

E Newsletter
Jan./Feb. 2003

This edition of the newsletter is entirely devoted to the 15th Annual
HUG Education Conference

Technology That Rocks!

June 15 – 10, 2003, Dallas, Texas

Read on for all the exciting things that are planned for this year!

Conference registration is scheduled to open March 1st.

Continue to visit our web site at <http://www.huginc.com/> as more
things develop!

See you in Dallas!

Message from the President

Steve Meyers

Technology That Rocks!

Make plans to come to Dallas in June for the best HUG conference yet!

Just like your favorite music, what rocks for you may be the latest thing, or it may be old favorites that are still a perfect fit. For most of us, it's some of both, and the key is how you mix them. This year's conference is all about that and much more. HUG and HTE have been working hard to make the changes that you have asked for, and to make the conference even more valuable to you. We have been working with the Regional User Groups to focus the local events on the best possible end user training at the lowest possible cost. This year's national conference will have more advanced sessions and more labs than ever before! You'll hear all about HTE's strategies to leverage your existing software investment with new technology. This is your opportunity to learn what HTE is developing for the future of your applications, and to get involved in setting the direction for that development. You will have the opportunity to meet with the HTE software developers and tell them what you want. You'll be able to participate in hands on labs where you can learn how to make the software work better for you, and take the latest programs for a spin. There will be sessions where you can discuss the current enhancement requests, and receive training on advanced topics. Shortly after the conference, you'll be able to vote on the

enhancement requests to tell HTE which ones are important to you. You'll also get to meet other users from around the country in a fun environment where you can learn how they solve the same problems that you encounter. Everything you need to know, including on line registration, will be available at <http://www.huginc.org/>, so read on for more details and then surf on over to the web site to register and reserve a room. Registration on the web site will be opening on March 1st.

Oh, and don't forget your dancin' shoes!

For the Technically Inclined

Technology That Rocks! Not just a theme, but an entire concept around which your 2003 National HTE Users Group (HUG) conference has been built. Significantly re-engineered by building on, and expanding, the proven concepts that work, Dallas 2003 is shaping up to be the most comprehensive, informative and even "fun" HUG conference yet!

Starting with the addition of numerous technically oriented sessions never before offered, HUG 2003 will appeal to even the most "Techno" individual in any organization. With sessions covering basic and intermediate iSeries Navigator and Management Central attendees can come away with the knowledge necessary to manage their systems on a day-to-day basis using the latest IBM graphical management tools. Learn how to add users, set up backups, monitor performance and configure system values graphically, along with several other advantages by using iSeries Navigator. The perfect companion within any Naviline environment or "step up" in a 5250 management environment, iSeries Navigator is the direction of iSeries management, why not step up today!

Heard about LPAR, know what it means? Wondering how it really works, what LPAR can do for your organization – attend the LPAR overview session to hear from real professionals who have actually designed and implemented an LPAR system. Get tips on what to look out for, what not to do and where to go for your questions. LPAR may be just what you need in your organization!

Additional technical sessions on managing your integrated xSeries server environment, the concepts of intranetworking and e-mail, and a network management overview are part of the new technical topics for 2003. We have not forgotten about the much requested system administration and iSeries printer administration topics offered in the past. All of these and more will be part of HUG 2003!

How about actually getting your hands on the system? Why not sign up for an on-site lab? Want to learn how to create documents using the HTE Document Management Services (DMS) suite? Maybe you need to brush up on the various

forms of data access to your iSeries database. The various HTE application interfaces are not the only way to access your data. Looking Glass Viewer, QREP, ODBC, Extended Reports are all available to get your data – your way! We have on site, self-paced labs on each of these topics and more!

Maybe you need to brush up on basic Microsoft Word techniques or get your hands on the latest Naviline updates! The HTE experts in each area will be conducting labs to let you get your hands on the latest technologies, learn and practice how they interact with the numerous platforms with which HTE software integrates!

Whether it be proven, reliable technologies that you currently use or the latest in technological advances, wireless access, Click-to-Gov or Naviline – Dallas 2003 has it. all. Attend National HUG 2003 and learn about real, available *“Technology That Rocks!”*

Dallas User Led Sessions for “Technology That Rocks”

[Dominick Fiorentino](#), HUG Secretary

We have built on the success of the user led sessions at the June 2002 conference in Orlando by expanding the offerings at the [2003](#) International HUG Education Conference to be held Sunday, June 15 - Thursday, June 19, 2003, at the Wyndham Anatole Hotel, Dallas, Texas

You, as users of the HTE software will benefit from the effort being put forth by members of HUG that have volunteered to present in Dallas.

Topics for session presentations are as follows:

- Using Cognos report writer in GMBA
- 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).
- Using DMS with Code Enforcement (including Photographic Evidence)
- Mobile Data Browser
- Naviline

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. You can get excited about HUG Dallas just

for the user led sessions and that's just the beginning of what is shaping up to be the most educational conference ever. Plan on joining the rest of HUG at the 15th Annual International HUG Education Conference. The theme this year is "Technology That Rocks" and the user led sessions will be off the charts with information you can use. It's your future "Be There".

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](#) – Past Secretary

The HUG Board, in partnership with HTE, has added additional lab sessions to the 2003 Conference in Dallas, TX. Some of the labs sessions that are being offered are: Looking Glass; DMS; NaviLine; QREP; HTE Message Switch; CAD; Crimes; Click2Gov; Extending Reporting; and lots more. We will have 3 separate breakout rooms, thus allowing lab sessions to run all day. There will be approximately 60 lab sessions throughout the week.

In order to sign up for the labs, you will need to have a MyHTE account. If you do not have one, please go to www.hteinc.org, click on MyHTE and then 'Click here to register for an account'. Once you have a valid MyHTE account, sign on, go to the "General Functions" drop-down and choose 'Training & Development'. The Customer Training and Education Home page will come up. Select 'Class Search', then HUG Lab Sessions. Occupancy is limited to 15 people per lab. The target date to open lab registration will be open on March 7th.

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!

Hope to see you in Dallas!!

NaviLine News

As HTE continues to broaden its product offering it allows the customer base an opportunity to review their current technology use. HTE's most recent offering, NaviLine, represents a technology change far different than those that preceded it. NaviLine extends the functionality of HTE. applications beyond the traditional environment on the iSeries. This move beyond the iSeries has given rise to many different customer opinions regarding necessity, value, and corporate

intent. To assure that accurate information regarding these matters is available HTE is pleased to announce that a “Why NaviLine?” session will be available at the national user’s conference this year. This session will seek to answer this question from a technical, corporate, and customer perspective. An additional session will be held regarding the use of Jacada’s development tool for those customers who write or maintain their own application code. HTE will also be providing selected sessions strictly in Naviline due to differences in screen content.

New and Improved ER (Enhancement Request) Process

[Larry Nicolette](#) - President-Elect

One of the principal purposes of HUG is to act as the forum for suggestions relating to revisions and enhancements of HTE application software packages and development of new products. This is accomplished through the ER Process. For the last year, HUG has worked with HTE to significantly change the ER Process. We think the changes will make the ER Process a more efficient device to accommodate the desires of our members.

Specifically, the changes are; location of the physical ER’s, timing of individual milestones in the ER process, and grading of ER’s. A description of each change follows this paragraph.

Location of the physical ER’s – This is probably the most important change that we made. ER’s are now housed on the [MyHTE website](#). In the past, they were housed on the HUG website. By putting the ER’s on this 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 vote on ER’s by application. What this means is that you can now assign someone in your organization the authority of input, view, and vote on only ER’s in the GMBA application, for instance. In order to take advantage of this feature afforded by changing the location of the ER’s, **three conditions must be met.** These three conditions are: 1) your HUG primary contact must have a MyHTE account, 2) the person in your organization that needs the authority must have a MyHTE account, 3) the HUG primary contact needs to activate the security. We can help you with any of these three steps.

Timing of individual milestones in the ER process

May 9, 2003: ER entry closes (users may no longer enter new ERs into the system)

May 10-May 23, 2003: AC & PM review of ERs (enter comments, correct status code, estimated effort, estimated release/version date, etc. for ERs)

May 23-June 11, 2003: PM review of ERs continues

June 15-19, 2003: HUG Conference in Dallas (only ACs or PMs may enter new ERs into the system)

June 20-June 27, 2003: Final PM review of ERs

June 30-July 11, 2003: ER Voting (users vote on ERs in order of priority)

Grading of ER's

In an attempt to quantify the wishes of our member, 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 points to the ER's that they desire most.

We have made the above changes in order to improve the ER Process for our members. We hope to hear feedback on how these changes affect you.

Getting to the Conference

To better serve the needs of both our east and west cost attendees, we have a choice to two airlines for the 2003 HUG conference. There are two airports in the Dallas area; Dallas/Fort Worth, which is 14 miles from the Wyndham Anatole and is serviced by American Airlines; and Love Field, which is 6 miles from the Wyndham Anatole and is serviced by Southwest Airlines.

American Airlines

AN Number A2063AK

When you book your flight into Dallas/Fort Worth Airport through American and use the AN Number above, you will automatically be entered into a drawing to win a free ticket on American Airlines to be given away at the Conference!

To make your reservations, you or your travel agent should call American at (800) 433-1790 for the best fare.

Discount is 5% off the applicable fare; 10% off 30-day advance purchase fares. Book the lowest fare you can, and then take off the discount! Also, this year, we have negotiated zone fares, which will give you a better rate when not staying over a Saturday night. The reservation agent will be able to determine the best fare for you.

Southwest Airlines

I.D. Code P0167

Southwest Airlines is offering 10% off most fares for travel into and out of Love Field in Dallas. Southwest now offers ticket less travel for our conference attendees. To qualify, call Southwest Airlines Group Reservations at 800/433-5368 and reference the assigned I.D. Code. Reservations agents are available 7:00 a.m. - 8:00 p.m. Monday-Friday and 8:30 a.m. - 5:30 p.m. Saturday and Sunday, Central Standard Time.

Remember, use of the conference airlines supports HUG and helps to keep costs down.

Airport Shuttle Service

Yellow Checker Shuttle is the preferred shuttle service for the 2003 HUG Conference for transportation from either Dallas/Forth Worth or Love Field Airports. The discounted fare from either airport is \$12 one way. Discount coupons that you may download will be available on our web site.

Conference Special Events

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

Our opening evening event will be Monday, June 16, 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 p.m., with shuttle service for return transportation beginning at 8:30 p.m., continuously until the last shuttle at 10:00 p.m. 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.

Cost is \$38 per person (and is separate from the conference registration fees). This cost includes transportation to/from the Wyndham Anatole, buffet dinner, live country music and a DJ, bull rides and pool. Please mark your registration form for the number of tickets and include full payment.

On Wednesday, June 18, 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 p.m. at the Wyndham Anatole.

Cost is \$18 per person (and is separate from the conference registration fees). Please mark your registration form for the number of tickets and include full payment.

For both events, you will receive your tickets when you arrive at the Conference. For more information or questions, please call the HUG Conference at 909/780-0144.

Golf Tournament At 2003 Hug Conference

[Candy Retamoza](#) - Member at Large

Calling all golfers.....Mark your calendar for Sunday morning, June 15, 2003 for the 2nd Annual HUG Golf Tournament. Last year was so much fun and this year is guaranteed to be even better! More details to follow. Keep checking HTE's and HUG's website for further information.

Things to do in Dallas

[Larry Nicolette](#) - President Elect

Dallas, her sister city, Fort Worth, and their suburbs combine to make up the Metroplex. This region contains blackland prairie and the plains. Only one other similar patch of terrain exists on earth (it's in Australia). This fact alone should prompt you to want to come to Dallas and attach a few days to the beginning or end of your stay for the Annual HTE Users Group Conference. In case it hasn't, I will deliver some other attractions and events that may interest you.

Dallas has a rich history dating back to 1841 when John Neely Bryan built his cabin on the banks of the Trinity River. Cosmopolitan influences of scientists, musicians, and writers came from French, Belgian, American, and Swiss socialists that moved to the area after their utopian society, La Reunion, failed. Dallas's industrial history can be traced back to the blackland prairie immediately to its east, which helped make it the biggest inland cotton market in the world. Some historic sites that exemplify the true nature of Dallas's beginning include:

- Dallas Museum of Natural History www.dallasdino.org
- Swiss Avenue
- Majestic Theater
- John Neely Bryan Cabin

Unfortunately it was in this city that President John F. Kennedy said his last words before being assassinated on November 22, 1963. There are a few

attractions that pay tribute to Kennedy or at least let the visitor explore the events and physical area surrounding his assassination, including:

- Delaley Plaza Park
- John F. Kennedy Memorial
- The Conspiracy Museum
- The Sixth Floor Museum

The arts played a very important role in the history of Dallas. The arts are also important to modern-day Dallas, as is evidenced by the 60 acre Dallas Art District that was created in 1983. Even though 60 acres is a large area, it is not enough to house all the arts of Dallas. The art enthusiasts can find the arts in Fair Park and several entertainment districts in addition to the Art District. The arts venues include:

- Dallas Museum of Art www.dm-art.org
- Federal Reserve Bank of Dallas www.dallasfed.org
- Morton H. Meyerson Symphony Center
- Dallas Shakespeare Festival - *Hamlet* and *Taming of the Shrew* June 21 - July 20, 2003 in rotating repertory www.shakespearedallas.org

Dallas boasts more shopping centers per capita than any other US city. Not only is it home to Neiman Marcus, it is home to several internationally known designers, including Todd Oldham and Victor Costa. If it is shopping that you enjoy, Dallas has the following shopping destinations for you:

- Highland Park Village (the nation's first shopping center) <http://www.hpvillage.com/>
- Galleria
- Northpark Center
- Inwood Trade Center

The sport fan can also enjoy many spectator sports such as baseball, football, basketball and soccer. In addition to tours of Texas Stadium <http://www.dallascowboys.com/> and Arlington Stadium <http://www.texasrangers.com/>, the following is a partial list of sporting events occurring around the dates of the Annual HTE Users Group Conference:

- Jun 13, 2003 - Jun 15, 2003 Texas Rangers vs. Florida Marlins
- Jun 11, 2003 - Jun 15, 2003 Thoroughbred Horse Racing Venue: [Lone Star Park at Grand Prairie](#)

There you have it, a short list of items of interest. I tried to cover a broad range of interests to show that Dallas has many attractions that will appeal to our broad member base. My list is admittedly short. Much more information can be obtained from the [Dallas Visitor Information Center](#). Please join me in exploring the wonderful city of Dallas before, during and after our annual conference.

Conference Volunteers Needed

[Candy Retamoza](#) - Member at Large

The HUG 2003 Conference in Dallas will be here before you know it. It's not too early to sign up to volunteer. Volunteers are needed in all areas such as registration, selling shirts, help during the business luncheon. Lots of help will be needed especially on Sunday and Monday.

If you can and are willing to devote a small portion of your time during the conference, please go to the HUG web site at <http://www.huginc.org/>. Click on Annual Conference, click on the Volunteer Request Form under the 2003 Conference information. After you have completed the form, click on the Submit Volunteer Form

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.