

Harris Pug



2008 PUG Conference Agenda

Carlsbad, California

Monday, April 14, 2008		
8:00 am	Registration and Continental Breakfast	
9:00 am	Welcome	Michelle Rowan
9:15 am	Guest Speaker	Mark Stone General Manager
9:30 am	Opening Address	Michelle Rowan
9:45 am	Introduction of Venders	Michelle Rowan
10:00 am	Break	
10:15 am	Harris Corporate Report	Ken Hayes, Harris
11:00 am	New Products and Vision	Ken Hayes, Harris
12:00 pm	LUNCH	Vendors Booths/Presentation (15min)
1:00 pm	Harris Product Demos (What's New for in 6.3	Peter Soules, Harris
2:00 pm	Harris Demo of Embedded Report Writer	Ken Hayes, Harris
2:45 pm	BREAK	
3:00 pm	mCARE, eCARE, eDOCs and EIS	Peter Soules, Harris
4:00 pm	Open Forum – Exchange of Expertise	All Users
5:00 pm	Adjournment	
6:00 pm	<i>Reception (Karl's Strauss next to Grand Pacific Hotel)</i>	<i>Hors d'Oeuvres Provided/No Host Bar</i>

Tuesday, April 15, 2008

8:30 am	Continental Breakfast	
9:00 am	Welcome Back/Updates	Michelle Rowan
9:15 am	Executive Steering Committee Report	Craig Herman
9:30 am	Elections and Next Year's Meeting	Michelle Rowan
9:45 am	Break	
10:00 am	Meter Infrastructure/Meter Data Management Infrastructure/AMR/AMI	Terry Hackleman
11:00 am	NS / PUBS Tips and Tricks	Peter Soules, Harris
12:00 pm	Lunch - Provided	Vendor Presentation (15 min)
1:00 pm	Review Top Users Modifications and Trackers	Michelle Rowan (review)
1:30 pm	Adjustment / Extra Charge Process	User Panel (Cathy, Zillah, MR)
2:15 pm	Unlocking Advanced Find Feature NorthStar 6.2	Peter Soules, Harris
3:00 pm	Break	
3:15 pm	NS Security Changes	Peter Soules, Harris
4:15 pm	Payment Kiosk	Peter Soules, Harris
5:00 pm	Adjournment	

Wednesday, April 16, 2008

8:00 am	Continental Breakfast	
8:30 am	Welcome Back/Updates	Michelle Rowan
8:35 am	Data Management	Craig Herman
9:00 am	Best Practices (Customer Service) Credit Control/Collections/Aging	User Panel / Peter Soules, Harris
10:00 am	Automation/Direction of Customer Service Options	Group Discussion
10:30 am	Break	
10:45 am	NorthStar Upgrade	User Panel (MR, Craig, Cathy, Linda, Cindy)
11:30 am	Exchange of Expertise	All Users
12:30	Adjournment	