

AI System Facts

[Tyler Resident Assistant]

General System Information

Baseline Model	Various models are used in Resident Assistant depending on use case and customer preference.
Developer	Various AI developers are used by Resident Assistant from frontier model providers like OpenAI, Anthropic, and Google.
Application and Description	Tyler's Resident Assistant is a chatbot that assists constituents in navigating the Williamson CAD website to find information about CAD programs and services.

Data Sources & Usage

Base Model Supplemented with Governmental Entity Data Does the governmental entity use external knowledge sources to supplement the base model with additional entity-specific data?	Yes Resident Assistant uses a pre-trained generative model from various model providers, and the Williamson CAD Website is the data source for the chatbot.
System Uses Data Inputs for Training Is the AI system trained using data inputs after initial implementation?	No
Data Sharing Are the data inputs or outputs shared outside the governmental entity?	No

Privacy & Ethics Measures

Testing Did testing occur prior to deployment to evaluate accuracy, consistency, and fairness?	Yes During implementation, the resident assistant was tested by Tyler and then subsequently tested by subject matter experts at Williamson CAD.
Human Oversight Does a human review and monitor the outputs of the AI system?	Yes The resident assistant produces reports on usage that are shared with Williamson CAD and are used to improve the out of the assistant.
Data Retention and Deletion Are data inputs and outputs automatically deleted?	Yes Transcripts of conversations are retained for 90 days by default and can align to client's record keeping policies as required by the jurisdiction.

User Feedback Are end users given a method to provide feedback or dispute the outputs?	Yes The resident assistant provides thumbs up/down buttons that allow users to quickly provide feedback on the quality or usefulness of a response. This feedback can be used to improve future responses.
Data Security Are security measures in place to encrypt any sensitive input data when stored or transmitted?	Yes All in-transit data encrypted via TLS 1.2 and FIPS 140-3, including all service-to-service communication. All data at rest is encrypted as well based on AWS standards using CMK. we have links to policy and terms here: https://www.tylertech.com/client-terms/tyler-ai-solution-terms-of-service

Note: If a governmental entity determines that providing information in one or more of the categories above would disclose information that could compromise its computer network security, it may refrain from completing those sections.