Maximizing Your Investment

Unlock the Power of Your Data

Spillman 2015
Annual Users' Conference

September 29 - October 2

Salt Palace Convention Center, Utah

Conference Brochure

Maximizing Your Investment

Unlock the Power of Your Data

It is my pleasure to announce our 2015 Annual Users' Conference that will be held September 29 – October 2 in Salt Lake City, Utah. We have been hard at work since the 2014 conference ended to prepare another great week for you!

Every year, our goal is that Users' Conference shows you new ways to maximize the investment you've made in your Spillman system. We truly seek lifetime partnerships with our customers, and it's important to us that you are using your systems to their fullest potential.

Our 2015 conference theme is "Unlock the Power of Your Data." With our increased focus on analytics and intelligence-led policing, we wanted to introduce new classes that will help our customers understand and put their data to operational use regardless of their previous level of experience in this area. As you review this brochure and the class schedule, you will see a new, dedicated track to Analytics. With our recent release of Spillman Analytics as well as our tried-and-true products such as CompStat Dashboard and Pin Mapping, we thought this year's conference would be the perfect opportunity to spend a week diving into both the theory behind and practical application of intelligence-led policing and crime analysis. This track is designed for a variety of users, from executive attendees, to records and patrol personnel, to administrators and analysts.

The other way we can foster a lifetime partnership with you is by strengthening your relationship with various Spillman representatives and departments. Users' Conference offers the perfect backdrop for engaging with your Client Services and Account Sales representatives as well as members of our Technical Services, Customer Education, and Research & Design departments, just to name a few.

I know you are going to be thrilled with the new products and features unveiled at our Opening General Session, and I am personally excited to hear from this year's keynote speaker, Captain Richard Phillips, "Hero of the High Seas" and Captain of the Maersk Alabama that was hijacked by Somali pirates in 2009. We're also pleased to offer what is sure to be a ROCKING evening event with the World Classic Rockers. Former members of Steppenwolf, Journey, Lynyrd Skynyrd, Santana, and Boston will liven up our evening through the bands' hits and other classics.

We think this year's User's Conference will be the best one yet. We certainly hope you'll make the decision to come so we can share it with you. I look forward to seeing you all again.

Sincerely,

Lance Clark
President and CEO

Maximizing Your Investment
Unlock the Power of Your Data

Spillman 2015 Annual Users' Conference

All information is subject to change without notice

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Unlock the Power of Your Data

CONFERENCE OVERVIEW

Who Should Attend?

Users' Conference offers training opportunities for every Spillman user. If you use, train, or administer Spillman software, this conference is for you. The conference offers hands-on certifications as well as dedicated tracks for a variety of roles, including SAAs, Records, Dispatch, Mobile, GIS, Corrections, Executive, and – new this year - Analytics.

Why Attend?

The 2015 conference will be Spillman's biggest and best yet. We've kept everything our attendees have loved about previous years and have incorporated many new offerings based on your feedback. This conference is packed with training and networking opportunities that are sure to help you maximize the use of your Spillman system and unlock the power of your data.

How to Register

Online registration is available at https://my.spillman.com/users-conf/register/. This link will take you to MySpillman, where you will need your MySpillman username and password. If you do not have a MySpillman account, contact your agency's System Administrator or Spillman Client Services representative about creating one for you. Payment is due with the submission of your registration form, whether it be by credit card, Users' Conference maintenance fees, or pre-paid training fees. If you require a different form of payment, such as check, please complete the registration form at the end of this brochure and send it, along with your check for payment, to us via mail. If you submit your registration via the mailed application, your registration will not be completed until Spillman receives payment. If you have questions you can call us at 1.800.860.8026 between 8 a.m. and 5 p.m. MST, Monday – Friday.

Conference Website

Visit https://my.spillman.com/users-conf/ or log in to MySpillman and click on Users' Conference to gain quick access to links for registration, hotel reservations, and the conference brochure. The site also offers useful information about new class offerings, conference activities, certification training, and our top conference and travel tips. You can also browse customer testimonials from previous conferences and access photos, videos, and presentations from the 2014 conference. Be sure to bookmark this page for the latest updates on conference happenings.

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Unlock the Power of Your Data

Salt Palace Convention Center & Parking

http://www.visitsaltlake.com/salt-palace-convention-center/

From its delicate snowflake chandeliers to the gorgeous five-story main concourse and centralized location, the Salt Palace is part architectural showpiece, part modern art sculpture, all business…and perfect for the Spillman Users' Conference. It's even next door to our two host hotels – the Salt Lake City Marriott Downtown at City Creek and the Radisson Salt Lake City Downtown. The Salt Palace offers two underground parking garages, one on the south side of the convention center and one on the west side. The daily parking rate is $12 and is paid upon entry. This rate does not include in/out privileges.

> The 2015 conference will be held at the north end of the convention center, where we held our conference prior to 2014. You will love the conference center's renovations there and our new, expanded layout!

Spillman Registration & Information Desk

This is the place for onsite registration, and it is where you will pick up your name badge and registration tote. Your registration guide comes complete with an Attendee Guide, pen, attendance certificate, other useful conference materials, and your special attendee gift. This souvenir is our way of saying thank you, and we hope it reminds you of your pleasant experience here. Visit the Registration & Information Desk at any time during the conference to get answers to conference questions and pick up information on nearby attractions, directions to Spillman's headquarters, and a list of registered conference attendees.

Learning from Experts

Spillman designs Users' Conference to give you the necessary tools to get the most out of your Spillman system while at the same time building relationships with your colleagues and Spillman employees. Spillman believes in continuing a long-term partnership with you, and our goal is to help you find solutions that maximize your data management system. You will leave the 2015 Users' Conference having learned from top Spillman employees, customer presenters, and other colleagues how to unlock the power of data in your Spillman system and put it to use to improve your agency's operations.

New and Favorite Offerings

Spillman strives to offer new and exciting training experiences at every Users' Conference. Whether you are a beginner to the Spillman software, a seasoned expert, or an administrative executive, there are classes designed specifically for you. This year, the conference features 14 tracks with a combined total of nearly 100 training classes to choose from.

Following this year's theme of "Unlock the Power of Your Data," you'll find a new track dedicated entirely to Analytics. Here, you'll benefit from classes discussing the theory behind analytics and intelligence-led policing tactics as well as participate in sessions that train you on the variety of Spillman products you can use, whether you're just getting started with crime analysis or are a predictive policing pro.

Be sure to take part in the always-popular SAA game show class and participate in product training for both Sentryx and Classic Spillman. You also don't want to miss this opportunity to visit with R&D in the "What's New" classes as well as the R&D panel at the end of the conference.

You'll also sharpen your GIS skills, learn more about Linux, and gain real-life experience from our customer-taught, "best-practices" sessions.

We're also thrilled to report that we've added an additional hands-on training session of Basic Crystal Reports.

Most class sessions are included at no additional charge and are offered on first-come, first-served bases. Note: Crystal Reports and certification classes require pre-registration.

Here's a preview into some of the new class offerings this year.

- Top 10 System Maintenance Tasks
- Troubleshooting Like a Pro
- Do Your Job in Half the Time
- Customer Best Practices for the Advanced SAA
- Linux, Linux, Linux: What You Need to Know about Transitioning
- Hone Your System Privileges Skills
- Intelligence-led Policing Tookit
- Operationalizing Predictive Policing
- So Did It Work? Using Operational Analysis to Measure Success
- Leveraging Spillman Analytics for Deployment Decision Making
- Be More Than a Map Maker

- Transform Patrol with Map-Based Policing
- What You Need to Know About Crystal Reports
- Setting Up Your Spillman Evidence System
- Dispatching Basics – Beginner and Intermediate
- What You May Have Forgotten about CAD
- Esri Model Builder
- Overview of 10.2 Arc GIS Server
- Local Government Data Model
- Advanced Techniques & Validations for Sentryx Geobase
- Using the New Mobile Field Incident Report
- Show Me the Money! Optimize Jail Billing

*Classes are subject to change without notice.

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Unlock the Power of Your Data

Customer Innovation Award

Spillman is excited to offer the third annual Customer Innovation Award. This award showcases the most innovative ways your agency is using the Spillman software. We want to hear about it and give you the opportunity to share it with your colleagues. You and your agency will be recognized during the conference for your great achievements in the field of innovation. Visit MySpillman for a submission form.

Spillman Employee Presenter of the Year Award

This year, Spillman will recognize the top two employee class presenters who have demonstrated the finest planning and presentation skills for Spillman's Users' Conference - and you can help. At the close of the conference, customers can vote for their two favorite Spillman employee presenters, so don't forget to turn in a satisfaction survey (found in your registration tote) to cast your votes!

Executive Track

Back by popular demand is the Executive Track for chiefs, sheriffs, and directors. As the executive decision makers at your agency, this track will help you focus on leadership principles and management techniques that are supported by Spillman software. Don't miss out on this valuable opportunity. The abbreviated schedule will allow you to travel and attend key executive conference sessions and still be back in the office for part of the workweek. Special attention has been given to be considerate of your time in training and your time at your department. The Executive Track is offered on Tuesday and Wednesday of the conference at a discounted registration fee of $500. For more information and to register, contact Angie Dunn at adunn@spillman.com or at 801.902.1752.

Peace Officer Standards & Training (POST) Accreditation

The POST standard is designed to promote professionally trained, competent, and ethical criminal justice officials and peace officers and recognize achievement and proficiency in public safety organizations. Your training time at the Spillman Users' Conference may qualify toward POST accreditation hours. Be sure to check with your state requirements so you can maximize your training efforts while at Users' Conference.

Schedule

Day 1 Monday, September 28 3:00 - 8:00pm	7:30 a.m. - 9:00 a.m.	Day 2 Tuesday, September 29 Morning	7:30 a.m. - 9:00 a.m.	8:30 a.m. - 10:00 a.m.	10:00 a.m. - 10:15 a.m.	10:15 a.m. - 11:15 a.m.	11:30 a.m. - 12:30 p.m.
(A) - Advanced Class **(I) - Intermediate Class** **(B) - Beginner Class**	Early Registration (Salt Palace Convention Center) - 155	Sys Admin UNIX & Linux — 355 F	Breakfast - Exhibit Hall 1	Opening General Session - Exhibit Hall 1	Break - Club Spillman - 155	(NEW) Top 10 System Maintenance Tasks — Chance Russell **(B)**	Lunch - Exhibit Hall 1
		Sys Admin Windows — 355 E				(NEW)Troubleshooting Like a Pro — Dustin Harrah **(A)**	
		Analytics — 255 E				(NEW) Intelligence-led Policing Toolkit (2 hours) — Cody Christensen	
		Research & Design Track — 355 B				GIS: What's New? — Alan Harker	
		Records Track — 255 F				(NEW) Using Auto Hot Key to Simplify Spillman Tasks — Neil Sexton	
		Dispatch Track — 355 C				Top Shortcuts for Dispatchers (2 hours) — Frank DeMarzo	
		GIS Track — 255 A				Extracting and Displaying Geobase Information Using Crystal Reports (4 hours) — Doug Ashmore **(A)**	
		Executive Track — 255 D				ANALYTICS TRACK (NEW) Intelligence-led Policing Toolkit (2 hours) — Cody Christensen	
		Corrections Track — 255 B				(NEW) Customer Best Practice — Kevin Charlton	
		Nova Track — 355 D				(NEW) Nova Records — Jordan Kohler	
		Cert Class 1 — 257 A				DAC Certification (6 hours) — Elly Dice & Jeff Griffin	
		Cert Class 2 — 260 A				SAA Certification Session A, (3 hours) — Devin Larsen & David Myers	
		Cert Class 3 — 259				Basic Crystal Reports 2011 Session A (6 hours) — Mike Kilgore	
		Club Spillman — 155	Club Spillman				

► Tuesday Afternoon & Evening Continued on Next Page ►

Day 2
Tuesday, September 29
Afternoon & Evening

Track	Room	12:30 p.m. - 1:30 p.m.	1:30 p.m. - 1:45 p.m.	1:45 p.m. - 2:45 p.m.	2:45 p.m. - 3:00 p.m.	3:00 p.m. - 4:00 p.m.	4:00 p.m. - 4:15 p.m.	6:00 p.m. - 8:00 p.m.
Sys Admin UNIX & Linux	355 F	Garbage In, Garbage Out - Ensuring Clean Data and Maintaining Standards Dustin Hunter	Break - Club Spillman - 155	(NEW) Do Your Job in Half the Time Spencer Hess	Break - Club Spillman - 155	(NEW) Troubleshooting Like a Pro Dustin Harrah (A)	Break - Club Spillman - 155	Closing Awards Banquet - Exhibit Hall 1
Sys Admin Windows	355 E	(NEW) Do Your Job in Half the Time Spencer Hess		Preparing for Your Upgrade or Migration Nick Barber & Jeremy Bone		I'm a New SAA: What Now? David Myers		
Analytics	255 E	(NEW) Intelligence-led Policing Toolkit (2 hours cont.) Cody Christensen		Spillman Analytics Overview Dave Snyder		Spillman Analytics: Beyond the Buttons Sid Ramachandran, Bair		
Research & Design Track	355 B	CAD: What's New? Alan Harker		Opening General Session Features Unveiled Josh Smith		Jail: What's New? TBD		
Records Track	255 F	(NEW) What You Need to Know About Crystal Nick Salimeno		Unlock the Potential of the Personnel Module Frank DeMarzo		Using Advanced Searches & Join Tables Spencer Hess		
Dispatch Track	355 C	Top Shortcuts for Dispatchers (2 hours cont.) Frank DeMarzo		Paging & Functionality with HipLink Kurt Bean		Spillman Touch Kurt Bean		
GIS Track	255 A	Extracting and Displaying Geobase Information Using Crystal Reports (4 hours cont.) Doug Ashmore (A)		Extracting and Displaying Geobase Information Using Crystal Reports (4 hours cont.) Doug Ashmore (A)		Extracting and Displaying Geobase Information Using Crystal Reports (4 hours cont.) Doug Ashmore (A)		
Executive Track	255 D	ANALYTICS TRACK (NEW) Intelligence-led Policing Toolkit (2 hours cont.) Cody Christensen		Customer Best Practice TBD		Transformational Leadership Rich Hendricks		
Corrections Track	255 B	Sentryx Booking Checklist (2 hours) Bryan Hawkins		Sentryx Booking Checklist (2 hours cont.) Bryan Hawkins		Sentryx Jail Top Support Calls Chance Russell		
Nova Track	355 D	(NEW) Nova CAD Bret Wardle		(NEW) Nova Jail Bret Wardle		(NEW) Using Nova Reporting & Analytics Bret Wardle		
Cert Class 1	257 A	DAC Certification (6 hours cont.) Elly Dice & Jeff Griffin		DAC Certification (6 hours cont.) Elly Dice & Jeff Griffin		DAC Certification (6 hours cont.) Elly Dice & Jeff Griffin		
Cert Class 2	260 A	SAA Certification Session A, (3 hours cont.) Devin Larsen & David Myers		SAA Certification Session A, (3 hours cont.) Devin Larsen & David Myers		RAC Certification (6 hours) Lila Nealand & Bryan Hawkins		
Cert Class 3	259	Basic Crystal Reports 2011 Session A (6 hours cont.) Mike Kilgore		Basic Crystal Reports 2011 Session A (6 hours cont.) Mike Kilgore		Basic Crystal Reports 2011 Session A (6 hours cont.) Mike Kilgore		
Club Spillman	155	Club Spillman						

Day 3
Wednesday, September 30 Morning

Track	Room	7:30 a.m. - 9:00 a.m.	9:00 a.m. - 10:00 a.m.	10:00 a.m. - 10:15 a.m.	10:15 a.m. - 11:15 a.m.	11:30 a.m. - 12:30 p.m.	
Sys Admin UNIX & Linux	355 F		**(NEW) Advanced Customer Best Practice (2 hours)** TBD **(A)**		**(NEW) Advanced Customer Best Practice (2 hours cont.)** TBD **(A)**		
Sys Admin Windows	355 E		**Common User Mistakes and How to Avoid Them** Dustin Harrah		**Garbage In, Garbage Out - Ensuring Clean Data and Maintaining Standards** Mike Hopkins		
Analytics	255 E		**How to Lead an Effective CompStat Meeting** Mitch Little		**Managing with the CompStat Dashboard** Rich Hendricks		
Research & Design Track	355 B		**Hub: What's New?** Matt Jolly		**Opening General Session Features Unveiled** Josh Smith		
Records Track	255 F		**Maximizing System Functionality Using Hub, File Attachments & Visual Involvements (2 hours)** Dave Snyder		**Maximizing System Functionality Using Hub, File Attachments & Visual Involvements (2 hours cont.)** Dave Snyder		
Dispatch Track	355 C		**(NEW) Dispatching Basics (2 hours, first hour beginner)** Angie Phelps **(B)**		**(NEW) Dispatching Basics (2 hours, second hour intermediate)** Angie Phelps **(I)**		
GIS Track	255 A		**(NEW) Leveraging Esri for Visualization (3 hours)** Josse Allen & Mike King (Esri) **(A)**		**(NEW) Leveraging Esri for Visualization (3 hours cont.)** Josse Allen & Mike King (Esri) **(A)**		
Executive Track	255 D		**ANALYTICS TRACK How to Lead an Effective CompStat Meeting** Mitch Little		**ANALYTICS TRACK Managing with the CompStat Dashboard** Rich Hendricks		
Corrections Track	255 B		**Searching & List Reports in Sentryx** Tony Christensen		**Getting the Most Out of the Jail Logs and Jail Incident Reports** Kevin Charlton		
Nova Track	355 D		**(NEW) Nova Administration** Danny Spillman		**(NEW) Cloud, Saas, and Lean UX - What does it mean to your agency?** Bret Wardle		
Cert Class 1	257 A		**DAC Certification (6 hours cont.)** Elly Dice & Jeff Griffin		**DAC Certification (6 hours cont.)** Elly Dice & Jeff Griffin		
Cert Class 2	260 A		**RAC Certification (6 hours cont.)** Lila Nealand & Bryan Hawkins		**RAC Certification (6 hours cont.)** Lila Nealand & Bryan Hawkins		
Cert Class 3	259		**Basic Crystal Reports 2011 Session A (6 hours cont.)** Mike Kilgore		**Basic Crystal Reports 2011 Session A (6 hours cont.)** Mike Kilgore		
Club Spillman	155				Club Spillman		

Breakfast - Exhibit Hall 1 (7:30 a.m. - 9:00 a.m. column)

Break - Club Spillman - 155 (10:00 a.m. - 10:15 a.m. column)

Lunch - Exhibit Hall 1 (11:30 a.m. - 12:30 p.m. column)

▶ Wednesday Afternoon & Evening Continued on Next Page ▶

Day 3
Wednesday, September 30
Afternoon & Evening

Track	Room	12:30 p.m. - 1:30 p.m.	1:30 p.m. - 1:45 p.m.	1:45 p.m. - 2:45 p.m.	2:45 p.m. - 3:00 p.m.	3:00 p.m. - 4:00 p.m.	5:00 p.m. - 9:00 p.m.
Sys Admin UNIX & Linux	355 F	I'm a New SAA: What Now? Mike Kilgore		(NEW) Hone Your System Privileges Skills (2 hours) Mike Kilgore		(NEW) Hone Your System Privileges Skills (2 hours cont.) Mike Kilgore	
Sys Admin Windows	355 E	(NEW) Top 10 System Maintenance Tasks Chance Russell (B)		SAA Game Show		Do Your Job in Half the Time Spencer Hess	
Analytics	255 E	Operationalizing Predictive Policing Sid Ramachandran, BAIR Analytics		Get Started with Crime Analysis: Pin Mapping, InSight & Reporting (2 hours) Dave Snyder & Kurt Bean		Get Started with Crime Analysis: Pin Mapping, InSight & Reporting (2 hours cont.) Dave Snyder & Kurt Bean	
Research & Design Track	355 B	Law: What's New? Brain Pugh		CAD: What's New? Alan Harker		GIS: What's New? Alan Harker	
Records Track	255 F	(NEW) Setting Up Your Spillman Evidence System Dustin Hunter		ANALYTICS TRACK Get Started with Crime Analysis: Pin Mapping, InSight & Reporting (2 hours) Dave Snyder & Kurt Bean		ANALYTICS TRACK Get Started with Crime Analysis: Pin Mapping, InSight & Reporting (2 hours cont.) Dave Snyder & Kurt Bean	
Dispatch Track	355 C	(NEW) What You May Have Forgotten About CAD Tom Stoddard (I)		CAD Set Up & Administration (2 hours) Frank DeMarzo (I)		CAD Set Up & Administration (2 hours cont.) Frank DeMarzo (I)	
GIS Track	255 A	(NEW) Leveraging Esri for Visualization (3 hours cont.) Josse Allen & Mike King (Esri) (A)		Migrating to Sentryx Geobase for Administrators (2 hours) Trey Crane (I)		Migrating to Sentryx Geobase for Administrators (2 hours cont.) Trey Crane (I)	
Executive Track	255 D	How to Supervise a Multi-Generational Team (2 hours) Rich Hendricks		How to Supervise a Multi-Generational Team (2 hours cont.) Rich Hendricks		Customer Best Practice John McDonald	
Corrections Track	255 B	Sentryx Jail Tips & Tricks (2 hours) Mike Hopkins (I)		Sentryx Jail Tips & Tricks (2 hours cont.) Mike Hopkins (I)		(NEW) Show Me the Money! Optimize Jail Billing Tony Christensen	
Nova Track	355 D	(NEW) Tips & Tricks for Optimizing Nova Danny Spillman		(NEW) Customer Best Practice TBD		(NEW)What is Nova? Danny Spillman & Bret Wardle	
Cert Class 1	257 A	SAA Certification Test Session A, (3 hours) Devin Larsen & David Myers		SAA Certification Test Session A, (3 hours cont.) Devin Larsen & David Myers		SAA Certification Test Session A, (3 hours cont.) Devin Larsen & David Myers	
Cert Class 2	260 A	RAC Certification (6 hours cont.) Lila Nealand & Bryan Hawkins		RAC Certification (6 hours cont.) Lila Nealand & Bryan Hawkin		RAC Certification (6 hours cont.) Lila Nealand & Bryan Hawkins	
Cert Class 3	259	Basic Crystal Reports 2011 Session B (6 hours) Robert Christian		Basic Crystal Reports 2011 Session B (6 hours cont.) Robert Christian		Basic Crystal Reports 2011 Session B (6 hours cont.) Robert Christian	
Club Spillman	155	Club Spillman					

Break - Club Spillman - 155

Evening Event

Day 4
Thursday, October 1
Morning

Track	Room	7:30 a.m. – 9:00 a.m.	9:00 a.m. – 10:00 a.m.	10:00 a.m. – 10:15 a.m.	10:15 a.m. – 11:15 a.m.	11:30 a.m. – 12:30 p.m.	
Sys Admin UNIX & Linux	355 F		I'm a New SAA: What Now? Mike Kilgore		Virtualization and HADR Solutions II		
Sys Admin Windows	355 E		(NEW) Customer Best Practice Jason Hodge		(NEW) Hone Your System Privileges Skills (2 hours) Dustin Hunter		
Analytics	255 E		Spillman Analytics Overview Dave Snyder		Be an Analyst, not a Report Maker Sid Ramachandran, BAIR Analytics		
Research & Design Track	355 B	Breakfast – Exhibit Hall 1	Jail: What's New? TBD	Break – Club Spillman – 155	Law: What's New? Brian Pugh	Lunch – Exhibit Hall 1	Thursday Afternoon & Evening Continued on Next Page
Records Track	255 F		Managing Workflow & Approvals Dustin Hunter		Using the Sex Offender Tracking Module Kurt Bean		
Dispatch Track	355 C		Unit Recommendations and Response Plans (2 hours) Cody Christensen		Unit Recommendations and Response Plans (2 hours cont.) Cody Christensen		
GIS Track	255 A		(NEW) Esri Local Government Model (2 hours) Esri (A)		(NEW) Esri Local Government Model (2 hours) Esri (A)		
Mobile Track	255 D		Mobile Setup & Administration Chad Wayment (I)		(NEW) Using the New Mobile Field Incident Report Jon Robinson		
Corrections Track	255 B		R&D Track Jail: What's New? TBD		Sentryx Jail Tips & Tricks (2 hours) Mike Hopkins (I)		
Nova Track	355 D		No Class		No Class		
Cert Class 1	257 A		DAC Certification Test (2 hours) Elly Dice & Jeff Griffin		DAC Certification Test (2 hours cont.) Elly Dice & Jeff Griffin		
Cert Class 2	260 A		SAA Certification Session B, (3 hours) Devin Larsen & David Myers		SAA Certification Session B, (3 hours cont.) Devin Larsen & David Myers		
Cert Class 3	259		Basic Crystal Reports 2011 Session B (6 hours cont.) Robert Christian		Basic Crystal Reports 2011 Session B (6 hours cont.) Robert Christian		
Club Spillman	155	Club Spillman					

Day 4
Thursday, October 1
Afternoon & Evening

Track	Room	12:30 p.m. - 1:30 p.m.	1:30 p.m. - 1:45 p.m.	1:45 p.m. - 2:45 p.m.	2:45 p.m. - 3:00 p.m.	3:00 p.m. - 4:00 p.m.	4:00 p.m. - 4:15 p.m.	6:00 p.m. - 8:00 p.m.
Sys Admin UNIX & Linux	355 F	**Preparing For Your Upgrade or Migration** Nick Barber & Jeremy Bone		**(NEW) Linux, Linux & More Linux: What You Need to Know About Transitioning (2 hours)** Evan Rothwell & Erik Falor		**(NEW) Linux, Linux & More Linux: What You Need to Know About Transitioning (2 hours cont.)** Evan Rothwell & Erik Falor		
Sys Admin Windows	355 E	**(NEW) Hone Your System Privileges Skills (2 hours cont.)** Dustin Hunter		**Virtualization and HADR** Solutions II		**I'm a New SAA: What Now?** David Myers		
Analytics	255 E	**Leveraging Spillman Analytics for Deployment Decision Making** BAIR Analytics		**Be More Than a Map Maker** BAIR Analytics		**Practical Applications for the CAD Dashboard Module** Rich Hendricks		
Research & Design Track	355 B	**Hub: What's New?** Matt Jolly		**Interfaces: What's New?** Brady Walton & Jeremy Balls		**R&D Panel** Moderated by Josh Smith		
Records Track	255 F	**(NEW) Using Auto Hot Key to Simplify Spillman Tasks** Neil Sexton		**Maximizing System Functionality Using Hub, File Attachments & Visual Involvements (2 hours)** Dave Snyder		**Maximizing System Functionality Using Hub, File Attachments & Visual Involvements (2 hours cont.)** Dave Snyder		
Dispatch Track	355 C	**ProQA Police, Fire, & Medical** Cody Christensen		**(NEW) What You May Have Forgotten About CAD** Tom Stoddard (I)		**ANALYTICS TRACK Practical Applications for the CAD Dashboard Module** Rich Hendricks		
GIS Track	255 A	**(NEW) Model Builder (2 hours)** Todd Turner		**(NEW) Model Builder (2 hours cont.)** Todd Turner		**(NEW) Overview of 10.2 Arc GIS Server (2 hours)** Trey Crane		
Mobile Track	255 D	**What Mobile Can Provide in the Vehicle that Spillman Can't** Dave Snyder		**Mobile Tips & Tricks** Mike Hopkins		**Fire Mobile Premises & HazMat, CAD & AVL Mapping** Rob Hall		
Corrections Track	255 B	**Sentryx Jail Tips & Tricks (2 hours cont.)** Mike Hopkins (I)		**Sentryx Corrections Administration Setup (2 hours)** Dustin Hunter (A)		**Sentryx Corrections Administration Setup (2 hours cont.)** Dustin Hunter (A)		
Nova Track	355 D	**No Class**		**No Class**		**No Class**		
Cert Class 1	257 A	**Basic Crystal Reports 2011 Session C (6 hours)** Mike Kilgore		**Basic Crystal Reports 2011 Session C (6 hours cont.)** Mike Kilgore		**Basic Crystal Reports 2011 Session C (6 hours cont.)** Mike Kilgore		
Cert Class 2	260 A	**SAA Certification Session B, (3 hours cont.)** Devin Larsen & David Myers		**RAC Certification Test (2 hours)** Lila Nealand & Bryan Hawkins		**RAC Certification Test (2 hours cont.)** Lila Nealand & Bryan Hawkins		
Cert Class 3	259	**Basic Crystal Reports 2011 Session B (6 hours cont.)** Robert Christian		**Advanced Crystal Reports 2011 (5 hours)** Doug Ashmore		**Advanced Crystal Reports 2011 (5 hours cont.)** Doug Ashmore		

Break - Club Spillman - 155 (1:30 p.m. - 1:45 p.m.)

Break - Club Spillman - 155 (2:45 p.m. - 3:00 p.m.)

Break - Club Spillman - 155 (4:00 p.m. - 4:15 p.m.)

Closing Awards Banquet - Exhibit Hall 1 (6:00 p.m. - 8:00 p.m.)

Club Spillman	155	Club Spillman

Day 5
Friday October 2 Morning

Track	Room	7:30 a.m. - 9:00 a.m.	9:00 a.m. - 10:00 a.m.	10:00 a.m. - 10:15 a.m.	10:15 a.m. - 11:15 a.m.	11:15 a.m. - 11:30 a.m.	11:30 a.m. - 12:30 p.m.	12:30 p.m. - 12:45 p.m.
Sys Admin UNIX & Linux	355 F		(NEW) Do Your Job in Half the Time — Spencer Hess		Common User Mistakes and How to Avoid Them — Dustin Harrah		Garbage In, Garbage Out - Ensuring Clean Data and Maintaining Standards — Dustin Hunter	
Sys Admin Windows	355 E		(NEW) Customer Best Practice — Jason Hodge		Garbage In, Garbage Out - Ensuring Clean Data and Maintaining Standards — Mike Hopkins		No Class	
Analytics	255 E		(NEW) Transform Patrol with Map Based Policing — Jon Robinson		Get Started with Crime Analysis: Pin Mapping, InSight & Reporting (2 hours) — Dave Snyder & Kurt Bean		Get Started with Crime Analysis: Pin Mapping, InSight & Reporting (2 hours cont.) — Dave Snyder & Kurt Bean	
Research & Design Track	355 B		No Class		No Class		No Class	
Records Track	255 F		Managing Workflow & Approvals — Dustin Hunter		(NEW) What You Need to Know About Crystal — Nick Salimeno		Using Advanced Searches & Join Tables — Spencer Hess	
Dispatch Track	355 C	Breakfast - Exhibit Hall 1	Top Shortcuts for Dispatchers (2 hours) — Frank DeMarzo	Break - Club Spillman - 155	Top Shortcuts for Dispatchers (2 hours cont.) — Frank DeMarzo	Break - Club Spillman - 155	No Class	Lunch on the Go - Club Spillman - 155
GIS Track	255 A		(NEW) Overview of 10.2 Arc GIS Server (2 hours cont.) — Trey Crane		Classic Geobase Refresher (2 hours) — Trey Crane (I)		Classic Geobase Refresher (2 hours cont.) — Trey Crane (I)	
Mobile Track	255 D		ANALYTICS TRACK (NEW) Transform Patrol with Map Based Policing — Jon Robinson		Mobile Setup & Administration — Chad Wayment (I)		(NEW) Using the New Mobile Field Incident Report — Jon Robinson	
Corrections Track	255 B		(NEW) Migrating From Classic Jail to Sentryx — Tony Christensen & Nick Barber		Sentryx Jail Top Support Calls — Chance Russell		Searching & List Reports in Sentryx — Tony Christensen	
Nova Track	355 D		No Class		No Class		No Class	
Cert Class 1	257 A		Basic Crystal Reports 2011 Session C (6 hours cont.) — Mike Kilgore		Basic Crystal Reports 2011 Session C (6 hours cont.) — Mike Kilgore		Basic Crystal Reports 2011 Session C (6 hours cont.) — Mike Kilgore	
Cert Class 2	260 A		SAA Certification Session B, (3 hours) — Devin Larsen & David Myers		SAA Certification Session B, (3 hours cont.) — Devin Larsen & David Myers		SAA Certification Test Session B, (3 hours cont.) — Devin Larsen & David Myers	
Cert Class 3	259		Advanced Crystal Reports 2011 (5 hours cont.) — Doug Ashmore		Advanced Crystal Reports 2011 (5 hours cont.) — Doug Ashmore		Advanced Crystal Reports 2011 (5 hours cont.) — Doug Ashmore	
Club Spillman	155	Club Spillman						

Class Descriptions

System Administration Track – UNIX & Linux (Room 355 F)

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise.

(NEW) Top 10 System Maintenance Tasks **B**
Tuesday, 10:15 a.m. – 11:15 a.m.
Presenter: Chance Russell, Technical Services

The UNIX Command Line can be intimidating. This class will give UNIX beginners the confidence needed to ensure their system runs smoothly and seamlessly. The instructor will cover the top 10 maintenance tasks that will improve the performance and longevity of your server. The content will be centered on performance monitoring, disk cleanup, verifying backups, and much more. If you want to build your confidence and wish to further your career as a UNIX administrator, you will want to attend this class.

Garbage In, Garbage Out – Ensuring Clean Data and Maintaining Standards
Tuesday, 12:30 p.m. – 1:30 p.m.
Friday, 11:30 p.m. – 12:30 p.m.
Presenter: Dustin Hunter, Training

This class will discuss the importance of the concept of Garbage In, Garbage Out. Data entry standards will be discussed to ensure clean data and the importance of maintaining standards within your agency. Also discussed will be tools that can assist you with cleaning your system, such as name merge, as well as the "Who" screens and system log that will assist you with identifying your problem users.

(NEW) Do Your Job in Half the Time
Tuesday, 1:45 p.m. – 2:45 p.m.
Friday, 9:00 a.m. – 10:00 a.m.
Presenter: Spencer Hess, Technical Services

This class will go over different ways to help SAAs efficiently complete tasks in Spillman. We will go over how to use tools like dbdump, dbload, and adminutil to help reduce the amount of time it takes to complete tasks in Spillman.

(NEW) Troubleshooting Like a Pro **A**
Tuesday, 3:00 p.m. – 4:00 p.m.
Presenters: Dustin Harrah, Technical Services

This class will touch on various topics and ideas that help administrators better troubleshoot Spillman problems. We will discuss best practices and uncover some tips and tricks to approaching issues with the software.

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(NEW) Advanced Customer Best Practice A
Wednesday, 9:00 a.m. – 11:15 a.m. (2 hours)
Presenter: TBD

Description is coming…

I'm a New SAA: What Now? B
Wednesday, 12:30 p.m. – 1:30 p.m.
Thursday, 9:00 a.m. – 10:00 a.m.
Presenter: Mike Kilgore, Training

You've just made it through Go-live, the trainers have left, and you feel like you don't know what to do next. Or, maybe you are just taking over as the SAA for an existing system. Either way, the role of a new SAA can sometimes seem overwhelming. What do I need to on a regular basis to keep my system running to its potential? How do I prepare for patches and upgrades? How do I address the training needs of current and future employees? This class will address these questions and much more. This class is intended for beginning level System Administrators using a UNIX platform.

(NEW) Hone Your System Privileges Skills
Wednesday, 1:45 p.m. – 4:00 p.m. (2 hours)
Presenter: Mike Kilgore

This class is designed to help you hone your System Privilege skills by showing you both the classic method of entering system privileges as well as the Sentryx Administration Manager method. Also discussed will be tips on finding the necessary system privileges for Spillman modules and the proper way to put them into the system to ensure appropriate access to screens and partitions.

Virtualization and HADR
Thursday, 10:15 a.m. – 11:15 a.m.
Presenters: Solutions II

Description is coming…

Preparing for Your Upgrade or Migration
Thursday, 12:30 p.m. – 1:30 p.m.
Presenter: Nick Barber, Technical Services & Jeremy Bone, Install

Learn how to prepare your agency or organization for a pending Spillman upgrade or server migration. This is an all-levels class that offers system administrators an in-depth look at how to prepare for either an upgrade or a server migration, and sometimes both! This class will provide a clear, concise plan to help manage your agency resources during either process, including how to manage potential downtime associated with these projects. The class will cover what your agency has to do to prepare for the actual project, for example, what is the best time to run a backup prior to my migration? Presenters will offer a Q&A session to answer any questions administrators may have. This class is intended for administrators of any level of expertise, but attendees should have a basic understanding of the way their agency functions and what plans are for extended downtime. This class will be taught from a UNIX-based perspective.

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(NEW) Linux, Linux & More Linux: What You Need to Know About Transitioning
Thursday, 1:45 p.m. – 4:00 p.m. (2 hours)
Presenter: Evan Rothwell, Technical Services & Erik Falor, Development

The Linux platform is a powerful foundation for your Spillman system, combining the ease-of-use of Windows with the raw performance of UNIX. Seasoned Linux experts Evan Rothwell and Erik Falor will explain the many benefits of Linux and take you on a beginners-level guided tour of its most compelling features. In this class you will learn how make the necessary preparations to migrate your existing Spillman system to Linux, as well as find out what you can expect during the migration process. Don't miss this opportunity to find out what all of the Linux buzz is about!

Common User Mistakes and How to Avoid Them
Friday, 10:15 a.m. – 11:15 a.m.
Presenter: Dustin Harrah, Technical Services

This class will uncover some common mistakes made by end users of the Spillman software, which can cause issues overall. The class will provide insight into various scenarios and/or tasks that can cause problems as well as provide a "best practice" solution to these issues to help administrators avoid them.

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Class Descriptions

System Administration Track - Windows (Room 355 E)

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise.

(NEW) Troubleshooting Like a Pro **A**
Tuesday, 10:15 a.m. – 11:15 a.m.
Presenters: Dustin Harrah, Technical Services

This class will touch on various topics and ideas that help administrators better troubleshoot Spillman problems. We will discuss best practices and uncover some tips and tricks to approaching issues with the software.

(NEW) Do Your Job in Half the Time
Tuesday, 12:30 p.m. – 1:30 p.m.
Wednesday, 3:00 p.m. – 4:00 p.m.
Presenter: Spencer Hess, Technical Services

This class will go over different ways to help SAAs efficiently complete tasks in Spillman. We will go over how to use tools like dbdump, dbload, and adminutil to help reduce the amount of time it takes to complete tasks in Spillman.

Preparing for Your Upgrade or Migration
Tuesday, 1:45 p.m. – 2:45 p.m.
Presenter: Nick Barber, Technical Services & Jeremy Bone, Install

Learn how to prepare your agency or organization for a pending Spillman upgrade or server migration. This is an all-levels class that offers system administrators an in-depth look at how to prepare for either an upgrade or a server migration, and sometimes both! This class will provide a clear, concise plan to help manage your agency resources during either process, including how to manage potential downtime associated with these projects. The class will cover what your agency has to do to prepare for the actual project, for example, what is the best time to run a backup prior to my migration? Presenters will offer a Q&A session to answer any questions administrators may have. This class is intended for administrators of any level of expertise, but attendees should have a basic understanding of the way their agency functions and what plans are for extended downtime. This class will be taught from a Windows-based perspective.

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I'm a New SAA: What Now? **B**
Tuesday, 3:00 p.m. – 4:00 p.m.
Thursday, 3:00 p.m. – 4:00 p.m.
Presenter: David Myers, Training

You've just made it through Go-live, the trainers have left, and you feel like you don't know what to do next. Or, maybe you are just taking over as the SAA for an existing system. Either way, the role of a new SAA can sometimes seem overwhelming. What do I need to on a regular basis to keep my system running to its potential? How do I prepare for patches and upgrades? How do I address the training needs of current and future employees? This class will address these questions and much more. This class is intended for beginning level System Administrators using a Windows platform.

Common User Mistakes and How to Avoid Them
Wednesday, 9:00 a.m. – 10:00 a.m.
Presenter: Dustin Harrah

This class will attempt to uncover some common mistakes made by end users of the Spillman software, which can cause issues overall. The class will provide insight into various scenarios and/or tasks that can cause problems as well as provide a "best practice" solution to these issues to help administrators avoid them.

(NEW) Garbage In, Garbage Out - Ensuring Clean Data and Maintaining Standards
Wednesday, 10:15 a.m. – 11:15 a.m.
Friday, 10:15 a.m. – 11:15 a.m.
Presenter: Mike Hopkins, Training

This class will focus on the need for solid data entry standards. We will discuss how to develop good data entry standards that will work for your agency and things you should do to frequently check data to ensure its integrity.

(NEW) Top 10 System Maintenance Tasks **B**
Wednesday, 12:30 p.m. – 1:30 p.m.
Presenter: Chance Russell, Technical Services

Whether you're a beginner or you just wish to polish your skills on your Window's Server, you will want to attend this class. The instructor will cover the top 10 maintenance tasks that will improve the performance and longevity of your server. This class will be structured to inform you on how to rid your server of unnecessary files, monitor system performance, verify backups, and much more. This class is designed for beginners who desire more confidence with server maintenance.

SAA Game Show
Wednesday, 1:45 p.m. – 2:45 p.m.
Presenter: Corey Roberts and Crew

Description is coming…

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(NEW) Customer Best Practice
Thursday, 9:00 a.m. – 10:00 a.m.
Friday, 9:00 a.m. – 10:00 a.m.
Presenter: Jason Hodge, Network Administrator II, Douglas County Emergency Communications, KS

   Description is coming…

(NEW) Hone Your System Privileges Skills
Thursday, 10:15 a.m. – 1:30 p.m. (2 hours)
Presenter: Dustin Hunter

   This class is designed to help you hone your System Privilege skills by showing you both the classic method of entering system privileges as well as the Sentryx Administration Manager method. Also discussed will be tips on finding the necessary system privileges for Spillman modules and the proper way to put them into the system to ensure appropriate access to screens and partitions.

Virtualization and HADR
Thursday, 1:45 p.m. – 2:45 p.m.
Presenters: Solutions II

   Description is coming…

Class Descriptions

Analytics Track (Room 255 E)

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise.

(NEW) Intelligence-led Policing Toolkit
Tuesday, 10:15 a.m. – 1:30 p.m. (2 hours)
Presenter: Cody Christensen

This class will look at the many different ways to use the data your Spillman system is capturing day in and out. Many departments are focusing their efforts on analytics and intelligence-led policing, and users in a variety of roles are now involved, including crime analyst, detective, patrolman, and administration. We will cover the different analytical tools, functionality, modules, and programs you can use to get the most of your data and Spillman systems.   Each user's role can be unique as well as the needs they have. This class is designed to demonstrate how the data can be used, serve as a good reminder of what you may not be using in your Spillman System, and demonstrate what additional modules Spillman provides when it comes to analytics.

Spillman Analytics Overview
Tuesday, 1:45 p.m. – 2:45 p.m.
Thursday 9:00 a.m. – 10:00 p.m.
Presenter: Dave Snyder

This presentation and product demonstration will highlight an overview of the features and capabilities available in the new Spillman Analytics. Learn how easy to use dashboards and flexible search features enable in-depth pattern analysis, resourceful crime mapping and easy reporting to assist in Intelligence-Led Policing initiatives. Using customizable date & time ranges and multiple data layers agencies can allow you to visualize crime patterns and determine trends over time to plan appropriate enforcement activities.

Spillman Analytics: Beyond the Buttons
Tuesday, 3:00 p.m. – 4:00 p.m.
Presenter: Sid Ramachandran, BAIR Analytics

Come and take a deeper dive into Spillman Analytics. Learn more about the available analytic tools and how to get the most out of them. Discover how best to use the integrated charts and graphs to maximize your analysis and increase your crime fighting efficiency. Learn advanced searching techniques and how to put Spillman Analytics to work for your agency.

How to Lead an Effective CompStat Meeting
Wednesday, 9:00 a.m. – 10:00 a.m.
Presenter: Chief Mitch Little, Toms River Police Department, NJ

Description is coming…

Maximizing Your Investment

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Managing with the CompStat Dashboard

Wednesday, 10:15 a.m. – 11:15 p.m.
Presenter: Rich Hendricks

This presentation will focus on the functionality and intent of the CompStat Management Dashboard software. The class will demonstrate the capabilities and functions that support both large and small agencies in their effort to extract data for strategic decision making. The dashboard theory of management along with the principles of CompStat can raise your department to that next level of efficiency and productivity. This is the process for defining the police product that is delivered daily by your officers and staff.

Operationalizing Predictive Policing

Wednesday, 12:30 p.m. – 1:30 p.m.
Presenter: Sid Ramachandran, BAIR Analytics

This class will focus on utilizing Spillman Analytics to implement predictive policing in your agency. Using real data, attendees will be shown several functions in Spillman Analytics that can help identify districts, beats, and watches/shifts that need, or will need, more attention. Attendees will also be shown how the Change Density function in Spillman Analytics can help test previous forecasts and refine them for more accuracy moving forward. Crime is dynamic; deployment decisions should be as well. Spillman Analytics will help you make that happen.

Get Started with Crime Analysis: Pin Mapping, InSight & Reporting

Wednesday, 1:45 p.m. – 4:00 p.m. (2 hours)
Friday, 10:15 a.m. – 12:30 p.m. (2 hours)
Presenter: Dave Snyder & Kurt Bean, Sales Demo

This presentation will show how to optimize the modules you may already own in order to get started with crime analysis. The class will cover how to use Pin Mapping, InSight, and system reporting to identify crime trends and allocate appropriate resources. After compiling, analyzing, and mapping crime statistics, users will be able to more effectively direct law enforcement activities toward crime prevention, criminal apprehension, and threats to public safety.

Be an Analyst, not a Report Maker

Thursday, 10:15 a.m. – 11:15 a.m.
Presenter: Sid Ramachandran, BAIR Analytics

All law enforcement decision makers want reports that arm them with the information they need. These reports are useful and necessary. However, if you spend all of your time building these reports that take hours to create, how much time do you have to look for trends in your data? Learn how to create reports more efficiently to free up time that could be used to proactively analyze the data that undoubtedly contains unknown patterns that the decision makers in your agency are wanting!

Maximizing Your Investment

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Leveraging Spillman Analytics for Deployment Decision Making

Thursday, 12:30 p.m. – 1:30 p.m.
Presenter: Sid Ramachandran, BAIR Analytics

Patrol deployments are commonplace in law enforcement, but using data analytics to ensure resources are being utilized in the right place and the right time is unfortunately less common. The Intelligence-Led Policing concept is the process of utilizing the information available to be as effective as possible. Spillman Analytics facilitates this process with the usage of analytic layers. Comprehending the key differences between density maps, animated densities, time comparisons and the prediction zone is a prerequisite to using them. This presentation will discuss the various uses of analytic layers in tactical analysis by demonstrating not just their differences but also how they complement each other during efforts to deploy intelligently.

Be More Than a Map Maker

Thursday, 1:45 p.m. - 2:45 p.m.
Presenter: Sid Ramachandran, BAIR Analytics

Learn how to easily communicate your spatial analysis to all levels of your department without spending all of your time just building maps. Understand the math behind the maps and learn how to spend your time interpreting analytics opposed to creating them. Learn the nuts and bolts about animated densities, change densities, and prediction algorithms. Become the mapping machine that you have always wanted to be!

Practical Applications for the CAD Dashboard Module

Thursday, 3:00 p.m. – 4:00 p.m.
Presenter: Rich Hendricks

This class will focus on the functionality of the CAD Management Dashboard screens along with the intent of the overall design. Examples will be given on how an environment of accountability and achievement can be developed within the organization. Class time will also include ideas and discussion on inter-agency and multi-agency workload and 911-center volume management. The latest enhancements of the software will be described and examples of other agencies practical application will be demonstrated.

(NEW) Transform Patrol with Map-Based Policing

Friday, 9:00 a.m. – 10:00 p.m.
Presenter: Jon Robinson, Sales Demo

Learn how to put all the data you collect to work for you. Map-based policing allows field personnel to visualize crime trends that have happened both on and off their shifts and to better understand where their presence would have the biggest impact in the community. This class will focus on using mapping both within the Spillman Analytics and Pin Mapping modules.

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Class Descriptions

Research & Design Track (Room 355 B)

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise.

GIS: What's New?
Tuesday, 10:15 a.m. – 11:15 a.m.
Wednesday, 3:00 p.m. – 4:00 p.m.
Presenter: Alan Harker, R&D

Come see the exciting new CAD map. Also, see how Spillman Geobase has changed to support ArcGIS 10.2. We will look at the new features these changes bring and what your agency needs to take advantage of them. We will demo both the new mapping and Geobase products along with the AVL enhancements we announced last year and answer your questions. If you're a dispatcher or are responsible for your agency's GIS, you won't want to miss this session.

CAD: What's New?
Tuesday, 12:30 p.m. – 1:30 p.m.
Wednesday, 1:45 p.m. – 2:45 p.m.
Presenter: Alan Harker, R&D

Come see the new enhancements to CAD. CAD Scheduled Events allows agencies to schedule recurring CAD calls. Cross-staffed units will automatically manage the status of units in stations that don't have sufficient staff to man all apparatuses. Additionally, you'll see the user-voted enhancement allowing dispatchers to send Spillman Instant Messages from the CAD command line. We'll demonstrate all of these and answer your questions about how your agency can benefit from these new features.

Opening General Session Features Unveiled
Tuesday, 1:45 p.m. – 2:45 p.m.
Wednesday, 10:15 a.m. – 11:15 a.m.
Presenter: Josh Smith, R&D

Come hear Josh Smith, Research & Design Manager, cover in more depth the exciting new features that were unveiled at Tuesday's Opening General Session.

Jail: What's New?
Tuesday, 3:00 p.m. – 4:00 p.m.
Thursday, 9:00 a.m. – 10:00 a.m.
Presenter: TBD

Learn about the new features for Sentryx Jail. The class will focus on features that have recently been released and those that will be released soon. There will also be a discussion on the future of Spillman's Jail product. (Last year's description)

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Hub: What's New?
Wednesday, 9:00 a.m. – 10:00 p.m.
Thursday, 12:30 p.m. – 1:30 p.m.
Presenter: Matt Jolly

The "Hub" product line represents core functionality of the Spillman system – everything from architecture and screens to messaging and communication. Come and see the latest developments including new ways to view data in list views, integration with Microsoft Active Directory, and enhancements to Spillman Analytics.

Law: What's New?
Wednesday, 12:30 p.m. – 1:30 p.m.
Thursday, 10:15 a.m. – 11:15 a.m.
Presenter: Brain Pugh

Come learn about the new features and enhancements that are coming out in Spillman's Law area. We will demonstrate the new features and enhancements that have been introduced in Spillman Law in both Spillman desktop and Spillman Mobile. This class is geared for administrators, records clerks, and officers.

Interfaces: What's New?
Thursday, 1:45 p.m. – 2:45 p.m.
Presenter: Brady Walton & Jeremy Balls, R&D

In this session, attendees will learn about recent developments now available in Spillman DEx as well as new interfaces developed in the past year that are now available for purchase by Spillman customers. This session will also cover recent improvements to the StateLink product and what to expect when your state is updated to StateLink 2.0.

R&D Panel
Thursday, 3:00 p.m. – 4:00 p.m.
Moderator: Josh Smith, R&D

During this panel, you will have the opportunity to chat with members of the Research & Design department. The discussion will focus on the top-voted submissions from the Product Ideas Page. You will also be able to ask questions and relay your ideas and feedback.

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Records Track (255 F)

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise.

(NEW) Using Auto Hot Key to Simplify Spillman Tasks
Tuesday, 10:15 a.m. – 11:15 a.m.
Thursday, 12:30 p.m. – 1:30 p.m.
Presenter: Commander Neil Sexton, Lyons Police Department, IL

Using Auto Hot Key (AHK) can automate several tasks in the Spillman software to make our lives easier. AHK can be used for data maintenance in cleaning up tables, CAD for dispatching repetitive calls or common series of key strokes, work flow, and more, as well as set the script to work with using an icon, a function key, or series of keystrokes. Best of all this software is free and can be used in all areas in Spillman and at all levels! As an overview, he will demonstrate the software and how easy it is to make an AHK with several tools that AHK provides. Additionally, Commander Sexton will show you several AHK scripts he utilizes at the Lyons (Ill.) Police Department.

(NEW) What You Need to Know About Crystal
Tuesday, 12:30 p.m. – 1:30 p.m.
Friday, 10:15 a.m. – 11:15 a.m.
Presenter: Nick Salimeno, Technical Services

This class will be taught in the Windows platform as this relates to the client version of Crystal Reports and should be suitable for any level. This class will include ODBC setup and troubleshooting connections to the Spillman database and will also cover how to get the most out of reporting using Crystal Reports through knowing the Spillman schema. The first segment of the class will be related to setup and troubleshooting ODBC, followed by an instructional on how to access Spillman schema information along with a detailed explanation how the tables in the database link together, which will help users get the most out of creating Crystal Reports.

Unlock the Potential of the Personnel Module
Tuesday, 1:45 p.m. – 2:45 p.m.
Presenter: Frank DeMarzo, Training

In this session we will look at features in the Personnel Management module. We will discuss the advantages it has for tracking training, positions, and information about your staff. We will use the Spillman software and create records, search and update those records, and show how you can block certain fields from being viewed. This class will be for any level of experience and will be taught using a UNIX platform and the Windows platform.

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Using Advanced Searches and Join Tables I
Tuesday, 3:00 p.m. – 4:00 p.m.
Friday, 11:30 a.m. – 12:30 p.m.
Presenter: Spencer Hess, Technical Services

This class will go over how to use advanced searches and join tables in Spillman. We will cover how to use the jadd, jres and jtbl functions to help narrow searches and get better search results. This session is best for an intermediate user of the software.

Maximize System Functionality using HUB, File Attachments & Visual Involvements B
Wednesday, 9:00 a.m. – 11:15 a.m. (2 hours)
Thursday, 1:45 p.m. – 4:00 p.m. (2 hours)
Presenter: Dave Snyder, Sales Demo

Learn advanced search features that allow better utilization of system data, including searches on multiple data fields within a single table and searches on multiple tables for the purpose of crime analysis, departmental statistics, suspect identification, etc. This presentation will explain how to track information disseminated by your agency, search Geobase addresses (if you have Geobase), and manage on call personnel by job title or special skills.

Setting Up Your Spillman Evidence System
Wednesday, 12:30 p.m. – 1:30 p.m.
Presenter: Dustin Hunter, Training

This class will discuss the process of setting up your Spillman Evidence System properly. Topics discussed will be loading codetables into your Datalogic Handheld Memor Scanner and ways to customize those codetables. Also discussed will be setting up the New Zebra Label printer and barcode scanner, as well as the proper use of all products together and tips and tricks to make your job easier. This class is for any level of user.

Get Started with Crime Analysis: Pin Mapping, InSight & Reporting
THIS CLASS WILL BE HELD IN THE ANALYTICS TRACK (255 E)
Wednesday, 1:45 p.m. – 4:00 p.m. (2 hours)
Presenter: Dave Snyder & Kurt Bean, Sales Demo

This presentation will show how to optimize the modules you may already own in order to get started with crime analysis. The class will cover how to use Pin Mapping, InSight, and system reporting to identify crime trends and allocate appropriate resources. After compiling, analyzing, and mapping crime statistics, users will be able to more effectively direct law enforcement activities toward crime prevention, criminal apprehension, and threats to public safety.

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Managing Workflow & Approvals
Thursday, 9:00 a.m. – 10:00 a.m.
Friday, 9:00 a.m. – 10:00 a.m.
Presenter: Dustin Hunter, Training

Learn how to manage Workflow and Approvals so that you can effectively keep track of your record management system. We will discuss the most common misconceptions about workflow and how to present this to your staff so they better understand how the process works. This class will also cover codetable setup, management topics, and questions. This class is for any level of user.

Using the Sex Offender Tracking Module
Thursday, 10:15 a.m. – 11:15 a.m.
Presenter: Kurt Bean, Sales Demo

See a product demonstration of the Spillman Sex Offender Tracking module. The Sex Offender Tracking module will help your agency track and report sex offender information to ensure compliance with the Sex Offenders Registration and Notification Act (SORNA). You will be able to see several new Spillman reports specific to Sex Offender Tracking as well as Sex Offender status updates from Mobile.

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Class Descriptions

Dispatch Track (Room 355 C)

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise.

Top Shortcuts for Dispatchers: **B**
Tuesday, 10:15 a.m. – 1:30 p.m. (2 hours)
Friday, 9:00 a.m. – 11:15 a.m. (2 hours)
Presenter: Frank DeMarzo, Training

> This session will be geared toward new dispatchers or supervisors and will discuss some of the CAD commands that dispatchers use and how they function. We will also provide any help, workarounds, or experiences you have had. This class is for beginners, but anyone who is interested may attend. A PowerPoint demo will be used as well as the Spillman software.

Paging Functionality with HipLink
Tuesday, 1:45 p.m. – 2:45 p.m.
Presenter: Kurt Bean, Sales Demo

> See a demonstration of Spillman's paging interface with HipLink. See how easy it is to send information from the Spillman CAD command line. Information can automatically be sent to mobile devices as instant messages or emails.

Spillman Touch
Tuesday, 3:00 p.m. – 4:00 p.m.
Presenter: Kurt Bean, Sales Demo

> See a product demonstration of Spillman Touch. This application runs on virtually any web browser. Use your smartphone or tablet to see real time calls and units. You can also search for Names, Vehicles, Property, Law incidents, Fire Incidents and EMS incidents from your portable device.

(NEW) Dispatching Basics **B** **I**
Wednesday, 9:00 a.m. – 11:15 a.m. (2 hours, first hour beginner, second hour intermediate)
Presenter: Angie Phelps, Training

> The first part of this course will contain information about adding calls, dispatching units to calls, updating unit statuses, completing calls, modifying existing calls, etc. The course will also cover some command line shortcuts available from CAD. Time permitting, additional, intermediate level dispatching information such as changing responsible units, exchanging units, adding and modifying call types, etc., will be covered during later portion of this course.

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(NEW) What You May Have Forgotten About CAD **I**
Wednesday 12:30 p.m. – 1:30 p.m.
Thursday 1:45 p.m. – 2:45 p.m.
Presenter: Tom Stoddard, Spillman Administrator, Issaquah Police Department, WA

Everyone knows how to process calls and handle radio traffic, but what is all of this other stuff? Come spend an hour getting reacquainted with CAD commands you may have forgotten. This class is designed for all dispatch staff and will include commands outside of processing calls and handling radio logs.

CAD Set Up & Administration **I**
Wednesday, 1:45 p.m. – 4:00 p.m. (2 hours)
Presenter: Frank DeMarzo, Training

This is an intermediate level course designed to cover the setup and maintenance of CAD related tables, parameters, and other settings. Learn about code tables for call natures, units, dispatch positions, status codes, etc. Parameters that control incident creation and other important CAD settings will also be discussed. Recommended Units or Response Plans will NOT be covered. This course is not platform specific.

Unit Recommendations and Response Plans
Thursday, 9:00 a.m. – 11:15 a.m. (2 hours)
Presenter: Cody Christensen, Sales Demo

In this class we will spend two hours discussing the setup, administration, and demonstrations of Spillman's Unit Recommendation functionality, which is included in your Spillman CAD system. Additionally, we will spend some time in Spillman's Response Plans module discussing and demonstrating what further options are available for those agencies that own this module. This class is designed for a more robust and administrative look into the parameters, code tables, and tables which make these modules function and how your agency is able to make adjustments to best suit your agency needs.

ProQA Police, Fire, and Medical
Thursday, 12:30 p.m. – 1:30 p.m.
Presenter: Cody Christensen, Sales Demo

We will combine this class showing not only what the Spillman ProQA Interface will provide but also have Priority Dispatch demonstrate and show what changes your agencies can expect when it comes to your ProQA software. This class is designed to give an administrative look at the interface and the settings that control the output and functionality behind the interface. We will show an actual demonstration of the interface as well as the administrative settings.

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Practical Applications for the CAD Dashboard Module
THIS CLASS WILL BE HELD IN THE ANALYTICS TRACK (255 E)
Thursday, 3:00 p.m. – 4:00 p.m.
Presenter: Rich Hendricks, Administration

This class will focus on the functionality of the CAD Management Dashboard screens along with the intent of the overall design. Examples will be given on how an environment of accountability and achievement can be developed within the organization. Class time will also include ideas and discussion on inter-agency and multi-agency workload and 911-center volume management. The latest enhancements of the software will be described and examples of other agencies practical application will be demonstrated.

Class Descriptions

GIS Track (Room 255 A)

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise.

(NEW) Extracting and Displaying Geobase Information Using Crystal Reports [A]
Tuesday, 10:15 a.m. – 4:00 p.m. (4 hours)
Presenter: Doug Ashmore, Spillman SAA, Nevada Dept. of Public Safety, NV

The objective of the Extracting and Displaying Geobase Information Using Crystal Reports class is to demonstrate how to use the power of Crystal Reports to extract and use Geobase information from Spillman tables that store address information. This data then can be exported and used in third-party applications. The instructor will show you examples on how to filter data and create formulas to format XY data from different Spillman tables and how to create PDFs with embedded hyperlinks to Google Maps, create KML files to be used in Google Earth, and format and export data to be used in other applications. This WILL NOT be a hands-on class for you to apply the knowledge you will obtain from the class, however, these concepts will be taught hands-on during the Advanced Crystal Report Class (pre-registration is required and availability is limited). Prior knowledge of the information taught in the Basic Crystal Reports class taught at Users' Conference and basic understanding of Crystal Reports formula building is a prerequisite, as there will not be time during the class for basic Crystal Reports instruction. This class is not platform specific.

(NEW) Leveraging Esri for Visualization [A]
Wednesday, 9:00 a.m. – 1:30 p.m. (3 hours)
Presenter: Josse Allen, Training

This class presents tools and methodologies for visualizing your RMS data in a spatial context using Esri tools for Microsoft Office, ArcGIS Online, ArcGIS Desktop, and ArcGIS Server. The class will begin with options and methodologies for extracting data from the Spillman system. The extracted data will be spatially enabled using Esri's Microsoft Office add-in that allows plotting of spreadsheet data to an embedded map in which heat maps may be generated and the map may be published to ArcGIS Online to share with your organization. The result can literally be accomplished in minutes! The class will progress from basic solutions that are suitable for end users to advanced applications such as ArcMap. This class is geared for GIS professionals, crime analysts, and end users responsible for producing reports and statistics that relate to geographic information.

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Migrating to Sentryx Geobase for Administrators **I**
Wednesday, 1:45 p.m. – 4:00 p.m. (2 hours)
Presenter: Trey Crane, Training

This class is intended for those who are thinking about upgrading their classic Geobase to Sentryx. This track reviews the process of migrating to Sentryx Geobase and how that impacts you as an administrator so that you can make an informed decision and begin to prepare for a successful Geobase migration. Key topics of discussion include: Existing Geobase assessment, GIS data structure requirements, what happens to existing Geobase data, overview of the hardware and software requirements, and a demonstration of the Sentryx Geobase development process.

(New) Esri Local Government Model **A**
Thursday, 9:00 a.m. – 11:15 a.m. (2hours)
Presenter: Esri

The Esri local government data model includes provides a template database structure and design to organize and manage address and street data as well as other datasets common to local and municipal governments. This class examines the design and features of the data model with a specific focus on addressing and street data schema. The data model includes tools that may be used to streamline address data management tasks. The use of the data model and tools has proven to be a valuable resource for customers using Spillman Geobase and Quickest Route solutions. This class is geared for GIS professionals and staff that maintain Geobase and Quickest Route products.

(NEW) Model Builder **I**
Thursday, 12:30 p.m. – 2:45 p.m. (2 hours)
Presenter: Jared Moulding, Technical Services

The new Spillman Sentryx Geobase, which is compatible with ESRI ArcGIS 10.2+, comes packaged with Spillman-designed ArcToolbox components. These Spillman Toolboxes can be utilized in Esri's ModelBuilder feature to automate data preparation and maintenance tasks. Attend this course to get up to speed on how to work in ModelBuilder and leverage its power to streamline your Spillman geodata activities. This course is designed for intermediate to advanced ArcMap users.

(NEW) Overview of ArcGIS Server 10.2 **I**
Thursday, 3:00 p.m. – 4:00 p.m. (2 hours)
Friday, 9:00 a.m. – 10:00 p.m.
Presenter: Trey Crane, Training

This class is intended for those who are looking to gain a better understanding of the core functionality of ArcGIS Server 10.2 and how that impacts the Sentryx Geobase. This track will cover the major changes between ArcGIS Server 10.0 and 10.2. Key topics of discussion will include: ArcGIS Server 10.2 installation requirements and recommendations, ArcGIS Server Manager, publishing GIS data, and GIS data warehouse/workspace registration.

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Classic Geobase Refresher **I**
Friday, 10:15 a.m. – 12:30 p.m. (2 hours)
Presenter: Trey Crane, Training

This class is intended for those thinking about these two questions: Has it been awhile since I have updated the Spillman Classic Geobase? Do I remember what the difference between gbload and gbload -l is? If you answered yes, and I don't know, then this class is for you. We will be covering the ins and outs of the Classic Geobase load process, from working with the input GIS data, to solving why that intersection won't validate. The class will also cover how to use the gbload logs to correct your source GIS data so your next gbload will be a breeze. This class is recommended for beginning and intermediate Geobase users.

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Class Descriptions

Executive Track* (Room 255 D)

*This class is Monday & Tuesday on the schedule.

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise.

(NEW) Intelligence-led Policing Toolkit
THIS CLASS WILL BE HELD IN THE ANALYTICS TRACK (255 E)
Tuesday, 10:15 a.m. – 1:30 p.m. (2 hours)
Presenter: Cody Christensen, Sales Demo

This class will look at the many different ways to use the data your Spillman system is capturing day in and out. Many departments are focusing their efforts on analytics and intelligence-led policing, and users in a variety of roles are now involved, including crime analyst, detective, patrolman, and administration. We will cover the different analytical tools, functionality, modules, and programs you can use to get the most of your data and Spillman systems.   Each user's role can be unique as well as the needs they have. This class is designed to demonstrate how the data can be used, serve as a good reminder of what you may not be using in your Spillman System, and demonstrate what additional modules Spillman provides when it comes to analytics.

Customer Best Practices
Tuesday, 1:45 p.m. – 2:45 p.m.
Presenter: TBD

Description is coming…

Transformational Leadership
Tuesday, 3:00 p.m. – 4:00 p.m.
Presenter: Rich Hendricks, Administration

This scenario-based leadership class will examine a style of leadership proven by history and studied for decades. Transformational leadership has been used to change organizations and create the desired atmosphere and work environment that will promote creating more leaders that support the department's strategy. Understanding the principles of Transformational Leadership will create a culture of accountability and achievement. This class will benefit anyone who is in a management or executive position.

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How to Lead an Effective CompStat Meeting
THIS CLASS WILL BE HELD IN THE ANALYTICS TRACK (255 E)
Wednesday, 9:00 a.m. – 10:00 a.m.
Presenter: Chief Mitch Little, Toms River Police Department, NJ

Class material will be centered on the different applications of the CompStat principles within the management structure of a public safety agency. Ideas and examples of a CompStat Management Dashboard meeting agenda will be presented along with success stories from across the country. The latest enhancements of the CompStat Management Dashboard will be displayed, and a conversation about future enhancements will also be included. (Last year's desc. Waiting for this years)

Managing with the CompStat Dashboard
THIS CLASS WILL BE HELD IN THE ANALYTICS TRACK (255 E)
Wednesday, 10:15 a.m. – 11:15 p.m.
Presenter: Rich Hendricks, Administration

This presentation will focus on the functionality and intent of the CompStat Management Dashboard software. The class will demonstrate the capabilities and functions that support both large and small agencies in their effort to extract data for strategic decision making. The dashboard theory of management along with the principles of CompStat can raise your department to that next level of efficiency and productivity. This is the process for defining the police product that is delivered daily by your officers and staff.

(NEW) How to Supervise a Multi-Generational Team
Wednesday, 12:30 p.m. – 2:45 p.m. (2 hours)
Presenter: Rich Hendricks, Administration

This class is driven by the evolution of today's workforce. Managing a multi-generational team is a complex undertaking. One size does not fit all any longer. The material will offer new leadership and managerial tactics that will strengthen the supervisor's ability to move from basic activity to a culture of responsibility and achievement. The class will include audience participation as each generation is identified and discussed and experiences are used to highlight the presentation.

Customer Best Practices
Wednesday, 3:00 p.m. – 4:00 p.m.
Presenter: John McDonald

Class description is coming…

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Class Descriptions

Mobile Track* (Room 255 D)

*This class is Thursday & Friday on the schedule.

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise..

Mobile Set Up & Administration I
Thursday, 9:00 a.m. – 10:00 a.m.
Friday, 10:15 a.m. – 11:15 a.m.
Presenter: Chad Wayment, Training

This class will discuss the daemons, apparams, privileges, and options that configure and run mobile. Advanced topics such as creating .properties files for users or agencies for server logging and CAD filters along with manipulating the .xml mobile options file for configuring mobile to work to personal preferences will also be discussed. The instructor will cover creating custom code files and agency logos that can be used to customize mobile forms and tailor them to your agency's needs. This class is not platform specific; however, we will use Linux and VIM as a text editor in examples to navigate, create and modify the XML documents. This class will focus on the intermediate to advanced configuration features available in the Spillman Mobile application.

(NEW) Using the New Mobile Field Incident Report
Thursday, 10:15 a.m. – 11:15 a.m.
Friday, 11:30 a.m. – 12:30 p.m.
Presenter: Jon Robinson, Sales Demo

The new Mobile Field Incident Report is a completely integrated module that allows officers to quickly and easily complete an entire incident report from the field from within the Mobile Application. Learn how to add Involvements, Narratives, Supplementals, and IBR/UCR data all within the new Field Incident Report.

What Mobile Can Provide in the Vehicle that Spillman Can't
Thursday, 12:30 p.m. – 1:30 p.m.
Presenter: Dave Snyder, Sales Demo

This presentation and product demonstration will highlight some of the capabilities Mobile provides to users in the field that the Spillman desktop application doesn't, including: allowing field personnel heightened communication capabilities with CAD, enabling access to accurate, real time call information thereby increasing situational awareness for enhanced officer safety, and the ability to quickly update unit statuses and add radio log entries without requiring direct communication with dispatch. This presentation will also demonstrate features available in Mobile such as the ability to add Name, Vehicle and Property records in Mobile and the capability to import Name & Vehicle information from State Returns as well as the ability to add file attachments in Mobile.

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Mobile Tips and Tricks
Thursday, 1:45 p.m. – 2:45 p.m.
Presenter: Mike Hopkins, Training

This class will focus on some of the basic fundamentals in Mobile that officers can use to be productive in the field. We will cover some of the lesser known shortcuts and options available to officers to help them safely and productively keep their streets safe.

Fire Mobile Premises & HazMat, CAD & AVL Mapping
Thursday, 3:00 p.m. – 4:00 p.m.
Presenter: Rob Hall, Sales Demo

Come see an overview of Spillman's Mobile Premises and HazMat module, as well as CAD and AVL Mapping. These modules provide a vast amount of information to responders as they access and plan for incidents. You'll see how AVL, Mapping and Premises & HazMat will enhance your agency's operations and provide valuable information to your personnel. Class material will cover the entering and managing of information, searching functionality, common map usages in the Mobile environment, and the features and benefits of AVL and CAD Mapping.

(NEW) Transform a Patrol with Map-Based Policing
THIS CLASS WILL BE HELD IN THE ANALYTICS TRACK (255 E)
Friday, 9:00 a.m. – 10:00 p.m.
Presenter: Jon Robinson, Sales Demo

Learn how to put all the data you collect to work for you. Map-based policing allows field personnel to visualize crime trends that have happened both on and off their shifts and to better understand where their presence would have the biggest impact in the community. This class will focus on using mapping both within the Spillman Analytics and Pin Mapping modules.

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Class Descriptions

Corrections Track (Room 255 B)

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise.

(NEW) Getting the Most Out of the Jail Logs and Incident Reports
Tuesday, 10:15 a.m. – 11:15 a.m.
Wednesday, 10:15 a.m. – 11:15 a.m.
Presenter: Kevin Charlton, Corrections Officer, Yakima County Sheriff's Office, WA

This course will cover how to setup your agency's Jail system to get the most out of Logs and Incident Reports. Corrections Officer Kevin Charlton will explain how the Yakima County (Wash.) Department of Corrections uses Logs and Incident Reports in Sentryx Jail to document inmate behavior and use the system for disciplinary process. This course is designed for Jail users of all levels.

Sentryx Booking Checklist **B**
Tuesday, 12:30 p.m. – 2:45 p.m. (2 hours)
Presenter: Bryan Hawkins, Training

The Sentryx Booking Checklist course is designed for new users of Sentryx Jail. During this class, the instructor will present an overview of the Sentryx Booking Checklist, which is the largest change between Classic and Sentryx Jail. Attendees will see how the system makes booking an inmate simple and painless, from a single location within the software. Each section of the checklist will be covered with details given on the data fields and the necessities for the data in the booking process. This class will also include an introduction to Spillman's new eSign feature. The instructor will discuss basic set up for eSign and on which screens it can be used. This is a beginner level class.

Sentryx Jail Top Support Calls
Tuesday, 3:00 p.m. – 4:00 p.m.
Friday, 10:15 a.m. – 11:15 p.m.
Presenter: Chance Russell, Technical Services

Sentryx Jail is a powerful module with many features. As a result, the use of Sentryx Jail can be daunting if you are not familiar with its capabilities. This class will inform you of the common mistakes made and how to prevent them. You will be better equipped to resolve these common mistakes and feel more confident with the skills taught in this class. Whether you are new to Sentryx Jail or consider yourself a Power User, you will find this course helpful and necessary as you further your career.

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Searching & List Reports in Sentryx
Wednesday, 9:00 a.m. – 10:00 a.m.
Friday, 11:30 a.m. – 12:30 p.m.
Presenter: Tony Christensen, Training

In this class we will discuss different search options in Sentryx and how to use lists to create different reports. We will go over different search functions in Sentryx and different ways to view the results. We will also cover how to manipulate lists in Sentryx and what we can do with them to create a report or export the results to an Excel file.

Sentryx Jail Tips & Tricks **I**
Wednesday, 12:30 p.m. – 2:45 p.m. (2 hours)
Thursday, 10:15 a.m. – 1:30 p.m. (2 hours)
Presenter: Mike Hopkins, Training

This class will focus on some of the lesser known functions, settings, and set-up items that can help you streamline your jail booking process. It will also cover some of the new settings and options available for use in the jail software.

(NEW) Show Me the Money! Optimize Jail Billing
Wednesday, 3:00 p.m. – 4:00 p.m.
Presenter: Tony Christensen, Training

In this session we will cover how to maximize billing in the Sentryx Jail System. This class will also go over setup and maintenance of billing in the Admin Utility, and to learn how to set up billing in adminutil and how to enter billing records. We will go over options related to different billing settings and then how to run billing and billing reports. This class is designed for those familiar with Sentryx Jail.

Jail: What's New?
THIS CLASS WILL BE HELD IN THE R&D TRACK (355 B)
Thursday, 9:00 a.m. – 10:00 a.m.
Presenter: TBD

Learn about the new features for Sentryx Jail. The class will focus on features that have recently been released, and those that will be released soon. There will also be a discussion on the future of Spillman's Jail product. (Last year's description)

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Sentryx Corrections Administration Setup Ⓐ
Thursday, 1:45 p.m. – 4:00 p.m. (2 hours)
Presenter: Dustin Hunter, Training

This class will discuss and answer any questions that you may have regarding the administrative setup of the Sentryx Jail software. The class will cover the schedule of events that will take place during a typical Jail Admin Week with your assigned Spillman Trainer as well as a brief overview of the setup process. The basic setup screens will be shown and discussed and ideas will be given on how to make your jail's setup go smoothly. This is a perfect class for SAAs and other users that will be involved with the setup. This class is designed for advanced level users. The operation is the same whether you are operating off of a UNIX, Linux or a Windows server.

(NEW) Migrating from Classic Jail to Sentryx
Friday, 9:00 a.m. – 10:00 a.m.
Presenter: Tony Christensen, Training & Nick Barber, Technical Services

Learn about the process that you will undergo while transitioning to Sentryx Jail and the steps and processes involved. Instructors will give an in-depth look at the chronological order of the process and what will be required of you and the training of your staff. The first portion of the class will highlight the Jail Data Conversion – the upgrade process to Sentryx Jail. The second portion of the class will cover jail administration training and who should attend, training for end users, and what you can expect from your trainer at the Go-live. This class is for any level of user.

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Class Descriptions

Nova Track (Room 355 D)

*This shortened track takes place Tuesday and Wednesday on the schedule and is designed for customers of Spillman's cloud-based solution, Nova (formerly called Citadex). However, any customer is welcome to attend the sessions.

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise.

(NEW) Nova Records
Tuesday, 10:15 a.m. – 11:15 a.m.
Presenter: Jordan Kohler, Hosted Solutions

Learn how to efficiently utilize the master record indices of Spillman Nova. We will cover the basics of the names, vehicles, property and business records, as well as relevant tips and tricks to help you get the most out of your records management system. This class is tailored to both current and prospective Spillman Nova customers.

(NEW) Nova CAD
Tuesday, 12:30 p.m. – 1:30 p.m.
Presenter: Bret Wardle, Hosted Solutions

Learn how to efficiently utilize the Spillman Nova CAD module. We will cover the basics of taking calls, and dispatching your staff, as well as the workflow of items in the software from call to arrest. We will also cover relevant tips and tricks to help you get the most out of your CAD system. This class is tailored to both current and prospective Spillman Nova customers.

(NEW) Nova Jail
Tuesday, 1:45 p.m. – 2:45 p.m.
Presenter: Bret Wardle, Hosted Solutions

Learn how to efficiently utilize the Spillman Nova Jail module. We will cover the basics of booking and maintaining your inmate list, as well as running basics reports. We will also cover relevant tips and tricks to help you get the most out of your jail management system. This class is tailored to both current and prospective Spillman Nova customers.

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(NEW) Using Nova Reporting & Analytics

Tuesday, 3:00 p.m. – 4:00 p.m.
Presenter: Bret Wardle, Hosted Solutions

Learn how to efficiently utilize the Spillman Nova Reporting module. We will cover the basics of generating an IBR report, in addition to learning how to set up and run your own internal reports and analytics. We will cover relevant tips and tricks to help you get the most out of the reporting side of your records management system. This class is tailored to both current and prospective Spillman Nova customers.

(NEW) Nova Administration

Wednesday, 9:00 a.m. – 10:00 p.m.
Presenter: Danny Spillman, Hosted Solutions

The Administrative Section of Spillman Nova allows agencies to customize the software to their needs and wants. This class will teach administrators how to take full advantage of these features. Topics covered will include: setting up role-based access permissions, customizing code tables, and state reporting. This class is tailored to both current and prospective Spillman Nova customers.

(NEW) Cloud, SaaS, and Lean UX – What Does it Mean to Your Agency?

Wednesday, 10:15 a.m. – 11:15 a.m.
Presenter: Bret Wardle, Hosted Solutions

With a wealth of new buzz words and technologies being thrown around, public safety agencies face the challenge of deciphering what new technology tools they can take advantage of. Learn what these technologies really mean, and take part in an open discussion on how they could be used to improve the way your software functions. This class is useful for any attendee wanting to learn more about these trends and technologies.

(NEW) Tips and Tricks for Optimizing Nova

Wednesday, 12:30 p.m. – 1:30 p.m.
Presenter: Danny Spillman, Hosted Solutions

Come and see what we think are some of the niftiest things you don't know about in Nova! This class will highlight under-utilized features in Nova and go over some of the most frequently asked questions. This class is tailored to both current and prospective Spillman Nova customers.

(NEW) Customer Best Practice

Wednesday, 1:45 p.m. – 2:45 p.m.
Presenter: TBD

Class description is coming…

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(NEW) What is Nova?
Wednesday, 3:00 p.m. – 4:00 p.m.
Presenter: Danny Spillman & Bret Wardle, Hosted Solutions

This is an introduction to the Spillman Nova software. Both newcomers and veterans alike will gain some insights to the services provided by Spillman's web-based public safety software suite. We will cover the basics, as well as dive into some best practices as we give you an introduction to the fresh new software suite from Spillman Technologies… Nova!

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Class Descriptions

Crystal Reports (Rooms 257 A, 259, 260 B)

*Crystal Reports classes require pre-registration.

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise. These classes require pre-registration.

Basic Crystal Reports 2011   **B**
Session A
Tuesday, 10:15 a.m. – 4:00 p.m. & Wednesday, 9:00 a.m. – 11:15 p.m. (6 hours)
Cert Class 3 (Room 260 B)
Presenter: Mike Kilgore, Training

Session B
Wednesday, 12:30 p.m. – 4:00 p.m. & Thursday, 9:00 a.m. – 1:30 p.m. (6 hours)
Cert Class 3 (Room 260 B)
Presenter: Robert Christian, Training

Session C
Thursday, 12:30 p.m. – 4:00 p.m. & Friday, 9:00 a.m. – 12:30 p.m. (6 hours)
Cert Class 1 (Room 257 A)
Presenter: Mike Kilgore, Training

Learn how to create custom reports quickly and easily. Attendees will learn how to create presentation-quality reports for agency heads, city and county councils, boards of supervisors, mayors, commissioners, and the like. Attendees will learn how to export reports to Adobe PDF or HTML for use in external sources such an email, social networking, or departmental websites. While this course is updated for the 2011 version, it is intended for people who are new to Crystal Reports. No prior knowledge of Crystal is required, although basic Spillman knowledge is helpful. Pre-registration is required for this class.

Advanced Crystal 2011   **A**
Thursday, 1:45 p.m. – 4:00 p.m. & Friday, 9:00 a.m. – 12:30 p.m. (5 hours)
Cert Class 3 (Room 260 B)
Presenter: Doug Ashmore, Spillman SAA, Nevada Dept. of Public Safety, NV

A portion of this class will be an overview of Crystal Reports. The remainder of the session will be focused on the new material. Topics covered will be basic formulas, parameters, templates, cross-tab reports, and – most especially – data from multiple Spillman tables at the same time, up to and including drawing data from the Spillman Involvements table. New to the class this year, you will be shown how to extract and display Geobase data as hyperlinks on a PDF to Google maps and export data to be used in Google Earth. This course is intended for students that have prior basic Crystal Reporting experience. Knowledge of how Spillman database table relate to one another is very helpful in this class. Pre-registration is required for this class.

Class Descriptions

Certifications (Rooms 257 A, 259)

*Certification classes require pre-registration.

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise. These classes require pre-registration.

Dispatch Administration Certification (DAC)
Review: Tuesday, 10:15 a.m. – 4:00 p.m. & Wednesday, 9:00 a.m. – 11:15 p.m. (6 hours)
Test: Thursday, 9:00 a.m. – 11:15 a.m. (2 hours)
Cert Class 1 (Room 257 A)
Presenters: Elly Dice & Jeff Griffin, Training

    This certification course is designed for Spillman Administrators and/or Communications Supervisors. During this certification, students will learn about CAD code tables and application parameters that affect the function of the Spillman CAD system. Students will also be given an in-depth review of various CAD commands and functions. Students will be administered a certification exam at the end of the course. The exam will have questions ranging from setting up your CAD system to the basic functions of your Spillman CAD system. This course requires pre-registration.

Records Administration Certification (RAC)
Review: Tuesday, 3:00 p.m. – 4:00 p.m. & Wednesday, 9:00 a.m. – 4:00 a.m. (6 hours)
Test: Thursday, 1:45 p.m. – 4:00 p.m. (2 hours)
Cert Class 2 (Room 259)
Presenters: Lila Nealand & Bryan Hawkins, Training

    In the certification class, instructors will go over Hub and the Law Records module, pointing out features that will allow better utilization of the software's functionality. This class will also cover the operation of certain system administration that pertains to and manipulates the tables in both modules. This class will cover and explain the fundamentals that will give you the tools necessary to become certified Records Administrators. This course requires pre-registration.

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SAA Certification

Session A
Review: Tuesday, 10:15 a.m. – 2:45 p.m. (3 hours)
Cert Class 2 (Room 259)
Presenters: Devin Larsen & David Myers, Training

Test: Wednesday, 12:30 p.m. – 4:00 p.m. (3 hours)
Cert Class 1 (Room 257 A)

Session B
Review: Thursday, 9:00 a.m. – 1:30 p.m. (3 hours)
Cert Class 2 (Room 259)
Presenters: Devin Larsen & David Myers, Training

Test: Friday, 9:00 a.m. – 12:30 p.m. (3 hours)
Cert Class 2 (Room 259)

This class is designed to teach SAAs the basic level of application administration. This class is designed for agencies using Windows, UNIX, or Linux platforms. Prior to attending the Users' Conference, attendees will be offered an online course that will cover the course material that will be tested upon. At Users' Conference, a review session will be offered prior to the testing. This review session will be based upon the testing material and will cover as much of the material as possible in the allotted time. The review session should be viewed as extra time spent on this class and should not be the only time you have reviewed the material. This is a basic level class designed for those with a minimal level of Spillman administration experience. This course requires pre-registration.

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CLUB SPILLMAN

Hours of Operation
Club Spillman is open every day from 8 a.m. until the day's last class session, except during lunch and Tuesday's Opening General Session. Check out this year's expanded space in room 155.

Move Beyond the Class Schedule
Want to get even more out of your experience at Users' Conference? Be sure to spend time in Club Spillman – the benefits waiting for you here enhance what is available in scheduled class sessions! During class breaks, talk one-one-one with your Account Sales rep, Project Manager, and Client Services rep, or request a customized demonstration of any module. Check your email at the Internet Café and enjoy comfortable seating, tasty snacks, and an endless amount of bottled water, soft drinks, coffee, and tea. Don't miss this opportunity to meet with the Customer Education Department to talk about your agency's training opportunities, visit one-on-one with Technical Analysts, or chat personally with a member of our Research & Design and Development teams about the future of Spillman products. And of course, relax and recharge at the Massage Station sponsored by your friends in Account Sales. There is bound to be a little something for everyone in Club Spillman.

Technical Services Help Desk
Free System & GIS Audits
When you visit Club Spillman, don't pass up the opportunity to visit one-on-one with Spillman's experienced Technical Analysts. At the Technical Services Help Desk, you can check the status of your support cases, ask technical questions, learn about the 2000+ preformatted reports the Spillman system has to offer, see how to use the new Knowledgebase, and receive a free findings report of your personalized System Audit.

A System Audit is a free inspection into the overall health of your system. Spillman's Technical Services department connects to your agency's server and identifies potential problems that might exist. During the registration process, you can indicate if you are interested in having a System Audit. A Technical Analyst will contact you before the conference to run the audit. During your scheduled conference appointment, a Technical Analyst will review your findings report in depth and give you a printed copy. Two appointments are available every hour during each day of the conference and will be filled on a first-come, first-served basis.

Club Spillman is also where you'll receive the results of your GIS Audit, which is requested during the registration process. During your GIS Audit, Spillman's Technical Services department will discuss the supportability of your Spillman GIS system, gauge your Spillman GIS system performance, and evaluate how current and effective your geo-validation, map layers, and AVL configuration are. If you are running Classic Geobase, a Technical Analyst will help you determine what adjustments need to be made to achieve a "clean" gbload and assess your agency's preparation for an upgrade to Sentryx Geobase. If you are running Sentryx Geobase, a Technical Analyst will evaluate whether your ESRI locators and Geobase configurations match Spillman specifications and assess what work is needed to achieve a clean Address Maintenance run.

Classic Geobase Pre-Requisite: Your shapefiles must reside on your Spillman Server or be made available to us at least two weeks in advance.

Sentryx Geobase Pre-Requisite: We must have a connection to your ArcServer by August 1 in order to perform the audit.

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Appointments for the GIS Audits will be 1 hour each and a limited number of slots will be available each day. Appointment times are available at a first-come, first-served basis.

Show Me The Demo!
Visit Club Spillman and request to see a custom demonstration of any module. Members of Spillman's sales demonstration team will be on hand each day, all day long, to show software presentations, answer your questions, and help you gain a better understanding of the 40+ modules Spillman has to offer.

Rest & Recharge - Massage Station

Your friends in Account Sales want to pamper you! They are sponsoring a massage station in Club Spillman were you can unwind and recharge with a short massage from professionally licensed therapists.
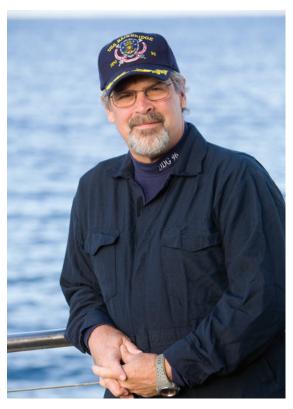
Massage Station Hours:
Tuesday-Thursday
10 a.m. – 3 p.m.

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Captain Richard Phillips
- Hero of the High Seas
- Captain of the Maersk Alabama, hijacked by Somali pirates
- Author, A Captain's Duty: *Somali Pirates, Navy SEALs, and Dangerous Days at Sea*

Opening General Session
Tuesday, 8:30 a.m. – 10:00 a.m.
Salt Palace Exhibit Hall 1
Price included with registration

Join us as we kick off our conference with the Opening General Session. This is our opportunity to set the tone for the entire week, including a state of the company address from President & CEO Lance Clark, an exciting peek into new innovations from Research & Design Manager Josh Smith, and what is sure to be a memorable keynote address from Captain Richard Phillips.

For five days in April 2009, the world was glued to their TV screens as Captain Richard Phillips became the center of an extraordinary international drama when he was captured by Somali pirates who hijacked his ship, the first hijacking of a U.S. ship in more than 200 years.

On the bridge, the pirates held four sailors at gunpoint, but the crew of 20 outnumbered the four attackers. They managed to wound the apparent leader of the pirates and demanded the other pirates leave the ship, but the pirates had scuttled their own small boat. They demanded an escape boat, fuel and food. To protect his crew, Captain Phillips made a conscious decision to put himself directly in harm's way, knowing full well that he might pay the ultimate price for his decision. Amid the standoff, he offered himself as a hostage.

Held hostage as a human shield in a small lifeboat with three pirates, he had little to hope for or cling to — except the knowledge that he had done absolutely everything he could to save the lives of the 20 sailors aboard his ship. The U.S. Navy responded to the scene, and negotiations were ongoing between the pirates and the captain of the USS Bainbridge. The standoff dragged on until April 12th, when Navy SEAL snipers saw one of the pirates aim his AK-47 machine gun at Capt. Richard Phillips's back and concluded he was in "*imminent danger*."

President Barack Obama, who spoke with Captain Phillips by phone after he was freed, said, "I share the country's admiration for the bravery of Captain Phillips and his selfless concern for his crew. His courage is a model for all Americans." Captain Richard Phillips is the author of *A Captain's Duty: Somali Pirates, Navy SEALs, and Dangerous Days at Sea*, about his experience and his remarkable rescue. This dramatic story was also transformed into an Academy-Award and Golden-Globe nominated film, *Captain Phillips*, which hit the big screens in fall of 2013. Captain Phillips is a graduate of the Massachusetts Maritime Academy a member of the International Organization of Masters, Mates & Pilots Union, and a licensed American merchant mariner. He became Captain of the MV Maersk Alabama in 2009. Captain Phillips married Andrea Coggio in 1987. They have two children, Mariah and Danny and reside in Underhill, Vermont.

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World Classic Rockers
Wednesday, 6 p.m. – 8:30 p.m.
Salt Palace Exhibit Hall 1
Price included with registration

Get ready to ROCK!

All of the members of World Classic Rockers were key musicians in some of the biggest name rock bands of our time. Former members of Steppenwolf, Journey, Lynyrd Skynyrd, Santana, and Boston will come together to sing all of the bands' hits as well as other cover tunes. You'll enjoy hits like "Magic Carpet Ride," "Black Magic Woman," "Don't Stop Believing," "Anyway You Want It," Sweet Home Alabama," "Free Bird," and "Born to be Wild," just to name a few! With all of the pieces in place, the World Classic Rockers bring audiences to their feet night after night in a stage performance packed with hit after unforgettable hit. They continue to make an unforgettable impression at events across America and throughout Europe, the Far East and Africa. They have indeed become the ultimate classic rock all-star band.

The doors will open at 6:00 for dinner, and the band will take the stage at 6:30.

Visit www.wcr.com for more information.

Closing Awards Banquet
Thursday, 6 p.m. – 7:30 p.m.
Salt Palace Exhibit Hall 1
Price included with registration

The closing awards banquet is all about celebrating YOU….our customers and friends. This awards banquet is a highlight of the conference for Spillman. We have the exciting opportunity to say "thank you" for your longstanding support and friendship. Those agencies that are achieving milestones of being with Spillman for 10, 15, 20, and 25 years will be recognized, and this we are looking forward to highlighting our first 30-year customers. And of course, we can't wait to show you what Corey Roberts has in store for the wonderful prize giveaways. We hope you'll join us for this banquet and delicious dinner.

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Welcome to Utah

Combining the amenities of a major metropolitan area with the friendliness of a small western city, Salt Lake City is an ideal location for group travel. A beautiful, safe, and vibrant city, Salt Lake combines unparalleled access to natural recreation, a bustling economy, dynamic nightlife, remarkable history, warm hospitality, and the Greatest Snow on Earth.™

Visit the following website for information on Salt Lake's hot spots, things to do, restaurant and nightlife ideas, getting around, and interesting tidbits about visiting the great state of Utah:

www.visitsaltlake.com/spillman2015

We hope you will have a few extra days to enjoy the splendor of Utah and Salt Lake City. Spillman staff, as well as your hotel concierge, will be available to assist you in getting additional information on local attractions and booking some fun excursions during your stay.

Utah Tidbits

Utah Population - 2,942,902
Salt Lake City Elevation – 4,327
September/October Avg. Climate – 65 F'

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Registration Options

Online registration is available through MySpillman at **my.spillman.com/users-conf/register**. To access MySpillman you need a username and password. If you do not know your username and password, contact your System Administrator or Spillman Client Services representative. Payment is due with the submission of your registration form, whether it be by credit card, maintenance fees, or pre-paid training fees. If you require a different form of payment such as check, please fill out the registration form at the end of this brochure and send it, along with your check for payment, to Spillman via mail. If you mail your registration form, your registration will not be completed until Spillman receives payment. If you have questions you can call us at 1.800.860.8026 between 8 a.m. and 5 p.m. MST, Monday – Friday.

> We encourage early registration, especially if you are looking to attend any certification or Crystal Reports classes, which require pre-registration and often fill up early. Early registration also helps us plan for the various conference events and ensure the best possible experience for you.

Conference Website

Visit **my.spillman.com/users-conf** or log in to MySpillman and click on Users' Conference to access the site for quick access to links for registration, hotel reservations, and the full conference brochure. The site also offers useful information about new class offerings, conference activities, certification training, and lists our top 10 conference and travel tips. You can also browse customer testimonials from previous conferences and access photos, videos, and presentations from the 2014 conference. If you don't have a username and password to access MySpillman, contact your System Administrator or Spillman Client Services representative.

Registration Fees & Guest Passes

Full Registration: $865

Full Registration includes attendance to all training sessions plus breakfasts, lunches, and snack breaks Tuesday through Friday, the Evening Event (includes dinner), and the Closing Awards Banquet (includes dinner).

Executive Pass: $500

The Executive Pass is a conference pass solely for agency chiefs, sheriffs, and executive directors to attend Tuesday and Wednesday of the conference when the Executive Track is held. The Executive Pass also includes any meals or activities held on Tuesday and Wednesday.

Day Passes:
 • **Tuesday: $260**
 • **Wednesday: $315**
 • **Thursday: $285**
 • **Friday: $150**

Day passes include all training sessions, breakfasts, lunches, and snack breaks; along with any conference activity that happens that day(s).

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Guest Passes:
Guest passes are designed for a family member or friend traveling with the conference attendee. Spillman customers may not attend any sessions using a guest pass.

- **All Activity Guest Pass: $295**
  Includes all meals and snack breaks Tuesday through Friday, the Evening Event, and the Closing Awards Banquet.

- **Single Activity Guest Pass:**
  - » **Evening Event: $75**
  - » **Closing Awards Banquet: $45**

Maintenance Fees and Pre-paid Training Fees

There are three payment methods available when completing an online registration form: credit card, Users' Conference maintenance fees, and pre-paid training fees. If your agency has available Users' Conference funds within its maintenance fees or available pre-paid training fees, you will see these two available balances after logging in to MySpillman to register. If you do not have enough maintenance fees or pre-paid training fees to cover the entire cost of registration, you will be asked to provide a credit card for the remaining payment in order to process your registration. If you do not have a credit card for payment or need to pay by check, please do not complete an online registration. Instead, contact Amber Schroeder at aschroeder@spillman.com, or Angie Dunn at adunn@spillman.com.

If you proceed with an online registration and select maintenance or pre-paid training fees as a form of payment, the fees will be automatically deducted from your agency's available balance. It is important that you only select this payment option if you have the appropriate approvals from your agency to use these fees.

Please note that Users' Conference maintenance fees can also be used for travel, lodging, and per diem expenses. Pre-paid training fees can only be used toward the cost of registration. If you plan to use maintenance fees for these travel expenses, you must complete a reimbursement form and submit it to Spillman with all applicable receipts after the expense has been incurred. Visit the conference website on MySpillman to download the reimbursement form.

LODGING & TRANSPORTATION

Salt Lake City Marriott Downtown at City Creek

The Downtown Marriott is once again one of Spillman's host hotels for this year's conference. Amenities include FREE Internet and newly remodeled rooms and lobby. Wi-fi service is also available in the lobby. For your convenience, the Salt Palace Convention Center east entrance is right across the street from the Marriott. A special rate is available to conference attendees at $184 (before tax) for a standard rate room or $106 (before tax) for a government-rate room. Please see the Marriott websites below to book your room as well as to see qualifications on requesting a government rate. Both room rates are available on a first-come, first-served basis or until the rates have expired on Monday, September 7, 2015.

- Standard Rate Reservation Website: http://cwp.marriott.com/slcut/spillman/
- Government Rate Reservation Website: http://cwp.marriott.com/slcut/spillmangvt/

If you are calling the Marriott to make your reservation, please use the following contact information and let them know you are with the Spillman group and be prepared to give them the group code listed below. Please note that there are two Marriott hotels in Salt Lake City, the Marriott Downtown at City Creek and the Marriott City Center. Please be sure you contact the Marriott Downtown at City Creek.

- Salt Lake City Marriott Downtown at City Creek
  75 South West Temple
  Salt Lake City, UT 84101
  Toll Free: 866.315.9415
  Local: 801.531.0800

  Spillman Group Codes:
  SPISPIA (Standard rate)
  STGSTGA (Government rate)

Marriott Parking

If you are staying at the Marriott, self-parking is $15 per day and allows unlimited in/out privileges. Valet parking is $20 per day and also allows unlimited in/out privileges. Both prices can be billed directly to your room. If you are not staying at the Marriott you can also park in the underground parking lot at $3 for one hour and $2 for each additional hour.

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Radisson Hotel Salt Lake City Downtown

Spillman is pleased to offer the Radisson hotel as another host hotel for the conference. The Radisson hotel is conveniently located right next door to the north side of the convention center, where the Spillman conference will be held in 2015. Amenities include FREE in-room Internet and mini refrigerators. The Radisson is also a 100 percent non-smoking facility. A government rate is available for conference attendees at $106 (before tax) and a standard rate or $130 (before tax). Please see the Radisson website below to request a room online. This room rate is available on a first-come, first-served basis or until the rates have expired on Thursday, August 27, 2015.

- Standard Rate Reservation Website: http://www.radisson.com/saltlakecity/spillman
- Government Rate Reservation Website: http://www.radisson.com/saltlakecity/spillmangov

If you call the Radisson directly to make reservations please let them know you are with the Spillman group and be prepared to give them the group code listed below.

- Radisson Hotel Salt Lake City Downtown
  215 West South Temple
  Salt Lake City, UT 84101
  Toll Free: 800.395.7046
  Local: 801.531.7500

  Spillman Group Code:
  SPILL (Standard rate)
  SPILLG (Goverment rate)

Radisson Parking

If you are staying at the Radisson, hotel parking is available at $6 per day. Valet parking is available for $15 per day.

Flight and Accommodation Assistance (optional)

Spillman has contracted with Christopherson Travel to offer optional assistance with your travel needs, including flight arrangements, transportation, and hotel accommodations at the Marriott or Radisson host hotels.

If you are interested in this service, please contact Laura Marie or Melissa for travel plans. A $27 service fee will be billed to you if Christopherson Travel assists with flight, transportation, or hotel accommodations.

- **Laura Watkins**
  laura.watkins@cbravel.com
  Direct Line: 1.801.327.7718
  Toll Free: 1.866.327.7650
  After Hours: 1.888.312.0985 (emergencies only)

- **Melissa Smith**
  melissa.smith@cbtravel.com
  Direct Line: 1.801.327.7729
  Toll Free: 1.866.327.7650
  After Hours: 1.888.312.0985 (emergencies only)

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Transportation Services

All Resort Express
By using Spillman's All Resort Express group code, you can receive a special rate each way. Driver gratuity is not included in the rate. Call 1-800-457-9457, ext. #2 to book your reservation, or visit Spillman Users' Conference 2015 Transportation Link:
https://reservations.allresort.com/groupdirect?grpid=10724&tmpid=11351&tmple=1.
Please refer to Spillman's group code: #10724.

Express Shuttle
For transportation to and from the Salt Lake City airport, contact Express Shuttle at 1.800.397.0773 or visit online at www.expressshuttleutah.com. Must be booked 24 hours in advance. No code is required.

Enterprise Car Rental
A conference discount rate has been established with Enterprise & National Car Rental. To make a reservation with Enterprise Rent a Car, call 1.800.261.7331 or visit www.enterprise.com.
When making the reservation please reference Spillman's Corporate Number: XZ47311 & Pin# SPI.

National Car Rental
To make a reservation with National Car Rental, call 1.800.227.7368 or visit www.nationalcar.com, and click on "Rates & Reservations." Please reference Spillman's Contract ID# XZ47311 and use Pin #SPI.

Avis Car Rental
A conference discount rate has been established with Avis. To make a reservation, call 1.800.331.1600 or visit www.avis.com. Under the Rates and reservations section, click on Business Reservation. Spillman Avis Worldwide Discount (AWD) number is B408499. You can also contact Holly Ferguson direct at 1.800.525.7521, ext. 31695 or via Holly.Ferguson@avisbudget.com.

Contact Us

Amber Schroeder (general registration questions)
1.800.860.8026, ext. 1835
aschroeder@spillman.com

Whitney Miles (maintenance fee and pre-paid training fee questions)
1.800.860.8026, ext. 1848
wmiles@spillman.com

Ciara Allen (maintenance fee and pre-paid training fee questions)
1.800.860.8026, ext. 1787
callen@spillman.com

Angie Dunn (general conference questions)
1.800.860.8026, ext. 1752
adunn@spillman.com

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This registration form serves as your invoice.

Registration Form

▶ **Please mail, fax, or email the registration form with payment. Please remit to the following address:**

Personal Information
(Submit one registration form per attendee)

Agency: _____

Attendee Name:_____

Title: *(for name badge)*_____

Telephone:_____

Email:_____

Address:_____

City:_____ State:_____ Zip:_____

Primary Agency Role

☐ Administration   ☐ Jail   ☐ Records
☐ IT   ☐ Investigations   ☐ Fire/EMS
☐ Patrol   ☐ Dispatch   ☐ Other_____

Choose Your Registration Option(s)

☐ **Option 1: Full Registration, $865**
Includes: admission to all sessions, breakfasts, luncheons, refreshment breaks, Evening Event, and Closing Awards Banquet.

☐ **Option 2: All-Activity Guest Pass, $295**
The All-Activity Guest Pass is intended for an attendee's spouse or invited guest who is not a registered attendee and wishes to attend all conference evening activities, breakfasts, luncheons, and snack breaks.

If you plan to attend the Evening Event please select the appropriate box:
☐ YES, I will be attending   ☐ NO, I will not be attending

Name of Guest:_____

☐ **Option 3: Single Activity Guest Pass**
The Single Activity Guest Pass is intended for an attendee's spouse or invited guest who is not a registered attendee and wishes to attend a single activity.

☐ Evening Event: World Classic Rockers - includes dinner & show, $75
☐ Closing Awards Banquet, $45

Name of Guest:_____

☐ **Option 4: Day Pass**
The Day Pass is available for those wanting to attend only one specific day of the conference. The Day Pass includes all sessions, meals and special events occurring that day.

☐ Tuesday, $260   ☐ Tuesday, $315   ☐ Wednesday, $285   ☐ Thursday, $150

☐ **Option 5: Executive Pass, $500**
This option is available for chiefs, sheriffs, and agency directors who would like to attend the executive classes on Tuesday & Wednesday only. All meals and activities on Tuesday and Wednesday are included.

☐ **Option 5a: Executive Full Activity Guest Pass, $150**
The Executive Full Activity Guest Pass is intended for an attendee's spouse or invited guest who is not a registered attendee and wishes to attend all breakfasts, lunches, and snack breaks Tuesday and Wednesday and the evening event on Wednesday.

Name of Guest:_____

☐ **Option 5b: Executive Single Activity Guest Pass, $75**
The Executive Single Activity Guest Pass is intended for an executive attendee's spouse or invited guest who is not a registered attendee and wishes to attend the evening event on Wednesday.

Evening Event: World Classic Rockers - includes dinner & show, $75

Name of Guest:_____

Spillman 2015
Users' Conference
Attn: Amber Schroeder
4625 Lake Park Blvd
Salt Lake City, UT 84120
Fax: 801.902.1210
Email: *aschroeder@spillman.com*

Certification Pre-Registration

These certification classes require pre-registration. Once available seats have been filled, a wait list will be created. Registration will not be available at the conference unless space becomes available. You can only sign up for one class.

Each attendee who signs up for the SAA certification will be responsible for downloading pre-conference training material from the Spillman website (An email detailing how to access this training material will be sent to you after your registration confirmation). The attendee must study this material before attending the onsite training classes in September. The DAC and RAC certification classes do not require pre-conference training material.

SAA Certification

The SAA Certification is now a hands-on session and is offered independent of operating system. Both Session A and Session B will be applicable for UNIX, Windows, and Linux operating systems. If you select to attend the SAA Certification class, you are required to attend both a review session and the testing session.

☐ **SAA Certification Session A**
Review: Tuesday, September 29; 10:15 a.m. – 2:45 p.m. (3 hours)
Test: Wednesday, September 30; 12:30 – 4:00 p.m. (3 hours)

☐ **SAA Certification Session B**
Review: Thursday, October 1; 9:00 – 1:30 p.m. (3 hours)
Test: Friday, October 2; 9:00 – 12:30 p.m. (3 hours)

DAC (Dispatch Administration Certification)

☐ **DAC Certification**
Training: Tuesday, September 29; 10:15 – 4:00 p.m. & Wednesday, September 30; 9:00 – 11:15 a.m. (6 hours)
Testing: Thursday, October 1; 9:00 – 11:15 p.m. (2 hours)

RAC (Records System Administration Certification)

☐ **RAC Certification**
Training: Tuesday, September 29; 3:00 – 4:00 p.m. & Wednesday, September 30; 9:00 – 4:00 p.m. (6 hours)
Testing: Thursday, October 1; 1:45 – 4:00 p.m. (2 hours)

Crystal Reports Classes

Crystal Reports training classes require pre-registration. Once available seats have been filled, a wait list will be created. Registration will not be available at the conference unless space becomes available. You can only sign up for one Crystal Reports class. There is no test associated with Crystal Reports classes.

☐ **Basic Crystal Reports 2011- Session A**
Tuesday, September 29; 10:15 – 4:00 p.m. &
Wednesday, September 30; 9:00 – 11:15 a.m. (6 hours)

☐ **Basic Crystal Reports 2011- Session B**
Wednesday, September 30; 12:30 – 4:00 p.m. &
Thursday, October 1; 9:00 – 1:30 p.m. (6 hours)

☐ **Basic Crystal Reports 2011- Session C**
Thursday, October 1; 12:30 – 4:00 p.m. &
Friday, October 2; 9:00 – 12:30 p.m. (6 hours)

☐ **Advanced Crystal Reports 2011**
Thursday, October 1; 1:45 – 4:00 p.m. &
Friday, October 2; 9:00 – 12:30 p.m. (5 hours)

System Audits

Receive a free findings report on the health of your system in Club Spillman during the conference. In a System Audit, Spillman's Technical Services department connects to your agency's server and identifies potential problems that might exist. This audit is like getting a free 10-point inspection on the health of your Spillman system. A Technical Analyst will contact you before the conference to run the audit. During your scheduled conference appointment, a Technical Analyst will review your findings report in depth and give you a printed copy. Two appointments are available every hour during each day of the conference and will be filled on a first-come, first-served basis.

☐ Yes I am interested in a System Audit.* ☐ No, I am not interested

*If you selected Yes, Spillman's events team will contact you to schedule a date and time for your appointment.

GIS Audits

Receive a free GIS Audit of your system in Club Spillman. During your GIS Audit, Spillman's Technical Services department will discuss the supportability of your Spillman GIS system, gauge your Spillman GIS system performance, and evaluate how current and effective your geo-validation, map layers, and AVL configuration are. If you are running Classic Geobase, a Technical Analyst will help you determine what adjustments need to be made to achieve a "clean" gbload and assess your agency's preparation for an upgrade to Sentryx Geobase. If you are running Sentryx Geobase, a Technical Analyst will evaluate whether your ESRI locators and Geobase configurations match Spillman specifications and assess what work is needed to achieve a clean Address Maintenance run.
Classic Geobase Pre-Requisite: Your shapefiles must reside on your Spillman Server or be made available to us at least two weeks in advance.
Sentryx Geobase Pre-Requisite: We must have a connection to your ArcServer by August 1 in order to perform the audit.

Appointments for the GIS Audits will be 1 hour each and a limited number of slots will be available each day. Appointment times are available at a first-come, first-served basis.

☐ Yes, I am interested in a GIS Audit.* ☐ No, I am not interested

*If you selected Yes, Spillman's events team will contact you to schedule a date and time for your appointment.

WORLD CLASSIC ROCKERS

Evening Event
Wednesday, September 30; 6 p.m. – 8:30 p.m.

Former members of Steppenwolf, Journey, Lynyrd Skynyrd, Santana, and Boston will come together to sing all of the bands' hits as well as other classic cover tunes. With all of the pieces in place, the World Classic Rockers bring audiences to their feet night after night in a stage performance packed with hit after unforgettable hit.

This exciting event will take place in Exhibit Hall 1 at the Salt Palace Convention Center. Dinner will be served at 6:00 p.m. and World Classic Rockers will take the stage at 6:30 p.m. Dinner and show are included with your registration.

Check the appropriate box to indicate if you will be attending on Wednesday, Sept. 30:

☐ Yes, I will attend ☐ No, I will not attend

Payment Method *(please select)*

☐ Credit Card ☐ Maintenance Fees* ☐ Pre-paid Training Fees

*If you plan to use maintenance or pre-paid fees for your registration payment and do not have enough available funds to cover the entire fee in order to complete your registration, you must include a credit card for the remaining balance. Maintenance fees can only be used upfront to pay for registration fees. You may still use maintenance fees for your hotel and flight expenses, but you will need to get reimbursed for these afterwards. For a reimbursement form, contact Whitney Miles or Ciara Allen. Please note that pre-paid training fees can ONLY be used for registration costs and cannot cover any travel expenses. If you need to pay for registration with a form of payment other than maintenance fees or credit card, please contact Amber Schroeder.

Card No. _____ **Exp.** _____

3 Digit No. on back of card for Visa, MC, and Discover _____

4 Digit No. on front of card for AMEX _____

Name on card: *(please print)* _____

Signature: _____

Billing Address: _____

City: _____ **State:** _____ **Zip:** _____

Email: _____

Confirmation

A confirmation will be sent via email after you mail, email, or fax this form with payment. Bring the confirmation with you to receive your conference materials. If you do not receive an email confirmation, please contact Amber Schroeder at aschroeder@spillman.com or call 1.800.860.8026, ext. 1835.

Cancellation Policy

If it becomes necessary for you to cancel your registration, only 50 percent of the fee will be refunded for cancellations on or after Sept. 22, 2015. If you cancel before Sept. 22, a full refund will be returned to the agency, not the individual attendee. Contact Amber Schroeder at aschroeder@spillman.com or call 1.800.860.8026, ext. 1835 with your cancellation request.