



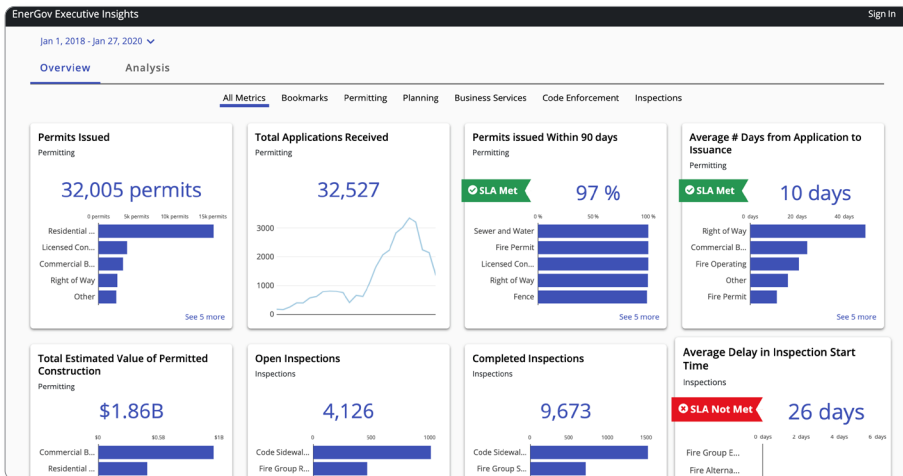
# Community Development Executive Insights

Built on Tyler Technologies' Civic Insights data analytics platform, Community Development Executive Insights allows community development, planning, business licensing, and code enforcement agencies to operationalize agency-defined Service-Level Agreements (SLAs), visualize and identify bottlenecks across a series of operational performance indicators, and drive action through internal collaboration.

Delivering dashboards with government-specific metrics that utilize industry-recognized analytics, Community Development Executive Insights automatically updates multiple times an hour, forecasts and sets alerts for when thresholds are met or breached, and is tightly integrated with Tyler's industry-leading community development solutions.

## COMMUNITY DEVELOPMENT EXECUTIVE INSIGHTS ANSWERS:

- Are there operational changes that are affecting performance?
- Were previous projects successful with the current approach?
- Is this a temporary hiccup with a subcontractor?
- What did we do last year? How might this situation affect next year's planning?
- In looking at prior year trends on this project, are there seasonal similarities?

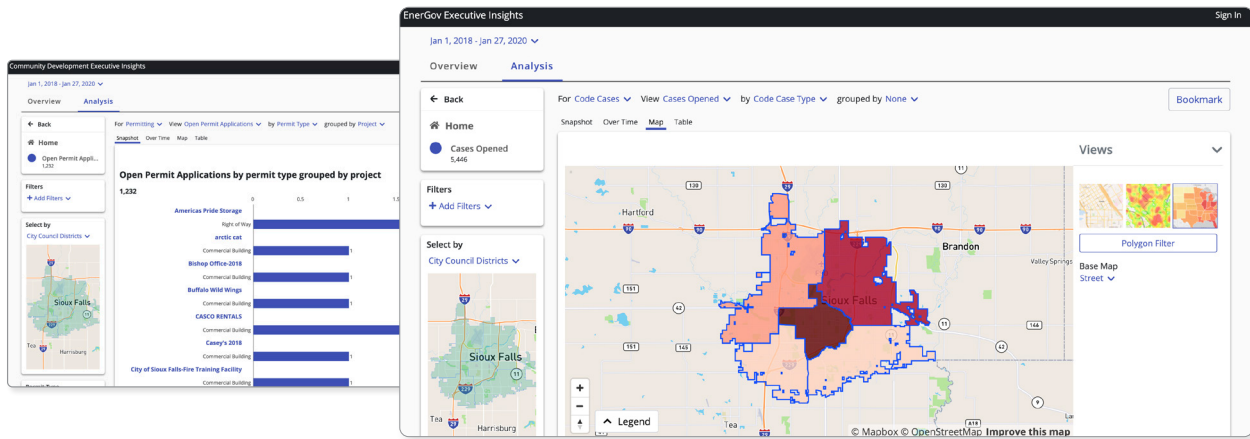


Summary View of Metrics Across Functions

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Project-level View of Open Permit Applications & Concentration of Permit Applications Across the City

## DIVING INTO CORE ENTERPRISE PERMITTING & LICENSING DATA

Community Development Executive Insights offers real-time actionable analysis from operational enterprise-wide data intelligence. Users can access Enterprise Permitting & Licensing data to generate operational analytics resulting in swift action. It moves the backend data of Enterprise Permitting & Licensing into front-facing “indicator snapshots” in which they can filter, trend, and bookmark. Users can expose specific details and patterns to present through visualizations. Map boundaries show district lines or can be drawn on the fly to highlight specific areas. Users can drill down for specific details to understand changes over time and expose patterns to present a comprehensive view with a few simple clicks. Notifications, automatic updates, and forecasting tools enable a shared view by all stakeholders of metrics.

## EXPEDITING PERMITTING & LICENSING DATA INTO COLLABORATIVE INSIGHTS

Community Development Executive Insights uses the Enterprise Permitting & Licensing data to proactively drill down into permitting, community development, and inspections information to serve community needs with performance KPIs and SLA metrics. By leveraging the data sets flowing from Enterprise Permitting & Licensing systems through a web-portal login, Community Development Executive Insights:

- advances statistical forecasting that allows forward-looking insights into current spending, revenues, and trend metrics over time and into the future

- filters and allows configuration of targets, thresholds, SLA requirements, labels, and alerts simplifies collaborative insights and streamlines multiple data sources into easy to share, mutual understandings
- displays and bookmarks visualizations in charts, graphs, and maps without IT analysts
- diagnoses issues with data updating automatically via a cloud-hosted, rapidly deployable solution
- tracks large-scale projects - trends metrics over time, finds and drills into outliers
- enables bookmarked views and queries, which roll-up into reports that can be downloaded and emailed to colleagues and stakeholders
- includes scheduled notifications and urgent alerts sending both dashboard snapshots on a regular cadence and priority emails if threshold is breached

Community Development Executive Insights unites the need for information with the pace of innovation, turning back-end data into insights of front-facing trend analytics accessed as reports and dashboards. It exposes patterns and presents comprehensive specifics with drill-downs into how volumes, timelines, and operations are interconnected. Community Development Executive Insights provides automatic updates and alert notifications, and monitors and shares analysis at-a-glance, across departments and projects. This enables prioritization of bottlenecks, mapping of district issues, and assessment for quick interventions where needed.