

February 20-23, 2012
Greensboro, North Carolina

2012 Mid-Atlantic SUGA Regional Training Conference

"92% of Past Attendees Recommend that YOU Attend"

SunGard Public Sector Users Committed to Improving Efficiencies for
Local Government & Non-Profit Organizations
Through Education and Collaboration



February 20-23, 2012

**Grandover Conference Center
One Thousand Club Road
Greensboro, NC 27407
800/242-6556**

Message from the President of Mid-Atlantic SUGA

Hello everyone!

It's that time of year again! The 12th Annual Mid-Atlantic SUGA Education Conference will be held at the Grandover Conference Center in Greensboro, North Carolina on February 20 - 23, 2012. On behalf of the Mid-Atlantic Board of Directors, I cordially invite you to join us for this great educational opportunity!

The Mid-Atlantic SUGA Board of Directors and SunGard Public Sector representatives have been working diligently to make this Educational Conference a better training opportunity. We value your opinions from previous conferences and we've pushed to accomplish those improvements. The focus will be continued training as well as a time for input and hopefully, results. Don't be shy...ask a lot of questions!! Again, this year SunGard Public Sector will offer labs for hands-on training. We will also have user and vendor led sessions. As always, "networking" with your fellow users is an excellent opportunity to gain information and a new way of doing things. Keep in mind, this conference is channeled towards the beginner to intermediate user. If your government entity has new employees, new applications, or a whole new SunGard Public Sector package...please come and join us!

The one thing we need to accomplish this goal is...YOU! Please mark your calendar to attend the annual Mid-Atlantic SUGA conference this year. YOU are an important part of our regional group, so feel free to become involved by leading a session or run for a Board position.

Once again, we hope to have a new and improved Educational Conference provided just for YOU! See you there!

Sue Campbell
President, Mid-Atlantic SUGA

Share Your Knowledge, Save More Money!

Share your knowledge with other users, whether it's tips and techniques, best practices, or an open roundtable discussion. Submit a proposal to lead a session and if selected, your presentation gives you complimentary conference registration. Please contact **Stephanie Jacobs** at: Stephanie.jacobs@wilmingtonnc.gov

New to Mid-Atlantic SUGA

If you are a new SunGard Public Sector customer or you have never attended a Regional or an International SUGA conference, you may want to contact a Mid-Atlantic SUGA Board member to discuss the benefits of attending and to find out more about how this users' group functions. We want your experience to be as worthwhile as possible. For more information, contact:

President: Sue Campbell

St. Mary's County, MD 20650
Phone: 240/538-2282

Email: sue.campbell@co.saint-marys.md.us

Past President: Stephanie Jacobs

City of Wilmington, NC
Phone: 910/341-5829

Email: Stephanie.jacobs@wilmingtonnc.gov

President Elect: Lisa Linker

City of Concord, NC 28025-0308
Phone: 704/920-5002

Email: linkerl@ci.concord.nc.us

Treasurer: Bill Cease

St. Mary's County, MD 20650
Phone: 301/475-4200, ext. 1002

Email: bill.cease@stmarysmd.com

Secretary: David Barke

York-Powuon Sheriffs Office, VA 23690-0099

Phone: 757/897-0917

Email: barked@yorkcounty.gov

Member at Large: Vacant

Advisory Member: Crystal Handy Hypes

Town of Blacksburg, VA

Phone: 540/951-4336

Email: chypes@blacksburg.gov

CPE Credits

SunGard Public Sector is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN, 37219-2417. Web site: www.nasba.org



Register Online

Online registration is available now. Check the SUGA web site at www.sugainc.org and follow the links to the Regional Users' Group to register online using credit cards, purchase orders or by check!

Agenda

Preliminary - Subject to Change

Please check the SUGA website at www.sugainc.org for the most current training and conference schedule available now

Monday — February 20

5:00 pm - 7:00 pm . . . Early Registration

Tuesday — February 21

7:30 a.m. - 9:00 a.m. . . . Continental Breakfast
7:30 a.m. - 5:30 p.m. . . . Registration
7:30 a.m. - 5:30 p.m. . . . Cyber Café
7:30 a.m. - 5:30 p.m. . . . Solution Provider Center
7:30 a.m. - 5:30 p.m. . . . SunGard Public Sector Exhibit
8:00 a.m. - 9:00 a.m. . . . Public Safety & Justice State Meetings
North Carolina, Virginia,
Kentucky Maryland, Tennessee,
South Carolina and West Virginia
9:00 a.m. - 10:15 a.m. . . . Education Courses
10:30 a.m. - 11:45 a.m. . . . Education Courses
11:45 a.m. - 12:45 p.m. . . . Opening General Session
& Luncheon
12:45 p.m. - 1:15 p.m. . . . Dessert & Coffee in
Solution Provider Center
1:15 p.m. - 2:30 p.m. . . . Education Courses
2:45 p.m. - 4:00 p.m. . . . Education Courses
4:15 p.m. - 5:30 p.m. . . . Education Courses
5:30 p.m. - 6:30 p.m. . . . Reception hosted by
Solution Providers
(Exhibits Open)

Wednesday — February 22

7:30 a.m. - 8:30 a.m. . . . Continental Breakfast
7:30 a.m. - 1:00 p.m. . . . Solution Provider Center
7:30 a.m. - 5:15 p.m. . . . Registration
7:30 a.m. - 5:15 p.m. . . . SunGard Public Sector Exhibit
7:30 a.m. - 5:15 p.m. . . . Cyber Café
8:30 a.m. - 9:45 a.m. . . . Education Courses
10:00 a.m. - 11:15 a.m. . . . Education Courses
11:30 a.m. - 12:45 p.m. . . . Education Courses
12:45 p.m. - 2:00 p.m. . . . Mid-Atlantic SUGA
Business Meeting & Luncheon
2:15 p.m. - 3:30 p.m. . . . Education Courses
3:45 p.m. - 5:00 p.m. . . . Education Courses

Thursday — February 23

8:00 a.m. - 9:00 a.m. . . . Continental Breakfast
8:00 a.m. - 11:45 a.m. . . . Registration
8:00 a.m. - 11:45 a.m. . . . SunGard Public Sector Exhibit
8:00 a.m. - 11:45 a.m. . . . Cyber Café
9:00 a.m. - 10:15 a.m. . . . Education Courses
10:30 a.m. - 12:45 p.m. . . . Education Courses

Tentative Session Topics

Education Courses Planned for Users of NaviLine and OSSSI, as well as the newest product line, ONESolution

Community Services
e-Government Solutions
Financials
Fires and EMS
Justice
Law Enforcement
Technical
Utilities
Work Management

Application Group Definitions

Community Services:

Building Permits, Business Licenses, Code Enforcement, Land Parcel Management, Parks & Recreation, Planning & Engineering, Tax Billing & Collections, eCommunityPLUS

e-Government Solutions:

Click2Gov, OnePoint

Financials:

Accounts Receivable, Asset Management, Cash Receipts, Extended Reporting, Fixed Assets, Fleet Management, General Ledger, Government Management & Budgetary Accounting, Purchasing & Inventory

Fires & EMS:

CAD, NaviLine-CAD, EMS, EMS Billing, Fire Prevention, FIRES Records Management System, Mobile Data Browser, Message-Switch

Human Resources/Payroll:

ONESolution Human Resources; ONESolution Payroll

Justice:

OSSSI-JMS, Court System, Jails, Jury Management, Municipal Court Management, Parking Tickets, Probation System, Prosecutor System, Public Defender, Return of Service

Law Enforcement:

CAD, Crimes Records Management, Mobiles and Internet Applications.

Technical:

Anyone who works in IT or performs system administrator duties

Utilities:

Customer Information System, Distribution Management

Work Management:

Work Orders/Facility Management, Fleet Management, Asset Management, Contact Management, Continuing Property Records

General Information...General Information...General Information

Registration Information:

Registration fees include all sessions, materials, social events, and meal functions as outlined in the program. Conference registration fees are per person costs. Payment must accompany registration forms. Registration forms will not be processed without payment or purchase order and complete information. All checks for purchase orders must be submitted no later than at conference registration on-site. You will not receive an invoice for purchase orders. Please use the registration form as your invoice.

Please return completed registration form and payment to: (Make check payable to Mid-Atlantic SUGA)

2012 Mid-Atlantic SUGA
Annual Conference
c/o Bonnie Rippengale, CMP
20609 NE 267th Street
Battle Ground, WA 98604

Cancellation and Refund Policy:

A full refund of fees will be made if a written cancellation is received on or before **February 10, 2012** via FAX to 360/687-4993. **No refunds** will be made for cancellations received after **February 10** and for conference "no shows." If you are unable to attend and wish to make a substitution, there is no charge if a letter is either received by **February 10** or brought to the Conference Registration Desk during the conference.

Host Hotel/Training Facilities:

This year's Mid-Atlantic SUGA Conference will be held at the Grandover Conference Center, located at One Thousand Club Road, Greensboro, NC 27407.

The Grandover is located on over 1500 acres of oak, pine and dogwood trees, in the North Carolina foothills. Guest rooms feature coffeemakers, hair dryers, complimentary wireless in guest rooms (and public spaces), iron and ironing board (on request).

There are three eating establishments: fine dining restaurant, lobby bar, and café in the facility. The Health club is complimentary.

There is a heated indoor/outdoor swimming pool. Golf and full spa at additional cost. Complimentary shuttle to the Four Seasons Mall; as well as complimentary Airport transportation.

To make reservations, please call the Grandover at 800-472-6301 to receive the conference rate of \$144 single, double, triple or quad, plus tax. Please let them know that you are with the Mid-Atlantic SUGA conference. Reservations are being taken as long as standard rooms are available in the hotel. But, call soon as there is no guarantee!

Reception Hosted by Solution Providers:

On Tuesday, February 21, please join us at our Reception from 5:00 p.m. - 6:00 p.m. at the Grandover. Our reception will feature products to work in conjunction with your SunGard Public Sector software and other vendors of general interest to you and your organization. Please join us for light hors d'oeuvres and refreshments and some great prizes, too!

Airlines:

The following airlines fly into Piedmont Triad International Airport (closest airport to the Grandover Conference Center): American, Delta, Continental, United, US Airways,

Northwest, & Independence Air.

Airport Transportation:

The Grandover Resort offers free transportation to and from the airport. A shuttle phone is located in the baggage claim area.

Rental Cars:

Avis Rent A Car has offered special rates for Mid-Atlantic SUGA attendees at Piedmont Triad Airport. Please call 800/331-1600 for a price quote. Our discount number for Mid-Atlantic SUGA is J094947.

Parking:

The Grandover Resort Conference Center offers complimentary on-site parking.

Recommended Dress:

Conference dress will be business casual.

Special Assistance:

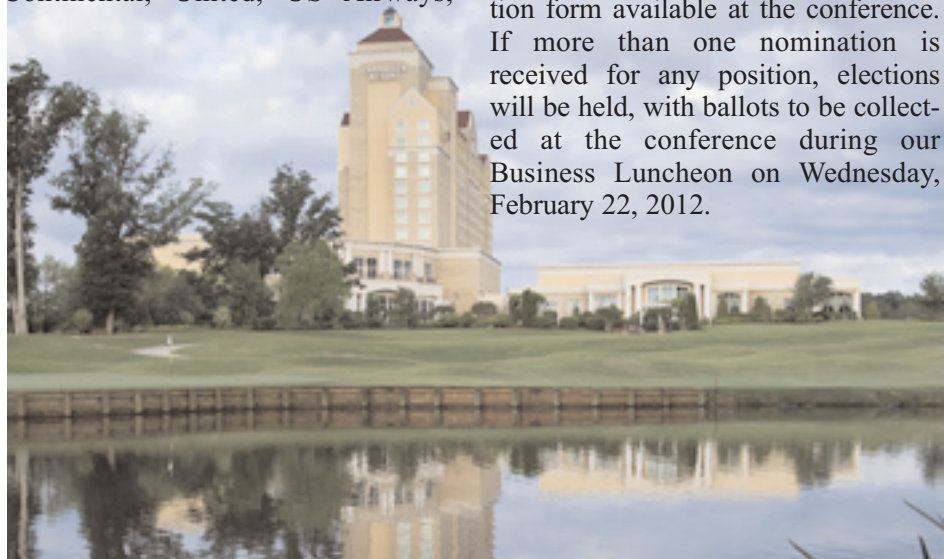
We will be happy to assist you with any special needs (e.g., physical, dietary, etc.). Please identify any special needs on your registration form.

Elections:

The following positions will be open for nominations:

President Elect
Secretary

To be nominated for a board position, please call any Board member for more information or fill out a nomination form available at the conference. If more than one nomination is received for any position, elections will be held, with ballots to be collected at the conference during our Business Luncheon on Wednesday, February 22, 2012.



Membership Information

SUGA Membership Benefits:

Members of SUGA receive many benefits. Memberships are by organization, but all individuals in the organization receive the benefits of membership. Some of the benefits from membership in SUGA are:

- Ability to evaluate revisions/ enhancements to the SunGard Public Sector products.
- Reduced conference fees for the Annual SUGA Education Conference and Regional Conferences for all individuals in a member organization.
- Opportunity to get involved as a SUGA Board Member, Regional Board Member or participate in other positions that may be available.
- Organization will have a vote in electing the SUGA and RUG Board of Directors (must be in attendance at the conference to vote.)
- Access to SUGA Members Only information on the SUGA web site.
- Ability of any individual in a member organization to participate in the Discussion Groups (e-mail based topic areas for sharing.)

SUGA Membership Requirements:

Membership in SUGA is open to agencies and subdivisions of state and local government, to agencies of the Federal government, and to other organizations that:

- Have acquired a license to use current versions of the SunGard Public Sector products on one or more computer systems at said organization.
- Are participating in the annual maintenance of this software.

For more information on SUGA membership, please check the SUGA website at

www.huginc.org.

Or call SUGA at 951/780-0144. SUGA membership is currently only \$195 per year and covers everyone in your organization.

Instructions for Education Course Online Registration

Subject to Change

Register for Education Courses Online Before Seats Fill

Note: Register for all education courses prior to the conference as space is limited (20 seats per “Lab” and approximately 30-50 seats per session). Labs typically fill up earlier than the close date so be sure to sign up early.

Registration will be available through February 15, 2012 (5:00 pm Eastern Time) on SunGard Public Sector’s Training & Development website at:

<http://custtrain.hteinc.com>.

Click on “Search class listings” and select the Teaching Method of “User Group Conference Events, Labs and Sessions” to sign up.

Items to Note

- 1) You will only be able to register yourself for a session/lab online
- 2) This session/lab registration process is separate from conference registration. You must be registered for the Mid-Atlantic SUGA Conference to attend any sessions/labs.

For help with course registration:

**Email: TND@sungardps.com
Phone: 407/304-3088**

For help with conference registration:

**Email: SUGARegionals@earthlink.net
Phone: 951/780-0144**

Online session/lab registration closes at 5:00 p.m. Eastern Time on February 15, 2012. After that you may check availability at the conference registration desk on-site.

Attendees that pre-register for sessions/labs will receive a personalized training transcript in their registration packet at the conference.

SUGA Website and IDEAS Site

Please note SUGA’s Website:
www.sugainc.org

And, the IDEAS site

<http://connect.sungardps.com>

(IDEAS is formerly known as SUGA Enhancement Request Process)

**2012 Mid-Atlantic SUGA Regional Conference
February 20 — 23, 2012
Greensboro, North Carolina
Federal ID # 56-2189458
REGISTRATION FORM**

Instructions:

1. Registration fees include admission to all sessions and sponsored meal functions.
2. Only one (1) person may register per form. Please photocopy this form for additional registrations.
3. All fees listed are per person.
4. Payment (check, purchase order or money order) must accompany this form. (Credit cards are only accepted with online registration.) Checks should be made payable to Mid-Atlantic SUGA. Faxed registration forms will only be accepted with a copy of the P.O. attached.

Name:	
Organization/Agency:	SunGard Client Code:
Department:	
Job Title:	
Mailing Address:	
Telephone: ()	Mobile: ()
E-Mail:	
Special Needs:	

Registration Fee / Total Amount	
Registration Fee \$75, Postmarked AFTER February 10, 2012 \$100 Due to the generous sponsorship of SunGard Public Sector!!	\$ _____
(Please make check payable to Mid-Atlantic SUGA) TOTAL PAYMENT INCLUDED:	\$ _____

ORGANIZATION TYPE: Local Government Non-Profit/Research Foundation
PRODUCT LINE OWNED: NaviLine OSSI PLUS ONESolution IFAS (Check all that apply.)

SunGard Public Sector Application Groups

Please check below the SunGard Public Sector application group(s) you are representing.

- Community Services e-Government Solutions Financials Fires and EMS Human Resources/Payroll
 Justice Law Enforcement IT/Technical Utilities Work Management

Are you a first time Mid-Atlantic SUGA attendee? Yes No
Do you want CPE Credits? Yes No

Mail this form along with all payment to Mid-Atlantic SUGA (Federal ID#56-2189458):
2012 Mid-Atlantic SUGA Regional Conference
c/o Bonnie Rippengale, CMP • 20609 NE 267th Street • Battle Ground, WA 98604 • 360/687-4993 (FAX)

2012 Mid-Atlantic SUGA Training Conference

The Learning and Networking Experience
Designed Just for You!

February 20 - 23, 2012
Greensboro, North Carolina

Why you should attend!

- Participate in up to 15 hours of training
- Receive up to 12 CPE credits
- 92% of last year's attendees recommend it