



HTE Users Group

E newsletter

October, 2002

2002 - 2003

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Annual Board Meeting: Commitment to Progress – Steve Meyers, President

In August, the HUG Board held our annual meeting for three days. HTE was included in the meetings, and our focus was on our ongoing commitment to build a better partnership with HTE and to provide more service to the members of HUG.

Of course we spent a lot of time making plans for our next conference, which will be held June 15-19 in Dallas, Texas. We think we can continue to improve on our past conferences, so we hope that you will join us. Your input regarding our last conference gave us some great direction on how to make it even better. We will be providing more labs, more user led sessions, and more advanced sessions. We will continue our commitment to provide training, but we will also make sure that there is more time dedicated to the discussion of key enhancement requests.

The enhancement request process has always been a major part of HUG, and we have been working with HTE to improve it. You can already enter new enhancement requests for this year via the Internet by going to MyHTE (if you don't already have an account, you'll want to get one soon). HTE has built a new application to process the ER's so that we will be able to have weighted voting and more informative reporting on the work done to complete the ER's. The whole process is being streamlined so that we can reduce turn around time on entering and voting on ER's. This allows HTE more time to work on completing them.

Another major focus of HTE, the HUG Board, and the RUGs, is how to improve what we are delivering at the regional level. We think we can offer some substantial improvements. We all share the goal of providing a lot more training to the users for the lowest possible cost. We think we can do a better job of delivering the right services to the right audience by differentiating more between the national and regional events. We think that focusing the regional events on training for the current release of the software at the lowest possible cost will serve more of our members, and reduce duplication. We plan to continue to offer training at the national event, especially on advanced topics, but the primary focus will be on the future direction of the software, enhancement requests, and new features that will be coming in future releases. We are working with HTE to conduct some pilot programs at regional events that will help us to test these changes and make improvements. We hope that this will allow more users than ever to attend the regional events to get the training that they need, and that we will still have all of the application managers and power users coming to the national

event for higher-level training and to participate in directing the future development of the products.

Please read on for other articles that explain our plans to bring even more sharing and improved services to all of you. We look forward to seeing you at the regional events and at the national conference in Dallas!

User Led Sessions – Call For Presenters **[Dominick Fiorentino](#), Secretary**

With the success of the user led sessions at the June 2002 conference in Orlando the HUG Board is planning on 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 have a great opportunity to be a part of the user led concept by being one of the presenters. Here is the HUG Boards' official announcement.

Topics for session presentations are solicited for the 15th Annual HUG Education Conference. Presenters should cover topics directly related to HTE applications, integration with hardware or software, or iSeries operation. Particular emphasis should be placed on higher-level application use, innovations, success stories and failures, technology assessment methods, and items of timely interest.

Authors selected to present sessions will be granted 1 (one) \$500 credit on the next annual HTE maintenance following the conference. The \$500 credit is available for up to twenty-five (25) presenters limited to one award per agency to give the most number of agencies the opportunity to cash in on the opportunity.

There you have it, a great opportunity to be a part of the User Led process and get a break for your agency on the annual maintenance. So what are you waiting for? Get busy on those presentations!

Authors wishing to present a topic for consideration must submit one copy of an abstract of 300 words or less to HUG Secretary Dominick Fiorentino dfiorentino@fwb.org by December 15, 2002.

MyHTE – Enhancement Requests and Code Submission **[Jim Windsor](#), Past President**

HTE provides a very valuable on-line service called MyHTE. Among many other features, you can enter and update problem logs in your own words. But the two features I want to discuss are new this year – Enhancement Requests and Code Submission. *To access the MyHTE area you must have a login. If you do not have one, go to www.myhte.com and click on “[Click here to register for a user account](#)”.*

Enhancement Requests (ER's): For over a year, the HUG Board talked to users and application owners and worked with HTE to come up with a more functional system for Enhancement Requests. The new system is now part of MyHTE. We (the HUG Board) have been authorizing the HUG Contact for each member organization to the new area. The HUG Contact for your organization can then authorize anyone in your organization (that has a MyHTE login) to the ER area based on that person's role. The roles are the ability to view, enter, and/or vote on ER's in each application that your organization uses.

The new system has several improved features. These include:

1. Categories – some applications have sub-categories that allow you to focus your ER in a specific area.
2. Search features – you can search based on several different criteria including only your ER's or the ER's from your organization.
3. Edit features – until your ER has been review by an Application Owner or Product Manager, you can go in and edit the ER.

Please note that some features won't work with the old ER's that were moved into the new system because information was not available, however, the features will work with new entries.

Only those ER's that received at least 50% of the votes received by the ER with the highest vote total in the same application, during the last vote, have been moved to the new system.

If you can't access the ER area of MyHTE please check with the HUG Contact for your organization. If you are a HUG Contact and can't access the ER area, please contact me at jrw@gocolumbiamo.com.

Code Submission: Another new area of MyHTE is called "Client Proposed Code Submission To Base". This allows organizations that have developed their own enhancements to submit those enhancements to HTE for inclusion in the base product. This process is for submission of enhancements that organizations are willing to give to HTE, with the benefit to the organization being that HTE maintains the feature. Submissions should be applicable to multiple organizations without specific code structure requirements.

Code submission process for users through MyHTE:

1. Go to the MyHTE website (www.myhte.com) and login with your User Name and Password.
2. In the "Client functions" drop-down list, select "Client Proposed Code Submission To Base", complete the requested information, and select "Add."
3. Within seven days of receipt of email a product manager will call to schedule a functional and technical review. A demonstration will also be requested.
4. Within 30 days of the code review a decision will be rendered regarding acceptance.
5. If the code is accepted, a transfer agreement will be mailed for signature granting HTE all rights to the code. Instructions will also be sent regarding acceptable media format for the transfer. Any accompanying documentation will also be requested. Notification of declined submission requests will be conveyed via corporate correspondence.

The HUG Board reviewed the "transfer agreement" and recommended changes. Those changes were made and we believe the agreement is reasonable for both HTE and HUG member organizations.

Lab Sessions At Conference **[Cindy McHone](#), Past Secretary**

The Board of Directors voted unanimously to add and expand the lab sessions at the 2003 HUG Conference in Dallas, TX. We are looking for some additional session topics to offer next year and would like to solicit ideas from the HUG membership. If there is a specific topic that interests you and you would like to see in the form of

a lab session, please email your ideas and suggestions to me at: cmchone@greenvillecounty.org. The board will discuss the suggestions and present them to HTE to determine which sessions will be feasible to add to the Conference next year.

We are also happy to announce that the lab sessions and the Cyber Café will reside in separate breakout rooms. Thus, enabling us to provide more lab sessions and allowing Cyber Café to remain open at all times.

We are still discussing the details on how to sign up for lab sessions. We will keep you posted on the details as they are finalized. Once we have these details finalized, we will let you know so that you can start signing up for them.

Regional User Groups **Candy Retamoza, Member at Large**

Three of the regional user groups, Canada, Mid-West and Northeast have recently held their annual education conferences. The remaining four groups will have their conference as follows:

West HUG – October 15-18, 2002 in Palm Desert, California
Southern HUG – November 6-8, 2002 in Lake Mary, Florida
South Central HUG – January 22-24, 2003 in Richardson, Texas

Mid-Atlantic Hug is currently making plans for their conference to be held in late February or early March 2003.

The goals for these conferences are to provide current version application training, product information and demonstrations, hands-on labs and networking opportunities to as many users as possible. Hopefully you and your organization can attend one of these conferences in your region.

Information on each regional conference is posted on the HUG web site as it is made available.

HUG Conference Volunteers Needed **Candy Retamoza, Member at Large**

It's not too early to think about volunteering at the 2003 HUG Conference in Dallas. The HUG Board of Directors are seeking volunteers who are willing to devote a small portion of their time during the conference to ensure the conference is as well-organized and meaningful for everyone. Volunteers are needed in all areas such as registration, application coordinators and Board elections. If you are interested in serving as a volunteer, please go to the HUG web site at 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 at candy.retamoza@ci.stockton.ca.us. Or, you may call her at (209) 937-7403.

Technology That Rocks

HUG Conference, Sunday, June 15-Thursday, June 19, 2003

This year's conference, Technology That Rocks, will be held 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 pillow-top 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.

Our rate at the Wyndham Anatole is \$149 single or double occupancy. To make your reservations, please call the hotel at 214/761-7500 or go to the [HTE User's Group](#) web page at the Wyndham Anatole. The hotel is located at 2201 Stemmons Freeway, Dallas, Texas 75207.

Membership Dues for 2003

Keep your eyes open for your 2003 membership invoice, which will be in the mail in the next few weeks. For a mere \$120.00 your organization can continue to participate in all the benefits of membership. Throughout this newsletter you have seen all the great and exciting things that are on HUG's horizon! Visit our website at www.huginc.org for a complete listing of benefits.

As an added feature this year, you will be able to pay your membership by credit card on line. Just one more new feature offered to you by HUG! So don't delay...your membership counts!

