

2007-08 BOARD OF DIRECTORS

President – Tino Anthony
Past President – Robert Girndt
President Elect – Steve Jones
Treasurer – Anthony Girndt
Secretary – Jim Dahl
Member-at-Large – Valerie Broxson
Member-at-Large – Cameron Lewis

IN THIS ISSUE -

PRESIDENT’S MESSAGE – TINO ANTHONY, PRESIDENT 2

CONFERENCE REPORT – ROBERT GIRNDT, PAST PRESIDENT 3

YOUR 2007/08 HUG BOARD OF DIRECTORS..... 3

TREASURER’S REPORT – ANTHONY SORCE, TREASURER..... 5

THANK YOU VOLUNTEERS! – JIM DAHL, SECRETARY 6

WHAT’S UP IN THE RUGS? – CAMERON LEWIS, MEMBER AT LARGE 7

PLEASE PASS THE SPAM – STEVE JONES, PRESIDENT ELECT 8

A MESSAGE FROM SUNGARD HTE..... 8

IN MEMORY OF - 9

PRESIDENT'S MESSAGE – Tino Anthony, President

Tino.anthony@leesburgflorida.gov

Our next conference will be held in Orlando Florida June 8 – 12, 2008. This conference will mark the 20th year of HUG members coming together as SunGard HTE customers in an effort to improve the products we all use day to day. In this effort, we have attended educational sessions, taken advantage of the opportunity to meet with SunGard HTE staff and most importantly network with fellow members.

There are not many organizations that can boast 20 years of longevity in an industry that is constantly changing. Our membership as of today is 600 strong, supporting our International conference with an attendance over the past decade of between 1000 and 1600 attendees each year and as you will see from SunGard HTE's article in this newsletter, is about to grow. SunGard HTE has been committed and still stands behind the accomplishments of HUG's mission year after year of:

- Promoting free and open communication among users.
- Acting as the forum for suggestions relating to revisions and enhancements of SunGard HTE application software packages and development of new products.
- Promoting coordination and cost sharing among HUG members.

This commitment that both the HUG organization and SunGard HTE have can only be attributed to the strength of a partnership that has formed between our two entities during this period. In order for a partnership to be successful both entities must have trust in each other, commit to solving issues, work toward accomplishing common goals and most importantly work together as one for the benefit of all concerned.

Over the past 3 plus years I have had the opportunity to work for the City of Leesburg, Florida, which has been a SunGard HTE client for some 20 years. Prior to working with the City I was an employee of SunGard HTE for 14 years in many capacities. Since joining the HUG board in 2003 as a Member at Large I can honestly say from first hand experience that hundreds of hours of hard work have been spent by both your HUG Board of Directors and SunGard HTE in the effort to meet and whenever possible, exceed your expectations when it comes to satisfying the mission outlined above. I can also honestly say that there were times when both sides disagreed on many issues that would have cracked the foundation of many organizations, but as a result of the strength of our partnership, our commitments and teamwork we have been able to overcome even the most difficult and challenging issues.

I will close with confidence knowing that we, as members of HUG, with the support from SunGard HTE, will continue to benefit from both organizations meeting challenges head on as partners in the effort to complete HUG's mission year after year.

[Return to top](#)

CONFERENCE REPORT – Robert Girndt, Past President

rgirndt@ci.mocity.tx.us

By all accounts the 19th annual HUG Conference, “Driving Into the Future with SunGard HTE”, was a success. While we are just now analyzing the conference survey, from my review it is apparent, with a few minor exceptions, that everyone that attended received a great value for their training dollar.

We had a little over 1,000 users in attendance. While the number of attendees was lower than recent HUG conferences, the Board and SunGard HTE were quite pleased with the turnout.

“Driving Into the Future” had many Labs and User-led sessions. We continue to have positive feedback concerning these classes. Going forward, the HUG Board of Directors and SunGard HTE have set a preliminary target of 30 user-led sessions for the 20th annual conference. Soon, we will be asking users to share their experience on a variety of SunGard HTE related topics.

The networking opportunities were also well attended. The Sales Meet and Greet, Movie Night, and as always the wonderful SunGard HTE reception were fabulous

Thanks to the volunteers who assisted during the conference. Again, without their help the conference would not run as smoothly as it does.

In closing, I would like to thank each and every one of you for allowing me the opportunity to be a part of this great organization. My experience on the Board and as President is something that I will remember forever! I would recommend to anyone to give it a try.

YOUR 2007/08 HUG BOARD OF DIRECTORS

Tino Anthony, President

City of Leesburg, Florida

Tino has 20 years experience working with SunGard HTE products. For the past three and a half years he has been a Senior Systems Analyst with the City of Leesburg, Florida. Tino has served on the HUG Board of Directors as President-Elect and two years as Member-at-Large. Prior to going to work for the City of Leesburg, he spent fourteen years employed by SunGard HTE.

*Pssst....*Tino is also accepting donations towards his early retirement, where he will spend carefree days on his boat, fishing for bottle bass.

Robert Girndt, Past-President

Missouri City/Sugar Land Radio System - Missouri City, Texas

Robert has been a SunGard HTE customer for twelve years. He has been with Missouri City for twenty-three years, and is currently the Police Systems Administrator. He spent two years on the Board as Member-at-Large, as well as serving as President-Elect, President, and currently as Past-President.

*Pssst.....*Robert is an avid golfer. Rumor has it his proficiency on the golf course is partially due to a misinterpretation of the golf term “lie”.

(Lie Definition: 1. Where the ball sits. 2. The number of strokes it took the ball to get to where it sits.)

Steve Jones, President-Elect
Town of Blacksburg, Virginia

Steve has served as the Director of Information Technology (IT) for the Town of Blacksburg, Virginia since May of 2000. Blacksburg has been an HTE client for 18 years. Prior to coming to Blacksburg, Steve spent 17 years in IT in various roles from programming, telecommunications, sales, help desk, IT Manager and 9 years as a consultant. Steve has served on the International HUB Board as Secretary for the past three years, and now as President-Elect.

Steve is married. He enjoys traveling and playing golf with his wife throughout the United States, and abroad. Steve has a Business Management degree and is an MCSE. He is currently working on his CGCIO certification.

Pssst...When describing Board activities to new members, Steve is fond of saying, "We work hard, and we play hard!" Some would say he is half right. Go Hokies.....

Anthony Sorce, Treasurer
Wilkesburg-Penn Joint Water Authority, Pittsburg, Pennsylvania

Anthony has been a SunGard HTE customer since 1999. He is the Assistant Executive Director of the Wilkesburg-Penn Joint Water Authority, where he has been employed for twenty-two years. This is Anthony's third year on the board. He served as Member-at-Large for one year, and is currently serving his second year as Treasurer.

Anthony is married with three children. He holds a BA in Business Information Systems, as well as a MBA.

Pssst...While running for Treasurer Anthony promised he would be a "Pain in the Neck" to the other Board members. He has kept that promise.

Jim Dahl, Secretary
City of Aurora, Illinois

Jim has been a customer of SunGard HTE for seventeen years. He has been the MIS Director for the City of Aurora for the past nine years. Prior to that Jim was a programmer for the City. He served one year as Member-at large on the HUG Board, and is now serving a two-year term as Secretary. Jim also served four years on the Midwest Regional Board as President-Elect, President, Past-President, and Advisory Member.

Jim is married with two children. He holds a BA in Computer Science and a MBA in Technology Management.

Pssst...Jim is also a Chicago Bears fan. Did he mention the Bears won the Super Bowl in 1985 with the greatest defense in the history of football, and they were in the Super Bowl last year? If not, he will!

Cameron Lewis, Member-at-Large
New London, Connecticut

Cameron has been a customer of SunGard HTE for eleven years. He is currently a Senior Communications Dispatcher with the New London Police Department, where he has been employed for twenty-six years. Cameron is currently serving on the HUG Board as a Member-at-large, and has been a conference volunteer for several years. Cameron also served on the Northeast Regional Board as Member-at-Large, President-Elect, President, and Past-President.

Cameron has been married for twenty-nine years. He has two children, and two grandchildren. He has also been a volunteer fireman for thirty-three years.

Pssst... Cameron is involved in too many activities and organizations to list here. Suffice it to say, like the Energizer Bunny; Cameron just keeps going, and going, and going...

Valerie Broxson, Member-at-Large **Okaloosa Gas District - Valparaiso, Florida**

Valerie has been a SunGard HTE user for 9 years. She worked for the City of Fort Walton Beach, Florida for 8 years and was the Customer Service Administrator. Valerie recently began working for Okaloosa Gas District where she is the Network Administrator for the AS/400. Valerie has volunteer at several conferences, and is now serving her first year as Member-at-Large.

Valerie is married, and has two children.

Pssst... The Board is looking toward Valerie to add a sense of stability to what is otherwise a fairly motley crew.

[Return to top](#)

TREASURER'S REPORT – Anthony Sorce, Treasurer asorce@wpjwa.com

As the HUG Treasurer I would like to take a little time to give all HUG members a summary of our financial position. To recap information presented at the annual business lunch, we generally look at our budget in two parts. The first is the yearly administrative expenses and revenues. The revenues generated for this part of the budget come from the \$195 annual membership fee each member organization or individual is required to pay. The revenues generated from the annual membership fee are used for such things as bank fees, telephone and conference call expenses, contracted management services such as financial, secretarial and administrative, liability and director's insurance coverage, web services, board meetings and many other areas. The second is the expenses and revenues generated by the annual conference each year. The revenues generated for the conference part of the budget come from the \$395 conference fee each attendee pays and covers items such as food and beverages for our on site meals, session rooms, audio visual services, attendance materials, attendance tracking, electrical fees, computer rentals and others. The financial presentation given at the business lunch gave everyone a snapshot of our financial position at the end of May 2007. As discussed, it is too early to give a precise picture of how we are doing in this fiscal year on the conference side of our budget as many of the expenses are not in yet. However, on the administrative side it appears we will meet budget projections and make a small profit. I also presented our position at the end our last fiscal year Aug. 2005

through July 2006 which included a small overall profit of approximately \$65,440.00. We received a clean opinion from the auditors, which is to say our financial statements present fairly, in all material respects, the financial position of the HTE Users' Group.

As mentioned at the conference the board has developed an Investment Policy and strategy during the 2006/2007 year which will try to capitalize on our building assets and allow them to earn interest income for HUG for the first time. We invested \$180,000 on May 11, 2007 and expect to earn interest income over the life of these investments of approximately \$7,000. As our assets allow, we will continue to invest any excess assets as well as reduce expenses where the opportunity presents itself in an attempt to offset the rising costs of maintaining an organization such as ours.

As an organization we are trying to continue to improve our ability to share information with each other through our HUG website. Each year we try to provide an improved and worthwhile conference experience. As mentioned earlier we are also making an effort to build reserves to allow our board of directors to develop and implement strategies for new projects which will allow us to improve the value that members receive. We are striving to become more self-sufficient and less reliant on SunGard HTE and the contributions they make to our organization. We continue to prepare to cover unforeseen operational and conference expenses that may arise during the year due to circumstances beyond our control. Our goal is to develop and maintain a strong and successful organization over the long term. As board members we are committed to seeing this organization grow and prosper and we know we need to provide timely and relevant information to our membership to accomplish this.

Thank you for taking the time to read the information presented above. If you have any questions, comments or suggestions please feel free to send them to me or any HUG board member.

Hope to see you in Orlando for our next international conference in June of 2008

[Return to top](#)

THANK YOU VOLUNTEERS! – Jim Dahl, Secretary

jdahl@aurora-il.org

The Board of Directors would like to thank all conference volunteers. You helped to make the 2007 International HUG Conference in Dallas a resounding success. The dedication and professionalism demonstrated by each of you is greatly appreciated. Volunteers served in many areas. Including:

- Application Coordinators - These individuals not only represented their applications during the conference, but they also dedicated their time throughout the year to ensure each SunGard HTE application and enhancement request was represented by the User's Group.

- User-led Session Facilitators - These individuals also dedicated their time throughout the year. They designed and developed their presentations to bring conference attendees instructional sessions from the user's point of view.
- Conference Volunteers - Besides serving as the front-line informational source for attendees, these volunteers filled positions at the registration desk, monitored labs, collected and tabulated election votes, and put together conference packets.

We would also like to take this opportunity to introduce the following Coordinators for the 2007/08 International HUG Conference:

- AC Coordinator – Valerie Broxson, Member-at-Large. For information contact Valerie at: valeriebroxson@okaloosagas.com

Anyone interested in acting as an Application Coordinator can download the application form at: http://www.huginc.org/Conference/conf_vol.html

- User-led Session Facilitator – Robert Girndt, Past-President. For information contact Robert at: rgirndt@ci.mocity.tx.us

Anyone interested in presenting a User-led session can download the application form at: http://www.huginc.org/Conference/conf_vol.html

- Conference Volunteer - Cameron_Lewis, Member-at-Large. For information contact Cameron at: clewis@ci.new-london.ct.us.

Anyone interested in volunteering for the 2008 conference can register at: http://www.huginc.org/Conference/conf_vol.html

Thanks again, to all volunteers. It is because of you that we are all able to experience a quality conference.

[Return to top](#)

WHAT'S UP IN THE RUGS? – Cameron Lewis, Member at Large

clewis@ci.new-london.ct.us.

Let's take a look; there will be many regional conferences happening over the next year. For information on these just go to www.hteinc.org then click on regional conference or the link to your own region.

Let me take this time to address the Administrators of the HUG Membership. With the help of SunGard HTE and your Regional Board of Directors they have created a way for you to be able to send your employees to training with a minimal cost to your agency. As an attendee of these conferences would I can verify to you that this is a valuable tool and asset. It is also a great time for your employees to meet and network with those who are using the SunGard HTE products.

Check us out! www.huginc.org

To those who are thinking about or would like to volunteer, don't hesitate. Your HUG/RUG BOD is always looking for help. It's a great chance to meet new friends and have some fun while volunteering. During the Conferences we are looking for persons to do User Led Sessions. These can be financially beneficial to your agency and also to the employee doing them. Take the time and be a Volunteer.

Conference dates are September 16-19, 2007 Midwest HUG; October 9-12, 2007 Northeast HUG; October 30-November 2, 2007 Southern HUG; December 4-7, 2007 West HUG; January 22-25, 2008 South Central HUG; March 18-21, 2008 Mid Atlantic HUG; April 15-28, 2008 Canadian HUG; June 8-12, 2008, International HUG.

[Return to top](#)

PLEASE PASS THE SPAM – Steve Jones, President Elect sjones@blacksburg.gov

Over the past several years the HUG Board of Directors has primarily been communicating to the HUG membership via email and the HUG Discussion Groups. One of the trends we have noticed in the last 12 months is the increase in email and message filtering systems. We fear that some of our messages are not getting through to you. Please work with your network administrators to have email from the HUG distribution groups. Due to the efficiencies of email and the distribution groups – this is the best method of communication for us. If you or any member of your organization has any suggestions of how we can improve our communication process – please contact any board member with your thoughts.

To improve our communication and information offerings, we held two sessions at the Dallas Conference on how to better communicate and integrate the HUG website – www.huginc.org and the MyHTE web site – www.myhte.com. Many good comments and recommendations came out of these meetings and we will be incorporating some of these going forward. To further this effort of feedback from the HUG membership – we want to add a HUG – MyHTE question and answer session at each HUG / RUG conference. Please attend these sessions if you have any questions or concerns regarding any aspect of the HUG, MyHTE websites, or of communication in general. Thank you for your participation at these sessions.

[Return to top](#)

A MESSAGE FROM SunGard HTE

As many of you are aware, SunGard HTE purchased a public safety software company called OSSI in 2004. OSSI is now a product line of SunGard HTE. At this point in time, there are about 350 agencies located throughout the United States using OSSI software, and this number is showing strong growth.

OSSI currently has its own Annual Users' Group Conference. Thanks to the work of your HUG Board and a selfless OSSI Users' Group Board, the OSSI Users' Group Conference will be merged with the International HUG Conference in 2008 in Orlando, Florida.

Our hope is that you will see no major difference in the HUG Conference, only more agenda items in order to include the OSSI product line. This move was done with the intention of making both organizations one stronger organization to allow HUG as well as SunGard HTE to keep costs low.

In accordance with this exciting addition to our ranks, the Regional HUG Conferences will also slowly begin including OSSI education sessions in their planning.

Please join your HUG Board and SunGard HTE in welcoming these users to the HTE Users' Group.

[Return to top](#)

In Memory of -



**Freddie Filmore
Senior Manager, Information Services
SunGard HTE**

Dec. 25, 1966 - July 2, 2007

With our deepest sympathy,
There will never be another Freddie Filmore. He touched so many hearts in so many different ways. We will miss his kindness, sense of humor, personality and smile. His uniqueness will leave a void for many but he will live in our hearts and minds forever.

Your HUG friends

[Return to top](#)