

SUGA News Line

SunGard Public Sector Users' Group Association

JULY , 2009

President's Message—Jim Dahl



Hello SUGA Members –

Welcome to the July 2009 Newsletter. I would like to dedicate this message to three topics. First of all, the 2009-2010 Board of Directors would like to extend a sincere thank you to all members for your support and involvement in the SUGA organization over the years. Even with the recent slowdown, activity in discussion groups, involvement in conferences, member numbers, and the organization as a whole have grown by leaps and bounds since SUGA (HUG) was formed in 1988. This is 100% due to the dedicated efforts of members like you.

Second, I would like to hit upon a topic that very frankly threatens the very existence of SUGA. That topic is the growing negative perception of conferences in general, and latest trend at the Federal and State levels of prohibiting travel to “resort” areas. As a fall out of the stimulus legislation our lawmakers are promoting rhetoric that depicts conferences as being pointless boondoggles. I’ve attended each International SUGA conference since 1996, and I’ve never found them to be pointless, and I’ve never seen them as being a “vacation”. In fact, when calculating the actual hours worked at this past conference my time spent representing the City of Aurora exceeded sixty hours. I’m sure this is also true for many of the other 650 conference attendees.

The SUGA conference is an excellent educational opportunity. In addition to training, it offers face-to-face networking with SunGard Public Sector staff and with users with common software needs. It also offers an opportunity to meet with vendors that provide 3rd party solutions for local governments. While at the 2009 conference I was able to meet with two vendors and they each resolved issues that my user

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departments had been having for weeks. Without this face-to-face contact the issues would not have been resolved nearly as quickly. Again, I'm sure I am not the only person who had this type of experience.

I'm not naïve enough think that no SUGA attendee would ever think of taking advantage of travel, or being away from the office. However, experience indicates this is a very minute number, and that there is a simple solution to this issue. If you are a decision-maker, simply reserve attendance at conferences for reliable employees and deny travel to those who will not take full advantage of the learning opportunity presented to them. As an attendee, if you are lucky enough to represent your organization at a conference, be diligent about scanning in when attending sessions. As a means of conveying the value of conference attendance, you can then request a transcript of sessions attended and present it to your supervisor. You can also pass on other value opportunities you took advantage of while at the conference.

Finally, yes, these are trying economic times and we are all cutting budgets and watching spending. However, taking a cue from the private sector, this is exactly the time to invest in education, training, and face-to-face relationships. By doing so, once we pull out of this recession we will be prepared to move forward. We will not be left catching up and watching those who did prepare pass us by.

Referring back to the April 2009 issue of SUGA Newline, the SUGA Board recognizes that being custodians of public resources gives us great responsibility. Keeping this in mind, an equally great effort is made in keeping SUGA conferences as affordable as possible, while at the same time offering the greatest possible value to member organizations. This goal is at the top of every decision the SUGA board makes (Please see April 2009 newsletter for a cost comparison of similar conferences. <http://www.huginc.org/Newsletters/April%202009.pdf>).

I make this appeal to those requesting attendance at the many educational opportunities offered by SUGA, and to the decision-makers who will approve or deny these requests. Make your decisions based on value, and not based on political rhetoric or misguided perception. The fact is, I know of no better training value for users of SunGard Public Sector software than the educational training conferences offered through your SUGA organization.

Meet our newest Board Member—Dan Owens

Dan is the IT Manager for the Development Services Department and has been a SunGard user for approximately 17 years, using BP, LX, CE, PE and Click 2 Gov applications. Dan has worked at Clark County for 22 years and has been in the Development Services Department for 18 of those after spending 4 years in the IT department. Dan has been coming to the annual conferences since 1993 and has only missed two since then. Dan is now serving his first year as Member-at-Large.



**Dan Owens, Member-at-Large
Clark County, Las Vegas, NV**



Your Board of Directors is available to answer any questions you may have about SUGA. Their contact information is at the end of this newsletter. Give them a call !!

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SUGA at a Glance—Steve Jones, SUGA Past President

I am entering my sixth year on the SUGA Board of Directors and I can tell you this is the best software users group I know of. There has never been a better time to belong to this group than right now. With all the uncertainty swirling around us, HUG / SUGA has been a constant for 21 years. SunGard is undertaking sweeping changes to their entire product line and this is the place to be to watch, learn and get engaged with these new product offerings. You have a front row seat to see what is new by participating in some of the many conferences conducted during the year. As well, this information comes to you from the discussion groups and the other information on the SUGA web site.

The value for the nominal annual fee is tremendous. Here is a list of some of the benefits to joining the SUGA organization:

- ◆ Discounted fees to attend conferences
- ◆ Access to conference presentations
- ◆ Participation in focused discussion groups
- ◆ Participation in the Enhancement Request process to speak as one voice to improve the SunGard products we use
- ◆ Access to all SUGA members sorted by product line, interest category, or state
- ◆ Access to file and process sharing so you do not have to re-invent the wheel
- ◆ Networking with fellow industry peers at conferences
- ◆ Access to SunGard staff and executives

There are different kinds of conferences for members of the SUGA organization to attend during the year. There are six regional conferences around the United States. These are focused on end user training and are closer to home to offer low cost training opportunities. Occasionally, if some SunGard customers request it, there might be a “mini-conference”. These focus usually on one or two topics for a small group of SunGard clients. Once a year we host a larger, annual, International conference that offers training on most of the SunGard Public Sector products and has a large attendance by SunGard staff. At the 2009 conference there was 125 SunGard staff in attendance at the conference.

These conferences are very important to the SUGA culture. They offer tremendous facilitated training opportunities and allow attendees to get significant one-on-one time with SunGard staff. Of equal importance is the peer networking of meeting fellow users, sharing stories, and learning new and better ways to do the tasks we do at work.

The SUGA Board hopes you find value in your membership. We are always open to suggestions and ideas to improve this organization. For more information please visit our web site: www.huginc.org.

In late July you will be receiving a short survey regarding where your organization can travel. Please take a few minutes to give us your feedback

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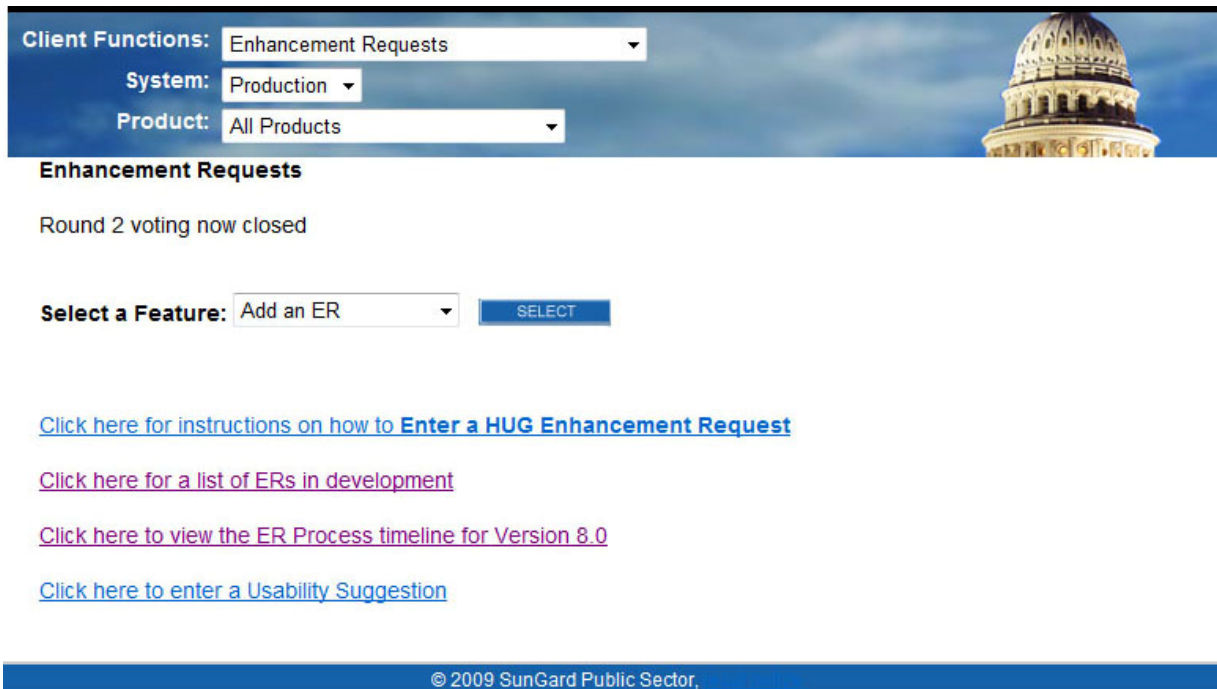
The Enhancement Request Process –Dan Owens, Member at Large

The ER voting process for Version 8.0 is now closed and the votes have been cast. SunGard will review the results and are scheduled to send a letter of commitment by August 28th, 2009 to the SUGA Board for the enhancements with the top votes.

To see a detailed flow of the Version 8 ER process, log into [MyNaviLine](#) and click on the “view the ER Process timeline for Version 8.0” link.

Once the board receives the letter of commitment from SunGard, the voted in enhancements will be posted to the SUGA website. By early November, SunGard will update the statuses of the enhancement requests in the MyNaviLine website.

As a reminder, these are enhancement requests for Version 8.0, scheduled for an April 2011 release date. Last year’s voting results for version 7.0 are scheduled for release in October of this year.



Client Functions: Enhancement Requests

System: Production

Product: All Products

Enhancement Requests

Round 2 voting now closed

Select a Feature: Add an ER

[Click here for instructions on how to Enter a HUG Enhancement Request](#)

[Click here for a list of ERs in development](#)

[Click here to view the ER Process timeline for Version 8.0](#)

[Click here to enter a Usability Suggestion](#)

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If you would like to review the version 8.0 voting results, in the “select a Feature” drop down, select “View Voting Results”. Here you can view the results or download the results to a spreadsheet.

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Enhancement Requests for the OSSI Product Line— Pam Brown, SUGA Secretary



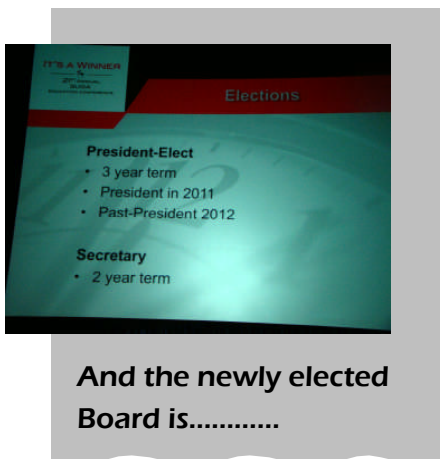
Attending sessions at Conference

The enhancement process is one of the vital ways that we, as users, give direct input to product developers to improve and expand the functionality of the software for a wide range of users. Participation in the process gives your agency the opportunity to submit and vote on the enhancement list on a yearly basis. Customers who have access to the OSSI Client Portal (www.myossi.com) log in and choose the Enhancement Request option on the left side of the screen. From here, it is a good practice to review the requests already submitted in the category that you need to assure that a similar request has not already been made. If no similar request exists, then submit your idea in the appropriate category. If a request already exists, you may add a com-

ment to that existing request. The requests go to a product manager at OSSI that reviews the request for clarity and to make sure that the software does not already function in the manner requested. Once approved, the request is placed on the enhancement list for all to review.

In the fall of each year, notifications are made to customers with current maintenance contracts that the Enhancement Request process is about to get moving for the year. Each customer is given \$100 of “bidding” money per application to use during the voting process. “Bidding” money is not real money, it is play money for use during this process only. Customers review their accounts and ensure that the bidding “dollars” allotted to them match their current applications and that their primary System Administrator is prepared to bid or vote. In late November, the bidding process opens. This is generally a three week process. After the bidding closes, the top 10 enhancements for each application are placed onto the client portal. The Product Development Group will strive to implement a combination of the highest ranking enhancements and those that otherwise add value to the OSSI product line. The goal is to have as most of the enhancements ready by the International SUGA Educational Conference for that year.

At the Conference General Business Session the following positions were elected:



**And the newly elected
Board is.....**

- President:** *Jim Dahl (succession from President elect)*
- President Elect:** *Anthony Sorce (ran unopposed)*
- Secretary:** *Pam Brown (ran unopposed)*
- Past President:** *Steve Jones (succession from President)*
- Appointed by the Board of Directors:**
 - Treasurer:** *Valerie Broxson – filling the unexpired term of Treasurer due to Anthony Sorce becoming President-elect*
 - Member at Large:** *Brenda Wener & Dan Owens*

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We Have a New Look! - Brenda Wener, Member at Large

Lots of exciting things have happened during this past year. During the 2008 Annual International HUG Conference, a vote was taken to adopt the new name of SUGA (SunGard Public Sectors User's Group Association, Inc.) Therefore, the HTE logo became obsolete.

A call went out to SUGA membership asking for ideas for a new logo. There were 42 creative logo ideas submitted. The International Board voted on all submissions, and narrowed it down to three. This was not an easy task.

During the 2009 Annual International SUGA Conference this past May, the top three logos were revealed and presented to the membership. After the conference, using an online survey, all members had the opportunity to vote on their choice. The winning logo idea was submitted by Steve McLean, City of Aurora, IL.

The new logo is now being finalized and will be posted to our website in the next few weeks!

The International Board would like to thank all who participated.

From SunGard Public Sector.....

The latest SUGA Annual Education Conference in Las Vegas was a huge success. Your SUGA board members did another outstanding job in the detailed arrangements of this conference.

At this 21st Annual Education Conference there were a number of exciting announcements. Many revolved around the NaviLine product line, ongoing enhancements, as well as SunGard Public Sector's continued commitment to the iSeries.

Also announced was our new SOA. Net solution called ONESolution. This is an Enterprise-wide Windows based product line to be offered in concert with our current iSeries product line. Take a brief look here! <http://www.youtube.com/watch?v=3mprTQkxnrA>

You'll be able to see all of these offerings at upcoming Regional User Groups to be held around the country over the coming months. I hope to see you there!

The 2010 Regional conference dates and locations are being planned right now and will be announced very soon. In the meantime, here are the ones planned for the rest of 2009:

Midwest SUGA: September 20-23, 2009, Oak Brook, IL
Southern SUGA: October 25-28, 2009, Lake Buena Vista, FL
Northeast SUGA: November 17-20, 2009, New Haven, CT
West SUGA: December 1-4, 2009, Anaheim, CA

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The planning for these conferences never stops. Your SUGA board will be meeting this August to begin plans for the 2010 Annual Education Conference to be held in Lake Buena Vista, FL beginning May 23rd...Save the date!

To view the entire presentation made by Tom Huber, President, SunGard Public Sector, at SUGA's Opening Session, visit these links.

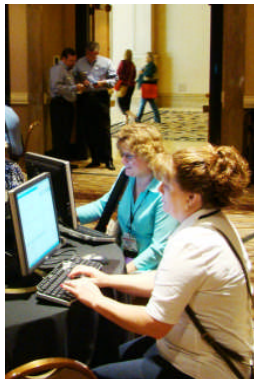
Part 1 - <http://www.youtube.com/watch?v=rw1k1w6JitU>

Part 2 - http://www.youtube.com/watch?v=OaWI_ObiDC4

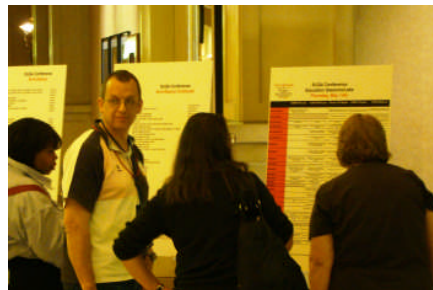


SUGA past president Tino Anthony and SunGard President Tom Huber.

More Conference Photos.....



Checking emails from the cyber
cafe



Deciding on sessions to attend

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