

E Newsletter

April, 2003

HUG Education Conference
June 16 – 19, 2003
Dallas, Texas



MESSAGE FROM THE PRESIDENT

Steve Meyers, HUG President

Now more than ever...

As if we didn't have enough change to manage when things were 'normal', now we have uncertain financial conditions, the war in Iraq, and for the purpose of HUG, SunGard has acquired HTE. Now more than ever, it's important for all of us to learn all we can about the changes that are coming our way. We know that we will be asked to do more, and

we'll probably be asked to do it with fewer resources. To make the best plans to deal with these changes, we need to work together in partnership. We need to learn the best ways possible to use the resources that we have, and we need to share the solutions that we find with each other.

That's why, now more than ever; your users group is where you need to be. Participation in HUG, and the national conference in Dallas this June, is your best opportunity to leverage your investment in the software you use, and to prepare for the future. All of the ingredients are available for you to learn how to use your existing resources to their maximum potential, to learn what changes and new resources are coming your way so you can prepare to use them to your maximum benefit, to learn about the solutions that others have found, and to participate in setting the direction for the future of the products we all use.

But don't forget, YOU are the most important ingredient. It only works because members like you show up and participate. When you join in the process and share your perspective, you walk away with invaluable knowledge, and you contribute the benefit that others receive. This newsletter contains many more details and so does our web site at <http://www.huginc.org/>. So read on, and then go to the website and register for the best HUG conference yet. And remember, if you have a question or want to share an opinion, please contact anyone on the board. We are always interested in hearing from you.

HTE AND THE CONFERENCE

Ron Goodrow, Executive Vice President of Operations
SunGard HTE Inc.

Technology that Rocks! That is the theme of this year's HTE Users Group (HUG) Annual Education Conference in Dallas, TX. Your HUG board has worked especially hard this year to plan the most valuable and educational conference ever. The results of that hard work are most apparent in the program content. More sessions than ever will be offered at this conference - 323 in total. That number includes a minimum of 66 lab sessions that feature hands-on training and product exercise capabilities. Nearly 100 HTE staff members, including Bob Clarke, SunGard Public Sector Group CEO, Joseph Loughry, SunGard HTE CEO, and the entire SunGard HTE executive team, will be attending.

One of the areas in which an added focus has been placed this year is in Public Safety applications. Over 70 of the sessions planned for conference will be focused on Public Safety applications. In addition, 17 Public Safety & Justice hands-on lab sessions will be offered, a significant stride since just one year ago when Public Safety & Justice lab sessions were not offered at conference. These sessions and labs include CAD, Crimes, Jalan products, mapping, mobile products, and field reporting applications.

In all application areas we have included Application Forum sessions designed to allow an open discussion opportunity for users to interact with HTE Product Managers and with each other. You will not want to miss this beneficial opportunity to influence the future direction of SunGard HTE's products and services.

On behalf of the entire HTE staff, we look forward to seeing you in Dallas!

DALLAS USER LED SESSIONS FOR "TECHNOLOGY THAT ROCKS"

[Dominick Fiorentino](#), HUG Secretary

The lineup for User Led sessions is completed for the [2003](#) International HUG Education Conference to be held Sunday, June 15 through Thursday, June 19, 2003, at the Wyndham Anatole Hotel, Dallas, Texas.

We have twelve different HUG members presenting twenty-two sessions. So if you miss the first session there will be a repeat session later in the conference.

Topics for session presentations are as follows:

- Using Cognos report writer in GMBA
- A combined session on two subjects as follows:
 - Menu Driver & Screen Maintenance for Public Safety
 - Cognos for NIBRS
- Creation of a Query Menu for Non-Query Users
- Intermediate Query (Define result Fields, Joins, etc.)
- Iseries Data Access (File Transfer, CL Commands, PC Commands etc.)
- Practical use of Query 400 (Utility Billing reports and letters)
- Mobile Data Browser
- Naviline
- Click2Gov
- Looking Glass in Dispatch
- Looking Glass in Land Based Applications
- Using QRep in FIRES

There you have it, a great lineup that will afford you an opportunity to learn from your fellow users what their experiences have been, tips on useful shortcuts, ideas on "what if's", and lots more.

As always if you have any questions or comments on User Led sessions please contact HUG Secretary Dominick Fiorentino dfiorentino@fwb.org

LAB SESSIONS AT CONFERENCE

[Cindy McHone](#), HUG Past Secretary

At the end of last year's conference, you told the HUG Board that you appreciated and wanted more lab sessions. In planning this year's conference the HUG Board, in partnership with HTE, listened to your request and is offering you a myriad of sessions this year. A total of 66 sessions beginning on Sunday, June 15 running through all day on Thursday June 19 are being offered this year! Some of the lab sessions that are being offered include: Looking Glass; DMS, Naviline, QRep, HTE Message Switch; CAD, Crimes; Click2Gov, Extended Reporting, and lots more. There will be three separate breakout rooms running lab session all day throughout the conference.

Many of your fellow HUG members have taken advantage of registering for the classes, but some sessions have slots still available. And even if the session you want is full, you can get on a waiting list, just in case a spot opens up. So don't wait any longer! Go to your MyHTE account, go to the "General Functions" drop-down, choose "Training & Development", select "Class Search", then HUG lab sessions. Occupancy is limited to 15 people per lab session.

If you have any questions concerning the lab sessions, please email me at cmchone@greenvillecounty.org.

Thanks to your comments and suggestions the lab offerings have been greatly expanded! HUG Conference 2003, in Dallas, is just around the corner, so hurry up and register.

CONTINUING PROFESSIONAL EDUCATION

[Shelley Carmichael](#), HUG Treasurer

Again this year, HUG is offering Continuing Professional Education (CPE) credits for participation in conference sessions. There will be over 22 sessions and more than 30 hours of CPE offered during the conference. A real **bargain** for your registration dollars!

An attendance certificate for listing the sessions you attend and qualifying CPE credits will be available at the registration desk. A HUG representative will confirm your attendance at the end of each session.

ER (ENHANCEMENT REQUEST) VOTING

[Lawrence J. Nicolette Jr.](#), CPA, HUG President-Elect

Well the time is almost here. Since August 1, 2002, our members have been entering ER's, Product Managers and Application Coordinators have been reviewing and commenting on those ER's. Between, June 30, 2003 and July 11, 2003, members will have a chance to vote on those ER's that will have the biggest impact on their organization's utilization of the HTE products. Of course you have a great opportunity to discuss the proposed Enhancement Requests, during our annual conference http://www.huginc.org/content_conf.html, with people from HTE as well as other users.

ER's are now housed on the MyHTE website. By putting the ER's on the MyHTE website, we gained some flexibility in the management of the ER Process. As users, you have gained the ability to give employees the ability to manage the input, review, and voting on ER's by application. As the MyHTE website has role-based security, users must now have access to the website and have authority (granted by the HUG contact person) to the various steps in the ER process. Your organization will only have 100 absolute points to vote, per application. It is important to restrict voting access carefully.

In an attempt to quantify the wishes of our members, the prior system of voting for ER's based on the criteria of priority (high, medium, low, etc.) has been replaced with a system whereby each member entity will allocate 100 "points" per application. Each entity will be able to allocate positive points to the ER's that they desire most, or assign negative points to ER's they believe should not be developed.

You **must** have a MyHTE login to utilize the ER area. If you do not have a MyHTE login, go to www.myhte.com and request one. If you have a login but do not have access to the ER area, call the HUG Contract for your organization. If you are a HUG Contact, and do not have access, please contact a member of the HUG Board.

ER entry closes May 9, 2003 – don't miss your opportunity to participate.

VOLUNTEERS FOR HUG 2003 CONFERENCE

[Candy Retamoza](#), HUG Member at Large

This year we have expanded the hours of registration, especially on Sunday. The HUG Board relies on volunteers to help us with registration and other tasks during the annual conference.

Volunteers are still needed, especially on Sunday and Monday and to help with the election process during the business luncheon on Wednesday. If you are interested in serving as a volunteer, please go the HUG web site at <http://www.huginc.org/>. Click on Annual Conference, and then the "Volunteers Needed" icon. After you have completed the form, click on "Submit Volunteer Form". Or, send me an e-mail advising when you would be available during the conference.

If you have any questions, please contact Candy Retamoza, Member at Large, at candy.retamoza@ci.stockton.ca.us or you may call her at (209) 937-7403.

On behalf of the HUG Board, I would like to thank all of those who have graciously volunteered their time again this year and to those who are volunteering for their first time.

See you all in Dallas!

SECOND ANNUAL HUG CONFERENCE GOLF TOURNAMENT

Tee up for the 2003 HUG Conference! Revisit old friendships and make new acquaintances at the 2nd Annual HUG Conference Golf Tournament on Sunday, June 15th at one of Dallas's newest golf courses, Coyote Ridge.

Coyote Ridge is located in Carrollton, TX and has fast become one of the best courses in the Dallas area. The course has open spaces on the front 9 holes and lined fairways with pecan and elm trees on the back 9 holes.

This tournament is designed to allow 'golfers' of ALL levels to enjoy themselves while networking with customers from all over North America.

The tournament includes golf, cart, driving range prior to tee-off, drink tickets, giveaways, and a great Texas BBQ to conclude the tournament. SunGard HTE is subsidizing the cost of the tournament to keep the price inexpensive at just \$55 per person. Rental clubs are also available so you won't have to bring yours (or you may not have any but want to play).

To register for this great HUG kickoff event, choose the HUG Golf Tournament link from <http://www.huginc.org/>. Fill out the form, submit it, and send payment as indicated on the site. If you have any questions, please call Jack Law, HTE HUG Golf Coordinator, at (800) 727-8088 or email him at jlaw@hteinc.com.

CONFERENCE SPECIAL EVENTS

Join your colleagues and friends for two value-packed, fun-filled evenings!

Our opening evening event will be Monday, June 16th, at Cowboy's Red River, located just minutes away from the Anatole. Cowboys is a genuine Country and Western bar and dance club, with true Texas hospitality. We will have the entire club for this private

event just for HUG. Don't leave Texas without experiencing a true Country and Western honky tonk – Cowboys!!

Our evening starts with transportation departing the Wyndham Anatole at 6:30 PM, with shuttle service for return transportation beginning at 8:30 PM, continuously until the last shuttle at 10:00 PM. During the evening, you will enjoy live country music, along with a DJ, a huge circular dance floor, pool tables, bull rides, and a wonderful Texas style buffet dinner. All of this for just \$38 per person (and is separate from the conference registration fees)!!

On Wednesday, June 18th, we will enjoy the improvisational comedy of “Four Day Weekend” performing a private showing just for our attendees, right at the Wyndham Anatole. Four Day Weekend has been named Best Comedy Troupe/Best Theatre experience in the Dallas/Fort Worth area. It's a unique style of improv that has been selling to sold-out crowds for six years in both Dallas and Fort Worth theatres. With training from the renowned Second City in Chicago, this comedy troupe's one-hour show will leave you wanting more! The show begins at 8:30 PM at the Wyndham Anatole. Cost is \$18. per person (and is separate from the conference registration fees).

For more information or questions, please call the HUG Conference line at 909 780-0144.

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