

President's Message

- Anthony Sorce, 2010-11 SUGA President

Passing of a contributor of his time and knowledge to SUGA:

I would like to take a moment to acknowledge the passing of one of our Regional Board Members Mr. Jimmy Wayne Bryant. Jimmy was on the Mid-Atlantic SUGA Board and served in several positions, including Member at Large, Secretary and most recently as President Elect.

Jimmy, was a native of Pitt County and a lifelong resident of Greenville. A 1985 graduate of J.H. Rose High School, he attended Appalachian State University and Pitt Community College. He was employed 15 years with the Pitt County Sheriffs Office as a micro computer specialist, and for many years he was employed part-time with Belk Department Store. He was a former member of the Greenville Jaycees and attended Covenant United Methodist Church.

He is survived by his wife of 12 years, Martha "Marti" Mills Bryant; daughters, Hannah Alexis Bryant and Jessica Mackenzie Bryant; parents, Wayne and Peggy Bryant; and father and mother in-law, Hugh and Sandra Mills of New Bern.

Those wishing to pay their respects can do so by donating to:

Jimmy Bryant Memorial Fund, c/o First Citizens Bank, 25405 Stantonburg Road, Greenville, NC 27858 : for Hannah and Jessica's college education.

On behalf of the SUGA Organization we offer sincere condolences to Jimmy's family and are thankful for all of his efforts on behalf of our organization.

(President's Article—cont on page 2)



Anthony Sorce

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NEWS LINE

President's message (continued from page 1)

2011 International Conference theme:

The theme for this year's conference is "SUGA & SunGard Making A Difference For The Future". The theme centers on what we do as organizations for our communities and what the SunGard Products allow us to accomplish for our community members. Based on this thought, I wanted to have a conference theme that attempted to demonstrate what we do on a daily basis and take it a step further by holding an event that attempted to give something back to the youth we also serve (our future). So there are at least two events scheduled to help us, as an organization, demonstrate that what we really care about is the communities and people in those communities.

Our first event will be a blood drive which will be held on Monday May 16th between the hours of 1:30 pm and 5:30 pm. You can register online at the following URL

<https://www.bloodhero.com/index.cfm?group=op&hlc=suga&hostlookupcode=suga> .

This link will allow you to set up an appointment at the RIO in Pavilion 8 to donate blood to United Blood Services. You should also be able to find this link on our SUGA website.

We are also holding a 2nd event which will be in the evening on either Monday the 16th or Tuesday the 17th. We are attempting to organize an event that helps a local organization that works with the youth in the Clark County community.

Please show your support for our organizations effort to make a difference for the future by attending these events.

2011 International Conference:

Our conference this year will offer some excellent training opportunities. Lab and session registration is open on the SunGard training and development site and our session agenda is posted on the SUGA website under the Conference call to action button in the middle of the home page. Just click on the 2011 conference and scroll to the information buttons on the left that you need to reference. On the following page is a short synopsis of what the conference has to offer.

(President's article- cont on page 3)



NEWS LINE

President's message (continued from page 2)

WHAT THE SUGA CONFERENCE OFFERS:

- Over 330 training sessions dedicated to SunGard Public Sector software applications and product lines (NaviLine, OSSI, PLUS, IFAS/ONESolution and third party vendors).
- Easy direct access to all SunGard Public Sector business partners.
- Direct access to over 100 SunGard Public Sector trainers, software developers, product managers, executives and much more.
- Over 30 user-led sessions presented by members like yourself who deliver solutions and practices developed through years of experience.
- Hands on training in one of our 3 onsite training labs.
- Cyber Café to allow for access to email and the internet.
- Sessions on future software enhancements and discussion on proposed changes.
- Network with users from your region and throughout the country.

OTHER ADVANTAGES:

- \$410 registration fee gives you access to \$5,120 in training value.
- All lunches are include in your registration, which amounts to a \$150 value.
- New training philosophies which include product training tracks so it is easier to schedule your training.
- The return of software enhancement sessions for current enhancement IDEAS as well as enhancements in development.

As always thank you for your continued support for the SUGA Organization. ■

Do you Twitter® ?

SUGA is now on Twitter®. We are SUGA_INC or www.twitter.com/SUGA_INC if you like the full address. This is a great way to keep you informed of upcoming events and especially program or session changes while at conference. You can even set twitter to come directly as a text message to your cell phone so that you can stay in touch. Log on and follow us! ■



NEWS LINE

The IDEAS site

- Dan Owens, Secretary

The IDEAS site has been live for some time now and there have been some great suggestions added. One of the ***exclusive*** benefits of SUGA membership is the ability to rank IDEAS once they have been entered. I want to encourage all SUGA members to take some time and go to the new support portal, and look through the recently submitted IDEAS's and rank them.

To get to the IDEAS site, just go to the SUGA website at www.sugainc.org, and click on IDEAS, you will see a link to the new site.

SunGard is actively seeking input from this site in order to determine priorities on application development efforts, this is **your** opportunity to see the improvements you want get moved into development!

Additionally, your SUGA board has been discussing the new site with SunGard, and while we all feel it is a move in a positive direction, we also agree that future enhancements to the site would continue to make it easier to use. Watch for future announcements for details.

Lastly, we want your feedback! Are we going in the right direction with this? What do you like and dislike about the new IDEAS site? Feel free to contact myself, or any board member with your input. ■

Volunteers Needed!

- Denise Altman, Director-at-Large

We are still looking for volunteers for the conference. Anyone interested in helping out this year, please sign up at www.sugainc.org and click on the 2011 conference link, then click on the volunteer link on the left side of the page. Any help making your conference a success would be greatly appreciated! We look forward to seeing you there! ■



NEWS LINE

SUGA 2011 Conference Content

- Jim Dahl, Past President

You may have noticed that the SUGA 2011 Detailed Agenda was posted late this year. There is a reason for that. Feedback from previous conferences indicated that training content was in need of an overhaul. Well, that is exactly what SUGA and SunGard Public Sector accomplished this year, and we intend to do annually from this point forward. Unfortunately, this initiative took time and took longer than expected.

As of this writing there are 334 different educational sessions scheduled for SUGA 2011. Of which, over 200 are made up of new content. Attendees of previous events also requested the availability of training tracks. This year, for the first time you will be able to follow tracks of training specific to your application group.

Though ONESolution will be represented with exciting training sessions, emphasis has been taken off of sales and squarely on training. There will be fewer ONESolution sessions, but the ones that are offered will be for training and conversion preparation needs. This again, is by request of last year's attendees.

As you may have heard SunGard has reorganized its Public Admin sales and customer support areas. Rather than having both a sales rep and a customer service rep, each SunGard Public Admin organization now has one Customer Success Executive (CSE) assigned to it. The CSEs goal is to get to know you and your organization, and better offer you support. All CSEs will attend SUGA 2011, and you will have an opportunity to sit down in a room with them. Prior to the conference your CSE will be sending out further information.

For your convenience, the SUGA 2011 agenda and new session list are located online at:

<http://www.sugainc.org/events/2011/05/16/international-conference/2011-suga-educational-conference/>

With that, we are trying to get back to the basics and represent the original purpose of SUGA events. Focus is on quality training, training, training. I have no doubt this year's attendees will be pleased. ■



NEWS LINE

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