



3rd Annual Pacific User Group
Meeting Agenda
April 18, 2005

8:30 Registration / Continental Breakfast

9:00	Welcome – Introductions, Logistics and Schedule	Committee
9:15	PUG Committee Report Discussion of Elections, Bylaws, and Meeting Evaluation	Michelle Rowan
9:45	Welcome to the City of Santa Clara	City Manager Office TBA
10:00	Harris Report (Update of North Star, 5.2.19, Select Financials, New Products and Visions)	Rob DiMurro
10:45	Harris – Clarification of Trackers & Tracker Procedures	Rob DiMurro
11:00	Net Service, E-bills, Web link and Mailing	DataProse
11:30	Lunch	No Host

Breakout Sessions

1:00	<u>Workshops</u> PUBs - Automatic Meter Reading	Itron & Harris
	Select – Select Enhancements for 8.0.1 / Select Enhancements for 2005	Bob Allison
2:00	<u>Workshops</u> PUBs - IVR / eCare / mCare Demos	Tele-works & Harris
	Select – Revenue Modules (2-4)	Bob Allison
3:00	Break	
3:15	<u>Workshops</u> Pubs Harris Round Table - Questions and Answers	Peter Soules

Combined Session

4:15	Discussion and adoption of By-Laws	Michelle Rowan
4:45	Elections – Appointments – Next Meeting Host	Committee
5:00	Dismissed	



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8:30 Continental Breakfast

9:15 Executive Information System (EIS) Pubs/Select Demo Terry Hackelman
Peter Soules

10:00 Harris Executive Steering Committee Report Terry Hackelman

10:30 Data Warehousing and Reporting – Pubs & Select Peter Soules
Cognos

11:30 Lunch

Breakout Sessions

1:00 Workshops
PUBs - Delayed Billing / Budget Billing Michelle Rowan
Peter Soules

Select – Report Writer and Uniquery Repots Bob Allison
All Modules

2:00 Workshops
PUBs – Credit Control / Credit Card Processing / PAP Maria Hayes / Harris

Select – Report Writer and Uniquery Reports Bob Allison
All Modules

3:00 Break

3:15 Workshops
PUBs –Adjustment & Extra Charge Journals Peter Soules

Select – Report Writer and Uniquery Reports Bob Allison
All Modules

4:00 Workshops
PUBs – Rate Set-ups / Profiles / Stat Codes / Q&A Peter Soules

Select – Report Writer and Uniquery Reports Bob Allison
All Modules

Combined Session

4:45 Closing Comments, evaluation Committee

5:00 Adjournment