

### 2007-08 BOARD OF DIRECTORS

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June 8 – 12, 2008

## President's Message

Tino Anthony, HUG President, [Tino.anthony@leesburgflorida.gov](mailto:Tino.anthony@leesburgflorida.gov)

Well, we are heading into the home stretch. As many of you know this year's 2008 HUG International Conference will be held in Orlando, Florida at Disney's Coronado Springs Resort, Sunday, June 8 through Thursday, June 12. We will be celebrating the 20<sup>th</sup> anniversary of HUG which began in 1988. Your HUG board has been working very hard to provide our members with a quality educational conference. One of my goals for the 2008 conference was to add some additional content and more informative sessions. I think we have accomplished this by bringing in some interesting speakers from both IBM and Microsoft along with additional training opportunities on the Microsoft product suite and sessions relating to object oriented security. There will also be application integration sessions and cross application subjects. We will also be welcoming the members of SunGard's OSSI product group to our conference for the first time and are very excited about this because it will provide us with an opportunity to meet and network with more of our Public Safety fellow members.

During our opening session and the business lunch I will be focusing on what it took to get us where we are today, what we must concentrate on in the future to keep our membership strong, improving our conferences to facilitate future growth and a review of why taking advantage of the benefits offered by being a HUG member can make a difference in our work place. I look forward to this year's conference and hope to meet and network with as many of you as possible.

As you gear up and prepare for the 2008 International HUG, many of you are already enrolling in labs and sessions. Currently there are 201 learning events (53 labs and 148 sessions) scheduled on the SunGard Public Sector Training & Development (<https://custtrain.hteinc.com>) website. Please take the opportunity to enroll in the labs and sessions for which you are interested. Additional learning events are still being scheduled so keep an eye out for more learning opportunities that will help make your HUG experience even more rewarding.

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## Lab Registration Available on MyHTE

Jim Dahl, HUG Secretary, [jdahl@aurora-il.org](mailto:jdahl@aurora-il.org)

Registration for labs is now available on MyHTE (<https://www.myhte.com/login.cfm>). Conference labs consist of hands on training, with each participant having access to a PC. Labs have proven to be very popular and seating is limited. Therefore, pre-registration is required.

Since seating at labs is limited, please do not register for a lab if you are not going to attend. If you do register then change your mind please cancel your registration. This will leave a valuable place open for others to register.

In order to register for a lab you must have a MyHTE account. If you do not have an account, please contact your organization's Primary MyHTE contact, so you can be added as a contact for your organization. After you are entered as a contact for your organization you can request an account by:

Going to <http://custtrain.hteinc.com>

Conference registration is open! [www.huginc.org](http://www.huginc.org)

Entering your e-mail address in the "User Name" field.  
Clicking on "[Click here to register for a new user account](#)".

SunGard Public Sector staff will then set up your account, and a password will be e-mailed to you.

Once you are logged onto MyHTE you can register for labs by:

Selecting "Training & Development" in the "General Functions" pull down box. If your PC is set to block pop ups you will need to temporarily disable this feature.

On the menu to the left of your screen click on "Scheduled Classes" and then click on "Search Classes".

Under the "Categories of Classes" pull down select "HUG Labs (registration required)".

Change the "Classes Starting After" date to 6/8/2008 and the "but before" date to 6/13/2008.

There are other fields to further define your search. You can change them if desired.

Click on the "Search Scheduled Classes" button.

Click on the "Select" button for the desired class.

You will get a Class Details page. If after reviewing the details you wish to register, click on the "Enroll in This Class" link. *(This step is also where you can cancel a class. The link changes to "Cancel This Class".*

You will get a page to enroll in the class. If you wish to enroll click on the "yes" button. If not, click on the "No" button.

*Again due to limited seating, registrants must be checked in five minutes prior to the lab beginning. At that time empty seats will be given out on a first come first serve basis.*

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### Changes to the ER Process

Steve Jones, HUG President-elect, [sjones@blacksburg.gov](mailto:sjones@blacksburg.gov)

In 2007 Sungard and the HUG Board agreed to change the Enhancement Request review process from a 12 month to an 18 month process. This change was made to improve the software development process for Sungard and to offer the HUG members a better software product.

If you go to the enhancement request page of the HUG web site you will see the new ER timeline. The same basic principles of voting still apply - only the dates have been changed. Voting for the next round of Enhancement Requests will be in March of 2009 and the results will be presented at the Las Vegas HUG International Conference.

Please feel free to address any concerns about the ER Process to any member of the HUG Board of Directors.

### Treasurer's Report

Anthony Sorce, HUG Treasurer, [asorce@wpjwa.com](mailto:asorce@wpjwa.com)

I would like to give an update on HUG membership enrollment for 2008. As of March 25, 2008 we have approximately 626 paid members. Our budgeted number for 2008 is 675 members which is an increase of approximately 75 members over 2007. This increase was based on OSSI users joining HUG in 2008. While we have not yet met our estimate we may reach our goal by our international conference date in June. As you may know from previous news articles the administrative portion of our budget is funded by our membership dues.

During our yearly business meeting at the international conference, the treasurer does not have the allotted time to discuss in detail the specific components of the administrative portion of the budget. I would like to take some time now to try to give all some insight into what makes up the biggest line items on the

administrative side of our budget. Below is a percentage breakout of the biggest expense categories which make up the administrative budget as well as a brief description of the purpose of these items.

**Conference planning, Budget preparation, conference attendance 15%**

Planning of annual conference, review and passing of yearly budget, setting of agenda and tasks for coming year, planning of future goals and participation in International and Regional conferences

**Membership renewal 3%**

Cost of printing and mailing membership invoices

**Banking Services 4%**

Fees for Lock box and other service fees

**Merchant Fees 4%**

Fees for credit card service

**Insurance 11%**

Liability and Director & Officer's Insurance for Regional and International organizations

**Monthly meeting conference calls, other Telephone lines 7%**

Monthly conference calls, HUG/RUG calls and administrative lines

**Contracted Services (website, accounting, and administrative) 38%**

Secretarial, accounting, administrative and Website hosting and maintenance

**Legal and Auditing 10%**

Legal costs for general advice and advice for organization's contracts, annual audit expense, preparation and filing of organization's income tax return

**Equipment (PC purchases) 3%**

Purchase of laptop PCs for administrative staff

The above categories make up 95% of our yearly administrative budget. There are other smaller categories that are too small to list individually. We are a fairly large user group and it takes financial resources to run an organization such as ours on a day to day basis.

Accountability has been at the forefront of board discussions during our current year. I will continue to keep you informed of financial matters relating to HUG. Thank you for your time in reading this article. As always, if you have any questions or suggestions please contact me and I will discuss any issues with you.

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## HTE User's Group and OSSI User's Group Merger

Nanette Anderson, OSSI Advisory Member

Many of you may be wondering how it came to be that HTE and OSSI Users' groups merged into one. SunGard acquired both companies and initially attempted to continue with the separate conferences. It soon became an overwhelming venture to support so many conferences each year for SunGard. Since the

OSSI Users' group was the smaller of the two by virtue of the more narrow focus on Public Safety Solutions, it seemed natural to make the move to join the well established regional and international conferences HUG already had in place.

SunGard graciously invited the current OSSI Users' Group Officers to attend both a regional and the international HUG conferences to evaluate what they have to offer. Each of the officers came to believe that the format and expanded contacts would be a benefit to all OSSI users. The format of the regional conferences was more focused on sessions that were a direct benefit to the product's users in the form of labs and training on the use of specific modules. The net benefit would be to have conferences that would benefit both administration and users, and with the regional conferences being held in so many different locals, it is more accessible to the users as well.

The OSSI Users' Group Officers were in unanimous agreement to endorse this merger and the HTE User's Group has welcomed us into their organization without reservation. They have appointed two of the OSSI Officers to their board as advisory members and in the years to come will incorporate OSSI customers into their board structure in all capacities.

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### RUG Conference Experience

Valerie Broxson, HUG Member at Large, [valeriebroxson@okaloosagas.com](mailto:valeriebroxson@okaloosagas.com)

I recently attended the Mid-Atlantic RUG Conference in Greensboro, North Carolina and found the trip worth attending due to the following: the sessions, a focus group, the users, and the Board.

First, I found the sessions at the regional to be comparable to those that I have attended at the International (HUG) Conference and also just as informative. The one thing I did discover is that sessions at a regional are only presented once due to time constraints.

Second, I attended a focus group (Work Orders) which provided me with information about future direction and solicited my input on where I would like to see the application go. I was quite surprised to find no one else in attendance but even with no one else there I gained information that would have been hard to gather otherwise. I found the focus group very beneficial and I would definitely recommend taking advantage of this opportunity.

Third, I also met many attendees and discussed various topics. I found it nice to hear challenges and success stories from other users along with suggestions on how to improve the conference, website, etc. Last but not least, I got to meet the RUG Board which has volunteered their time throughout the last year to make the Mid-Atlantic a rewarding experience for all that attended. We spoke about several things but one of the topics which stood out the most is the lack of volunteers. If you can play a part in any conference, I recommend the opportunity. You will get to know more people and the experience will be a lot more fun. Overall, I enjoyed the RUG Conference and was quite pleased to return to my organization with a better understanding of a few applications along with having created friends with users from other organizations.

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### Kudos to Our Regional Users' Groups

For the HUG Regional Users' Groups, the year began in September 2007 with a bang with our Midwest regional conference in Oak Brook, Illinois, and ends in April 2008 with our Canadian HUG conference in Toronto.

Each regional conference has its own personality and challenges, faced with determination and caring by many great individuals: The Regional Board members.

As we finish up our last conference for the 2007/2008 year, we want to thank these dedicated board members for their time, dedication, and great ideas....all helping to make the regional conferences great!

And, we thank the HUG membership for attending these regional conferences, making each one a success once again. Special recognition to:

Midwest HUG with attendance staying strong at 374 attendees.

Northeast HUG for bringing in an amazing amount of money for a fundraiser with donated items (and 200 attendees).

Southern HUG for still having high attendance during their conference held over Halloween (309 attendees).

West HUG with the highest attendance ever at 444.

South Central HUG for successfully having their first conference with OSSI (341 attendees).

MidAtlantic HUG with their highest attendance ever...and on Good Friday (314 attendees).

Canadian HUG having a great conference, while dealing with deregulation (45 attendees).

## HUG International Conference



June 8 – 12, 2008

