



# NEWS LINE

APRIL, 2010

## President's Message

- Jim Dahl, 2009-10 SUGA President

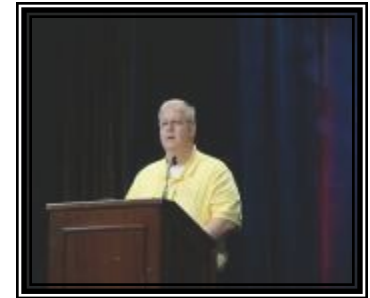
Spring is here! Those of us in the northern states can enjoy relief from the cold hard winter, and begin soaking in some much needed sunshine. President Obama has just announced that March brought the creation of over 160,000 jobs in the U.S. The icing on the cake - SUGA 2010 is only seven weeks away.

We can all begin planning our attendance at the premier source for education and training on SunGard Public Sector (SPS) applications and products. Training will once again be held at the Coronado Springs Hotel and Conference Center in Lake Buena Vista, Florida, from May 23<sup>rd</sup> to May 27<sup>th</sup>. The SUGA 2010 Educational Conference will provide the same high quality training you have become used to receiving from SUGA. It will offer some familiar classes and sessions designed to welcome PLUS customers, keep you updated on new product enhancements and new product lines, update you on ONESolution directions, as well as offer many added value sessions.

You will also be given your annual chance to become involved in SUGA leadership, as elections will be held for President-Elect and Treasurer. Having held three different international board positions, I can honestly say that has been a great experience, and I recommend it to everyone. If you do not feel up to running for election, the board is also taking applications for Director-at-Large positions, and if you are not able to serve as a board member there are ample opportunities to become an involved volunteer while attending the SUGA 2010 event.

If you have not attended past SUGA sponsored education and training, come and experience the conference for yourself. It will prove to be the best "one stop" access to SPS solutions available. The event includes attendance by over 120 SPS staff, the opportunity to select from over 300 training sessions, access to SPS business partners and premiere vendors, face-to-face networking with peers, the opportunity to learn from each other, and the ability to keep abreast of SPS technology directions. Where else can you get all of this under one roof?

Thank you for your time, and I look forward to seeing you at the Coronado Springs. ■



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## NEWS LINE

### Thanks For The Memories

- Steve Jones, Past President

After six years of serving on the International Board of Directors it is time for me to step off the SUGA Board. It is amazing to me how fast this time has gone by. I want to take a brief moment to thank all of you for allowing me to work for and with you. It has been a pleasure. I have worked with some wonderful, selfless, and fantastic people. I know I have made some lifelong friends by serving on this board. The old adage is true here: this is one of those opportunities in life where you receive more than give. This is an organization that truly makes a difference and adds value for all of us.

I started on the HUG Board and leave on the SUGA Board. There have been a lot of changes in the past six years – in HUG, SUGA, HTE, SunGard, in our organizations, and finally in the economy and the world we live in. Through all this, SUGA has survived and remains a strong and viable organization. As we near the 22<sup>nd</sup> annual conference it amazes me of how constant this group has been with all the changes that have directly and indirectly affect it.

I want to ask those of you reading this to consider volunteering at your next opportunity to help and strengthen SUGA. This is and always will be a volunteer run organization. Your contribution can be small – such as helping the registration desk at the next conference or on a larger scale by offering services on one of the Board of Director's positions. Please consider this – either at the local regional (RUG) level or the international (SUGA) level. The Boards are always appreciative of those that want to offer help.

Thanks again and take care. ■

### **SUGA has gone green!**

To save the environment as well as printing and mailing costs, SUGA did not print and mail registration information for the upcoming SUGA International Education Conference this year. To see registration information please follow the following links:

<http://www.huginc.org/Conference/conf.html>

[http://www.huginc.org/Conference/Documents/SUGA10\\_Brochure.pdf](http://www.huginc.org/Conference/Documents/SUGA10_Brochure.pdf)



**SUGA AND SUNGARD  
22 YEARS OF TEAMWORK**



## NEWS LINE

### **SUGA Newsletter Spotlights SunGard (PLUS) Government and Not for Profit Customers!**

**- Anthony Sorce, President Elect**

SunGard Public Sector User Group Association Inc. (SUGA) now includes SunGard PLUS Government and Not for Profit entities. As a user group we certainly look forward to our new members and what they will bring to the organization. As mentioned in the previous newsletter I was able to attend the PLUS conference in Hershey, PA in November of 2009. What struck me most about the people that I met was the openness and overall product and business experience they demonstrated. Although, I cannot say I was surprised by this. Having been involved in SUGA since 1999 I have met many innovative and technically strong individuals throughout the United States, Canada and abroad. Our goals as individual organizations and collectively as a users group are very much the same. We all want to use a product that allows us to get the job done economically, efficiently, accurately and is easy to use. Its all about being able to make decisions based on good information.

There was an obvious desire from the PLUS conference attendees to ensure that the SUGA organization was going to provide the tools and forums necessary to promote education on SunGard products and communication among members to help in achieving the goals mentioned previously. I spent over an hour at one of the sessions at the PLUS conference trying to transfer my knowledge of SUGA to the interested people at our session. While this was a very short time to try to communicate this information, I found that the needs and expectations of the PLUS users were identical to the needs and expectations of our current SUGA members. As we grow our organization and gain the economies of scale that only size can give we are also integrating knowledgeable and dedicated people into our group. We are starting to obtain a diversity in terms of business practices and experience that will make it exciting to be part of this group well into the future. I think one of the most advantageous aspects of integrating the various customers from the local government and non profit product lines into one users group will be the ability to solicit from each other best business practices as well as ideas both old and new that will make all of our jobs easier. With the addition of local government and not for profit PLUS customers, we will be expanding our role and contribution to the developmental direction of the products we all use. We will be able to continue the process of educating ourselves at a cost that is matched by no one.

I will close this article by again welcoming our newest integration of local government and not for profit users into our growing organization. I hope to see many new faces at our international conference in May. ■



## NEWS LINE

### User Group Lingo

- Brenda Wener, Member at Large

“Did you happen to talk to the AC about the ER at the RUG?”

What??? Ever wonder what the SUGA acronyms stand for? Hopefully, this will help you understand what you might hear when having conversations with other SUGA members:

SUGA – SunGard Public Sector Users’ Group Association, Inc.  
AC – Application Coordinator  
ER – Enhancement Requests  
HUG – HTE Users Group, now known as SUGA  
RUG – Regional User Group  
SPS or SunGard PS – SunGard Public Sector

And this doesn’t even take into account the over 350 SunGard Public Sector application acronyms. ■

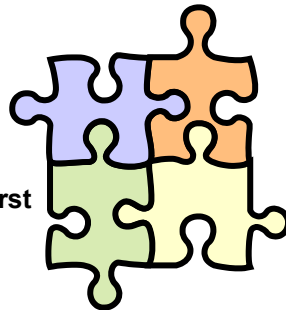
### SUGA Welcomes Its Newest Members!

- Dan Owens, Member-at-Large

Do more members make SUGA sweeter? Sure they do! In the first quarter of 2010 five new members joined the SUGA family.

Let’s welcome...

- ◆ Alvin Police Department
- ◆ ChatComm 9-1-1
- ◆ Lexington County Sheriff’s Department
- ◆ City of Waterloo
- ◆ Dunwoody Policy Department
- ◆ Spring Lake Police Department



If your organization is not already a member of SUGA, please look into joining and help keep our member driven users group strong.

If you run into any of the new members from above at the annual conference, make sure to say hello! ■



## NEWS LINE

### Heart and Soul

- Pam Brown, Secretary

What or who makes up the heart and soul of SUGA? Volunteers! Members, just like you, contribute their time and talents throughout the year and during the conference to make SUGA truly an organization run by its members. How can you be a volunteer too? Oh, let us count the ways.

1. **Application Coordinator** – a special person who has excellent working knowledge of one or more of the software applications and reviews all enhancement requests to assure that the functionality does not already exist or that the request is not a duplicate.
2. **Regional Board Member** – those who serve on the regional level to coordinate conferences and open communication between members and the International Board.
3. **Conference Volunteers** – those who selflessly give their time at conferences to prepare conference materials for attendees, work the registration desk, check in lab attendees, and assist staff with any needs on site.
4. **User-Led Presenters** – while there is a compensation package for this, that compensation is not directly given to the actual presenter. A user-led presenter volunteers to give a session on a topic, prepares their presentation materials, and takes on the daunting task for some of getting in front of a group of people to speak. The compensation is of benefit to their employing agency.
5. **All Members** – anyone who has ever responded to a request for information from a discussion group has volunteered their knowledge for the benefit of another person or agency.
6. **International Board Members** – serving all members. Yes, it is a volunteer position.

Add a little more heart and soul to the 2010 International SUGA Educational Conference and sign up to volunteer at <http://www.huginc.org/volunteers/volunteer2010.aspx>

**(SUGA) members contribute their time and talents throughout the year and during the conference to make SUGA truly an organization run by its members.**



## NEWS LINE

### ONESolution Update

- Ron Goodrow, Executive Vice President—SPS

We at SunGard are hopeful that you have heard about ONESolution. In case you have not, the ONESolution portfolio is designed as an enterprise-wide solution for Public Administration and Public Safety and Justice Organizations or these suites can be run individually. The ONESolution portfolio includes solutions for Finance, Payroll & Human Resources, Community Development, Computer Aided Dispatch (CAD), Jail Management as well as a Justice suite and plans for Public Works/Work Management, Utilities, Records Management (RMS) all built with the latest technology capitalizing on a Service Oriented Architecture (SOA) and using Microsoft's .NET Framework. As you might imagine this is a large project for us, and will not be to its final stages for a couple of years.

We are making great strides with many of the applications in the Public Administration, Public Safety, and Community Development areas. A couple of customers have already completed the beta testing and others are still testing. As of this update, the beta sites continue testing at the following locations;

Yuma, AZ	Active with Financials
Montgomery, AL	Active with Financials
Bryan, TX	Active with Community Development and plans for Financials
Leesburg, FL	Active with Community Development and plans for Financials
Lewisville, TX	Active with Community Development
High Point, NC	Active with Computer Aided Dispatching (CAD)

In order to be sure these products are tested as thoroughly as possible, SunGard's beta process is quite extensive and time consuming for the customer as well as SunGard. We anticipate completion of the beta process for the above products to be completed throughout the remainder of this year. In the meantime we have begun design on the remaining products required to round out the ONESolution offering.

If you would like to hear more about ONESolution, please contact your SunGard Account Executive or your Account Manager and attend SUGA's 2010 Annual Education Conference.





## NEWS LINE

### **Financial Report – Keeping SUGA financially sound!**

**- Valerie Broxson, Treasurer**

In order to ensure that our Users' Group continues to be financially sound, it is important to make sure that we stay on budget. Our budget consists of two areas: the Administrative Budget and the Conference Budget. The Administrative budget is in use two-thirds of the year with most of its use occurring between August and February. The Conference Budget is primarily in use between March and July (the Annual Conference being held in May or June).

The Administrative budget is made up of the transactions needed day to day which are not part of the Annual Conference. The revenue for the Administrative budget comes from the membership dues and the interest earned from SUGA's investments.

Some of the Administrative expenses are:

- the Summer Board Meeting (Pre-Conference preparation)
- Regional Conference Representation by a Board Member,
- Bank Services,
- Membership Invoice Printing and Mailings,
- Phone Services
- Meeting and Management Coordinator Services
- Audit of SUGA

The Conference budget consists of the transactions directly related to the Annual Conference. The revenue for the Annual Conference comes from the registration fees and vendor exhibits.

Some of the Annual Conference expenses are:

- Contracted Services
  - Conference Planning
  - Registration Services
  - Audio/Visual
  - Equipment Rental
- Handouts
- Internet and Electrical Charges
- Food and Beverage Charges
- Meeting Facility Expense
- Board Travel

This year, we budgeted to have 680 members and our current total is 625. We are short 55 members from reaching our goal for our Administrative budget. Our count for the conference attendees is currently 227 and growing. Our Conference budget is based on 800 attendees.

At this point we have not met our Administrative revenue budget and we will not know about the Conference budget until we get closer to the conference. I am providing this information through the newsletter so that you might get a better understanding of how the SUGA budget works. If you have questions in regards to the budget, please contact me @ [valeriebroxson@okaloosagas.com](mailto:valeriebroxson@okaloosagas.com). ■



SunGard Public Sector Users' Group Association, Inc.

## NEWS LINE

### SUGA 2009/10 BOARD OF DIRECTORS

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