

**Harris Pacific User Group
Conference Minutes
April 18, 2005**

After a continental breakfast social time, the conference started at 8:30 AM.

- 1. Sandy Myers, City of Santa Clara, welcomed the PUG participants and introduced Jennifer Sparacino, City Manager of the City of Santa Clara.**
- 2. The City Manager welcomed the Group to Santa Clara and talked briefly about the City.**
- 3. Michelle Rowan, City of Glendale, introduced the 2004-2005 PUB planning committee, Jim Browning, Jody Dauth, Rod Mier, Sandy Myers and herself. She then explained the handouts available to the group. She also announced that the next PUG Conference will be held in Glendale, California.**
- 4. By-Laws (presented by Michelle Rowan)**
 - A. A copy of the proposed By-Laws for the PUG Group was distributed.**
 - B. A vote was taken to determine if the Vice President would assume the position of President at the end of their current terms. The vote passed.**
 - C. Several changes were made to the By-Laws.**
 - 1. The proposed By-Laws used the word "Utility" for the agency members of the PUG group. This is to be changed to the word "Agency".**
 - 2. Article 4, ii: This section should be changed to add "at least", to say that PUG Group meetings will be held at least once a year.**
 - 3. Article 5, Board of Directors: This section will be changed to...**
 - i. The Board of Directors shall consist of the President, 3 (three) elected officers and the immediate past President.**
 - ii. The current Vice President will assume the position of President in the following term.**
 - iii. The elected officers are as follows:**
 - a. Vice President**
 - b. Secretary**
 - c. Treasurer**
 - d. There will also be 2 (two) additional committee members.**
 - iv. If the Vice President is unable to fulfill the position of the President, a new president will be elected.**

The numeric listing in this section will be adjusted to add the above sections.
- 5. Harris Report (Presented by Rob DiMurro, Harris Vice President of Research and Development)**
 - A. This presentation was done via a speaker phone**

- B. Harris has three business units, Cayenta, Northstar and Spectrum.
 - C. Harris Portfolio consists of four tiers:
 - 1. IOU – 500,000 + connections
 - 2. Muni Corp – 75,000 + connections
 - 3. Mini – 10,000 + connections
 - 4. Local government ERP Solutions
 - D. Steering Committee Update – The next meeting is scheduled for May 12 & 13, 2005.
 - E. Annual Customer Conference – This is scheduled for October 26, 2005 through October 28, 2005 in San Antonio, Texas.
 - F. 5.2.19 – In general release, with currently 15 agencies installing.
 - G. Northstar has one live site.
 - H. Planning for 5.2.20 (PUBs) for Q2006
 - I. (Select) 8.0.1 – Most customers have installed this.
 - J. Planning for Select 8.1 Q4 2005
 - K. Two new products are Outage Management and Demand Side Management.
6. Trackers (Presented by Rob DiMurro)
- A. Problem escalation
 - 1. Level 2 – Customer Support
 - 2. Level 3 – Customer Support (R&D)
 - 3. Then to Tracter
 - i. These are items that are defect or customer mod
 - ii. Prioritization is based on severity.
 - iii. List of Tracters can be seen on line
7. Lunch (no host)

PUB's Breakout Session

- 1. Automatic Meter Reading (Presented by Kevin Keim from Itron)
 - A. Itron is largest in utility industry
 - B. Routes can be combination of hand held and auto
 - C. Mobile AMR
 - 1. Is capable of 5,000 to 12,000 reads per day.
 - 2. Eliminates estimates and missed reads.
 - 5. Strategic Benefits
 - i. leak identification
 - D. Fixed Network AMR
 - 1. Can locate tampering
 - 2. Can do “virtual disconnects” (for example for CSA's)
- 2. Teleworks IVR (Presented by Willie Jester)
 - A. Denton, Texas has had \$6.5 million worth of transactions on IVR and Web payments.
 - B. Cutoffs were reduced by 80% with “Text to Speech” callouts. (demo'd callouts)
 - C. Can use with GIS

3. **Data Prose**
 - A. **Net Bills (Customers can view and pay their bills on line)**
 - B. **To demo – go to www.dataprose.com/billing**
Select Client login (must enter info), then select demo, then EBPP Demo, Send, City bill demo, demo, none.
 - C. **2%-7% of customers convert to this on an average.**
4. **eCare (Presented by Peter Soules)**
 - A. **Presented demo of product**
 - B. **32 Harris customers are now using this product**
5. **mCare (Presented by Peter Soules)**
Presented demo of this product

Select Breakout Session
Presented by Bob Allison

1. **Reviewed Release 8.0.1 Enhancements**
2. **Reviewed Release 8.1.0 Enhancements**
3. **Reviewed Miscellaneous Receivables Module vs Accounts Receivable Module**
4. **Discussed some cities specific problems with the M/R Module**

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April 19, 2005**

Continental Breakfast and Social from 8:30-9:15.

1. **Announcements and elections (Presented by Sandy Myers)**
 - A. **Next Meeting will be held April 3 & 4, 2006 in Glendale, California**
 - B. **Elections were held. The results are:**
 1. **President - Michelle Rowan**
 2. **Vice President - Rod Mier & Sandy Myers
(This will be co-chaired with one shared vote)**
 3. **Secretary - Jody Dauth**
 4. **Treasurer - Jim Browning**
 5. **Committee - ValerieApmadoc & Maria Hayes**
2. **EIS PUBs (Presented by Terry Hackleman)**
 - A. **Developed for use for executive managers who do not need to have total access to the Harris system, however it can be used by other departments and staff.**
 - B. **There are many inquiries available with drill down capabilities**
 - C. **This is a read only application.**
 - D. **This can be accessed from anywhere.**
3. **EIS Select (Presented by Peter Soules)**
 - A. **Has account explorer**
 - B. **There is drill down capability**
 - C. **Inventory control and payroll is next step.**
4. **Executive Steering Committee (Presented by Terry Hackleman)**
 - A. **The committee meets twice a year.**
 - B. **Their objective is to get feedback to Harris.**
 - C. **They represent twenty customers currently.**
 - D. **Terry encouraged everyone present to get involved in this group if possible. He stated that our area very much needs more representation.**
 - E. **The next meeting is in Ottawa, Canada**
5. **Cognos Reporting (Presented by Deepak Nellie)**
 - A. **Cognos sits on top of other applications.**
 - B. **It is a Web based product.**
 - C. **The Cognos portal is a launch pad to go to reporting.**
 - D. **It can drill down and graph and chart data.**
 - E. **If there is a match from different databases, then both can be used and connect for combined data.**
6. **Lunch (No Host)**
7. **PUB's Breakout Session**
 - A. **Round Table Discussion (*I tried to capture most of the questions. Forgive me for the ones I missed)**

1. When is the data dictionary going to be available? Response by Joe Ruggeri: "I think it is done... Reports are going to be available in Northstar 6.1"
 2. Request for a step by step configuration of Cognos Response: Peter Soules to take forward to the Executive Steering Committee.
 3. What's the likelihood of having "Customer Account Comments", similar to the current account comments? Response: Peter Soules to take forward. The City of Peoria mode may do this.
 4. Changes to client in Northstar 6 will be part of the processes, will it load the new gooey at upload? Response: Yes.
 5. Is there a plan to break out the street suffix from the address? Response: No plan to do so, but will add to the wish list.
 6. Request: We need a report scheduler for use by users.
 7. What is 5.2.20? Response by Peter Soules: Jeff Bender stated this in San Diego at the 2004 Annual Conference. This is to take care of people who don't go to Northstar right away.
 8. When there are updates for the City of Santa Clara, we have issues on mods that weren't listed as known problems. We think that Harris should find these first. Response by Peter Soules: He agrees, but with all of the different setups it is very hard to test everything for each one. However, he will relay the message that the quality assurance needs to be better.
 9. Our agency has Harris install the patches. However, it doesn't always seem to be happening, we will have problems and are told that they should have been fixed with earlier patches. We also don't always know when Harris is in our system. Response by Peter Soules: Harris will only go in if there is a specific issue. Harris should be notifying this agency.
 10. Does Harris show patches in E-Support? Response by Peter Soules: Yes.
 11. When people install a patch in 5.2.19, will the customer be able to roll back a patch (uninstall)? Response by Peter Soules: Currently, No.
 12. There are times that a customer gets patches ahead of updates. However, after the 5.2.18, we were told later that for some issues we still had 5.2.16. Response by Peter Soules: I will take this back. Harris is trying to deal with some of this in 5.2.19.
 13. How can a customer find out what patches have been installed. Response by Peter Soules: Harris can tell them.
 14. Comment: In Northstar, the version will be available with the F keys.
 15. What happens to the regular support team when Harris is putting all its resources to upgrades? Response by Peter Soules: Harris has recently hired more help. They are also cross training current staff.
8. Delayed Billing (Presented by Michelle Rowan)

- A. This was a “How To” presentation
 - B. Copies of this presentation are available by request.
- 9. Budget Billing (Presented by Peter Soules)
 - A. This was a “How To” presentation.
 - B. Copies of this presentation are available by request.
- 10. Credit Control / Auto Credit Cards / PAP (Presented by Maria Hayes)
 - A. This was a “How To presentation.
 - B. Copies of this presentation are available by request.

**Select Breakout Session
Presented by Bob Anderson**

- 1. Looked at enhancement from 8.0.1 (Import and generate claims process; new optional fields.)
- 2. Discussed how to generate AP claims to AP.
- 3. Discussed various cities current payroll reporting errors.
- 4. Discussed report writer program and uni-query program.
 - A. Looked at how to create a report to print or view.
 - B. Looked at how to delete a report from report writer menu.
 - C. Looked at how to create a report to use as an inquiry screen/search tool.
 - D. Looked at how to create your own dictionary items.
 - E. Looked at utility report writer in payroll module.
 - F. Had discussion of individual city’s report needs.