

SUGA 2012 CLASS LISTING

June 3rd - June 7th

<u>Session Topic</u>	<u>Product Line</u>	<u>Interest Area</u>
Advantages of Contact Management	NaviLine	Work Management
CAD400 Common Support Issues, Tips, Tricks, and Troubleshooting	NaviLine	Public Safety
CAD400 Refresher & Best Practices	NaviLine	Public Safety
Case Management Refresher & Best Practices	NaviLine	Justice
CJIS Security Update	OSSI/ONESolution	Public Safety
Cognos 8 Reporting for FinancePLUS and CommunityPLUS	PLUS	
Cognos Business Intelligence (Cognos 10) and NaviLine	NaviLine	General
Cognos Business Intelligence (Cognos 10) and ONESolution	ONESolution	General
Cognos Business Intelligence Mobile and Offline Access	All	General
Cognos Business Intelligence Report Authoring Options Review/Demo	All	General
Cognos Business Intelligence Reporting with OLAP/Dimensional Data	All	General
Cognos Business Intelligence Version 10.1.1 Overview/Update	All	General
Cognos Public Safety Refresher & Best Practices	NaviLine	Public Safety
CommunityPLUS & NaviLine Utility Billing-Identity Theft & Credit Risk Assessment	PLUS, NaviLine	Utilities
CommunityPLUS Billing Roundtable	PLUS	Utilities
CommunityPLUS Cash Receipts and Miscellaneous Billing Roundtable	PLUS	Community Services, Financials
CommunityPLUS Community Development Roundtable	PLUS	Community Services
CommunityPLUS Form Easy and Mail Merge Overview	PLUS	Community Services
CommunityPLUS GIS Features	PLUS	Community Services, Utilities
CommunityPLUS Product Direction and IDEAS	PLUS	General
CommunityPLUS with Silverlight - What's New in Community Development Applications	PLUS	Community Services
CommunityPLUS with Silverlight - What's New in Utility & Miscellaneous Billing	PLUS	Utilities, Financials
Continuing Education/Training & Development	All	General
Crimes Common Support Issues, Tips, Tricks, and Troubleshooting	NaviLine	Public Safety
Crimes Refresher & Best Practices	NaviLine	Public Safety
Crimes Reporting Refresher & Best Practices	NaviLine	Public Safety
Customer Care & Customer Support Connect Portal Overview	OSSI/ONESolution	Public Safety
Customer Information System Monthly Processes & Revenue Balancing	NaviLine	Utilities
eFinancePLUS 5.0 Excel & Attachments Changes	PLUS	General
eFinancePLUS Fund Accounting 5.0	PLUS	Financials

eFinancePLUS Human Resources 5.0	PLUS	Financials
eFinancePLUS Human Resources Employee Access Center (EAC)	PLUS	Financials
eFinancePLUS Vendor Bidding	PLUS	Financials
eFinancePLUS Workflow 5.0	PLUS	General
eGovPLUS V8.4/9/0 Features Overview	PLUS	
Electronic Forms and Document Workflow	NaviLine	
End-of-Period Processing for CommunityPLUS Business Licensing	PLUS	Community Services
Field Reporting Common Support Issues, Tips, Tricks, and Troubleshooting	NaviLine	Public Safety
FinancePLUS 5.0 & CommunityPLUS 9.0 Upgrade Process	PLUS	General
FinancePLUS Product Direction and IDEAS	PLUS	General
Fleet Shared and Pooled Equipment	NaviLine	Work Management
Geo-File & Overrides Refresher & Best Practices	NaviLine	Public Safety
Getting Back to the Good Old Days...Bringing Your Citizens Closer	OSSI	Public Safety
Getting the Most Out of Your Investment in OSSI/ONESolution Public Safety & Justice Applications-New	OSSI/ONESolution	Public Safety
Green Screen vs. NaviLine Work Management Comparison	NaviLine	Work Management
Improving Your Grant Approval Odds: Exploring Non-Traditional Partnerships & Innovative Project Design	All	All
iSeries Track: iSeries Maintenance Best Practices (Part 2 of 4)	NaviLine	Technical
iSeries Track: The What, Why and How of Journaling (Part 4 of 4)	NaviLine	Technical
iSeries Track: Version and Release Upgrade Best Practices (Part 3 of 4)	NaviLine	Technical
iSeries Track: Working Effectively as an End User on Green Screen or Select Env.(Part 1 of 4)	NaviLine	Public Administration
IT Best Practices	OSSI/ONESolution	Public Safety
Let's Get Funded! Writing a Grant Request that Wins	All	All
of 3)	NaviLine	Technical
Load Software Track: Hands-On Loading SunGard Public Sector Software Using Implementer Receiver (Lab (Part 3 of 3))	NaviLine	Technical
Load Software Track: Intro to Load Procedures for NaviLine Product Line Apps (Part 1 of 3)	NaviLine	Technical
Market Trends Roundtable	OSSI/ONESolution	Public Safety
Menu Driver Track: Additional Application Security for NaviLine (Part 3 of 5)	NaviLine	Technical
Menu Driver Track: Additional Application Security for Select (Part 4 of 5)	NaviLine	Technical
Menu Driver Track: Fundamentals of Menu Driver in NaviLine (Part 2 of 5)	NaviLine	Technical
Menu Driver Track: Fundamentals of Menu Driver in Select/Green Screen (Part 1 of 5)	NaviLine	Technical
Menu Driver Track: Menu Driver Processes (Part 5 of 5)	NaviLine	Technical
Message Switch Overview	OSSI/ONESolution	Public Safety
Microsoft Access-Queries, Forms, and Reports	All	General

Migrating from NaviLine to ONESolution	OSSI/ONESolution	Public Safety
Migrating from QRep/Cognos 7 to Cognos Business Intelligence	All	General
Mobile Data Browser & Field Reporting Refresher & Best Practices	NaviLine	Public Safety
Mobile Data Browser Common Support Issues, Tips, Tricks, and Troubleshooting	NaviLine	Public Safety
MobileFlash Refresher & Best Practices	NaviLine	Public Safety
Mobility (Tablets/Smartphones) Roundtable	OSSI/ONESolution	Public Safety
Multi-Agency Support Roundtable	OSSI/ONESolution	Public Safety
NaviLine & ONESolution Work Management Comparison	NaviLine, ONESolution	Work Management
NaviLine Administration	NaviLine	Technical
NaviLine Public Safety Suite Roadmap, Enhancements, and IDEAS	NaviLine	Public Safety
NaviLine Technology Overview	NaviLine	Technical
NaviLine Work Management Enhancements	NaviLine	Work Management
NaviLine/Jalan Justice Suite Roadmap, Enhancements, and IDEAS	NaviLine	Justice
NaviLine/ONESolution Integration	NaviLine, ONESolution	Public Administration
ONESolution Asset Management-New Windows .Net Solution Preview	ONESolution	Work Management
ONESolution CAD Common Support Issues, Tips, Tricks, and Troubleshooting	OSSI/ONESolution	Public Safety
ONESolution CAD Roadmap, Enhancements, and IDEAS	OSSI/ONESolution	Public Safety
ONESolution CAD Searching & Option Reporting	OSSI/ONESolution	Public Safety
ONESolution CAD System Administrator Refresher & Best Practices	OSSI/ONESolution	Public Safety
ONESolution CAD User Refresher & Best Practices	OSSI/ONESolution	Public Safety
ONESolution Computerized Maintenance Management System (CMMS) Overview	ONESolution	Work Management
ONESolution CRM/311-New Windows .Net Solution Overview	ONESolution	Work Management
ONESolution Internet Products Common Support Issues, Tips, Tricks, and Troubleshooting	OSSI/ONESolution	Public Safety
ONESolution Internet Products Roadmap, Enhancements, and IDEAS	OSSI/ONESolution	Public Safety
ONESolution Internet Products System Administrator Refresher & Best Practices	OSSI/ONESolution	Public Safety
ONESolution Internet Products User Refresher & Best Practices	OSSI/ONESolution	Public Safety
ONESolution JMS Common Support Issues, Tips, Tricks, and Troubleshooting	OSSI/ONESolution	Public Safety
ONESolution JMS System Administrator Refresher & Best Practices	OSSI/ONESolution	Public Safety
ONESolution JMS User Refresher & Best Practices	OSSI/ONESolution	Public Safety
ONESolution Justice (IJS) Common Support Issues, Tips, Tricks, and Troubleshooting	OSSI/ONESolution	Public Safety
ONESolution Justice (IJS) Roadmap, Enhancements, and IDEAS	OSSI/ONESolution	Public Safety
ONESolution Justice (IJS) System Administrator Refresher & Best Practices	OSSI/ONESolution	Public Safety
ONESolution Justice (IJS) User Refresher & Best Practices	OSSI/ONESolution	Public Safety
ONESolution Justice Suite Overview	OSSI/ONESolution	Public Safety

ONESolution Mapping Common Support Issues, Tips, Tricks, and Troubleshooting	OSSI/ONESolution	Public Safety
ONESolution Mapping System Administrator Refresher & Best Practices	OSSI/ONESolution	Public Safety
ONESolution Mapping User Refresher & Best Practices	OSSI/ONESolution	Public Safety
ONESolution MCT/MFR Common Support Issues, Tips, Tricks, and Troubleshooting	OSSI/ONESolution	Public Safety
ONESolution MCT/MFR Roadmap, Enhancements, and IDEAS	OSSI/ONESolution	Public Safety
ONESolution MCT/MFR System Administrator Refresher & Best Practices	OSSI/ONESolution	Public Safety
ONESolution MCT/MFR User Refresher & Best Practices	OSSI/ONESolution	Public Safety
ONESolution Public Safety Suite Overview	OSSI/ONESolution	Public Safety
ONESolution RMS & JMS Roadmap, Enhancements, and IDEAS	OSSI/ONESolution	Public Safety
ONESolution RMS Common Support Issues, Tips, Tricks, and Troubleshooting	OSSI/ONESolution	Public Safety
ONESolution RMS Searching & Option Reporting	OSSI/ONESolution	Public Safety
ONESolution RMS System Administrator Refresher & Best Practices	OSSI/ONESolution	Public Safety
ONESolution RMS User Refresher & Best Practices	OSSI/ONESolution	Public Safety
ONESolution Work Management Interfaces with ONESolution Finance and Community	ONESolution	Work Management
Quality Roundtable	OSSI/ONESolution	Public Safety
Real Life Superheros - OSSI Crime Fighting Tools	OSSI	Public Safety
RMS Intel - Link Analysis & Crime Analysis Plus	OSSI/ONESolution	Public Safety
Smart Metering Technical Overview	NaviLine	Utilities
So What's It Really Like to be in the Cloud?	All	General
Social Media	All	General
Social Media Roundtable	OSSI/ONESolution	Public Safety
System Security Overview	OSSI/ONESolution	Public Safety
Test Drive Cognos Business Intelligence - Work At Your Own Pace (Open Lab)	All	General
Understanding Incident Based Reporting	OSSI/ONESolution	Public Safety
Understanding Public Administration Grant Funding	All	Public Administration
Understanding Public Safety & Justice Grant Funding	All	Public Safety
Understanding Uniform Crime Reporting	OSSI/ONESolution	Public Safety
Upgrading from OSSI to ONESolution	OSSI/ONESolution	Public Safety
Using OSSI's AVL to Improve Officer Safety	OSSI	Public Safety
Using QRep to Create Your Own Print Format for Work Orders (Lab)	NaviLine	Work Management
Utilizing DMS for Notifications & Events in Contact Management	NaviLine	Work Management
Video Roundtable	OSSI/ONESolution	Public Safety
Virtual Environments	OSSI/ONESolution	Public Safety
What's Planned for CommunityPLUS V9.1	PLUS	Community Services, Utilities

Work Management Roundtable

Work Orders & Asset Management II-Working with Assemblies and Unitization FERC Accounting

ONESolution

NaviLine

Work Management

Work Management