

# Cayenta

**2011 Customer Conference  
Disneyland® Hotel Anaheim, California  
November 16 - 18 2011**



# CONFERENCE DETAILS

Conference sessions will begin on Wednesday, November 16<sup>th</sup>, 2011 and conclude on Friday, November 18<sup>th</sup>, 2011.

## ATTENDEES:

The registration fee includes:

- Admission to all conference sessions and exhibits
- Partner Showcase
- Support Center
- All conference sponsored meal and social functions (as outlined in the Agenda)

The 'Early Bird' registration fee is **\$850USD**.

## GUESTS:

The guest registration fee includes:

- Admission to the cocktail reception on Wednesday evening
- Admission to the banquet on Thursday evening

This fee is intended for use by registered attendee's spouse or guest and is not for use by co-workers. The 'Early Bird' guest fee is **\$175USD**.

**Registration forms will not be processed until payment is received.**

Registrations received after August 31<sup>st</sup>, 2011 will be subject to the 'Late' fee. Registrations received after November 1<sup>st</sup>, 2011 will be subject to the 'On-Site' fee.

NOTE: you will receive an email confirmation that your registration form was received, if you do not receive an email, please email [tvalliquette@harriscomputer.com](mailto:tvalliquette@harriscomputer.com) to verify we received your registration.

**A full refund will be provided if a written cancellation is received before August 31<sup>st</sup>, 2011.**  
**No refunds will be provided for cancellations received after August 31<sup>st</sup>, 2011.**

## AGENDA AT A GLANCE

### Tuesday, November 15<sup>th</sup>, 2011

5:30pm – 7:30pm Registration

### Wednesday, November 16<sup>th</sup>, 2011

7:30am – 8:45am Registration & Breakfast  
 8:45am – 10:15am Opening Address  
 10:15am – 10:30am Break  
 10:30am – 12:00pm Business Unit Opening Address  
 12:00pm – 1:00pm Lunch  
 1:00pm – 2:30pm Session 3  
 2:30pm – 2:45pm Break  
 2:45pm – 3:25pm Session 4  
 3:35pm – 4:15pm Session 5  
 6:00pm – 8:00pm Cocktail Reception

### Thursday, November 17<sup>th</sup>, 2011

7:30am – 8:45am Breakfast  
 8:45am – 10:15am Session 6  
 10:15am – 10:30am Break  
 10:30am – 11:10am Session 7  
 11:20am – 12:00pm Session 8  
 12:00pm – 1:00pm Lunch  
 1:00pm – 1:40pm Session 9  
 1:50pm – 2:30pm Session 10  
 2:30pm – 2:45pm Break  
 2:45pm – 3:25pm Session 11  
 3:35pm – 4:15pm Session 12  
 6:00pm – 10:00pm Cocktail Reception & Banquet

### Friday, November 18<sup>th</sup>, 2011

7:30am – 8:45am Breakfast  
 8:45am – 9:25am Session 13  
 9:35am – 10:15am Session 14  
 10:15am – 10:30am Break  
 10:30am – 11:10am Session 15  
 11:20am – 12:00pm Session 16  
 12:00pm – 1:00pm Lunch & Closing  
 Remarks

## SUPPORT CENTER

Wednesday, November 16<sup>th</sup>, 2011  
 10:15am – 5:00pm

Thursday, November 17<sup>th</sup>, 2011  
 8:00am – 5:00pm

Friday, November 18<sup>th</sup>, 2011  
 8:00am – 2:30pm

## PARTNER SHOWCASE

Wednesday, November 16<sup>th</sup>, 2011  
 10:15am – 5:00pm

Thursday, November 17<sup>th</sup>, 2011  
 8:00am – 5:00pm

Friday, November 18<sup>th</sup>, 2011  
 8:00am – 2:30pm

# ACCOMMODATIONS



Disneyland® Hotel  
1150 Magic Way  
Anaheim, CA 92802

<http://disneyland.disney.go.com/disneyland-hotel/>



The place where all the magic began is the place where imagination, innovation and inspiration come together. Combine that with 136,000 square feet of flexible meeting space, 988 beautifully appointed rooms and suites, and unparalleled service and amenities and your attendees have an experience they will never forget. Steps away from the *Downtown Disney®* District (dining, shopping and entertainment), you will find the *Disneyland®* Park and California Adventure theme parks.

## STANDARD GUEST ROOM

- Standard Rooms feature smart, contemporary styling with touches of Disney character, plus the following features:
- One king-size bed or 2 queen-size beds
- Complimentary wireless and wired internet
- Guests can arrange to receive a phone call from Mickey Mouse.
- Cable television with the Disney Channel and ESPN
- Phones with voicemail
- Complimentary weekday newspaper
- Irons and ironing boards
- Hairdryers
- Make-up mirrors
- In-room safe
- Cribs by request
- Wheelchair-accessible rooms available

## DINING

### Steakhouse 55

Indulge in an elegant dining experience with unparalleled service and a menu featuring an award-winning selection of prime steaks, chops and seafood. Savor certified Angus beef cuts and take advantage of a premium wine list. Breakfast is available.

## Goofy's Kitchen

Rub elbows with Chef Goofy and his pals at this whimsical all-you-care-to-eat buffet with inventive culinary surprises. Goofy's Kitchen is a great place to celebrate birthday parties too — so if you are celebrating a big day, be sure and come party Disney style!

## Coffee House

Get going with a variety of quick breakfast items including muffins, biscotti, bagels, yogurt and coffee. This convenient coffee shop is a great way to begin your day.

## HOTEL SERVICES

Guests at the *Disneyland®* Hotel enjoy the following Hotel services:

- Valet parking (additional fee)
- Room service
- Health club
- Business center
- Disabled-accessible rooms available
- Charge purchases to your Hotel room
- Select merchandise purchases can be delivered to your room free of charge
- All rooms are non-smoking

## Make your room reservation now!

The special rate for the conference is \$169USD. A limited number of rooms are reserved at this rate. To secure a room please contact the *Disneyland®* Resort by booking online 24/7 at [DISNEY ROOMS](#) or by calling (714) 520-5005, Monday to Friday from 8am to 5pm PST. Reservations must be made by Tuesday, October 4<sup>th</sup>, 2011 or before the group rooms are sold out. Prevailing rates may apply after this date or when the group rooms are sold out, whichever occurs first. Rooms are subject to availability.

*Guest room rates subject to 15% city tax and 2% tourism Improvement tax.*



# PRE-CONFERENCE

| TUESDAY, NOVEMBER 15 <sup>TH</sup> , 2011 | Utilities   | Financials            | Technical Training  |
|---|---|-----------------------|---|
| 8:30am – 12:00pm                          | Optimizing your Business Processes using Workflow | Multi Level Approvals | Cayenta Environment Training (combined menu, security issues, database management, upgrade) |
| 1:00pm – 4:30pm                           | Portal 101 Training                               |                       |   |

## Optimizing your Business Processes Using Workflow

This course focuses on creating issues and tasks in CU. It provides an overview of the issues/task setup. When do you create an issue and when do you need a task. How to add questions including question Groups. It will also cover setting up workflow and using conditional logic. This course will teach you how to create a task that can generate a service order and then have that service order update the task for follow up after it has been resolved. It will also provide an explanation of the Core Statistics and how to customize them in order to make them mutually exclusive. It's not to be missed!

## Multi Level Approvals

This hands-on session will focus on the new and improved Multi-Level Approval, now available not only for purchase requisitions but also for regular purchase orders, direct purchase orders and accounts payable invoicing. Learn how to set up approval templates for individual users, as well as groups of users like those who belong to a department based on either dollar value or user selection.

## Cayenta Environment Training (Full Day)

*Combined menu, security issues, database management, upgrade considerations, disaster recovery planning*  
This full day session is typically designed for the information technology staffs who keep the Cayenta systems functioning properly on a day-to-day basis. This session is a general overview of the Cayenta products' system administration. Some of the topics we will focus on are: Cayenta's strategy and

timing for supporting third party products, currently supported platforms, combined menu, security issues, database management, upgrade considerations, disaster recovery planning, performance consideration and troubleshooting tips. Other topics can be added based on pre-requests from attendees.

## Portal 101 Training

Back by popular demand! Have you upgraded recently and now have access to Portals? This course provides an overview of User Portal and Query Portal while focusing on Subsystem Portal and all the power it provides you in creating your own Statistics, Filters and Calendar Events. Learn to configure and customize User Portal and Query Portal while also developing Subsystem Portals with your own hands on a keyboard. NOTE: A basic knowledge of SQL will be helpful for those choosing to attend.

Breakfast & Registration will occur each day from 8:00am to 8:30am.

Lunch will be served each day from 12:00pm to 1:00pm

Mid-Morning Break and Afternoon Break snacks will be provided.

## REGISTRANT INFORMATION (one registrant per form)

Organization: \_\_\_\_\_  
 Address: \_\_\_\_\_  
                     Street  City  State  Zip  
 Registrant Name: \_\_\_\_\_ Title: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_  
 Email Address: \_\_\_\_\_

Please check the class(es) you are attending:

- Optimizing your Business Processes Using Workflow \$400USD
- ~~Multi Level Approvals~~ - CANCELLED \$400USD
- Portal 101 Training \$400USD
- ~~Cayenta Environment Training~~ - CANCELLED \$800USD

## METHOD OF PAYMENT

- Check  
(Checks should be made payable to HARRIS COMPUTER SYSTEMS)
- Credit Card

1. Credit card payment - [CLICK HERE](#).

2. Attach a copy of the confirmation page to the registration or record your confirmation number below.

Confirmation Number: \_\_\_\_\_



## HOW TO REGISTER

MAIL: Harris Computer Systems  
 Attn: Terry Valliquette  
 1 Antares Drive, Suite 400  
 Ottawa, Ontario, Canada K2E 8C4

Fax: (613) 226-3377  
 Email: [tvalliquette@harriscomputer.com](mailto:tvalliquette@harriscomputer.com)  
**ONLINE:** [CLICK HERE](#)

**TUESDAY, NOVEMBER 15, 2011**

5:30pm — 7:30pm REGISTRATION

**DAY 1 – WEDNESDAY, NOVEMBER 16, 2011**

7:30am — 8:45am BREAKFAST & REGISTRATION

|  |                             |                              |   |   |
|--|-----------------------------|------------------------------|---|---|
|  | <b>TRACK 1</b><br>Utilities | <b>TRACK 2</b><br>Financials | <b>TRACK 3</b><br>Technical / New Product | <b>TRACK 4</b><br>Mini Support / Roundtable |
|--|-----------------------------|------------------------------|---|---|

Session 1  
8:45am—10:15am OPENING ADDRESS

10:15am—10:30am BREAK

Session 2  
10:30am—12:00pm BUSINESS UNIT OPENING ADDRESS

12:00pm—1:00pm LUNCH

|                            |                          |                           |
|----------------------------|--------------------------|---------------------------|
| Session 3<br>1:00pm—2:30pm | Cayenta Utilities Update | Cayenta Financials Update |
|----------------------------|--------------------------|---------------------------|

2:30pm—2:45pm BREAK

|                            |  |                           |                   |                        |
|----------------------------|--|---------------------------|-------------------|------------------------|
| Session 4<br>2:45pm—3:25pm | Maximize the Value of Your Consultants and Support | Cayenta Operations Update | Technical Roadmap | Harris Payment Gateway |
|----------------------------|--|---------------------------|-------------------|------------------------|

|                              |          |  |  |                            |
|------------------------------|----------|--|--|----------------------------|
| Session 5<br>3:35pm – 4:15pm | Caystone |  |  | Partner Presentation LORIS |
|------------------------------|----------|--|--|----------------------------|

6:00pm—8:00pm BUSINESS UNIT COCKTAIL RECEPTION

**DAY 2 - THURSDAY, NOVEMBER 17, 2011**

7:30am — 8:45am BREAKFAST

|                             |            |                             |  |                       |
|-----------------------------|------------|-----------------------------|--|-----------------------|
| Session 6<br>8:45am—10:15am | CU Portals | Personnel Management Update | Managing your Upgrade Business Process | Operations Roundtable |
|-----------------------------|------------|-----------------------------|--|-----------------------|

10:15am—10:30am BREAK

|                              |                 |              |                                     |                              |
|------------------------------|-----------------|--------------|-------------------------------------|------------------------------|
| Session 7<br>10:30am—11:10am | PrePay Metering | Fixed Assets | Cayenta Wiki (Online Documentation) | Cayenta Utilities Roundtable |
|------------------------------|-----------------|--------------|-------------------------------------|------------------------------|

|                                |              |                     |                                 |
|--------------------------------|--------------|---------------------|---------------------------------|
| Session 8<br>11:20am – 12:00pm | Conservation | MultiLevel Approval | Partner Presentation Tele-Works |
|--------------------------------|--------------|---------------------|---------------------------------|

12:00pm—1:00pm LUNCH

|                            |                  |           |                |                               |
|----------------------------|------------------|-----------|----------------|-------------------------------|
| Session 9<br>1:00pm—1:40pm | CU Tips & Tricks | Budgeting | Generic Upload | Cayenta Financials Roundtable |
|----------------------------|------------------|-----------|----------------|-------------------------------|

|                             |  |   |                             |
|-----------------------------|--|---|-----------------------------|
| Session 10<br>1:50pm—2:30pm |  | Client Experience: Elk Island School Based Accounting | Mobile Field Service Orders |
|-----------------------------|--|---|-----------------------------|

2:30pm—2:45pm BREAK

|                             |   |                           |                      |     |
|-----------------------------|---|---------------------------|----------------------|-----|
| Session 11<br>2:45pm—3:25pm | Optimizing your Operations Using Workflow, Smart Buttons etc... | Time Entry & Self Service | Migration Strategies | AMI |
|-----------------------------|---|---------------------------|----------------------|-----|

|                             |                           |                                    |                                     |                             |
|-----------------------------|---------------------------|------------------------------------|-------------------------------------|-----------------------------|
| Session 12<br>3:35pm—4:15pm | USPS Intelligent Barcodes | Partner Presentation Invoice Cloud | Design Integration Options with GIS | ESC Update 3:35pm to 5:30pm |
|-----------------------------|---------------------------|------------------------------------|-------------------------------------|-----------------------------|

6:00pm—10:00pm COCKTAIL RECEPTION & BANQUET

**DAY 3 – FRIDAY, NOVEMBER 18, 2011**

7:30am — 8:45am BREAKFAST

|                             |                                   |                           |                                  |                      |
|-----------------------------|-----------------------------------|---------------------------|----------------------------------|----------------------|
| Session 13<br>8:45am—9:25am | Customizing your Customer Inquiry | Cayenta Financial Portals | Partner Presentation BillingTree | Technical Roundtable |
|-----------------------------|-----------------------------------|---------------------------|----------------------------------|----------------------|

|                              |                    |  |                               |
|------------------------------|--------------------|--|-------------------------------|
| Session 14<br>9:35am—10:15am | Payment Processing |  | Partner Presentation CheckAlt |
|------------------------------|--------------------|--|-------------------------------|

10:15am—10:30am BREAK

|                               |         |                     |                 |                                 |
|-------------------------------|---------|---------------------|-----------------|---------------------------------|
| Session 15<br>10:30am—11:10am | Billing | Operations Workflow | AMI Integration | Financials: End User Experience |
|-------------------------------|---------|---------------------|-----------------|---------------------------------|

|                               |  |                               |   |                   |
|-------------------------------|--|-------------------------------|---|-------------------|
| Session 16<br>11:20am—12:00pm |  | Using Cayenta Reporting Tools | Enterprise Integration - Using Our API / Web Services | Social Networking |
|-------------------------------|--|-------------------------------|---|-------------------|

12:00pm – 1:00pm LUNCH & CLOSING REMARKS

# SESSION SUMMARIES

## DAY 1

### **Cayenta Utilities Update (90 min)**

This session will focus on the current functionality available in Cayenta Utilities. Get deeper insight into new features and enhancements and how they can work for you. We'll discuss the latest version of CU and provide insight into the process involved in its design, including Group Billing, Annual Bills and Minimums, Bill XML output and New Portal features.

### **Cayenta Financials Update (90 min)**

This session will focus on the current functionality available in Cayenta Financials. Get deeper insight into the new Multi-Level Approval functionality, Purchase Order Options, Vendor Self Service, Accounts Payable Check Processing and more! Check out what is new and how the new features and enhancements can work for you.

### **Maximize the Value of Your Consultants and Support (45 min)**

This session will focus on the key components needed to ensure our customers receive maximum value from Cayenta consultants and Cayenta Support. Project tracking, error reporting, issue follow-up, communication, and documentation procedures will be some of the discussion points. This session will be of particular importance to those customers planning for, or beginning a software upgrade process.

### **CayStone (45 min)**

In this session we will focus on CayStone, the web-based management tool we use in our new implementations. We will discuss how this tool has been used to streamline the software testing and tracker process and what you can leverage for your next upgrade!

### **Cayenta Operations Update (90 min)**

This session will focus on the changes that have been made in Cayenta Operations Management. The session includes a review of the new functionality available with automatic posting of payroll and equipment based on estimated assembly units on a work request, the ability to synchronize the Work Request and Work Order Prefix and Numbers, updates to attributes, bill of materials and more! Get deeper insight into what is new and how the new features and enhancements can work for you.

### **Technical Roadmap (90 min)**

*For Hardware, Operating Systems and Databases*

This session will focus on Cayenta's strategy and timing for supporting third party products used with Cayenta software. Currently supported platforms will be presented along with Cayenta's plans for supporting the latest offerings of hardware, operating systems, database software versions, user interface and other third party components. This session will provide the information you need to help develop your future upgrade plans.

### **Harris Payment Gateway (45 min)**

Harris Payment Services helps our valued clients offer tailored bill payment solutions. It is designed to compliment both our core and add-on products by integrating the processing and settling of electronic payments into our customer/citizen systems. This session will look at the current trends, and also provide an opportunity for a round table discussion.

## Day 2

### **CU Portals (90 min)**

This session will focus on providing an overview of all the features of CU Portals. We'll start with the basics, discuss the standard options available and then jump right into the new features such as exporting data, API Mapping and Phase Rules. Come find out how these new features are going to change the way you use portals.

# SESSION SUMMARIES

## **Personnel Management Update (90 min)**

In this session, we will review the changes made to the Cayenta Payroll (PA), Human Resources (HR), and Time Entry (TE) systems to increase usability, performance, integration, and customer satisfaction in Cayenta's Personnel Management applications. See the results of feedback and improvements to HR 7.6 driven by this year's Personnel Product Advisory Committee (PAC) meetings, as well as enhancements being used in new HR implementations.

## **Managing your Upgrade Business Process (90 min)**

Have you ever planned for and been through an upgrade? Ever wondered how other customers handle the process? How often do they upgrade? What are the ranges for budgets (do-it-yourself to the full-meal-deal)? Also, we'll take a look at new tools for efficiency such as Spiratest (Caystone) and SharePoint, and we'll share information from the Cayenta 'Upgrade Improvement Committee'.

## **Cayenta Operations Roundtable (45 min)**

Active participation during these interactive, participatory sessions will give you the opportunity to share your successes and lessons learned. Take the floor to openly discuss best practices and experiences with other Operations users. This open session encourages you to draw on the diverse skills of your industry peers and Cayenta experts.

## **Prepay Metering (45 min)**

Prepay Metering is an old service offering that is gaining renewed interest with the implementation of smart metering in North America and the recent downturn in the economy. It allows customers to pay in advance for the services they use and to monitor their own usage so that they know when to purchase more. Also, it allows Utilities to reduce collection expenses and reduce bad debt by avoiding all the back office and field activities associated with delinquent customers. This session will walk through the new Prepay functionality available in CU.

## **Fixed Assets (45 min)**

In this session we will focus on the enhancements made to the Fixed Asset Module to improve the data model and make reporting easier and more accessible.

## **Cayenta Wiki -Online Documentation (45 min)**

This session will provide an update on our Wiki online documentation initiative. See the new additions to our suite of documentation, learn about our plans for future documentation releases and provide your feedback on the current product. A demo showing how to link your environments to the Cayenta documentation Wiki will also be featured.

## **Cayenta Utilities Roundtable (90 min)**

Active participation during these interactive, participatory sessions will give you the opportunity to share your successes and lessons learned. Take the floor to openly discuss best practices and experiences with other Utility users. This open session encourages you to draw on the diverse skills of your industry peers and Cayenta experts.

## **Conservation (45 min)**

Come see the new enhancements that have been added to Cayenta's Program Manager. With a focus on Conservation, users will be able to create, deploy, monitor and audit new Conservation programs from a centralized module. New functionality will enable a utility to track real-time participation in new programs, total consumption saved, manage specific projects, initiate rebates, and audit implementations.

# SESSION SUMMARIES

## **Multi Level Approval (45 min)**

This session will focus on the new and improved Multi-Level Approval, now available not only for purchase requisitions but also for regular purchase orders, direct purchase orders and accounts payable invoicing. Learn how to set up approval templates for individual users, as well as groups of users (like those who belong to a department), based on either dollar value or user selection.

## **CU Tips & Tricks (90 min)**

This session is taken right from the pages of those who know the Utility application best! We've solicited Consultant input and Support knowledge to bring you CU Tips and Tricks. We'll examine some little known reports, configuration and features that could save you time and money. A class you will not want to miss!

## **Budgeting (45 min)**

For municipalities and utilities, analyzing and forecasting resource allocation can be an annual ritual that is both time consuming, expensive, and stressful. Cayenta's new Budgeting application leverages state-of-the-art Business Intelligence technology to allow you to quickly gather and analyze historical data, and to build forecasts, distribute budget versions to multiple contributors, and publish official budget documentation.

## **Generic Upload (45 min)**

Looking for a way to upload data ad-hoc or on a scheduled basis from an external file to Cayenta Utilities? Portal Import is a highly customizable tool that allows you to import any file by using the Portal View definition. This session will focus on the mapping of file data onto the Portal temporary holding table, and running the loaded data against user-defined phase rules to either update the data itself and/or call an API message to create/update transactions within Cayenta Utilities. Prerequisites include knowledge of SQL, the Cayenta Data model and CU Portals.

## **Client Experience: Elk Island School Based Accounting (45 minute)**

Elk Island Public Schools has configured the Cayenta Financials Accounts Payable and General Ledger Modules to allow all school's within the district the ability to produce financial reports and statements required for their own school as well as produce their own Accounts Payable checks. The main objectives of their pilot project was to create each school with their own chart of accounts, set up Security to limit what each school can view, allow each school to do their own reporting as well as allow the Finance Department to produce consolidated reports across the district as well as for each individual school. The roll out for this pilot project began in September 2011. Elk Island Representatives will be walking through this exciting project!

## **Mobile Field Service Orders (45 min)**

Cayenta has leveraged new technology to improve the usability of Mobile Service Orders (MSO), enhanced the configurability of the screens with field level overrides, and added the ability to run MSO as a stand-alone application "disconnected" from the main system. This session will cover the upgraded technology and functionality of the Cayenta Mobile Service Order solution.

## **Cayenta Financial Roundtable (90 min)**

Active participation during these interactive, participatory sessions will give you the opportunity to share your successes and lessons learned. Take the floor to openly discuss best practices and experiences with other Cayenta Financials users. These open sessions are occasions that encourage you to draw on the diverse skills of your industry peers and Cayenta experts.

# SESSION SUMMARIES

## **Optimizing your Operations Using Workflow, Smart buttons' etc. (45 min)**

We'll provide an overview of smart buttons', custom tabs and issues in this session. What is a smart button? What can it do? How can custom tabs provide list and record view information to better aid your CSR's in their daily tasks or using the custom tabs as an interface to 3rd party information? You'll also find out how the system will notify you when a service order has been completed, particularly nice when dealing with Hilo resolutions.

## **Time Entry and Self Service (45 min)**

This session will focus on Employee Self Service and Time Entry and the enhancements made to both products. Employee Self Service is a fast and convenient and "green" way of allowing your employees to view their personal information on line. This service will allow your employees to view their pay statements, benefit statements, W2 and T4 information, upload exemption changes and make benefit election changes. Time Entry improvements have focused on usability, performance, integration, and customer satisfaction enhancements. We have also enhanced the Planned Leave options, Crew Entry and Clocking functions within Time Entry. Get deeper insight into what is new and how the new features and enhancements can work for you.

## **Migration Strategies (45 min)**

*Windows and SQL server/Virtualization Emphasize on moving away from UNIX....*

This session will focus on Cayenta products' hardware and software infrastructures; in relation to staying on, or migrating from, the UNIX platforms. This session will be culminating in a pros-and-cons dialogue amongst the attendees, and Cayenta technical experts. We will briefly discuss currently supported hardware, operating systems, and database software platforms. This session will provide the information you need to help develop your future upgrade plans.

## **AMI (45 min)**

As Utilities continue to deploy Smart Metering solutions, many of the pilot and test programs are scheduled to end and lead into deployment. This session will focus on the latest trends in the industry like Consumer and Utility Portals, Data Management, Demand Response and the direction of Home Area Networks.

## **USPS Intelligent Barcodes (45 min)**

As USPS has introduced a new standard for bulk mail discounting, Cayenta has made enhancements to allow you to take advantage of using the new Intelligent Barcode standard. This session will review what Cayenta provides to allow you to take advantage of this USPS standard.

## **Design Integration Options with GIS (45 min)**

Using a graphical field design (staking) application? Learn about integration options (via batch file upload or real-time MultiSpeak API messages) to update the Cayenta Work Request cost estimate and/or load as-built information based on construction units defined on your graphical field design.

## **Day 3**

### **Customizing Your Customer Inquiry (45 min)**

Come and discover all the new features and improvements in Customer Inquiry Screen.

### **Payment Processing (45 min)**

As your business evolves, there is a driver to increase customer service by providing your customers with more payment options – utilizing more payment partners. Your challenge is to bring your payments into Cayenta in a timely and efficient way. This session will review different strategies, configuration and methods of bringing your payments into Cayenta. We will provide you with an overview of different architectures on how to use the API, Generic Upload and Generic AR Upload in consolidating your payments into Cayenta.

# SESSION SUMMARIES

## **Cayenta Financials Portals (90 min)**

This session will review how Portals are leveraged in the Cayenta Financials system to improve efficiency and usability. Cayenta will provide an overview of the Core Financial Portals, Query Portals, and our standard Core Views/Queries. You will see the mechanics of developing queries and assigning thresholds, as well as an overview of the User Portal.

## **Technical Roundtable (90 min)**

Active participation during these interactive, participatory sessions will give you the opportunity to share your successes and lessons learned. Take the floor to openly discuss best practices and experiences with system analysts, IT staff, DBA's and other technical users. This open session encourages you to draw on the diverse skills of your industry peers and Cayenta experts.

## **Billing (90 min)**

What new things have been happening in Billing? Come to this session and find out about the new features such as Group Billing, Bill XML Output, Annual Billing, Linked Meters over different accounts as well as New Minimum Charge functionality.

## **Operations Workflow (45 min)**

In this session we will focus on the workflow options that are being built into the Work Order Management module. We will focus on Managing Work Request Approvals and the ability to electronically define and route requests among initiators, reviewers and approvers. We will also review approval statuses, notifications and history options. A must see for those involved in the life cycle of the Work Order!

## **AMI Integration (45 min)**

Take advantage of your AMI meter's capabilities. Learn how Cayenta functions (e.g. Move-In, Move-Out, Service Orders, Meter Read Entry) integrate with an AMI system.

## **Financials: End User Experience (45 min)**

In this session we will review the changes we have made to the Cayenta Financials Data Entry and Inquiry programs as well as additions such as attachments and letter templates within the financial modules. We will also review the addition of the Query Portal to the Cayenta Financials

## **Cayenta Reporting Tools (45 min)**

Cayenta leverages Cognos to provide access to information for ad-hoc reporting. This session will present how Cayenta has developed core queries and models to assist users as they explore Cayenta application data

## **Enterprise Integration - Using our API / Web Services (45 min)**

Does the left hand of your operation know what the right hand is doing? If your operation is like many, the answer is no. To help share information across departments and systems, you need to integrate all the silos of information and processes in your enterprise. This will help you to quickly and easily understand the big picture and operate more efficiently.

In this session, we will give a high-level overview of Cayenta's API's and Web Services available to help you integrate to our system. Using an example of API/Web Service integration, we will walk through how you can leverage these integration points to help you pass data between systems.

## **Social Networking - Roundtable (45 min)**

Social Networking has become a big part our lives. What is your organization doing to take advantage of this latest trend? Active participation during these interactive, participatory sessions will give you the opportunity to share your experiences and lessons learned. This open session encourages you to draw on the diverse skills of your industry peers and Cayenta experts.

# CONFERENCE REGISTRATION

## REGISTRANT INFORMATION (one registrant per form)

Organization: \_\_\_\_\_

Address: \_\_\_\_\_  
 Street City State Zip

Registrant Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

I am bringing \_\_\_\_\_ guest(s) – prices below

Guest Name(s): \_\_\_\_\_

## SESSIONS

|       | TRACK 1<br>Sessions | TRACK 2<br>Sessions | TRACK 3<br>Sessions | TRACK 4<br>Sessions |
|-------|---------------------|---------------------|---------------------|---------------------|
| DAY 1 | ① ② ③ 4 5           | ① ② ③ 4 5           | ① ② ③ 4 5           | ① ② ③ 4 5           |
| DAY 2 | 6 7 8 9 10 11 12    | 6 7 8 9 10 11 12    | 6 7 8 9 10 11 12    | 6 7 8 9 10 11 12    |
| DAY 3 | 13 14 15 16         | 13 14 15 16         | 13 14 15 16         | 13 14 15 16         |

ATTEND  
ONE DAY  
FOR  
\$300USD

| FEES     | Early Registration<br>Received by August 31 <sup>st</sup> | Late Registration<br>September 1 <sup>st</sup> —October 31 <sup>st</sup> | On-Site Registration<br>After November 1 <sup>st</sup> | TOTAL    |
|----------|---|--|--|----------|
| ATTENDEE | \$850.00USD   | \$1000.00USD   | \$1,150.00USD  | \$ _____ |
| GUEST    | \$175.00USD   | \$200.00USD  | \$225.00USD  | \$ _____ |
| ONE DAY  | \$300.00USD   | \$400.00USD  | \$500.00USD  | \$ _____ |

If attending 1 day – please specify the day: \_\_\_\_\_ TOTAL FEES DUE \$ \_\_\_\_\_

Registration forms will not be processed until payment is received. You will not receive an invoice.



**Attendee** fees include admission to all Sessions, Exhibits, Partner Showcase, Support Center and conference sponsored meals.

**Guest** fees include the Cocktail Reception on Wednesday evening and the Banquet on Thursday evening ONLY.

Registrations received after August 31<sup>st</sup>, 2011 will not receive conference giveaways.

## METHOD OF PAYMENT

Check  
 (Checks should be made payable to HARRIS COMPUTER SYSTEMS)

Credit Card  
 1. Credit card payment - [CLICK HERE](#).    
 2. Attach a copy of the confirmation page to the registration or record your confirmation number below.

Confirmation Number: \_\_\_\_\_

## HOW TO REGISTER

MAIL: Harris Computer Systems Fax: (613) 226-3377  
 Attn: Terry Valliquette Email: [tvalliquette@harriscomputer.com](mailto:tvalliquette@harriscomputer.com)  
 1 Antares Drive, Suite 400 ONLINE: [CLICK HERE](#)  
 Ottawa, Ontario, Canada K2E 8C4