

HUG e-newsletter January, 2008

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President's Message

Tino Anthony, HUG President, Tino.anthony@leesburgflorida.gov

I would like to take this opportunity to thank each and every one of you for your continued support of HUG. This year's 2008 HUG conference will be held in Orlando Florida at Disney's Coronado Springs Resort, Sunday, June 8 through Thursday, June 12. You can look forward to a few new twists in the program as a result of your HUG board and the SunGard team working together to bring you a bit of variety with respect to sessions and with the addition of some keynote speakers. We will also be welcoming the members of SunGard's OSSI product group to our conference for the first time which will add over 100 members to our ranks for the 2008 year and hopefully another 200 plus attendees to the conference in June.

As mentioned in previous newsletters, we are looking forward to celebrating the 20th anniversary of HUG which began back in 1988. As a former employee of SunGard I can remember putting on sessions in many applications using overhead projectors and transparencies along with hard copy handouts being the norm with conference attendance in the middle 300's. Today some of our regional conferences now rival this number. At our conference sessions we now have modern projectors attached to PC's displaying live demonstrations of new enhancements and new products, attendance soars between 1,100 and 1,500 and at the end of it all we are all sent home with the entire conference packed onto a single CD. It all started with a few members getting together forming their own mini users group in the effort to share ideas and resources and has expanded into what it is today. Our members number over 550, supporting an annual budget of over \$600,000 and the addition of many new and exciting products and product lines. Our first away conference was held in Long Beach California back in 1998, and since then we have held conferences in Chicago, Dallas and Las Vegas settling on Orlando, Florida and Las Vegas, Nevada as being the two venues with the most to offer while producing the greatest number of attendees.

With all of the changes in technology and the challenges posed by the fast paced industry in which we work, all of the reorganizations, all of the new President's and CEO's and all of the people that have come and gone over the past 20 years it amazes me that our organization has managed to grow and keep pace with the times. In my opinion this longevity can only be attributed to the commitment of your HUG board and SunGard in our efforts to meet the needs of the membership and to plan for the future. Again, thanks for all of your support and I look forward to seeing you all in Orlando.

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Hug Website Issues

Jim Dahl, HUG Secretary, jdahl@aurora-il.org

In December the hosting servers for the HUG website were attacked by a malicious virus. This created a situation where the site was either down or functioning erratically. In order to fix the situation our hosting provider is installing an entirely new server, and putting additional firewall protections into place.

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Unfortunately, the interruptions caused havoc among many of the online functions on the site, and many of you experienced problems with membership registration, member and agency database administration, and RUG conference registration. At the time of this writing the site is still experiencing issues related to server conversions and firewall configuration.

The HUG Board of Directors wishes to apologize to all of you for these interruptions. We also wish to thank all of you for your patience during the resolution of these problems. You have all shown a great amount of professionalism in understanding the problem.

As online membership registration has been unavailable membership registration will be extended through February 15, 2008.

Again, the HUG Board apologizes for the inconvenience this has caused you and your organization.

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Treasurer's Report

Anthony Sorce, HUG Treasurer, asorce@wpjwa.com

We have closed out the fiscal year which ended on July 31, 2007. As indicated in the October newsletter our preliminary analysis indicated that HUG would make a small profit of \$40,000 for the year. Our auditing firm is finalizing numbers to report to the IRS and as anticipated, profit is at \$44,444.03 for fiscal year ended July 31, 2007. As you know there was no increase in our \$195 membership dues for 2007 – 2008. Also, the cost of our conference registration which is currently \$395 for those who register before the registration closure deadlines did not increase for 2007 - 2008.

The HUG board voted at our summer board meeting to authorize the treasurer to allocate an additional investment of membership funds in an amount between \$50,000 and \$100,000. After reviewing what would be needed throughout the year to operate I was able to invest the full authorization limit of \$100,000. As mentioned in the October newsletter, because of this additional investment we are expecting total interest revenue in the area of \$10,000 to \$12,000 for the 2007-2008 fiscal year.

As a follow up to the October newsletter I would like to give an update regarding our board travel policy. Our president, Tino Anthony appointed a committee of board members at our summer board meeting who were assigned the task of reviewing and suggesting possible revisions to the existing board travel policy. At our December board meeting based on recommendations from this committee several revisions were passed unanimously. These revisions added additional reimbursement restrictions on travel to the international conference, summer board meeting and regional events. The revisions also clarified several other provisions of the travel policy in an attempt to match what many government organizations are currently doing. We no longer allow charges to an individual's room (unless specifically provided for in the travel policy) and require the board member to place all charges on their personal credit card. We have completely eliminated any language referring to the idea of a per diem (although we have kept in place the daily allowable reimbursement expense cap). The board felt these changes provided more accountability to our membership and our auditors agreed.

We have wrapped up negotiations with several vendors regarding services which they provide at our annual international conference. Such services include computer rentals and audio visual equipment rental and services. These are big cost items which can easily exceed \$170,000 to \$190,000 when combined. As mentioned in October's newsletter we send out RFPs regarding the procurement of these services. After receiving the bids, there was much research, debate and negotiating between the board and the vendors who submitted responses to the RFPs. I am pleased to report that the final outcome was a united board which allowed HUG to receive some excellent pricing which will fit into our budget for the 2008 international conference.

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As treasurer I will continue to monitor all HUG spending and suggest when appropriate, new policies or changes to existing policies with the intent on ensuring on going accountability with regard to HUG membership funds.

Thank you for your time in reading this news 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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Ossi Users-How Do Conferences Compare?

Pam Brown, OSSI Advisory Member, pam.brown@cedarhilltx.com

The South Central HUG regional conference in Houston, Texas will be my first experience as a conference attendee since becoming a member of HUG. Many people may wonder how the conferences will compare to what we, as OSSI users, experienced at our national conference. Essentially, it is going to be a mini version of our previous national conference transplanted into a new venue with a few new twists in the mix. First, for each full day of the conference breakfast and lunch are provided. There is only one evening event, which I see as a bonus because that leaves more time for networking or personal time. Further, because we can attend any session, we can get some exposure to the HTE line of products. This is a great opportunity to see other products and spur your thought processes for functionality of the OSSI products and generate enhancement requests. Since the regional conference fee is only \$50 and you can attend any regional conference, your agency may be able to send more staff or consider sending users to regional conferences and system administrators to the international conference. How about vendors? Larger conferences generally draw more vendors. You will still get time to confer with the key SunGard OSSI product staff. Still feel like you may be the little fish in the big pond? Get involved in HUG and attend the conferences—soon we will be big fish too!

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What Is An AC (Application Coordinator)?

Valerie Broxson, HUG Member at Large, valeriebroxson@okaloosagas.com

If you have ever attended a RUG or HUG and/or participated in the HUG list servers, then you have probably heard of the word AC but “What is an AC?” and “What do they do?”

An AC, short for Application Coordinator, is a person that volunteers his or her time to assist a SunGard Product Manager with the Enhancement Process. For an AC to be chosen, the individual must meet several qualifications:

- Must attend the International HUG Conference
- Must be a daily user of the application that he or she is volunteering to work
- Must be willing to spend around 2-3 hours per week reviewing and updating Enhancement Request
- Must be willing to work with the Product Manager and end users to resolve issues
- Must be functionally proficient in the application that he or she is volunteering to work

Starting at the beginning of September, a call goes out requesting twenty volunteers to work thirty-five of the SunGard Applications. These individuals are then paired with the application(s) and the product manager(s). The ACs then begin reviewing and updating the enhancement request on a weekly basis. The task of reviewing and updating Enhancement Request consists of the AC reading each ER and answering these questions and then resolving issues appropriately.

- Is the ER written to where the voters can easily understand the request?

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- If not, the AC is responsible for contacting the user, clarifying the purpose of the request, and writing an additional description of the request in the AC portion of the Enhancement Request.
- Is the ER already available in a current version of SunGard?
 - If the ER is already available in a later version, the AC informs the user and closes the ER.
- Is the ER a support issue?
 - If the ER is a support issue, then the AC informs the user and removes the ER from the vote process.
- Is the ER a duplicate?
 - If the ER is a duplicate, then the AC removes the request from the list of ER's.
- Did the user put more than one request in the same ER?
 - If the ER has more than one request, the AC closes the ER and creates new ER's for each request.
- Is the ER ready for the Product Manager?
 - Once the ER is ready, the ER is marked "Ready for Product Manager" and the AC is done with that ER.

Once these requests have all been marked as "Ready for the Product Manager", the AC is done with preparing his or her part in the ER voting process. ACs must have all of the ER's in "Ready for the Product Manager" status by mid March. This process can be quite large for some ACs due to the number of Enhancement Request entered by both end users and SunGard staff.

At the International HUG Conference, the AC is requested to attend the "Did you know...?" and "Product Enhancement" sessions for his or her application(s). The AC will then provide feedback to the HUG Board about the effectiveness of the sessions provided for his or her assigned applications.

In return for the hard work and dedication that each AC provides, the conference fee is paid for by the HUG Board. If you should meet one of these individuals at an event, please take the time to thank them for all of the hard work and time they have volunteered.

Thank you ACs. Great job!!!

If you would like to volunteer to be an AC, please contact Valerie at valeriebroxson@okaloosagas.com.

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User Led/User Experience Sessions – Still looking for Presenters!

Robert Girndt, HUG Past President, rgirndt@missouricitytx.gov

The HUG Board and SunGard Public Sector Inc. are still looking for presenters to share their knowledge on how to use a particular SunGard application. The conference will be happening in a few months and you need to get those applications in!

I have seen some issues being discussed in the HUG Discussion Groups that would make great topics. I also know that there are several "HOT" support topics that would also make great presentations.

These sessions have been going on for several years now and each year they get better and better! Do you have an experience or tip? If so, then please consider being a presenter at the 2008 HUG International Conference. SunGard Public Sector Inc will once again offer the maintenance credit that they did last year. The breakdown is:

\$500 credit to each of the first two user led sessions, by different presenters, per organization. Additional sessions by the same or different presenters will receive a credit of \$250 each (maximum credit of \$1000)

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per presenter); maximum credit per organization of \$2000. Multiple people presenting a single user led session are considered a single presenter. This will allow from 1 to 6 presenters per organization to earn credit. The \$2000 per organization maximum credit can be achieved with a minimum of 2 presenters each doing 3 sessions, or a maximum of 6 presenters each doing 1 session, or any combination in between.

Example 1: presenter 1 gives 2 sessions - \$500 + \$250	= \$ 750
presenter 2 gives 1 session - \$500	= \$ 500
presenter 3 gives 2 sessions - \$250 + \$250	= \$ 500
presenter 4 gives 1 session - \$250	= \$ 250
presenter 5 gives 1 session - \$0	= \$ 0
TOTAL credit	\$2000 (max per organization)

Example 2: presenter 1 gives 4 sessions - \$500 + \$250 + \$250 + \$0	= \$1000 (max per presenter)
presenter 2 gives 1 session - \$500	= \$ 500
TOTAL credit	\$1500

Example 3: presenter 1 gives 1 session - \$500	= \$ 500
presenter 2 gives 1 session - \$500	= \$ 500
presenter 3 gives 5 sessions - \$250 + \$250 + \$250 + \$250 + \$0	= \$1000 (max per presenter)
TOTAL credit	\$2000

Requirements for leading a session at HUG:

- Submit your intention to participate with subject matter of presentation to HUG Board no later than 3 months prior to conference
- Approval to participate will be given by the HUG Board and SunGard Public Sector Inc. no later than 2 weeks after submitting your intention to participate.
- Detailed session description must be submitted to HUG Board using template provided no later than 8 weeks prior to conference. PowerPoint must be submitted to SunGard Public Sector Inc. HUG Coordinator no later than 4 weeks prior to conference.
- Ideal presentations would revolve around the use of a SunGard Public Sector application or an authorized vendor of SunGard Public Sector Inc., to streamline a governmental process for the benefit of its employees or citizens.
- No unauthorized third party presentations will be approved for presentation at HUG.
- Customers that actually lead a user led presentation will receive a credit for the organization they represent for the next maintenance billing to that organization.
- No direct competitor of SunGard Public Sector Inc. or its authorized vendors will be approved for presentation at HUG.

Also this year if your presentation is chosen the HUG Board will give you a special conference polo shirt to wear that will let everyone know that you are a presenter.

Please consider presenting. If you have any questions please feel free to contact me at any time.

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Request For Volunteers

Jim Dahl, HUG Secretary, jdahl@aurora-il.org

Hello All. June 8th will soon be upon us, and it is again time to begin coordinating the volunteer effort for the 2008 International HUG conference. First of all, thank you to all who helped with last years' conference. You were key in making the conference a success.

We will again need volunteers to collect and tabulate votes at the business meeting, work the registration desk Sunday through Thursday, and monitor lab attendance Monday through Thursday. For those who arrive early and have free time on Sunday there is also a need to help collate conference materials.

If you are interested in volunteering and learning what is involved in making your conference work, you can register to volunteer on the HUG website at:

http://www.huginc.org/Conference/conf_vol.html

If you have any questions please contact me at 630-844-3736, or by e-mail at jdahl@aurora-il.org.

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Sungard HTE Has A New Name!

Tom Huber, President - SunGard Public Sector Inc.

The arrival of 2008 brings with it an exciting evolution for SunGard HTE. Effective on January 1, SunGard HTE will officially become SunGard Public Sector Inc.

You will begin seeing our new corporate identity appear immediately on invoices, contracts, marketing materials, and other documents from our company. Our finance department has enclosed an official notice on the name change with the December invoices.

However, we will continue to provide the same exceptional products, service, and support you have come to expect from SunGard HTE.

In a broader sense, the creation of SunGard Public Sector moves our business toward a more unified brand and organization, drawing together SunGard HTE's products and solutions with those provided by the other business units in SunGard Public Sector. This change will make it far easier to do business across SunGard Public Sector companies-for example, should you decide to purchase products from multiple companies, a single agreement will now be available.

SunGard Public Sector will align its strategies to serve five key customer segments: Local Government, Public Safety and Justice, K-12 Education, Not-For-Profit Agencies, and Central/State Government. Other products and services offered by SunGard Public Sector companies include SunGard Public Sector - Bi-Tech's Integrated Financial and Administrative Solution (IFAS) and SunGard Public Sector - Pentamation's PLUS series. IFAS is a web-based comprehensive financials, payroll, and human resource solution available for any public sector entity. The SunGard Pentamation PLUS SERIES manages financial, human resources and student information for K-12 schools as well as financial, human resources and community information for local governments.

I also wanted to share our new mission statement for SunGard Public Sector:

"To improve the quality of life by helping those who support, develop and sustain the communities in which we live."

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I believe that this new mission statement provides an excellent reinforcement of the values that SunGard HTE has worked toward since its inception.

As always, we appreciate your business. Please contact us if you have any questions about SunGard Public Sector.

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HUG International Conference June 8 – 12, 2008

<http://www.huginc.org/Conference/conf.html>



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