

HUG e-newsletter

October, 2007

2007-08 BOARD OF DIRECTORS

**President – Tino Anthony
Past President – Robert Girndt
President Elect – Steve Jones
Treasurer – Anthony Sorce
Secretary – Jim Dahl
Member-at-Large – Valerie Broxson
OSSI Advisory Member – Nanette Anderson
OSSI Advisory Member – Pam Brown**

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PRESIDENT'S MESSAGE

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

In August of this year your HUG Board of Directors and SunGard HTE met for 3 days to discuss the details of our upcoming conference, which is scheduled for June 2008. During this meeting many topics were discussed; here are just a few:

- Administrative and conference budgets for 2008
- Bylaw changes
- Travel policy and proper procedures
- Web services, changes to the site, etc.
- Board transition and assignments
- All contracted services and RFP's
- Policy and procedure manual
- Goal setting
- 2007 conference review / surveys
- Application Coordinators/User Led Sessions/ Enhancement Request Process

One of my tasks as President is to set the direction for the upcoming conference. To accomplish this I have set my sights on two goals. The first is to attract more members to HUG and the second is to increase the attendance at our annual conferences. In my opinion some of the ways we can accomplish this are by improving the quality and content of the sessions currently provided, along with offering a variety of new sessions focused on some of the tools we use outside of the SunGard HTE suite of applications. Possibilities include the Microsoft product suite consisting of Word, Excel, Access, Outlook and Power Point. Other sessions discussed were ISeries Navigator, SQL Programming, SQL Server, Client Access, National Incident Management System (NIMS) training and many other worth while certification programs. These were just some ideas kicked around, if you have any suggestions please e-mail me at tino.anthony@leesburgflorida.gov . This I hope is the beginning of a trend that will continue in our effort towards providing more variety, informative and quality educational offerings during our annual conferences. Please expect for the conference agenda and the scheduling of labs on-line to be available much earlier this year, SunGard HTE has committed to doing their very best in this area. Please also expect more communication on this topic and others leading up to our 2008 conference in Orlando, Florida. Hope to see you there!

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TREASURER'S REPORT –

Anthony Sorce, HUG Treasurer - asorce@wpjwa.com

We are in the process of closing out the 2006-07 HUG fiscal year, which ended on July 31, 2007. Our preliminary analysis indicates that HUG has had a successful year and will make a small profit of approximately \$40,000 for the year; final numbers will be reported after the yearly audit. We have worked through the upcoming year's budget numbers at our annual board meeting which was held in August. I am happy to announce that there will not be an 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 will not increase for the 2008 Conference.

The HUG Board would also like to report further good news regarding our investments. I have received authorization from the Board to invest an additional \$50,000 to \$100,000 of our cash assets for the upcoming fiscal year. The exact amount will depend on my analysis of our checking account and our needed operating cash for the next several months. With this additional investment we are expecting interest revenue in the area of \$10,000 to \$12,000 for the 2007-08 fiscal year.

I have sent a request to our auditor Reynolds & Dowling, PC for a fee estimate and a letter of engagement for our annual audit. I have also been in contact with our auditors regarding our current board travel policies and procedures. I will make suggestions to the board regarding possible changes to those policies and procedures based on discussions with them and recommendations from them.

HUG is in the process of contracting with various vendors for services for the 2008 conference in Orlando. As always, we have requested bids from multiple vendors and will award contracts based on competitive pricing and their ability to perform the required tasks.

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: JOIN NOW-HERE'S HOW!

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

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As an OSSI user, I am excited about our opportunity to become members of the HUG organization. Directly after the OSSI National Conference in August, I had the pleasure of participating in the board meeting and planning for the International HUG Conference to be held in June 2008 at Disney's Coronado Springs Resort in Orlando, Florida. Every member of the HUG board has been extremely gracious and welcoming of the OSSI User's Group. Further, as an added benefit, the current President of the HUG Board, Tino Anthony, is from an agency that utilizes both HTE and OSSI product lines.

This is an outstanding opportunity for OSSI users to become part of HUG, which has a long history and provides excellent membership benefits. In addition to a yearly international conference, regional conferences are held throughout the United States to give your agency exposure to expanded training opportunities.

As you may recall, the OSSI User's Group did not collect membership dues for this year in anticipation of our members joining HUG. Each agency needs to only have one person sign up to get your entire organization registered.

- Go to www.huginc.org
- Go to the "Members Only" area (upper right of the screen)
- Go to the "Become a New Member" link (on the left side of screen)
- Fill out the application on-line
- An invoice for the membership fees will be sent to your agency

For OSSI users, your Client Portal on the OSSI website at www.sungard.com/ossi is your pathway to submit enhancement requests, search for documents, and check the status of your tickets. Thanks and I hope to see many of you at some of the upcoming conferences!

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THE BOARD MILESTONE CALENDAR: HOW PLANNING YOUR CONFERENCE STAYS ORGANIZED

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

One goal of HUG President Tino Anthony, is to better help the HUG membership stay abreast of how the organization works. To that end, this article is intended to describe how as a Board, we ensure staying on task.

In order for the annual International HUG Conference to take place there is a great deal of planning going on throughout the year. Some things done during the year include organizing all conference volunteers, budgeting, attending monthly conference calls and the Summer Board meeting, updating the HUG website and ListServes, coordinating annual goals, membership renewals, negotiating with conference hotels, going through

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the RFP process for conference computers and AV equipment, and ensuring there is at least one HUG Board member at each RUG.

Over the years the Board has developed a milestone calendar to be used as an organizational tool. The calendar is a living document that is updated as the board changes, and as the needs of the HUG organization change.

Currently, the calendar is kept as an Excel spreadsheet, and lists over 150 tasks and milestones that must be met throughout the planning year. Entries are assigned by responsibility, and include items for SunGard HTE staff, L&A Meeting planner staff, and HUG Board members. The calendar is reviewed at all meetings, and outstanding tasks are discussed. This process ensures that individuals are accountable for fulfilling their assigned responsibilities.

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HAVE YOU HUGed YOUR ER LATELY?

Steve Jones, HUG President Elect - sjones@blacksburg.gov

ER– what is it? Why should you care?

ER's as we affectionately know them. Enhancement Requests, Product Improvement, HUG Value Add – what ever you wish to call it – is one of the key methods we as members of HUG, have to improve the SunGard HTE software. With this process we as HUG speak with one voice to SunGard HTE. This is something ***all*** HUG member organizations should participate in. This process is very important to making the software we use each day work better for us. For specific ER entry rights and abilities – please contact your organization HUG / MyHTE Contact - this person has the ability to assign ER entry and voting rights.

ER Primer:

If you know how this works and where it is – skip this section and go to What's New (below), otherwise read on!

How it works: In essence this is a voting process.

Step 1: Enter an ER.

Step 2: ER's are cut off for this voting round at a predefined cutoff date. HUG members can continue to add additional ERs for the next years vote process.

Step 3: HUG members rank the top ten, by assigning a value of one to ten to the ER's in the database, ***for each application.***

Step 4: The top 15 from each application are kept, the rest are removed. After this purge, HUG members again vote for the top 10. These are identified and discussed at the Annual HUG International Conference – in application breakout sessions.

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Step 5: A commitment letter is sent to HUG from SunGard HTE detailing when the product enhancements will be incorporated into the next release of the software product line.

Simple eh?

There is more information on the two web sites. See the links below in **Where to go**.

Where to go: There are several ways to access the ER site.

From the HUG web site: <http://www.huginc.org/request.html>

From the MyHTE website: <https://www.myhte.com/enhancements/erselect.cfm>

To get here: log into the MyHTE web site and then select from Client Functions "HUG Enhancement Requests"

What' New in the ER Process:

24x7x365. Yep that's right, it is now open year around. This happened in July 2007.

You Can Make a Difference:

So you are asking - how can I help? What difference can I make? Good questions. Well for starters, participate in the ER process and enter and vote! The more participation we have – the better the software will serve our needs. In addition, we always need help reviewing the ER's by Application Coordinators. More on this later....

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USER LED/USER EXPERIENCE SESSIONS – CALL FOR PRESENTERS

Robert Girndt, HUG Past President - rgirndt@ci.mocity.tx.us

The HUG Board and SunGard HTE are looking for presenters to share their knowledge on how to use a particular SunGard HTE application. 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 HTE will once again offer the maintenance credit that they did last year. The breakdown is:

- A credit of \$500 for the first user led session, with an additional \$250 credit for each added session to a maximum of three total per individual (maximum credit per person \$1,000) will be issued to the organization.
- Maximum Credit per organization is \$2,000.
- Maximum number of presenters per organization is four. Again the maximum amount of credit per organization is \$2,000.

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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 HTE no later than 2 weeks after submitting your intention to participate.
- A detailed session description must be submitted to the HUG Board using the template provided no later than 8 weeks prior to conference. Your PowerPoint must be submitted to SunGard HTE HUG Coordinator no later than 4 weeks prior to the conference.
- Ideal presentations would revolve around the use of a SunGard HTE application or an authorized vendor of SunGard HTE, 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 HTE 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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APPLICATION COORDINATOR'S NEEDED

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

Have you ever wanted to be a part of the HUG Conference? How about volunteering as an Application Coordinator (AC)!!

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We need dedicated and committed application users to become AC's. AC's are essential to making the Enhancement Request voting process smooth for all associated with the process.

AC's are responsible for reviewing, clarifying, and updating the Enhancement Request for his/her assigned application(s), along with assisting the product managers at the International HUG conference in June of 2008.

In return for your help, HUG will pay for each AC's conference registration and provide each AC with a Disney Refillable Mug.

If you are interested, please contact Valerie Broxson, at valeriebroxson@okaloosagas.com or call 1(850) 729-4806.

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VOLUNTEERS ARE A VITAL PART OF THE CONFERENCE'S SUCCESS

During our recent Board Meeting we discussed some minor changes to the length of time our volunteers are needed during the HUG International Conference. I am, and will be, looking for volunteers to assist during Labs, at the registration table, and during the business lunch. If you would like to take the time and volunteer please email Jim Dahl at jdahl@aurora-il.org. We will be giving those who volunteer there time a coffee mug and of course lots of laughs and fun.

Administrators, with the help of SunGard HTE and your Regional Boards they have created a way for you to be able to send your employees to training with a minimal cost to your agency. It is also a great time to meet and network for your employees with those who are using the SunGard products. Your HUG/RUG Boards are always looking for help. Take the time and be a volunteer.

Conference dates are 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 MidAtlantic HUG, April 15-28, 2008 Canadian HUG, June 8-12, 2008 International HUG.

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A MESSAGE FROM SunGard HTE

Ron Goodrow, Executive Vice President – SunGard HTE

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The planning session for the 2008 conference took place at the end of last month. The week prior to that, the OSSI User Group Board voted to merge the OSSI User Group with HUG.

At the HUG Board's invitation, two OSSI Public Safety Board members joined the HUG Board, as advisory members of the HUG Board. This was certainly a milestone event; two user groups joining forces and coming into one of the strongest and largest user groups in the industry today.

For the past year the OSSI HUG Board members have worked with SunGard and the HUG Board to make this joined user group a reality. Beginning in January 2008, at the South Central regional users group the two users groups will be one.

The 2008 Conference set for June in Orlando will be a conference not to be missed. The sessions covered will include both OSSI and the SunGard HTE product lines.

I hope to see you there!

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EXCITING IMPROVEMENTS AT OUR HOST HOTEL: DISNEY'S CORONADO SPRINGS!

Teri Anticevich – L & A Meeting and Management Services, LLC

You will be happy to see some of the new and exciting changes that have taken place at Disney's Coronado Springs Resort! Many of you will be happy to hear that all of Coronado Springs' sleeping rooms are now non-smoking rooms. There are still plenty of smoking areas for our smoking attendees though.

There is a brand new bar by the lake called the Laguna Bar, featuring an open bar area with comfortable seating for a margarita by the lake.

Francisco's Bar will be totally remodeled and now be called "Rix". The new bar will have a "Mediterranean" feel and will be larger than the old bar area. It will also feature a café with tapas and a "to go" menu.

We hope that you will enjoy these brand new changes at Coronado Springs and we look forward to seeing you in June 2008!

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June 8 – 12, 2008

Disney's Coronado Springs Resort
Orlando, Florida

The place to be!!