

# FULL TRACK LISTING

## EDUCATION SESSIONS

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- Next Generation 911 and Communications Center Management
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# GENERAL INTEREST TRACK

## GENERAL SESSIONS

Module	Title	Presenter	Description
General Session	Meet and Greet with Fmr. Boston Police Commissioner William B. Evans	William B. Evans, Fmr. Boston PD Commissioner	Join an informal meet and greet with William B. Evans, Former Commissioner of the Boston Police Department and nearly 40 year veteran of the Boston Police Department which he joined in 1980, rising to Captain, Superintendent and ultimately Commissioner where in 2013 he was responsible for executing the Boston Marathon Bombing capture. Please join Commissioner Evans for an unforgettable opportunity to ask questions and gain insights from a true public safety icon.
General Session	Introducing the New Release of the CentralSquare Customer Portal	Joe Kugler, Director, Product Support	This interactive session will give users an opportunity to preview and provide feedback about the upcoming release of the new CentralSquare customer portal, as well as the future roadmap for online support capabilities. Attendees will learn about changes to site navigation, product documentation, and product communities, as well as an enhanced Case management flow.
General Session	Introduction to CentralSquare University	Heidi Meyers, Director, Professional Services	In this session, you will be introduced to the new educational subscription plans being offered by CentralSquare and be given a tour of CentralSquare University. After completing this session, you will understand how these plans can be used to support your employee professional development needs and address product users' training needs.
General Session	How to Start and Continue a Successful State User Group and Community	Joe Humble and Shannon Brend, Colorado State User Group	For any customers who are interested in learning how to start your own State User Group, this is your chance to get tips directly from the founders of the Colorado State User Group. This unique Round Table discussion will share how the Colorado State User Group came to be and how it is used today.
General Session	Implementation Overview	Darrin Mebius and Billy Thomas	An introductory sessions with the Directors of Professional Services regarding a standard CentralSquare implementation. This session is for customers just starting a new project and new prospective customers. Our presenters will be talking about: Software configuration, Data Conversion processes, Interface implementation, project best practices, and other key areas tied to a customer implementation and process.
General Session	Law Enforcement Data Conversion: Configure, Map, Translate, Review, and Repeat. Setting Expectations to Ensure a Successful Migration	Carl Ware and Macey Hackman	This session will provide an overview of Public Safety and Justice Data Conversions. This session is for customers just starting a new project and new prospective customers. Our presenters will be talking about: the importance of having your new CentralSquare System configured before data conversion starts, requirements gathering, data conversion mapping, trial runs, conversion review, and go-live.

## BIG IDEAS

Module	Title	Presenter	Description
BIG IDEAS	The Future of Policing and Mental Health Collaboration	Lt Kenneth Murphy, Austin PD	As seen on 60 Minutes, Lt Kenneth Murphy and a member of his civilian mental health team at Austin PD will present how they are transforming the future of policing by diverting routine police calls to civilians and mental health professionals.
BIG IDEAS	Introduction to the CentralSquare Grants Assistance Program and Other Funding Trends	Sarah Wilson, Vice President of Grants, Lexipol	Have you taken advantage of CentralSquare's free Grants Assistance Program yet? This is your chance to learn all about the program from our partners and grant experts Lexipol and get helpful tips and tricks on finding and securing grant funding. This session will also explain how to best position your team for ARP funding and Infrastructure Bill Funding.
BIG IDEAS	Panel Discussion Facing the Challenges of Recruitment, Training and Staffing Shortages	Sheriff Jim McDonnell, Former Sheriff of Los Angeles County, David Haddock, Former Sergeant, Orlando Florida Police Department and Kate Beasley, Former Officer, Orlando Florida Police Department	The "Great Resignation" has not only impacted the private sector, but the public sector is feeling its effects as well. Join Sheriff Jim McDonnell, Former Sheriff of Los Angeles County and Former Orlando Police Department officers David Haddock and Kate Beasley for a discussion around the challenges created by staffing shortages, recruitment challenges and retention at across various levels of public safety.
BIG IDEAS	Panel Discussion: Responding to Disasters: Lessons from the Surfside, FL Collapse and Hurricane Ida	Thomas Gross, Miami-Dade County, FL and Mark Boudreau, Terrebonne Parish, LA	Two of the most tragic disasters recorded in the year 2021 include the condo collapse in Surfside, FL n June 24th resulting in 98 fatalities and Hurricane Ida who violently struck Louisiana on September 4th, 2021 killing 82 people. Representatives from both impacted areas who were there in person, including Thomas Gross, Assistant Director ITD, Infrastructure at Miami-Dade County, Florida and Mark Boudreau, Executive Director of Terrebonne Parish Communications District, Louisiana will share their experiences in helping to respond to these disasters and lessons learned for future impacts.
BIG IDEAS	Panel Discussion: Women Leaders in Public Service Panel	Lora L. Thomas, Douglas County Colorado District III Commissioner, Joni Wickham, Former Kansas City Missouri Mayor Chief of Staff, Chief Bernadette DiPino, Former Chief of Sarasota Florida and Ocean City Maryland Police Departments	This panel discussion will highlight gender bias in policing and celebrating the success of key female leaders in the public safety sector with personal stories of challenges and opportunities faced during their careers. This session will be moderated by Sara Grilliot, CentralSquare's Chief Financial Officer.
BIG IDEAS	Lessons Learned from Ransomware Attack	Major Ryan Perkins, Tulsa, Oklahoma PD	Join Tulsa Police Department as they share the details and lessons learned from a recent crippling ransomware attack they suffered, highlighting the impact but also the benefit of how cloud can help prevent such attacks with increased data security by hosting critical applications.
BIG IDEAS	A Program Manager's RoadMap to Improved Public Safety	Kelvin Lewis, Program Manager - PMO, Chatham County, GA	"This session will discuss how to improving public safety through people, systems and policies. Leveraging the right people with public safety skills, providing the right systems with the right amount of technology and usability and creating or changing the policies that negatively impact public safety. Saving lives is "King," cost to deliver is "Queen."

BIG IDEAS	Surviving & Recovering from the Hack-calyipse	Eileen-Margaret Churchill, Senior Business Systems Analyst, Durham North Carolina PD	In early March 2020, the Durham Police Department faced two challenges simultaneously: Covid-19 and the Ryuk ransomware virus. The city's network had been compromised and fell victim to this encryptionware, leaving first responders to fall back on old school methods of pen & paper tickets and radio communications while the network was offline. The department managed to get back up and running in 10 days, and not without a few life lessons! Here are real life lessons in how Durham fell victim to a cyberattack, how they recovered, and how they're working to prevent another hack-calyipse!
BIG IDEAS	Update on Latest Government Funding Initiatives	LSN Partners	LSN Partners, a leading government affairs consulting firm will break down the latest funding updates from Capitol Hill and sharing information on NG911 and Infrastructure funding initiatives, what agencies and local governments should expect and how to position your team to benefit from this unprecedented level of government support.

## INNOVATION

Module	Title	Presenter	Description
Innovation	Cloud Strategy and Path Update	Adi Kavaler, Chief Technology Officer	In this strategy session, CST will share the evolution of its cloud journey and strategy, from the beginning, through the current state and the exciting innovation and vision for the next 3 years.
Innovation	Introducing Connected Cloud Project	Greg Loehr, Director Software Development	This session will provide an overview of how the connected cloud project supports CentralSquare's broader Cloud strategy from a technical point of view. We'll cover how leveraging emerging technologies and cloud managed services adds value to the solutions made available to you today and tomorrow.
Innovation	Application Security Overview	Christopher Basnage, Manager Apps Security and Troy Saunders, Director Security	This session will provide an overview of CentralSquare's Application Security program.
Innovation	Incident Response Roundtable	Troy Saunders, Director Security, and Charlie Van Horn, Manager Risk Audit	This roundtable discussion will focus on incident response and best practices from real-life examples.
Innovation	How UX Design is Shaping the Future of Public Sector Software: Employing AI and Automation to Improve the User Experience	Kenyon Congdon, Sr UX Designer and Jason Parker, Sr UX Designer	In this presentation the CST Design team will discuss the intersection of public sector technologies and artificial intelligence. When implemented through the lens of UX Design, AI and Automation create opportunities for innovation that maximize user potential and minimize wasted effort. With dedicated user research, thoughtful ideation and scientific vetting of designs, complex technologies will become the user's ally for an enhanced daily worklife experience.
Innovation	CST's Mobile Strategy	Kris Rucker, Director Software Development	This session will provide a high-level overview of CST's mobile strategy.
Innovation	Software Qalification	Jeff Beard, VP Software Development and Lisa Hewitt, VP Software Development	This session will provide a high-level overview of CST's approach to software quality, testing, product development life cycle, and software release strategy.
Innovation	CST Integration Overview	Greg Loehr, Director Software Development and Bill Wills, Director Software Development	This session will provide a high-level overview of how CST securely integrate with 3rd parties as well as locate/state/federal

Innovation	Co-Innovation Lab	Adi Kavaler, Chief Technology Officer	This session will provide a high-level overview of the new concept of the co-innovation lab technology and process that allows CST to co-innovate jointly with customers and partners and accelerate the time-to-value of current and future products and technologies.
Innovation	Cloud and Manages Services Technology and Operations	Ashya Comes, Senior Manager Cloud	In this technology session, you will learn from CST technology experts about Cloud Managed Services for our local government software. They will share the current state of CST's cloud infrastructure, provided services, and product availability matrix.

## NEW TO CENTRAL SQUARE

Module	Title	Presenter	Description
New at CST	Meet and Greet	CentralSquare Team	Join various members of the CentralSquare leadership team and team members across the organization including Product Management, Technology, Customer Support for an informal "meet and greet" to get to know CentralSquare better.
New at CST	Networking Event	CentralSquare Team and Customers	Join an informal networking event featuring existing CentralSquare customers to hear their experience first-hand as a CST customer and discuss common product interests, implementation strategies, tips and tricks and success stories.
New at CST	The Future of Policing and Mental Health Collaboration	Lt Kenneth Murphy, Austin PD	As seen on 60 Minutes, Lt Kenneth Murphy and a member of his civilian mental health team at Austin PD will present how they are transforming the future of policing by diverting routine police calls to civilians and mental health professionals.
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# PUBLIC SAFETY & JUSTICE TRACK

## MAXIMIZING INTEROPERABILITY AND CUTTING RESPONSE TIME – PRO FEATURED PRODUCTS: PUBLIC SAFETY PRO SUITE (911, CAD, RMS, MOBILE, & JAIL)

Module	Title	Presenter	Description
Pro Suite	Pro Suite Roundtable	Jimmy Jones, Product Manager; Nathan Benjamin, Product Manager; Thomas Crockett, Product Manager; Jeremy Smolen, Product Management Lead; Leo Manster, Customer Success Director	Have questions about Pro Suite overall or missed one of our focused roundtables? Join your Pro Suite product team alongside our customer success team to see how we are changing our focus to provide a better experience.
Pro Suite	Basic Reporting in Pro Suite	Hailey Reimer, Manager Consulting	This is an introductory class to learn how to use the Pro Suite report writing tool. It will provide an overview of the functionality for those who are less familiar with writing custom reports.
Pro Suite	User Led Session: Thinking (and Creating) Pro Suite Custom Forms Outside the Box!	Lt. Dylan Wilson, Mustang Police Department, Mustang, OK	Get some insights into how an experienced Pro Suite user has created custom forms for cases, CFS, inmates, personnel, tow, etc. This session for beginners to advanced users offers detailed examples of forms and shows methods for creating and leveraging those forms.
Pro Suite	Advanced Pro Suite Reporting: using my data in excel	Hailey Reimer, Manager Consulting	This session will give a first-hand account of how PSJ Pro was instrumental in the response of Terrebonne Parish Communications, Louisiana in the wake of Hurricane Ida in September 2021. This session will showcase how PSJ Pro never failed the first responder team in Terrebonne Parish and highlight other features of the product that have been critical in supporting law enforcement in this community.
Pro Suite	User Led Session: Response to Hurricane Ida: A Pro Suite Story	Mark Boudreaux, Executive Director, Terrebonne Parish Communications District, Louisiana	Get some insights into how an experienced Pro Suite user has created custom forms for cases, CFS, inmates, personnel, tow, etc. This session for beginners to advanced users offers detailed examples of forms and shows methods for creating and leveraging those forms.
Pro Suite	Pro Suite Custom Forms, Fields, and Modules	Nathan Benjamin, Product Manager	Need a refresher on how to maximize your Pro Suite forms fields and modules?
Pro Suite	Personnel and Permissions in Pro Suite	Hailey Reimer, Manager Consulting	Have a new hire? Or just looking for ways to better utilize the Pro Suite permissions? Join this session to dive deeper into what permissions are needed for each role.
Pro Suite	Field Ops for Pro Suite: What's New and What's Coming.	John Coltrain, Product Manager, Jimmy Jones Product Manager and Travis Hamilton, Software Development Manager	Want to learn more about what is new and exciting functionality between Field Ops and Pro Suite? Join us for an overview of what has changed over the last year and get a sneak peek at what's coming. Learn how your agency can gain exciting functionality.
CAD Pro/GIS	User Led Session: Using Raptor API and other methods to extend CAD Pro	Steve Ryckman, Application Support Manager, City of Plano, Texas	See real-world examples of using the Raptor API and other methods to create new and exciting extensions of CAD, including real-time text messaging for unit assignments, problem natures, call comments, and more. Webifying CAD data for everyone in the department and further. Developing a media dashboard for automatic disclosure of calls using time release mechanisms and other rules as well as many extensions to the Inform Mobile application you may not have thought to create.

CAD Pro	Mobile CAD Pro Templates Configuration	Hailey Reimer, Manager Consulting	Get the most out of Mobile CAD Pro. Explore the tools and options available in Mobile CAD Pro to make it work for you.
CAD Pro	Mobile CAD Pro Roundtable	Jimmy Jones, Product Manager	Have questions or ideas for your fellow Mobile CAD Pro users? Bring them to this dedicated Mobile CAD Pro roundtable. This session is a great opportunity to network, to take advantage of the ideas and experiences of others who use CAD Pro, and to share what's working for you.
CAD Pro	Basic CAD Pro Run Cards	Jimmy Jones, Product Manager	Recommending the right units to a call is one of the biggest benefits CAD Pro can provide your agency. Join us to learn how Unit Recommendation can work for your agency, how it works, and how to configure it. Still want more? Join us for Advanced Run Cards Next!
CAD Pro	Advanced CAD Pro Run Cards	Jimmy Jones, Product Manager	Join us for a deep dive into the intricacies of Unit Recommendation so you can become a master of your CAD Pro. We'll cover what's happening behind the scenes so that you can be confident in your configuration. Need a refresher first? Attend the Basic CAD Pro Run Card Session First!
CAD Pro/GIS	CAD Pro Mapping Roundtable	Jimmy Jones, Product Manager and Ellen Bubak, GIS Specialist	Have questions or ideas for your fellow CAD Pro Mapping users? Bring them to this dedicated Pro Suite Mapping roundtable. This session is a great opportunity to take advantage of the ideas and experiences of others and share what's working for you.
CAD Pro/GIS	Preparing CAD Pro Map Data and Other Frequent Issues	Ellen Bubak, GIS Specialist	CAD Pro users who will be starting implementation with mapping, adding on a mapping solution, or are interested in improving their map data can join to learn about our data requirements and why they are important in the functionality of Pro Suite. We will also cover ideas on ways to improve your data to get the most out of your system.
CAD Pro	What Happened to CAD Pro During Covid (Review of 20.2 Releases)	Jimmy Jones, Product Manager	A lot has happened in the world over the past two years. Come and see what we were doing in CAD Pro along the way.
CAD Pro	What's on the Horizon: CAD Pro Roadmap for 2022 and Beyond	Jimmy Jones, Product Manager	Want to learn more about what is new and exciting in CAD Pro and Mobile CAD Pro? Join us for an overview of what has changed over the last year and get a sneak peek at what's coming. Learn how your agency can gain exciting functionality.
CAD Pro	CAD Pro Workflow and Automatic Paging	Jimmy Jones, Product Manager	Getting information to those who need it doesn't have to be hard. Join us to learn how you can use CAD Pro Paging and Workflow to keep responders up to date, notify supervisors to pull recordings, and even help build a list of incidents to QA.
CAD Pro	CAD Pro Roundtable	Jimmy Jones, Product Manager	Have questions or ideas for your fellow CAD Pro users? Bring them to this dedicated CAD Pro roundtable. This session is a great opportunity to network, take advantage of the ideas and experiences of others who use CAD Pro, and share what's working for you.
CAD Pro	CAD Pro Window Templates	Hailey Reimer, Manager Consulting	If you've been using the same CAD template since Go Live or just wanted to see what configuration options CAD windows have, this session is for you. We will look at how different CAD templates can best serve each style of dispatching.



Records Pro	Records Pro: Best Practices	Thomas Crockett, Product Manager	Records maintenance is a must for any agency wishing to keep data clean and accurate. Duplicated data can wreak havoc if left unmanaged. Learn how to create safeguards and discuss strategies to keep name cards, address cards, and other data items accurate in Records Pro.
Records Pro	Records Pro Roundtable	Thomas Crockett, Product Manager	Have questions or ideas for your fellow Cases and Records users? Bring them to this dedicated Records Pro roundtable. This session is a great opportunity to take advantage of the ideas and experiences of others and share what's working for you.
Records Pro	Pro Suite NIBRS	Thomas Crockett, Product Manager	Overview of the process and procedures to implementation of a new state for NIBRS requirements/DOJ timeline. Learn the difference between local ordinances and NIBRS code, how the Records Pro functions, and what is the agency's responsibility.
Records Pro	Professional RMS: Workflow	Thomas Crockett, Product Manager	High Level NIBRS workflow and explanation to Pro Suite focus on NIBRS changes and ticket handling when a customer has questions or issues. Central Square will explain how to properly escalate NIBRS issues and how to reach out for support.
Jail	Jail Roundtable	Nathan Benjamin, Product Manager	Have questions or ideas for your fellow Jail users? Bring them to this dedicated Jail roundtable. This session is a great opportunity to take advantage of the ideas and experiences of others and share what's working for you.
Jail	Using Functional Dashboards/Workflows for Jail users	Ryan Thompson, Professional Services Consultant	This will begin with an introduction to dashboards for Jail users at all levels and will work through effective uses and optimization of dashboards by role. Then we'll cover Jail workflow topics to include tasks, approvals, and using workflow to automate report generation.
Jail	Inmate Classification Points vs. Decision Tree	Ryan Thompson, Professional Services Consultant	In this course we will cover inmate classification, from determining the method of classification best suited to your facility, to creating point and decision tree criteria forms. We will also go over more advanced topics on integrating multiple classification forms into your overall system.
Jail	Where is Jail Going in 2022 and Beyond	Nathan Benjamin, Product Manager	Want to learn more about what is new and exciting in Jail? Join us for an overview of what has changed over the last year and get a sneak peek at what's coming. Learn how your agency can gain exciting functionality. Recommended for attendees interested in Jail Pro.
Jail	Jail - Reporting	Ryan Thompson, Professional Services Consultant	This course will cover reporting specifically in Jail. We will cover recurring reports, using crosstabs effectively, and creating reports for trend analysis.
Field Ops/Mobile	Which Mobile Solution Should I Use: Field Ops or Mobile CAD Pro	Hailey Reimer, Manager Consulting, Jimmy Jones, Product Manager and John Coltrain, Product Manager	Mobile solutions allow officers to remain connected while out in the field, but what solution is correct for your agency? This session will look at the functionalities of both Mobile CAD Pro and Field Ops so your agency can make the right decision about which mobile solution fits best.
CAD Pro/GIS	Get the Most Out of Your CAD Pro Mapping	Ellen Bubak, GIS Specialist	Curious about what you can do with mapping and GIS data in your CAD Pro system? Has it been a while since you have looked at your mapping functionality in Pro Suite? Are you looking for ways to get more out of the system with your GIS data? Join this session to learn how you can use your GIS data to make CAD Pro work the best for your agency, from getting detailed information for your dispatchers to running reports and more.

CAD Pro	CAD Pro: Tips, Tricks, and Forgotten Options	Hailey Reimer, Manager Consulting	New to CAD Pro? Need a refresher? Join us to learn the best shortcuts call takers and dispatchers can use today to get things done faster. Are you a super user? We'll also review key options that make a big impact on how your agency uses CAD.
False Alarm Management (CryWolf)	False Alarm Management Services (CryWolf) Overview	Jean Schommer, Market Specialist	Learn how CentralSquare can partner with your agency to reduce false alarms, increase cost recovery, and improve responder safety.
CAD Pro/GIS	User Led Session: Using Raptor API and other methods to extend CAD Pro	Steve Ryckman, Application Support Manager, City of Plano, Texas	See real-world examples of using the Raptor API and other methods to create new and exciting extensions of CAD, including real-time text messaging for unit assignments, problem natures, call comments, and more. Webifying CAD data for everyone in the department and further. Developing a media dashboard for automatic disclosure of calls using time release mechanisms and other rules as well as many extensions to the Inform Mobile application you may not have thought to create.

## MAXIMIZING INTEROPERABILITY AND CUTTING RESPONSE TIME – ENTERPRISE

FEATURED PRODUCTS: PUBLIC SAFETY ENTERPRISE SUITE (911, CAD, RMS, MOBILE, & JAIL)

Module	Title	Presenter 1	Presenter 2	Description
Records Enterprise	Introduction To Records Enterprise Holding Facility	Leo Hisoire, Product Owner	Jeremy Smolen, Director of Product Management	This session will provide an introduction to the upcoming Records Enterprise Holding Facility, offering an overview of the product as well as a demonstration to see how the solution can help your agency better manage holding facilities in addition to Jail.
Records Enterprise	User-led Session: Customizing Reports Using WebRMS	Caroline Andrews, Data Analyst, Durham County Sheriff's Office, North Carolina		Mapping the world of data through WebRMS using existing templates, tables, and fields. Utilizing the power of the reporting tool inside the application and how it can be used to create customized agency reports that fit specific data captured. This session would cover decoding existing templates, creation of new templates/fields, understanding the reporting structure, and tips/tricks on data extraction/sharing reports.
Records Enterprise	Digital Evidence Management (DEMS) Round Table	Karen Sutherland, Sr Solutions Consultant		With numerous video sources of evidence coming in from smart-phone video to body-cam footage, traditional surveillance systems and in-car dash cams, how can you face the challenge of capturing and storing this evidence along with the arduous compliance requirements for sharing? This session will showcase CentralSquare's unifying Digital Evidence Management Solution (DEMS) and how your agency can manage all sources of digital evidence in one simple, easy-to-navigate location that opens up collaboration and helps to close cases faster with seamless data-sharing with your RMS system.

Records Enterprise	Records Enterprise New Feature Introduction UI/UX	Jeremy Smolen, Product Management Lead	Rich LeCates, Product Manager	This sessions will feature a discussion on Enterprise RMS updated User Interface/User Experience, goals of why we are updating our UI/UX, a sneak-peek look at improvements behind the scenes, and quick search improvements.
Records Enterprise	User Led Session: New User Experience - Early Adopter Process And What It's Like In Production	Britta Maddox, PSDS Law RMS Administrator, Anoka County Joint Law Enforcement Council, Anoka County MN		Anoka County was an Early Adopter site for the new user experience of Records Enterprise. This session will discuss what it means to be an early adopter, the testing process we used, and an overview of the new UI. Britta will speak to the features in the current release as well as known enhancements coming in future versions, based on Anoka County's EA feedback.
CAD Enterprise	CAD Enterprise: What's New, What's Next in 2022 and Beyond?	Bill Longenecker, Product Manager		This session will share the most recent updates that have been made to CentralSquare Enterprise CAD including several new features and a look forward to upcoming enhancements planned for the solution in the future.
CAD Enterprise	User Led Session: Creating Response Plans For Active Threat And Mayday	Chris Lienhardt, Don Campley, Shawn Rynne and Jani Murtashi, R.E.D. Center		Everyone knows what actions are taken by responders at Active Threat / Mayday calls, however when researching this topic, the R.E.D. Center found that very few agencies had a plan that specified the resources needed. The presenters will share the journey of having 14 agencies agree to the Active Threat response template & Mayday response templates; all with the goal of responder safety!
CAD Enterprise	CAD Enterprise & Mobile: Cloud Hosting And Hardening Cloud Deployments	Bill Longenecker, Product Manager	David Tawadras, Product Manager	This session will provide an overview of CAD Enterprise and Mobile in the cloud deployment. Understand how the newest cloud deployment methods are deployed and how they are ensuring your mission-critical software remains operational in failure conditions.
CAD Enterprise	CAD Enterprise: Building Advisor Alerts	Chuck Alexander, Professional Services Consultant		This in-depth session will show you how to build advisor alerts to take full advantage of all features within advisor, ensuring that appropriate alerting is sent to the correct user(s) without excessive alerting.
CAD Enterprise	User Led Session: PSAP Evacuation: Where Will You Go When There Is Nowhere To Go?	Chris Carnahan, Emergency Communications Manager, South Metro Fire Colorado Rescue		Where will you go when there is nowhere to go? In the event of comm. center evacuation, what is your plan B, C, or D? For most it is a backup center. What if you do not have one or it's not usable? With "Comm. Center in a Box," we can provide a smooth transition for the dispatcher providing them CAD, Radio, and ProQA without the cost of backup centers.
CAD Enterprise	CAD Enterprise: Security Configuration	Chuck Alexander, Professional Services Consultant		This session will provide a comprehensive overview of available Enterprise CAD security configurations

CAD Enterprise	User Led Session: Remote Dispatching	Michael Smith, Projects Coordinator, MetroArea Joint CAD System		This user-led session will detail how MetroArea Joint CAD System is capable of remote dispatching. CAD, Radio, Admin computer network and hopefully, soon, the state phone network to take 911 calls. Learn how we are able to make deployable dispatch kits that can operate effectively anywhere utilizing the SD-WAN product by VMWare which provides multiple levels of redundancy and no loss of connectivity.
CAD Enterprise	CAD Enterprise: Roundtable With Stakeholders	Bill Longenecker, Product Manager	Kirk Lesley, Product Owner	This intimate session will be to discuss upcoming enhancements, vision, and strategy for the CAD Enterprise product, including insight on unique issues and concerns with your deployments.
CAD Enterprise	User-led Session: CAD/Mobile Rehost Lessons Learned	Scott Petersen, Sr Application Analyst/CAD Mobile Admin, City of Minneapolis, MN		Join us for a walk through of planning and execution of making a successful CAD/Mobile rehost. This session will cover planning, testing and cutover.
Message Switch	Enterprise Message Switch: Configuration And Admin Training	David Tawadras, Product Manager		Explore the deployment and management of Message Switch from the Admin side. This session will help you better understand how to set up security per user, device, and for transactions and discover how to quickly access historical queries, create and provide logs for court discovery.
Message Switch	Enterprise Message Switch: User Overview	Kirk Lesley, Product Owner	David Tawadras, Product Manager	This session will provide an overview of the end user screens and workflows for Enterprise Message Switch, and give you a view into the variations of query transactions with combo queries or distinct queries. We will also discuss how returns are submitted and understand how to navigate the returns easily to quickly distinguish critical information.
Mobile	Mobile Enterprise: What's New And How To Configure	Kirk Lesley, Product Owner	David Tawadras, Product Manager	Join this informative session to discover recently completed enhancements and how to enable and configure those enhancements.
Mobile	Mobile Enterprise: System Admin Configuration Refresher	Chuck Alexander, Professional Services Consultant	David Tawadras, Product Manager	This session will provide an overview of Mobile Admin training to provide insight on how to deploy, manage, and configure the mobile server, mobile update folders, and the mobile clients through the configuration utility.
Mobile	Mobile Enterprise: Server Updates And Enhancements	Kirk Lesley, Product Owner	David Tawadras, Product Manager	In 21.4, CentralSquare released the latest version of Mobile Enterprise Server with key enhancements including TLS 1.2 support, 64 bit server/client, Mobile Server as a Service. This session will provide an overview of the latest mobile server and its deployment/configuration.

NIBRS	User Led Session: The JOYS Of NIBRS: How To Report And Communicate Using Records Enterprise	Melony Ebel, Public Safety Support Manager and Sherry Noll, Assistant Public Safety Support Manager, Fort Worth Texas PD		This session will explain the three parts of NIBRS - Crimes against society, property and persons, as well as the NIBRS entry process for reports in RMS including NIBRS validations, State Reporting (errors), and uploading to DPS. The team from Fort Worth PD will also cover how to report on Salesforce and address issues you may be having with your NIBRS errors.
Mobile	Mobile Enterprise Which Mobile Solution should I use, Field Ops or Ent Mobile	David Tawadras, Product Manager		This session will provide an overview of CentralSquare's Mobile solution and feature a robust discussion as to which product to choose for your users and use cases.
Mobile	Mobile Enterprise: Making The Most Out Of Your RunTime100 Maps	Stephen Rice, GIS Specialist	David Tawadras, Product Manager	Join us for an in-depth overview of how to build your mobile RT100 maps to provide more insight and information to the end-users. Develop easy-to-use base maps, informative operational layers, and bookmarks to quickly navigate the map in the Enterprise Mobile product.
Mobile	Mobile Enterprise: What's Coming And Roadmap	David Tawadras, Product Manager		This session will provide an overview of the upcoming 12-months enhancements for Mobile Enterprise. What is coming next after New Mobile UX, and how does an agency take advantage of upcoming features?
Mobile	Mobile Enterprise: Roundtable With Stakeholders	Bill Longenecker, Product Manager	Kirk Lesley, Product Owner	Join this roundtable meeting to discuss upcoming enhancements, vision, and strategy for the Enterprise Mobile product. This session will provide insight on unique issues and concerns with your deployments.
Analytics	CrimeView Analytics: Overview And Configurations	David Tawadras, Product Manager		Get insight into CrimeView Analytics: how it is deployed, managed, and how it works. This session will provide details on what toolsets are available out-of-the-box, how to configure your deployment, and how to use CrimeView Analytics for your agency's needs.
Analytics	CrimeView Analytics: Designer Training	Brandon Stam, Sr Manager, GIS		This session will provide an overview of the latest version of CrimeView Analytics, the new CV, and how a designer can create dashboards, perform analytics, and quickly answer questions posed to them.
Analytics	CrimeView Analytics: Designer & Admin Training / Tips And Tricks	David Tawadras, Product Manager	Brandon Stam, Sr Manager GIS	An overview of CrimeView Analytics Admin site, how to manage and add users, and other tips and tricks for Crimeview Analytics Admins.
Analytics	CrimeView Analytics: Creating Reports	Brandon Stam, Sr Manager, GIS	Dean Daniels, GIS Specialist	Join this session to receive an overview on creating CompStat, District, and other reports in CrimeView Analytics. This session will provide an overview of using calculations to arrive at needed figures, maintaining and publishing the reports, and customizing reports to quickly highlight compliance.

Jail	Records Enterprise / Jail 6 integration for the Jail User	Nathan Benjamin, Product Manager		Interested in how Jail 6 integrates with Records Enterprise? Then you can't miss this session. With focus on the Jail user we will identify how the two applications communicate to provide users with the ability to take arrest data from Records Enterprise and initiate a Booking in Jail 6 while identifying need to know information.
Jail	Jail Roundtable	Nathan Benjamin, Product Manager		Have questions or ideas for your fellow Jail users? Bring them to this dedicated Jail roundtable. This session is a great opportunity to take advantage of the ideas and experiences of others and share what's working for you.
Jail	Using Functional Dashboards/Workflows for Jail users	Ryan Thompson, Professional Services Consultant		This will begin with an introduction to dashboards for Jail users at all levels and will work through effective uses and optimization of dashboards by role. Then we'll cover Jail workflow topics to include tasks, approvals, and using workflow to automate report generation.
Jail	Inmate Classification Points vs. Decision Tree	Ryan Thompson, Professional Services Consultant		In this course we will cover inmate classification, from determining the method of classification best suited to your facility, to creating point and decision tree criteria forms. We will also go over more advanced topics on integrating multiple classification forms into your overall system.
Jail	Jail - Reporting	Ryan Thompson, Professional Services Consultant		This course will cover reporting specifically as it applies to jail related topics. We will cover recurring reports, using crosstabs effectively, and creating reports for trend analysis.
False Alarm Management (CryWolf)	False Alarm Management Services (CryWolf) Overview	Jean Schommer, Market Specialist	Jess Suiter, Director, Customer Services	Learn how CentralSquare can partner with your agency to reduce false alarms, increase cost recovery, and improve responder safety.

## NEXT GENERATION 911 AND COMMUNICATIONS CENTER MANAGEMENT

FEATURED PRODUCTS: 911, COMPUTER-AIDED DISPATCH (CAD)

Module	Title	Presenter 1	Presenter 2	Description
911	911 Release Update	Scott Ross, Sr Product Manager		A lot has happened in the world over the past two years. Come and see what we have been doing to enhance CentralSquare 911 along the way and what to anticipate in upcoming releases.
911	911 Roundtable	Scott Ross, Sr Product Manager		Do you have questions or ideas for your fellow CentralSquare 911 users? Bring them to this dedicated CentralSquare 911 roundtable. This session is a great opportunity to network, take advantage of the ideas and experiences of others who use CentralSquare 911, and share what's working for you.

911	User Led Session: Unrecognized ANI/ALI Layout Again?	Deborah Conner, Systems Manager, Fulton County Georgia Emergency Services		Today wireless carriers are sending their ANI (Automatic Number Identification) and ALI (Automatic Location Identification) information in many different ways. This session will show Administrators how to configure ANI/ALI to accept the different layouts.
911	What's New, What's Next in 2022 and Beyond?	Scott Ross, Sr Product Manager		Want to learn more about what is new and exciting with CentralSquare 911? Join us for an overview of what has changed over the last year and get a sneak peek at what's coming. Learn how your agency can gain exciting functionality.
911	Show And Tell: Multimedia In 911, Text 911, Mapping and RTT (Real-Time Text)	Eddie Apke, Manager Software Development		Come and check out a demonstration of some of the up-and-coming features of 911. This includes streaming video, outbound texting, RTT (Real-Time Text), and the coming changes to our Mapping solution. We will also chat about when these items will be available in a release.
911	User Led Session: Surviving Changes- Employees And Software Stressors	Jeanie Pharis, Director, Morgan County Alabama EMCD		This session will discuss how to survive stressful technological changes and the impact those changes have on employees. Employers must recognize change is difficult and mentally stressful because 911 Professionals rely on speed and quick thinking to perform duties. Applying a new software or CAD creates an amazing amount of stress and insecurity. Help your center survive these stressful times by gaining awareness and applying some simple tips to help everyone.
911	i3 And CST	Eddie Apke, Manager Software Development		Join us to discuss the current status of the ever-evolving NENA standards and ESInet providers in North America as well as their interoperability testing. We will also provide real-life scenarios to illustrate the labyrinth of layers in getting an ESInet connection set up.

## PUBLIC SAFETY WITHOUT BORDERS

FEATURED PRODUCTS: CAD-TO-CAD, FIELD OPERATIONS, MOBILE

Module	Title	Presenter 1	Presenter 2	Description
Field Ops	Roundtable Demo/Discussions	John Coltrain, Product Manager		This session will provide an overview of Field Ops and a quick demonstration of functions and capabilities. This discussion will allow customers to ask questions of the Product Team on how to use and incorporate Field Ops into their communities.
Field Ops	Customer Brainstorming: Field Ops	John Coltrain, Product Manager		This session will focus on fielding idea submissions and brainstorming to gain input into the future of CentralSquare's Field Ops solution. The CentralSquare product management team will share scenarios and real-life use cases and obtain feedback.

CAD-to-CAD	Interconnected CAD Using Intelligent HUB Technology - Benefits, Possibilities, And Demonstration	Scott Panacek, Product Manager	Sheri Pender, Sr. Solutions Consultant	Join us to learn how to leverage the intelligent CAD-to-CAD hub to share resources and information. This session will include a demo of the CAD-to-CAD system and give examples of the benefits of being connected with other CAD systems and entities in your area.
CAD-to-CAD	How CAD-to-CAD Has Benefited Agencies And Improved Response Times	Scott Panacek, Product Manager		In this session hear how CAD-to-CAD has benefited a number of agencies especially with improved response time through increased interoperability across agencies.
CAD-to-CAD	CAD-to-CAD Roundtable & Roadmap	Scott Panacek, Product Manager		This session will cover the CAD-to-CAD roadmap. Learn what the future will bring for CAD-to-CAD and participate in the roundtable discuss about what your agency would like to see in CAD-to-CAD.

**UNLOCKING THE POWER OF ANALYTICS**  
*FEATURED PRODUCTS: CRIMEVIEW, IQ SEARCH, POLICE-TO-POLICE*

Module	Title	Presenter 1	Presenter 2	Description
IQ Search, P2P, CDP	Data Sharing Overview	Scott Panacek, Product Manager		This session will provide an overview of all the data-sharing solutions available from CentralSquare for the public safety community, including demonstrations of the different systems and detailed discussions of each option.
IQ Search, P2P, CDP	Data Sharing and Searching Roundtable and Roadmap	Scott Panacek, Product Manager		Learn about the public safety data sharing products roadmaps and participate in a discussion about future enhancement ideas.
Analytics	CrimeView Analytics: Overview and Configurations	David Tawadras, Product Manager		Join this session to gain insight into how CrimeView Analytics is deployed, managed and executes. This will provide what toolsets are available out-of-the box, how to configure your deployment and how to use CrimeView Analytics for your agency's needs.
Analytics	CrimeView Analytics: Designer Training	Brandon Stam, Sr. Manager, GIS		This session will provide an overview of the latest version of CrimeView Analytics, the new CrimeView, and how a designer can create dashboards, perform analytics and quickly answer questions.
Analytics	CrimeView Analytics: Designer & Admin Training Tips and Tricks	David Tawadras, Product Manager	Brandon Stam, Sr. Manager, GIS	Join this session for an overview of CrimeView Analytics Admin site, how to manage and add users, and other tips and tricks for Crimeview Analytics Admins.
Analytics	CrimeView Analytics: Creating Reports	Brandon Stam, Sr. Manager, GIS	Dean Daniels, GIS Specialist III	This session will provide an overview on creating CompStat, District, and other reports in CrimeView Analytics. Learn how to use calculations to arrive at needed figures, maintain and publish the reports, and customize reports to quickly highlight compliance.



## ENHANCING REPORTING AND TRAINING

*FEATURED PRODUCTS: FIELD TRAINING, FIELD OPERATIONS*

Module	Title	Presenter 1	Presenter 2	Description
FTO	Efficient Field Training Officer and Communications Training Officer Management With Field Training Online	Scott Panacek, Product Manager		Join this session to learn how CentralSquare Field Training Online can be used to make FTO and CTO training programs more efficient.
Audit Proof	Utilizing Trends And Alerts In Audit Proof	Scott Panacek, Product Manager	Dave Shaw, Senior Product Manager	This session will show how Audit Proof can provide trends and alerts as well as easy searching of NCIC (National Criminal Information Center) query data. This applies to Enterprise TTMS State Interface and ONESolution NCIC connections.

## INCREASING TRANSPARENCY AND REPORTING

*FEATURED PRODUCTS: RECORDS, CITIZEN REPORTING, POLICE-TO-CITIZENS, CRIME MAPPING*

Module	Title	Presenter 1	Presenter 2	Description
Citizen Reporting / P2C / CrimeMapping	Collecting Non-Emergency Reports Online A Improved Citizen Interactions	Scott Panacek, Product Manager		Learn about citizen facing non-emergency reporting options for Records Enterprise, Records Pro and ONESolution RMS. The system is also available as a stand-alone option. The session will include a detailed demonstration of the system and a Q&A session.
Citizen Reporting / P2C / CrimeMapping	How To Save Time And Improve Citizen Relationships With Online Reporting	Scott Panacek, Product Manager		This session will provide tips and tricks about how to manage your online reporting and how the system can save your agency critical time.
Citizen Reporting / P2C / CrimeMapping	PS&J Citizen Engagement Roundtable and Roadmap	Scott Panacek, Product Manager		This session will cover the roadmap for the CentralSquare public safety Citizen Engagement options. Additionally, there will be a roundtable discussion to talk about ideas for future enhancements.
Citizen Reporting / P2C / CrimeMapping	Sharing Crime Data With Crimemapping.com	Scott Panacek, Product Manager	Brandon Stam, Dean Daniels, GIS	Learn how Crimemapping.com can be used to provide your citizens with a way to see public crime data in their area and how they can subscribe to alerts for crimes nearby to specific addresses.

## IMC LEARNING AND DEVELOPMENT

*FEATURED PRODUCTS: IMC*

Module	Title	Presenter	Description
IMC	IMC Roadmap	David Shaw, Sr. Product Manager	Join this session to learn about the latest developments and roadmap plans for IMC.
IMC	IMC Modernization Path	David Shaw, Sr. Product Manager	Attend this session to gain a clear understanding of the CentralSquare Modernization model for IMC Customers. We will walk through the Modernization process related to the operational and administrative decisions that should be

			considered when looking at current software platforms and the future of that platform.
IMC	IMC RoundTable Discussion	David Shaw, Sr. Product Manager	Join CentralSquare and fellow users to discuss all things IMC. This is a great forum to share ideas and gain insights from the user-community.

## ONESOLUTION LEARNING AND DEVELOPMENT

### FEATURED PRODUCTS: ONESOLUTION

Module	Title	Presenter	Presenter 2	Description
ONESolution	ONESolution Modernization Path	Dave Shaw, Sr. Product Manager		ONESolution users attending this session will gain a clear understanding of CentralSquare's Modernization model. Participants will walk through the Modernization process related to the operational and administrative decisions to consider for the current and future software platform.
ONESolution	ONESolution Computer Aided Dispatch (CAD) / MCT Roadmap	Dave Shaw, Sr. Product Manager	Alan Biddle, Director, Software Development	In this session, participants will be guided through the ONESolution CAD/MCT Roadmap, as well as discuss the future plans for the long-term roadmap development.
ONESolution	ONESolution Records Management, Jail Management and MFR Roadmap	Dave Shaw, Sr. Product Manager	Alan Biddle, Director, Software Development	Join this insightful presentation showcasing the roadmap for the ONESolution Records, MFR, and Jail Management. We will discuss the plans for long-term roadmap development.
ONESolution	ONESolution Round Table	Dave Shaw, Sr. Product Manager	Alan Biddle, Director, Software Development	Have questions or ideas for the CentralSquare ONESolution team or fellow users? Bring them to this dedicated CAD Pro roundtable. This session is a great opportunity to network, take advantage of the ideas and experiences of others who use CAD Pro, and share what's working for you.
False Alarm Management (CryWolf)	False Alarm Management Services (CryWolf) Overview	Jean Schommer, Market Specialist	Jess Suiter, Director, Customer Services	Learn how CentralSquare can partner with your agency to reduce false alarms, increase cost recovery, and improve responder safety.

## TOTAL COMMAND LEARNING AND DEVELOPMENT

### FEATURED PRODUCTS: TOTAL COMMAND

Module	Title	Presenter	Presenter 2	Description
Total Command	Total Command Modernization Path	Dave Shaw, Sr. Product Manager	Rich Loehr, Product Manager	Total Command users attending this session will gain a clear understanding of CentralSquare's Modernization model. Participants will walk through the Modernization process related to the operational and administrative decisions to consider for the current and future software platform.
Total Command	Roadmap for Total Command CAD and Records Management	Rich Loehr, Product Manager		Join us for a look at the Total Command CAD and Records product roadmap and an opportunity to provide feedback and ask questions about long-term plans for the products.
Total Command	Total Command Round Table	Rich Loehr, Product Manager		An open forum to discuss all things Total Command with CentralSquare and fellow users. A great time to share ideas & connect with the broader community.

False Alarm Management (CryWolf)	False Alarm Management Services (CryWolf) Overview	Jean Schommer, Market Specialist	Jess Suiter, Director, Customer Services	Learn how CentralSquare can partner with your agency to reduce false alarms, increase cost recovery, and improve responder safety.
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## IMPACT LEARNING AND DEVELOPMENT

### FEATURED PRODUCTS: IMPACT

Module	Title	Presenter	Description
Impact	Impact Roadmap and Roundtable	David Shaw, Sr. Product Manager	Join us for a look at the Impact product roadmap and an opportunity to network with the CentralSquare Impact team and other users. This is a great forum to share ideas and provide feedback on the product direction, support, and more.
Impact	Impact Modernization Path	David Shaw, Sr. Product Manager	Impact users attending this session will gain a clear understanding of CentralSquare's Modernization model. Participants will walk through the Modernization process related to the operational and administrative decisions to consider for the current and future software platform.

## LETG LEARNING AND DEVELOPMENT

### FEATURED PRODUCTS: LETG

Module	Title	Presenter	Description
LETG	Roadmap and Roundtable	David Shaw, Sr. Product Manager	Join us for a look at the LETG product roadmap and an opportunity to network with the CentralSquare LETG team and other users. This is a great forum to share ideas and provide feedback on the product direction, support, and more.
LETG	LETG Modernization Path	David Shaw, Sr. Product Manager	LETG users attending this session will gain a clear understanding of CentralSquare's Modernization model. Participants will walk through the Modernization process related to the operational and administrative decisions to consider for the current and future software platform.

## RESPOND BILLING LEARNING AND DEVELOPMENT

### FEATURED PRODUCTS: RESPOND BILLING

Module	Title	Presenter	Description
Respond Billing	What's New and What's Coming	Richard Loehr, Product Manager	Join us for a look at the Respond Billing product roadmap and an opportunity to provide feedback or ask questions about the product's future development.
Respond Billing	Respond Billing: Roundtable	Richard Loehr, Product Manager	Join this open forum to discuss all things Billing with CentralSquare and fellow users. This is a great time to share ideas as well as learn some tips and tricks!

# PUBLIC ADMINISTRATION TRACK

## SIMPLIFYING FINANCE, HR, AND PAYROLL OPERATIONS FEATURED PRODUCTS: FINANCE ENTERPRISE

Module	Title	Presenter 1	Presenter 2	Description
Finance Enterprise	Finance Enterprise Roadmap	Dave Vogl, Product Manager	David Wilhite, Product Owner and Marcus Jones, Product Owner	A review of the current Finance Enterprise status along with the future direction and plans for development. Select features from this session will be covered in more depth in later sessions.
Finance Enterprise	Finance Enterprise Roundtable	Dave Vogl, Product Manager	David Wilhite, Product Owner and Marcus Jones, Product Owner	Join this open discussion with the CentralSquare Finance Enterprise leadership team and fellow users about use and direction of Finance Enterprise Public Administration.
Finance Enterprise	User Led Session: Navigating the Contract Management Module in Finance Enterprise v19.1	Darrylenn Prudholme-Brockington, Assistant Finance Director, Riverside County California Flood Control and Water Conservation District		This session will provide an overview of how our District has successfully navigated the new Contract Management module in Finance Enterprise v19.1 This session will cover creating contracts, amending existing contracts, establishing workflows, attachment definitions, and reporting through Cognos Analytics.
Finance Enterprise	Ask the Experts: Technical Edition	Dan Bennett, Manager Software Development	Patrick Forshee, Manager Software Development	Join this Q&A discussion with the CentralSquare Finance Enterprise Development management team and fellow users focused on the technical aspects of using Finance Enterprise in the most effective manner.
Finance Enterprise	Regulatory - What's New in 2022?	Dan Bennett, Manager Software Development		A demonstration of prototype work done on the Regulatory process covering W-2s, 1099s and ACA forms. This is a great opportunity to share your thoughts and ideas with the CentralSquare team as well!
Finance Enterprise	Documents Online: 3rd party integration (Laserfiche, Real Visions Imaging)	Tim Preston, Software Developer		This presentation seeks to train attendees on the document management features of Finance Enterprise. Subjects will include both internal and 3rd party-integrated document storage mechanisms, virtual upload vs. physical scanning of documents, attach definition and object definition configuration, Admin Console plugins, and transferring documents between internal and 3rd party systems. Finance Enterprise integration with the following 3rd party document management systems will be covered: OnBase, LaserFiche, Real Visions Imaging, Encompass, Advance, and Sharepoint.
Finance Enterprise	User Interface Overview - General Ledger, Core Financials	Marcus Jones, Product Owner		In this session we will take a holistic look at the screens and features most commonly interacted with in the Finance Enterprise solution, focusing on changes to core functions in Finance Enterprise based on our latest releases. For those interested in upgrading from a version prior to v18, this session will highlight the visual changes to the software.
Finance Enterprise	User Interface Overview - Human Resources and Payroll	Kirk Davis, Professional Services Consultant		Join this overview of the User Interface in HR and Payroll that will highlight navigation, use of workspaces and changes from earlier versions of Finance Enterprise.

Finance Enterprise	Finance Enterprise Human Resources, Payroll, and Benefits Best Practices	Kirk Davis, Professional Services Consultant		This session will focus on a best practices discussion on how benefits are managed and tracked in HR. Including mass changes and/or mass uploads for Open Enrollment.
Finance Enterprise	Procure-to-Pay Best Practices: Learn How to Get the Most Out of the Most Used Process in Finance	Marcus Jones, Product Owner		In this session we will review best practices around the Requestion process; starting at a Purchase Order, continuing through to an invoice, and ending at payment and reconciliation. Recommended best practices will be provided and discussed during each step of the process.
Finance Enterprise	Finance Enterprise Employee Online What If, Check Stub, W-2 and Employee Online Approvals	Kirk Davis, Professional Services Consultant		This session will provide an overview of Employee Online and training on how to leverage some of the key aspects of the employee portal for your organizational needs.
Finance Enterprise	Utilizing Workspaces in Finance Enterprise	Brian Holt, Professional Services Consultant		The goal of this training is to provide instruction on how to configure and use Workspaces. We will learn about the features of the screen, the four component types that can be used in the body and will highlight on the Cognos integration. We will view the security points in SPSOne that give users access to create and edit, and the tool that administrators will use to manage Workspaces.
Finance Enterprise	Optimizing SPSOne	Brian Holt, Professional Services Consultant		SPSOne security is configured uniquely according to each client's needs. However, there are best practices that can be followed. These include using Groups to organize and assign Workspaces and screen layouts to, using a base role, dynamic role filtering, role naming convention, standard Finance User settings, and general strategies. We'll also look at how to troubleshoot user access issues with the help of an LDAP testing user and the Role Simulator.
Finance Enterprise	Writing Click, Drag and Drill (CDD) Reports	Jeff Nickas, Manager Technical Services		This session will explain Click, Drag & Drill report creation and leveraging its functionality for reports and forms. We will discuss the integration of CDD reports with the Workflow tool and how it can be leveraged in sending forms (Purchase Orders, Accounts Receivable Invoices, etc.) to vendors and customers.
Finance Enterprise	How to Process Change Orders	Marcus Jones, Product Owner		Come learn about how our latest versions have improved the Change Order process. Included in this session will be a demonstration of processing a Change Order and reviewing the changes to the original Purchase Order.
Finance Enterprise	Timecard Processing in Finance Enterprise – Payroll	Kirk Davis, Professional Services Consultant		This session will feature an overview of timecard processing in Payroll including training on importing from 3rd party products, Timecard Online and Payroll Time and Attendance.
Finance Enterprise	Contracts	Marcus Jones, Product Owner		Contract management has been enhanced even further from 18.2. Come learn about all of the improvements!
Finance Enterprise	Automation Through Workflow	Brian Holt, Professional Services Consultant		Workflow is a powerful tool that can help to streamline processes with electronic approvals, data validation, and automation of emails and jobs. With Covid bringing many employees to remote work the need for electronic and automated solutions, rather than printers and hard copies is greater. We'll look at the Purchasing process; how we automate the job, Click Drag and Drill (CDD) report to create the

				Purchase Order and attach it to the record and email to staff. We'll look at another example of automating a file integration process. Scanning a file directory for new files, parsing, editing, loading, and finally moving to an Archive.
Finance Enterprise	Accounts Receivable: Interactive Cash Receipts	Marcus Jones, Product Owner		In this session we will explore processing Cash Receipts using the Interactive Cash Receipt screen entry point. Discussion of best practices, required configuration, and steps to process will be included in this in-depth session.
Finance Enterprise	Payroll Calculation Codes Read/Write	Dan Bennett, Manager Software Development		Explore the Payroll Calculation Codes and how they can be customized for your needs.
Finance Enterprise	Utilizing Personnel Action Forms	Kirk Davis, Professional Services Consultant	William Brittain	This session will be an overview of the re-implementation of Personnel Action Forms in Finance Enterprise and training on how to effectively leverage Personnel Action Forms for your organization.
Finance Enterprise	Payroll - Custom Checkwriter	Kirk Davis, Professional Services Consultant	Dan Bennett	Join us for a demonstration of the new user customizable Payroll Checks and EFT Statements. Discussion of how you can modify the forms; changing logos and signatures on your own.
Finance Enterprise	Encumbrances Across Fiscal Years	Marcus Jones, Product Owner		Come learn about the four options available for handling outstanding encumbrances from year to year. This session will feature a discussion of best practices, required configuration, and steps to process will take place.

## CREATING BETTER COMMUNITY DEVELOPMENT PROCESSES

### FEATURED PRODUCTS: COMMUNITY DEVELOPMENT

	Title	Presenter 1	Presenter 2	Description
Community Development	Community Development Overview	John Harvey, Professional Services Consultant	Steve Gavora, Manager Consulting	This session will provide an overview of Community Development for municipalities considering changing to CentralSquare or migrating from .net, Naviline or CommunityPLUS.
Community Development	Community Development Roadmap	Saranya Sankar, Product Manager	Bill Wills, Director Software Development	This session will focus on Community Development Roadmap for 2022 and some insights into 2023. Community Development team will be discussing their thought process behind the roadmap and have open discussions to get customer insights/ideas etc.
Community Development	Community Development Product Enhancements	Saranya Sankar, Product Manager	CD Consultant	In this session, we will be presenting our progress on our License Renewals rewrite project to get customer inputs to review our license renewal solution.
Community Development	User Led Session: Community Development Workflows for Permits and Projects	Katie Curry, Operations Supervisor, City of Westminster, Colorado		In this session Katie Curry from the City of Westminster, CO will walk you through the application process, review process, resubmittals, approval, and inspections, demonstrating the workflow from beginning to end.
Community Development	New Mobiles	John Harvey, Professional Services Consultant		This session will provide an overview of our new Mobiles solution. The new mobiles has advantages over our existing iTRAKiT Solution and also has a user friendly interface. Community Development team will have open discussions to gather feedback from customer to improve the Mobile product.

Community Development	Using the Spatial Rules Interface	Robert Van, GIS Specialist	CD Consultant	This session will focus of giving you a detailed walkthrough on creating and managing spatial rules in the new administrative tools interface.
Community Development	Map Tools and GIS Data Maintenance in Community Development	Robert Van, GIS Specialist	CD Consultant	This session will provide an overview of the map tools in Community Development and the workflow and tips for managing changes to the GIS data and map services used for the system.
Community Development	Managing eTrakit and ADA Compliance	Debra Jardim, Professional Services Consultant	John Harvey, Professional Services Consultant	In 2010, the U.S. Dept of Justice released the Americans with Disabilities Act (ADA) Standards for Accessible Design. These standards require companies to offer and maintain sites that people with disabilities can use and access. With resources like the web content accessibility (WCAG) guidelines, CST Community Development has made eTRAKIT ADA compliant.
Community Development	Roundtable with Customers	Saranya Sankar, Product Manager	Steve Gavora, Manager Consulting	This session will be an open discussion with the CST Community Development team and customers to discuss direction of Community Development's roadmap.
Community Development	Electronic Plan Overview	John Harvey, Professional Services Consultant	Darryl Davis, Professional Services Consultant	This session will focus on how electronic plan review interfaces with Community Development and also showcase some best practices.
Community Development	Community Development Tying It All Together	Steve Gavora, Manager Consulting	John Harvey, Professional Services Consultant	Our software is a full suite of applications and interfaces called Community Development. The solution is comprised of a series of interrelated modules that are tightly linked with a Land & GIS-centric database to provide an easy-to-use system for creating, issuing, and tracking any type of Community Development activity directly from the parcel fabric. A single screen interface allows users access to all the modules and interfaces within the system. This session will focus on how all modules within Community Development work together.
Community Development	Administrating System After Go live	John Harvey, Professional Services Consultant	Darryl Davis, Professional Services Consultant	This session will give you information on self administring Community Development software post your go live, reducing the need for long term support issues and any additional services cost.
Community Development	Advanced Searching	Steve Gavora, Manager Consulting	John Harvey, Professional Services Consultant	Advanced Searching is a very robust tool in Community Development which provides the capability to search by multiple fields and parameters with the result being a more specific set of records. This session will focus on how to get the most value out of Advanced Searching tool
Community Development	Common Cash Receipts	Saranya Sankar, Senior Product Manager	Carlos Cuesta, Product Owner; Kenyon Congdon, Senior UX Designer	This an introduction session where we will be presenting you an overview on CCR and its capabilities. CCR is an upcoming CST product that will act as a Central Cashiering System. With the product still in its early stage, we will have open discussions to gather customer feedback and reviews about the product.
Community Development	What's New with Common Cash Receipts	Saranya Sankar, Senior Product Manager		This session will share best practices and tips that improve processes assisting with efficiencies.

## OPTIMIZING ASSET MANAGEMENT

### FEATURED PRODUCTS: ENTERPRISE ASSET MANAGEMENT (EAM)

Module	Title	Presenter 1	Presenter 2	Description
Enterprise Asset Management	Introductory / Plenary Session for Lucity Enterprise Asset Management	Nicole Schmidt, Director Software Development and Steve Schultz, Product Manager		We look forward to reconnecting after two long years with little opportunity to meet in person. During this session we will re-introduce ourselves, our products, and our aims in this introductory session for CentralSquare's Enterprise Asset Management.
Enterprise Asset Management	What's New in 2022: Key Enhancements	Nicole Schmidt, Director Software Development		This session will provide an overview of key enhancements for Enterprise Asset Management web and administration apps made since the fall of 2019. Select features from this session will be covered in more depth in later sessions.
Enterprise Asset Management	What's new in 2022: Unpacking New Functionality	Nicole Schmidt, Director Software Development	Aaron Lorenzen, Product Owner	This session will cover several new administration features in depth, including the ability to track field level changes, validate addresses against the Customer database, configure automated tasks and scheduling, and limit toolkit lists based on security groups.
Enterprise Asset Management	User Led Session: Lead Map - Water Service Lines	Bradley Steinbach, Utilities Asset Program Supervisor, City of Yuma, AZ		Learn how the City of Yuma, Arizona is using CentralSquare's Enterprise Asset Management Mobile to collect data for the Water Service lines Inventory and publishing the results on ArcGIS Online Portal.
Enterprise Asset Management	What's New in 2022: Enterprise Asset Management GIS	Eric Daniel, Manager Software Development	Greg Smith, Software Development	An overview of the GIS (Geographic Information System) enhancements made since our last full conference in fall 2019. Select features from this session will be covered in more depth in later sessions.
Enterprise Asset Management	What's New in 2022: Enterprise Asset Management ArcGISPro	Greg Smith, Software Development	Eric Daniel, Manager Software Development	Targeted at GIS Administrators, this session provides an overview of GIS Administration and Editing enhancements in the ArcGIS Pro extension.
Enterprise Asset Management	What's New in 2022: Enterprise Asset Management Mobile	Matt Wehrly, Product Owner	Eric Daniel, Manager Software Development	This overview covers new features and changes for our mobile products in the last year, including the overhaul of map interfaces, new GIS tools, and other recent development efforts.
Enterprise Asset Management	What's New, What's Next in 2022 and Beyond: Analytics for Enterprise Asset Management	Nicole Schmidt, Director Software Development	Justin Murphy, VP Product Management	Learn more about how CentralSquare's integration with Cognos expands the visualization analytics capabilities within the web interface, including web based report creation and editing. This session covers how Analytics can be displayed on the dashboard, what analytics are currently available out of the box, and provides a brief introduction into the web editing interface.
Enterprise Asset Management	Operation Clean - Enterprise Asset Management Work Orders for Trash Code Enforcement	Filipe Palma, Systems Analyst, City of New Bedford, MA		Discuss how City of New Bedford uses Work Order module for Code Enforcement. New Bedford's Mayor has introduced an initiative called "operation clean" in which the city gives trash violations to city residents for not upkeeping property. We will explain how we imported all city property owners into Enterprise Asset Management and used the work order module to issue tickets.



Enterprise Asset Management	What's Next in 2022 and Beyond: Product & Vision	Steve Schultz, Product Manager	Nicole Schmidt, Director Software Development	This session will look ahead this year at our core applications. See what we have planned for 2022 and beyond. We'll cover end user (web app) interface, web administration, and general product direction. Come see what we have planned and share your feedback.
Enterprise Asset Management	What's Next in 2022 and Beyond: Enterprise Asset Management GIS	Eric Daniel, Manager Software Development	Greg Smith, Software Development	This session will look ahead at GIS the coming year; see what we've got planned, important changes for product support, and discuss your future needs with the software.
Enterprise Asset Management	What's Next for: Enterprise Asset Management Mobile	Steve Schultz, Product Manager	Matt Wehrly, Product Owner	This session will look ahead at Mobile for the next year. See what we have planned, important changes for product support, and our overall goals for a new user experience.
Enterprise Asset Management	ArcGIS Utility Network	Eric Daniel, Manager Software Development	Greg Smith, Software Development	Esri's ArcGIS Utility Network is the next generation spatial information system providing greater functionality over massive datasets at every scale of resolution. See how this impacts our integration and how to adopt the ArcGIS Utility Network.
Enterprise Asset Management	Mobile GIS Deep Dive	Matt Wehrly, Product Owner	Eric Daniel, Manager Software Development	Use this session to take a deeper dive into the configuration and use of the GIS system for mobile for online and offline using the new GIS interface in CentralSquare's Enterprise Asset Management Mobile 3.x.
Enterprise Asset Management	User-led Session: Managing a Stormwater Management Plan in CentralSquare Enterprise Asset Management	Chad Wiggans, Asset Management Technician Specialist, Wyandotte County, Kansas City, MO		This session will run through a real world example of how CentralSquare Enterprise Asset Management can be used to manage an entire Stormwater Management Plan/Program for either a Phase I or Phase II community. We will look at how the software in conjunction with GIS can be configured to help staff meet the 6 Minimum Control Measures.
Enterprise Asset Management	Leveraging the Module Spatial Tool	Greg Smith, Software Development	Eric Daniel, Manager Software Development	Join this session to learn how Enterprise Asset Management's Spatial Tools can store work and inspection spatial components (geometry) directly in the EAM database. This allows for faster analysis, better efficiency, and more flexibility when showing these locations in a map.
Enterprise Asset Management	Centricity: a Broad Overview of Enterprise Asset Management Core Functionality	Ryan Sullivan, Manager Consulting	Steve Schultz, Product Manager	For newcomers and as a refresher, this session provides a broad overview of the entire Enterprise Asset Management system: from the numerous Work, Asset, Inspection & related modules through the many tools and special functions available, this session will provide insights to give you new ideas about how you might advance your use of the system to better address your needs.
Enterprise Asset Management	Extensibility: An Overview of Import & Update	Ryan Sullivan, Manager Consulting	Aaron Lorenzen, Product Owner	Import and Update is a powerful and flexible Extract, Transform and Load (ETL) utility that extends Enterprise Asset Management's reach with the ability to do bulk data loads, mass updates of existing data, and automate processes to streamline data entry. In this session, we'll demonstrate transferring data from various data sources including Web Services and File Shares.

Enterprise Asset Management	Extensibility: Advanced Applications for Import & Update	Ryan Sullivan, Manager Consulting	Aaron Lorenzen, Product Owner	In this session we'll demonstrate our powerful Import and Update ETL by showcasing specific use cases, sample configurations, and by discussing means of addressing specific business processes. Come see some ways that our implementers use this tool to help our clients.
Enterprise Asset Management	Flexibility: EAM Administration of User Workflows	Steve Schultz, Product Manager	Ryan Sullivan, Manager Consulting	This session will distill and define some common work processes and showcase various configurations of Enterprise Asset Management to address them.
Enterprise Asset Management	Flexibility: EAM Administration Best Practices	Steve Schultz, Product Manager	Ryan Sullivan, Manager Consulting	This session demonstrates best practices for managing Views, leveraging Asset Classes and we'll discuss utilizing our new feature: Tasks on Demand.
Enterprise Asset Management	Wastewater Roundtable	Mitzi Kilgore, RWRA (Regional Water Resource Agency, Kentucky)	Ryan Sullivan, Manager Consulting, and Aaron Lorenzen, Product Owner	An overview & discussion of our suite of Wastewater modules (including FOG & IPT) & tools. We'll discuss specific business process concerns and how these might be addressed by means of configuring existing features, or how we might better address these needs with potential software enhancements.
Enterprise Asset Management	Storm Roundtable	Ryan Sullivan, Manager Consulting	Aaron Lorenzen, Product Owner	Join us for an overview and discussion of our suite of Stormwater modules (including BMPs) and tools. We'll discuss specific business process concerns and how these might be addressed by means of configuring existing features, or how we might better address these needs with potential software enhancements.
Enterprise Asset Management	Fleet Roundtable	Ryan Sullivan, Manager Consulting	Nicole Schmidt, Director Software Development	Join us for an overview and discussion of our suite of Fleet modules and tools. We'll discuss specific business process concerns and how these might be addressed by means of configuring existing features, or how we might better address these needs with potential software enhancements.
Enterprise Asset Management	Facility Roundtable	Ryan Sullivan, Manager Consulting	Nicole Schmidt, Director Software Development	Join us for an overview and discussion of our suite of Facility modules and tools. We'll discuss specific business process concerns and how these might be addressed by means of configuring existing features, or how we might better address these needs with potential software enhancements.
Enterprise Asset Management	Project Management Roundtable	Ryan Sullivan, Manager Consulting	Aaron Lorenzen, Product Owner	Join us for an overview and discussion of our suite of Project Management-related modules and tools. We'll discuss specific business process concerns and how these might be addressed by means of configuring existing features, or how we might better address these needs with potential software enhancements.
Enterprise Asset Management	Finance Enterprise Integration - Demonstration and Roundtable	Nicole Schmidt, Director Software Development		This session will provide an overview of the Enterprise Asset Management / Finance Enterprise integration including Work Orders, Timesheets, Payroll, Employees, Materials, Stores, General Ledger, and Purchasing.
Enterprise Asset Management	Asset Lifecycle Analysis Roundtable	Steve Schultz, Product Manager	Nicole Schmidt, Director Software Development	Join us for a roundtable discussion on an asset registry within the Enterprise Asset Management system and how it could be leveraged to centralize an accounting including lifecycle costs of the assets in your system. Give your input to help us drive our designs this new feature under consideration.

Enterprise Asset Management	Mobile Warehouse	Matt Wehrly, Product Owner	Greg Smith, Software Development	Targeted at administrators or warehouse managers, this session will provide an overview and training for the Enterprise Asset Management Mobile Warehouse application. This application is modernized and available within the new Mobile application. This new enhancement will release in early March 2022.
Enterprise Asset Management	Developing with the Enterprise Asset Management API	Nicole Schmidt, Director Software Development		Targeted at IT administrators, partners, and agency developers, this session will provide an overview of the capabilities of the REST API including best practices for security and authentication.
Enterprise Asset Management	Implementation Success	Steve Schultz, Product Manager	Ryan Sullivan, Manager Consulting	Implementation is a complex process that's prone to delays and obstacles as multiple shareholders attempt to codify (and sometimes re-work) their business processes in Enterprise Asset Management's configuration. This session describes our implementation process, addresses common hangups and means of dealing with them.
Enterprise Asset Management	User Experience: Mobile Application Redesign	Matt Wehrly, Product Owner	Wesley Jones, UX Designer	We're working on an overhaul of our Mobile product offerings to simplify navigation and streamline data entry. Our User Experience team will demonstrate our current, new design (derived from feedback from clients like you), and request your feedback and discuss your thoughts. Please join us and be part of the solution!

## DATA-DRIVEN DECISION MAKING WITH ANALYTICS

*FEATURED PRODUCTS: ANALYTICS, CS PAYMENTS*

Module	Title	Presenter 1	Description
PA Analytics	CentralSquare Analytics Overview	Justin Murphy, VP, Product Management	Join us for an introduction to CST Public Administration Analytics, including a discussion of current product and functionality.
PA Analytics	CentralSquare Analytics Roadmap	Justin Murphy, VP, Product Management	See the Public Administration Analytics roadmap as it's planned over the course of 2022 and beyond.
PA Analytics	CentralSquare Analytics (PA) Roundtable Discussion	Justin Murphy, VP, Product Management	Take part in a roundtable discussion with Public Administration Analytics product leaders and other customers.
PA Analytics	What's New in CentralSquare Analytics and Cognos version 11.1.7+	Jeff Nickas, Manager Technical Services	Learn more about the latest release of CentralSquare Analytics and new benefits of the product. This is a feature-rich upgrade with increased server needs, even from Cognos 11.0.x. We'll discuss new AI features, report writing upgrades, and dashboard upgrades.
PA Analytics	Utilizing CentralSquare Analytics for EAM	Jeff Nickas, Manager Technical Services	Analytics/Cognos is now available with EAM to be used to build reports and utilize the power of visualizations and dashboard reporting. Discover the capabilities this combination has to offer.
PA Analytics	Getting Legacy Finance Enterprise Reporting Content to Analytics	Jeff Nickas, Manager Technical Services	This session features tips, tricks, and best practices for taking your legacy Finance Enterprise reports (e.g., Click Drag and Drill) and building them in CentralSquare Analytics.
PA Analytics	Utilizing CentralSquare Analytics for NaviLine	Kelly Simmons, Professional Services Consultant	Participate in a hands-on lab session for CentralSquare Analytics tips and tricks specific to NaviLine users.
PA Analytics	New Mobile and AI Abilities in CentralSquare Analytics	Kelly Simmons, Professional Services Consultant	Get a preview of the new mobile and artificial intelligence features within the CentralSquare Analytics.

PA Analytics	Utilizing Visualizations in CentralSquare Analytics	Kelly Simmons, Professional Services Consultant	Learn how to use the modern, powerful visualizations and mapping techniques in CentralSquare Analytics to enhance your understanding of data and trends.
PA Analytics	Best Dashboard Practices in CentralSquare Analytics	Kelly Simmons, Professional Services Consultant	Join us for an overview of CentralSquare Analytics dashboards and best practices before diving into a live example displaying benefits of this fully interactive solution.
PA Analytics	Get More of Out of Data Modeling in CentralSquare Analytics	Michelle Roberts, Professional Services Consultant	See a live demonstration of how to make a dataset and data module and the choices around them. These features allow for organizations to model data to fit their users needs with an easy, web-based tool.
PA Analytics	Improving Administration and Security in CentralSquare Analytics	Kelly Simmons, Professional Services Consultant	Dig into CentralSquare Analytics administration and security options, including utilizing the newer UI/UX enhanced governance options vs. traditional methods and making sure users get the access they need in the solution.

## MANAGING PROPERTY TAX

### FEATURED PRODUCTS: PROPERTY TAX

Module	Title	Presenter 1	Description
Property Tax	Implementation Success Story – Implementing On Time & On Budget	Lori Wood, Senior Product Manager	Wes Pogorzelski, Solutions Consultant
Property Tax	CentralSquare’s Property Tax Roundtable and Demo	Lori Wood, Senior Product Manager	Wes Pogorzelski, Solutions Consultants

## NAVILINE LEARNING AND DEVELOPMENT

### FEATURED PRODUCTS: NAVILINE

Module	Title	Presenter 1	Presenter 2	Description
Naviline	Naviline: Roadmap Presentation	Robert Holt, Product Manager	Emory Van Cleef, Developer, Lee Wood, Developer and Carl Schroeder, Product Support	Join us for a review of the current Naviline Public Administration status along with the future direction and plans for development.
Naviline	User Led Session: Simple Steps for Keeping Your Projects on Schedule	Brad Schuette, IT Manager, City of Punta Gorda, Florida	Emory Van Cleef, Developer, Lee Wood, Developer and Carl Schroeder, Product Support	A Naviline user offers real-world tips and techniques for keeping projects large or small on track. This session is ideal for organizations without a project management office.
Naviline	Naviline: General Round Table Discussion	Robert Holt, Product Manager	Emory Van Cleef, Developer	Participate in a discussion with the CentralSquare Naviline team and fellow users about the use and direction of Naviline Public Administration.
Naviline	Naviline: Cash Receipts and Accounts Receivable Round Table	Jackie Carkhuff, Product Support	Mary Caughell, Product Support Architect	Take part in a discussion with the CentralSquare Naviline team and fellow users about Naviline Cash Receipts and Accounts Receivable.
Naviline	Naviline: Payroll/Human Resources Round Table	Carl Schroeder, Sr Manager, Product Support	Melissa Danek, Team Lead, Product Support and Lee Wood, Developer	Explore Naviline HR/PR in an open discussion with the CentralSquare Naviline team and fellow users.

Naviline	Naviline: Customer Information System Round Table	Jackie Carkhuff, Product Support		Join our round table discussion with the CentralSquare Naviline team and fellow users about use of Naviline Customer Information System/Utility Billing.
Naviline	Naviline: Community Development Round Table	Patty Carrigan, Product Support	Timothy Pease, Sr Manager Product Support and Emory Van Cleef, Developer	Discuss use of Naviline Community Development with the CentralSquare Naviline team and fellow users.
Naviline	Naviline: What's New in Fusion/Click2Gov	Therese Mendez, Team Lead Product Support	Jim McGuigan, Manager Software Support, Karen Roberts, Director Software Development and Emory Van Cleef, Developer	Review changes and additions to Fusion/Click2Gov as part of Covid response.
Naviline	Naviline: Cleaning Up Your Location Records in Naviline Land/Parcel Management	Patty Carrigan, Product Support	Timothy Pease, Sr Manager Product Support and Emory Van Cleef, Developer	This session provides details on how to perform clean-up of your Location Records using automation tools in Land/Parcel Management.
Naviline	Naviline: Financial Analysis and Reconciliation	Amy Bahr, Product Support	Jackie Carkuff, Product Support	This session will explore settings, reports and tips and tricks that can be used for reconciling accounts. See how settings in system control and Reserve Accounts impact transactions. We'll also delve into how the system handles pooled cash and how this can help you reconcile pooled cash account transactions
Naviline	Naviline: Setting up and Deploying Naviline Business Licenses E-Mail Renewal Notifications	Patty Carrigan, Product Support	Timothy Pease, Sr Manager Product Support and Emory Van Cleef, Developer	Naviline Business Licenses has the functionality to send renewals as emails to your customers. This session will provide instructions on how to implement this feature. Once set up, send your notices from a single screen.
Naviline	Naviline: Customer Information Systems (CIS) Utility Billing Suggested Daily Practices and Best Practices	Jackie Carkhuff, Product Support		Learn the most effective methods and techniques to manage accurate and reliable data in Naviline CIS/Utility Billing.
Naviline	Naviline: Work Orders/Facility Management Overview	Melissa Danek, Team Lead, Product Support	Lee Wood, Developer	Join this session to review changes and additions made in the Naviline Work Orders/Facility Management application.
Naviline	Naviline: General Ledger and Budgeting Best Practices	Amy Bahr, Product Support		Learn the most effective methods and techniques to manage accurate and reliable data in Naviline General Ledger and Budgeting.
Naviline	Naviline: Payroll/Personnel Processing and Reconciliation	Carl Schroeder, Sr Manager, Product Support	Mary Caughell, Product Support Architect	This session will concentrate on ways to balance payroll reports such as the 941. Attendees will gain insight on how Payroll accumulates the data used for various regulatory items.
Naviline	Naviline: Accounts Receivable Suggested Daily Processes and Best Practices	Jackie Carkhuff, Product Support		Learn the most effective methods and techniques to manage accurate and reliable data in Naviline Accounts Receivable.

## PLUS LEARNING AND DEVELOPMENT

### FEATURED PRODUCTS: PLUS

Module	Title	Presenter 1	Presenter 2	Description
PLUS	PLUS: Roadmap Presentation	Robert Holt, Product Manager		Join us for a review of the current PLUS status along with the future direction and plans for development.
PLUS	PLUS: General Round Table Discussion	Robert Holt, Product Manager		Our subject matter experts join you to discuss your product needs and get your assistance in defining the future of our PLUS products.
PLUS	Overview of Finance PLUS 5.2	Scott Anderson, Manager Consulting	Sean Grisham, Product Owner	Finance Plus 5.2 live and in action. See the new User interface and functionality incorporated in Finance Plus 5.2. Open forum for questions and answers with all our subject matter experts on hand.
PLUS	Advantages of the PLUS Cloud	Sean Grisham, Product Owner	Matt Trull, Manager Cloud	What is cloud? Is cloud right for you? We will discuss the benefits of using a cloud implementation of Finance Plus 5.2 and share future plans for Cloud hosted Finance Plus 5.2.
PLUS	PLUS: Fiscal Year End Processes	Sean Grisham, Product Owner		This will be an open forum with our subject matter experts on Finance Plus 5.2 Year End process. Join us as we run through the Year End process and provide an open forum for questions and answers
PLUS	PLUS: Budget Preparation	Scott Anderson, Manager Consulting	Corey Abood, Product Support	Open forum with our subject matter experts on Finance Plus 5.2 Budget Preparation. Join us as we review some important aspects of Budget Preparation and provide an open forum for questions and answers.
PLUS	PLUS: Fund Accounting Round Table	Scott Anderson, Manager Consulting		Got questions? We have answers! Join us for an open forum with our subject matter experts concerning Fund Accounting. Let us answer your questions and demo the results in our Finance Plus 5.2 Fund Accounting module.
PLUS	PLUS: Purchasing Round Table	Scott Anderson, Manager Consulting	Corey Abood, Product Support	Our subject matter experts are on hand to discuss Purchasing in Finance Plus 5.2. Bring your questions or concerns or just stop by to learn more in this Finance Plus in reference to POs and Requisitions.
PLUS	PLUS: Human Resources Round Table	Corey Abood, Product Support	Sean Grisham, Product Owner	'HR' A subject close to all our hearts! Join our subject matter experts for discussion about our HR module in Finance Plus 5.2. It's an open forum so anything HR related goes!
PLUS	PLUS: System Administration Round Table	Allie Duncan, QA Analyst	Corey Abood, Product Support	Security, Profiles and Users "Oh My". Join us for this open forum about 5.2 Finance Plus 'System Administration'. Our subject matter experts are on hand to answer your questions and demo the results in our 5.2 Finance Plus application.
PLUS	PLUS: Employee Time System Round Table	Corey Abood, Product Support	Sean Grisham, Product Owner	Join us for a demonstration and question and answer session concerning the ETS (Employee Time Sheets) module. See how your employee time can be entered, tracked, modified and approved using ETS.

PLUS	PLUS: How Employee Access Center can Benefit your Organization	Corey Abood, Product Support		Join us for an EAC (employee Access Center) demonstration and question and answer session. Learn how you can give your employees a portal to HR using EAC. Open season, payroll historic information, address and tax status changes access to W2s and 1095s are just a few features of this powerful module that connects your employees with HR.
PLUS	PLUS Workflow Overview	Allie Duncan, QA Analyst		This session will provide an overview of Workflow and how you can better utilize the product.
PLUS	PLUS Forms Manager Overview	Allie Duncan, QA Analyst		See a demonstration on how you can customize your forms from within the PLUS application. Customize forms for Paychecks, Purchase Orders, requisitions, adding signatures and graphics
PLUS	PLUS: How to Import Files	Scott Anderson, Manager Consulting		This session will provide an overview of importing data into PLUS, including training on how column layouts can be configured in the application for ease of use.