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## MESSAGE FROM THE PRESIDENT – [Steve Meyers](#)

I want to thank everyone who attended the 2002 HUG Conference in Orlando, and especially all of the people that worked so hard to make it such a success! The Board is already preparing for next year's conference, and we plan to build on our success. Of course we will be doing more labs and user led sessions. We will be meeting in August to study the input that you gave us in your conference evaluations so that we can create an even better conference next year in Dallas.

We have a lot of work to do on following through with the great ideas that are already in process. The strong partnership that we have built between HUG and HTE is a key factor in accomplishing these objectives. We want to stick with it until we know that these new concepts are not just up and running, but that we got it right. You will be hearing a lot about a major overhaul of the Enhancement Request process (if you don't have a MyHTE account set up yet, you will want to do it soon). The changes will make the whole process easier and more effective. We are working on a process by which HUG member agencies with talented programming staff can submit their own custom code for possible inclusion into HTE base code. Everybody stands to win under this plan because other agencies gain the benefit of the added functions, while the authoring agency no longer has to maintain the code. We are also working towards moving the library of user files that you can download from the HUG web site. This service will be moved to

the MyHTE site so that HTE can provide sample QREP and Query definitions along with the user submitted samples. On-line services have been such a success that we are working towards allowing you to renew your membership and manage your agency's HUG information on line. Hopefully this will include the ability to enroll your own staff in the various HUG discussion groups. The Advisory Teams and Product Focus Groups continue to work with HTE to help guide the evolution of the HTE applications. We are also continuing our focus on assisting the regional user groups so that more of you will be able to participate. Check out [www.huginc.org](http://www.huginc.org) for more information on many of these topics.

OK, now for the really important part. What can you do? There are so many opportunities for you to get involved, and you and your agency stand to benefit greatly. You can start by checking out the HUG web site and all the services that are offered there. If you're not already enrolled in one or more of the discussion groups, sign up and start sharing (just send your name, agency name, e-mail address, and the group(s) you want to join to: [webmaster@huginc.org](mailto:webmaster@huginc.org)). If you're not a member of your regional users group, join it and participate in their conference, volunteer, or run for the board (see the HUG web site for more information on RUGs). Plan on attending the 2003 HUG conference in Dallas, June 15-19. But don't just show up, step up! You'll get so much more out of it. It's not too early to volunteer to help with the conference (contact [Candy.Retamoza@ci.stockton.ca.us](mailto:Candy.Retamoza@ci.stockton.ca.us)) or to think about presenting a user led session (contact [dfiorentino@fwb.org](mailto:dfiorentino@fwb.org)). If you would like to really get more involved with a specific application, volunteer to be the Application Coordinator for it (contact [ljnrcpa@msn.com](mailto:ljnrcpa@msn.com)). The Board will be discussing a policy for rotating the Application Coordinators more frequently so that more people can be involved.

HUG is all about making each of our agencies as effective as they can be. We do that by sharing our knowledge and helping to guide the ongoing development of HTE's products. It only works if you participate. Please follow through on at least two of the suggestions above and be sure to send us your ideas for improving the conference, the web services, and any other aspect of HUG. Contact information for all Board members is on the web page.

Thanks!

Steve Meyers  
President 2002-03

## MESSAGE FROM JOE LOUGHRY – HTE President and CEO

With the 14<sup>th</sup> annual HUG conference now behind us, I must say that I was more than impressed on the job your board did in arranging and managing the conference. It was one of the best I've been privileged to attend.

The theme of this year's conference was Communication...The Key to Success. As you can see below, one of the many new items unveiled at the conference was an entire new corporate "thumbprint" for HTE:



It proclaims both what we are... *Government Software* and what we stand for... *"Helping Government Work Better"*.

In the opening session at HUG, I detailed my vision for the HTE organization to support this promise. This vision can be encapsulated in five major themes:

- Migration
- Integration
- Mobilization
- Exchange
- Enablement

We will help government work better by providing, well planned, **migration** paths to new technologies, which result in modern information systems that capitalize on our customer's prior investments.

We will help government work better through true information **integration**. Governments with accurate up to date and consistent data across the entire enterprise will make faster decisions and work smarter.

We will help government work better by leading the **mobilization** of government technologies by moving the power of HTE systems out into the field. Whether the need is police officers with laptops or inspectors with devices held in the palm of their hands, the capture and availability of instant accurate information will improve job performance and save lives.

We will help government work better by supporting interagency information **exchange**. With emerging homeland security initiatives, sharing information among other HTE and non-HTE system jurisdictions will take on added importance. HTE stands ready to take the leadership role in these system-to-system interfaces.

And lastly, we will help government work better with the **enablement** of Internet-based information and services. The on-line payment of parking tickets, the renewal of occupational licenses, and the scheduling of building inspections, are but a few of the ways that governments will improve the delivery of existing and new services to citizens. This will enable your organization to improve response times and reduce costs.

This vision for HTE and our new corporate branding represent a watershed event here at HTE. They set the stage for our next 20 years. HTE's management and staff are fully committed to making this vision a reality and working with you... Helping government work better.

Please watch for us publicly displaying this promise in the following upcoming trade periodicals in the month of July.

- *Government Technology*
- *Governing*
- *Law Enforcement Technology*
- *Public Safety Communications*

**Thank you for your continued support and mark your calendars for next year's HUG in Dallas, June 15-19.**

### 2002 CONFERENCE UPDATE

Everyone agrees.....the 14<sup>th</sup> Annual HUG Conference, "Communication...The Key to Success", was truly a success! The final tally is in and 1,391 conference attendees, representing over 385 organizations, attended. The conference offered over 168 topics and representation by HTE was 105 strong! Returning this year were User Lead Sessions and new to the conference this year were Lab Sessions. Both offerings received great reviews by those participating. See the additional articles in this newsletter for more on these sessions.

Thanks go to HTE for the coordination of the Golf outing that was attended by 70 customers and the tour of HTE which was also very well attended. And, as always, the Monday evening event was enjoyed by all!!

## THANKS TO THE VOLUNTEERS – [Candy Retamoza](#)

The HUG Board of Directors would like to thank all of the volunteers who contributed their time and efforts to make the 2002 HUG Conference in Orlando such a great success. Volunteers are the heart and soul of our conference.

Some of you have already volunteered for next year's conference in Dallas. If you are interested in serving as a volunteer next year, please send your name, organization's name, phone number and e-mail address to, Candy Retamoza, Member at Large, at [candy.retamoza@ci.stockton.ca.us](mailto:candy.retamoza@ci.stockton.ca.us).

Thanks again and we look forward to seeing you in Dallas.

## USER LED SESSIONS – [Dominick Fiorentino](#)

This year at the annual HUG conference we had a total of seven user led sessions. All were well attended and the presenters did a great job of showing us how the software works in the "real world" for their specific agency. The HUG Board of Directors would like to thank the presenters who volunteered to present at the 2002 Orlando conference.

We are expanding the user led sessions next year to include "Intermediate Query" by Dell Perry of Plano, Texas and Mobile Data Browser by Timothy Kyburz of the Alexandria Virginia Police Department.

The HUG Board would like to expand the user led sessions even more so we are soliciting your help. Please consider presenting at a user led session in Dallas the week of June 15-19, 2003. For more information on how you can be a presenter at a user led session contact Dominick Fiorentino, HUG Secretary, at [dfiorentino@fwb.org](mailto:dfiorentino@fwb.org). Lets build on the success of the Orlando conference to make the user led sessions in Dallas even better.

## LAB SESSIONS – [Cindy McHone](#)

At the 2002 HUG Conference, we introduced lab sessions and they turned out to be a huge success. We couldn't have done it without the enthusiasm and hard work of one of last year's board members. Nader Kury was instrumental in making labs part of the conference and we would like to send him a word of 'thanks' for a great job and recognize him for his hard work.

We started out with three labs: Looking Glass, DMS, and NaviLine. Every session was filled and we had a waiting list. Next year we want to incorporate more lab sessions into the conference. As part of our first year experiment with labs, we split time with the Cyber Café area. We will examine the cost of renting

additional computers to have a separate Cyber Café while running lab sessions all day.

Next year we would like to implement some additional lab session topics, so if you have any suggestions for sessions, please email them to me at: [cmchone@greenvillecounty.org](mailto:cmchone@greenvillecounty.org). The board will discuss the suggestions and do our best to implement as many additional labs as possible.

Again, we would like to say 'Thanks' to Nader Kury for his passion and hard work as a HUG Board member, in wanting to offer more to our membership not only by getting the labs started, but his overall contribution. We will definitely seek his support and guidance to make them bigger and better for next year's conference.

#### REGIONAL USER GROUPS – [Candy Retamoza](#)

Seven regional groups have now been incorporated under HUG to bring training opportunities closer to the users. Quarterly conference calls are held with the HUG President and President-Elect, the Presidents and Presidents-Elect of each regional group and National HUG. Information on each regional conference will be posted on the HUG web site as it is made available. Check out which of the seven regional groups is closest to you and contact a member of their Board with any questions you may have. If you have any general questions about regional groups, contact HUG Board member, Candy Retamoza.

#### ENHANCEMENTS FOR THE ENHANCEMENT REQUEST PROCESS – [Larry Nicolette](#)

As most of you know, a major portion of the ER (Enhancement Request) Process is now behind us for the year 2002. You have spoken, and HTE has listened. HTE will now go about implementing your desired suggestions within the constraints of their available resources. The time frame for the current year voting was compressed, as we wanted to give HTE more time to work on our enhancement requests

I would like to take this opportunity to once again thank the members of HUG and the employees of HTE that made this process go smoothly this year.

Next year you will see even more changes in the ER Process. Specifically, the ER Process for the year 2003 and future years will be integrated into HTE's MyHTE web site. This coincides with HTE's launch of their updated MyHTE web site. HTE believes that they will be able to offer better customer service through the new web site, and we believe that one portion of this will come from the ER Process. Some changes to the current ER Process will occur as a result of this change, including the following:

1. Members will vote on enhancement requests through the MyHTE web site instead of through the <http://www.hteinc.com/users/users.cfm> web site.

2. New passwords will not be issued yearly. Instead, the primary HUG contact for each organization will maintain voting security for their organization.
3. Member organizations will have more control over the voting of their employees, which will become more important as we move to a points-based voting scheme.

Both HUG and HTE believe these changes will enable us to improve the ER Process.

Currently the HUG Board of Directors is receiving training on the administration of our portion of the MyHTE web site. After we complete the training and have all HUG contacts properly set-up, HTE will provide training for users of the new web site that will include the ER Process. So, I encourage you to sign-up for the new MyHTE web site as soon as you can. If you already have, expect to hear about a training opportunity soon.

### 2003 HUG CONFERENCE

The 15<sup>th</sup> Annual HUG Conference will be Sunday, June 15 – Thursday, June 19, 2003 in Dallas, Texas...centrally located in the United States, with easy airport access, and a wide array of great entertainment, dining, and interesting sites and attractions. Join us in Dallas for a “heapin’ helping” of Texas, Southwestern culture, and Southern hospitality....you won’t be disappointed!

Our host conference facility and host hotel will be the Wyndham Anatole, only 25 minutes from the Dallas/Ft. Worth International Airport. The Anatole is just minutes from several of Dallas’ entertainment centers including the West End and Deep Ellum, as well as world class shopping at North Park Mall and the Galleria, several year-round golf courses and the Texas Stadium. The Wyndham Anatole itself is located on forty-five acres of beautiful grounds and facilities including three swimming pools, fitness center, the Golden Door Spa, salon, boutiques and shops, and a 7-acre park with walkways, gardens, outdoor jogging paths, and a small lake. The Anatole features 24-hour room service, six restaurants (deli sandwiches, Mexican cuisine to fine dining), and six bars and lounges (from a quiet piano bar or Sports Bar to a contemporary nightclub with dancing). This beautiful facility has won numerous awards for its hotel, conference facilities and service.

The Wyndham Anatole houses one of the most impressive collections of art and antiques ever assembled for an American Hotel, many that date back as far as the Fifth Century B.C. Tours are available through the Concierge.

Guest rooms feature pillowtop mattresses, iron/ironing boards, hair dryers, coffee makers, cable/in-room movies, full-size work desk, telephone with data port and voice mail, weekday newspaper, and alarm clock/radio. The guest rooms are

located in three areas, but all are central to the convention center. If you have a problem walking, please inform them when making your reservation and request a room in the Tower. The Tower is the closest to our main ballroom.