community Supervision: Smarter, Safer Solutions

AI-Driven Community Supervision: Enhancing Efficiency and Human Connection Designed for community supervision professionals eager to embrace the future of their field, this engaging webinar explores the transformative potential of artificial intelligence in enhancing the effective management of increasingly complex caseloads.

What You'll Learn:

- How AI can reduce officer burnout and improve efficiency

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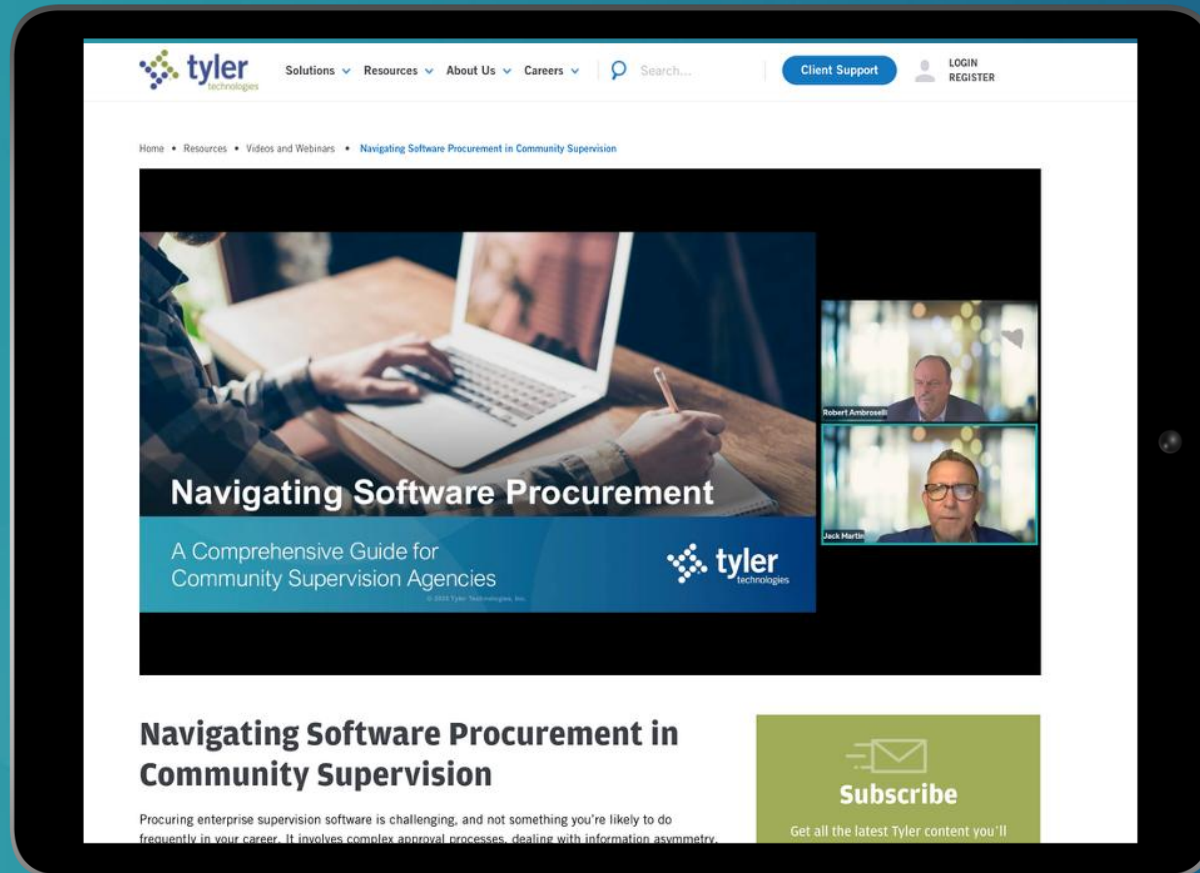
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