2012
Harris Customer Training Conference

Gaylord Opryland
Nashville, TN
November 7-9
CONFERENCE DETAILS

Conference sessions will begin on Wednesday, November 7th, 2012 and conclude on Friday, November 9th, 2012.

ATTENDEES:
The registration fee includes:

- Admission to all conference sessions and exhibits
- Partner Showcase
- Support Center
- All conference sponsored meal and social functions

The ‘Early Bird’ registration fee is $850USD.

Registrations received after August 31st, 2012 will be $1,000USD. Registrations received after November 1st, 2012 will be $1,150USD.

GUESTS:
The guest registration fee includes:

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

This fee is intended for use by registered attendee’s spouse or guest and is not for use by co-workers.

The ‘Early Bird’ guest fee is $175USD.

Guest registrations received after August 31st, 2012 will be $200USD. Guest registrations received after November 1st, 2012 will be $225USD.

ONE DAY:

**One-Day Passes DO NOT include evening events**

One-day registrations received after August 31st, 2012 will be $400USD. One-day registrations received after November 1st, 2012 will be $500USD.

NOTE: You will receive an email confirmation once your registration has been processed.

If you do not receive an email, please email tvalliquette@harriscomputer.com to verify your registration.

SUPPORT CENTER

Wednesday, November 7th, 2012
10:15am – 5:00pm

Thursday, November 8th, 2012
8:00am – 5:00pm

Friday, November 9th, 2012
8:00am – 2:30pm

PARTNER SHOWCASE

Wednesday, November 7th, 2012
10:15am – 5:00pm

Thursday, November 8th, 2012
8:00am – 5:00pm

Friday, November 9th, 2012
8:00am – 2:30pm

A full refund will be provided if a written cancellation is received before August 31st, 2012. No refunds will be provided for cancellations received after August 31st, 2012.
Gaylord Opryland® Resort & Convention Center
2800 Opryland Drive
Nashville, TN 37214
http://www.gaylordhotels.com/gaylord-opryland/

STANDARD GUEST ROOM
- One king or two queen beds
- Refrigerator
- One corded dual-line telephone with speakerphone
- Bedside alarm clock equipped with an iPod dock with mp3 auxiliary jack
- Wired high-speed Internet access
- Wireless high-speed Internet access
- Remote control television with satellite service
- Personal coffee maker, with complimentary coffee and tea
- Bottled water
- Full-size iron and ironing board
- Guest voicemail service
- Hair dryer
- In-room pay-per-view movies
- In-room pay-per-view music service
- In-room pay-per-play game system available

DINING
- Fuse Sports club
- Old Hickory Steakhouse
- Cascades American Café
- Jack Daniels
- Findley’s Irish Pub
- Ravello – Southern Italian Cuisine
- Solarito – Authentic Mexican Cuisine
- The Falls Bar & Lounge
- Conservatory Bar
- Cocoa Bean Coffee
- Wasabi’s Sushi
- Paisano’s Pizzaria & Vino
- Stax Burgers
- Relache and Magnolia Pool Bar & Grill
- Library Lounge
- Christie Cookie
- Haagen-Dazs Ice Cream
- In-Room Dining
- “ShrekFeast Interactive Character Meal”
- “Princess Fiona’s Cookie Castles”

HOTEL SERVICES
- Activities desk
- Relâche™ Spa, Salon and Fitness Center
- In-room iron, ironing board, blow dryer, in-room safe, 2 phones with dataport and voicemail
- On-site shops and restaurants
- Indoor and outdoor swimming pools
- 24-Hour Concierge
- Airport Shuttle Pick-up
- Banquet & Catering Services
- Event Transportation
- Shoe Shine Service
- Sharp Shooter Imaging
- Hertz Car Rentals
- Hotel Shuttle
- 24-Hour Room Service
- Tour Desk
- Valet Parking
- Wedding Planning
- FedEx Office
- Disabled-accessible rooms available

Make Your Guest Room Reservation Now!
The special rate for the conference is $179USD. A limited number of rooms are reserved at this rate. To secure a room please contact the Gaylord Opryland® Resort by booking online 24/7 at ROOM LINK or by calling (615) 883-2211. The group code is C-HCS12. Reservations must be made by Thursday, October 4th, 2012 or before the group rooms are sold out. Prevailing rates may apply after this date or when the group rooms are sold out, whichever occurs first. Rooms are subject to availability.

Guest room rates subject to 9.25% sales tax, 6% occupancy tax, and $2.50 city tax per room, per night.

TRANSPORTATION
AIRPORT & WILDHORSE SHUTTLES
CLICK HERE TO MAKE RESERVATIONS
## Pre-Conference Breakfast & Registration

Pre-Conference Breakfast & Registration will occur each day from 8:00am to 9:00am. Lunch will be served each day from 12:00pm to 1:00pm. Mid-morning break and mid-afternoon break snacks will be provided.

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00am-9:00am</td>
<td>BREAKFAST &amp; REGISTRATION</td>
</tr>
<tr>
<td>9:00am-4:00pm</td>
<td>TAX/CAMA Data Model and Reporting (For Govern TAX/CAMA Users)</td>
</tr>
<tr>
<td>9:00am-4:00pm</td>
<td>Govern Administration for Super Users (For Govern Community Solution Users)</td>
</tr>
<tr>
<td>8:00am-9:00am</td>
<td>BREAKFAST &amp; REGISTRATION</td>
</tr>
<tr>
<td>9:00am-4:00pm</td>
<td>Land Management Data Model and Reporting (For Govern Land Management Users)</td>
</tr>
<tr>
<td>9:00am-4:00pm</td>
<td>TAX/AR Data Model and Reporting (For Govern Tax and AR Users)</td>
</tr>
<tr>
<td>9:00am-4:00pm</td>
<td>CAFR Conference (For Current CAFR Users)</td>
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</tbody>
</table>

**DAY 1 - Monday, November 5, 2012**

**DAY 2 - Tuesday, November 6, 2012**
<table>
<thead>
<tr>
<th>Session ID</th>
<th>Course Name and Description</th>
<th>Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Session A</td>
<td>TAX/CAMA Data Model and Reporting (For Govern TAX/CAMA Users) Learn about the Tax/CAMA Data Model in detail. This course will take a deep dive into all the tables related to the Mass Appraisal and Real Property Tax modules. This course will benefit all users who want behind-the-scenes knowledge about Govern, but it will be particularly useful to users who are responsible for developing reports and/or interfaces to/from the Govern system. <em>Instructor: Bill Koperski</em></td>
<td>$700.00 USD*</td>
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<tr>
<td>Session B</td>
<td>Govern Administration for Super Users (For Govern Community Solution Users) Become a Govern super user! Learn the ins and outs of maintaining the Govern Community Solution. In this one day course, learn the features available for a super user to set up system parameters along with module, department, groups and user parameters. This will include security set up for functions, reports, menus and fields. Learn how to configure the Govern interface to work more efficiently for your users. <em>Instructor: Laurie Graham</em></td>
<td>$700.00 USD*</td>
</tr>
<tr>
<td>Session C</td>
<td>Land Management Data Model and Reporting (For Govern Land Management Users) Learn about the Land Management Data Model in detail. This course will take a deep dive into all the tables related to the Land Management (permitting, licensing, workflow, etc.) modules. This course will benefit all users who want behind-the-scenes knowledge about Govern, but it will be particularly useful to users who are responsible for developing reports and/or interfaces to/from the Govern system. <em>Instructor: Darlene Franck</em></td>
<td>$700.00 USD*</td>
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<tr>
<td>Session D</td>
<td>TAX/AR Data Model and Reporting (For Govern Tax and AR Users) Learn about the Tax and A/R Data Model in detail. This course will take a deep dive into all the tables related to the Tax (Real, Sales, Business, etc.) and A/R modules. This course will benefit all users who want behind-the-scenes knowledge about Govern, but it will be particularly useful to users who are responsible for developing reports and/or interfaces to/from the Govern system. <em>Instructor: Laurie Graham</em></td>
<td>$700.00 USD*</td>
</tr>
<tr>
<td>Session E</td>
<td>CAFR Conference (For Current CAFR Users) Earn up to 8 eligible A &amp; A CPE credits. This full day event will cover reporting items from A – Z. A Certificate of Completion will be issued. Laptop required for interactive sessions. <em>Instructor: Joy Richardson</em></td>
<td>$375.00 USD</td>
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*Early Bird Discount: Receive $200 off these one-day courses if you register by August 31, 2012.*
<table>
<thead>
<tr>
<th>Time</th>
<th>Day</th>
<th>Session Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5:30pm – 7:30pm</td>
<td>TUESDAY, NOVEMBER 6, 2012</td>
<td>REGISTRATION</td>
</tr>
<tr>
<td>7:30am – 8:45am</td>
<td>DAY 1 – WEDNESDAY, NOVEMBER 7, 2012</td>
<td>BREAKFAST &amp; REGISTRATION</td>
</tr>
<tr>
<td>8:45am – 10:15am</td>
<td>Track 1</td>
<td>OPENING ADDRESS</td>
</tr>
<tr>
<td>10:15am – 10:30am</td>
<td></td>
<td>BREAK</td>
</tr>
<tr>
<td>10:30am – 12:00pm</td>
<td>Session 2</td>
<td>BUSINESS UNIT OPENING ADDRESS</td>
</tr>
<tr>
<td>12:00pm – 1:00pm</td>
<td>Session 3</td>
<td>LUNCH</td>
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<tr>
<td>1:00pm – 2:30pm</td>
<td>Session 4</td>
<td>Intro to CAFR Unlimited, OpenForms Capabilities, Peer Connections for GEMS HRMS/FMS Users</td>
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<tr>
<td>2:30pm – 2:45pm</td>
<td></td>
<td>BREAK</td>
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<tr>
<td>2:45pm – 4:15pm</td>
<td>Session 5</td>
<td>Partner Presentation, Govern Tax/AR: Real, Personal, Sales, Business, Innoprise Overview + Innoprise CCR, HRMS: Planning for Year End - Activities Related to Year End Changes</td>
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<tr>
<td>6:00pm – 8:00pm</td>
<td></td>
<td>BUSINESS UNIT COCKTAIL RECEPTION</td>
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<tr>
<td>7:30am – 8:45am</td>
<td>DAY 2 – THURSDAY, NOVEMBER 8, 2012</td>
<td>BREAKFAST</td>
</tr>
<tr>
<td>8:45am – 10:15am</td>
<td>Track 1</td>
<td>Partner Presentation, mGovern – Your Mobile Solution, FMS – New Release 6.9, Innoprise HR/Payroll Demonstration</td>
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<tr>
<td>10:15am – 10:30am</td>
<td></td>
<td>BREAK</td>
</tr>
<tr>
<td>10:30am – 12:00pm</td>
<td>Session 6</td>
<td>Agile Business Suite (for GEMS users), QueryTool and GIS, Capital Asset Work Flow for FMS Users, HRMS: Planning for Year End – Balancing &amp; W2 Prep</td>
</tr>
<tr>
<td>12:00pm – 1:00pm</td>
<td>Session 7</td>
<td>LUNCH</td>
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<tr>
<td>1:00pm – 2:30pm</td>
<td>Session 8</td>
<td>GEMS Application Security, eGovern - Public Service Portal New Release: 4.7, Innoprise Early Adopter Round Table, Employee Self Service (ESSP) Demonstration</td>
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<tr>
<td>2:30pm – 2:45pm</td>
<td></td>
<td>BREAK</td>
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<tr>
<td>2:45pm – 4:15pm</td>
<td>Session 9</td>
<td>GEMS Reporting, OpenForms Administration, Innoprise Financial Purchasing Cycle, HRMS – New in this Release 6.7</td>
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<tr>
<td>6:00pm – 10:00pm</td>
<td></td>
<td>COCKTAIL RECEPTION &amp; BANQUET</td>
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<tr>
<td>7:30am – 8:45am</td>
<td>DAY 3 – FRIDAY, NOVEMBER 9, 2012</td>
<td>BREAKFAST</td>
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<tr>
<td>8:45am – 10:15am</td>
<td>Track 1</td>
<td>All About User Groups (for all users), Upgrading to OpenForms, FMS – New Release 6.9 (Repeat), HRMS Round Table</td>
</tr>
<tr>
<td>10:15am – 10:30am</td>
<td></td>
<td>BREAK</td>
</tr>
<tr>
<td>10:30am – 12:00pm</td>
<td>Session 10</td>
<td>Advanced Reporting for CAFR Users, Govern Admin – Ask the Experts, FMS Round Table, HRMS Tips &amp; Tricks</td>
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<tr>
<td>12:00pm – 1:00pm</td>
<td></td>
<td>LUNCH &amp; CLOSING REMARKS</td>
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**Notes:**
- CAFR: Comprehensive Annual Financial Report
- GEMS: Government Enterprise Management Solutions
- FMS: Financial Management System
- HRMS: Human Resource Management System
- CAW: Capital Asset Work Flow
- CCR: Change Control Repository
- OSSP: Open Source Solution Provider
SESSION SUMMARIES

Day 1, Wednesday November 7, 2012

Session 3: 1-2:30pm
**Intro to CAFR Unlimited**
Joy Richardson provides an introduction and demonstration of the CAFR Unlimited independent report writer, which is specifically designed to aid the government finance professional produce financial reports quicker and with more confidence, in a presentation-quality format.

**OpenForms Capabilities**
M’Hammed Kettani provides an overview of our newest and latest .NET product line. Discover all the great features that were introduced or enhanced in OpenForms: Configurable searches, docking windows, ribbon control, Batch process scheduler, Report scheduler and more...

**Peer Connections for GEMS HRMS/FMS Users**
Back by popular demand! This was our most raved about session in 2010 AND 2011! It’s a great chance to get to know your peers in a no-pressure, informal environment. An innovative and fun event, Peer Connections combines the excitement of speed networking with the more effective and comfortable environment of networking in small groups. Participants meet at tables of 4-10 for comfortable networking sessions that last approximately 10 minutes each. When time is up, everyone moves on to the next table to meet with a brand new group of people. New opportunities to ignite a business spark are found at each table. At the conclusion of the Peer Connections event, participants will have met 40-50% of the attendees at the event. To make the most of this experience please be prepared to share interesting facts about you and your organization and exchange business cards or contact information with your peers. Hosted by Laura Mathis and Blake Robertson.

Session 4: 2:45-4:15pm
**Govern Tax/AR: Real, Personal, Sales, Business**
Laurie Graham shows you the capabilities of Govern’s Tax Billing modules and how they interrelate to the AR module. Explore the configuration options of each of the Tax modules and how the information is handled in the A/R system.

**Innoprise Overview + Innoprise CCR**
Join Carol Oberlohr for a high-level demonstration of MS Govern’s Enterprise Resource Planning (ERP) product line, Innoprise. We’ll also take a quick look at the Innoprise Central Cash Receipting module which integrates with Innoprise Financials, CIS, and Community Development modules.

**HRMS: Planning for Year End - Activities Related to Year End Changes**
Year-end isn’t just for W2’s! In this session we will discuss best practices regarding the maintenance of your employee records, leave balance administration and insurance table changes. If you still want more, join Laura Mathis for Part 2 where she will dive into year-end balancing and reporting procedures to prepare you for processing Form-W2.
SESSION SUMMARIES

Day 2, Thursday November 8, 2012

Session 5: 8:45-10:15am
mGovern - Your Mobile Solution
Welcome to the world of mobile applications. In this session, you will find out how you can bring OpenForms on the road for CAMA data field collection, inspections or other tasks that require mobility. M’Hammed Kettani shows you how to work in disconnected mode, request new information on the server, upload your data back to the server and check-out/check-in records for given addresses.

FMS New Release - 6.9
Charu Shintre and Blake Robertson review all of the improvements and enhancements included in the latest GEMS FMS release. Enhancements include: single entry work order screen; cash receipt interface with bank reconciliation deposit screen; budget preparation worksheet (with a new column for original budget); email notifications for over budget transactions and scheduled maintenance of equipment; maintenance buttons for several more inquiry screens; a recurring invoice detail screen which now includes an “AR Type” field. You’ll also see: Reverse checks voided in error; drill down from transaction inquiry screen to recurring entries; ability to mark a customer inactive; ability to restrict requisition creation, and much more!

Innoprise HR/Payroll demo
Join Carol Oberlohr for a high-level demonstration of the Innoprise Payroll & Human Resources module. We’ll look at online applicant tracking, view employee records and discuss processing a payroll. We’ll also take a look at the Innoprise Employee Self Service Portal.

Session 6: 10:30am-12pm
Agile Business Suite (for GEMS users)
Krish Rajagopal and Charu Shintre give you a sneak peek of the FMS and HRMS applications on the new .NET-based Agile Business Suite (ABS). We’ll discuss the migration from EAE FMS/HRMS applications to ABS. We’ll show how easy it is to use the ABS applications without much additional user training needed. We’ll also show how easy it is to transfer data. Lastly, we’ll discuss the differences between the EAE and ABS applications.

QueryTool and GIS
Darlene Franck shows you how to create queries, configure, and utilize Govern’s QueryTool. This new tool can be used with both the legacy and OpenForms versions of Govern. Also, see a demonstration of the new GIS functionality that is being incorporated into OpenForms.

Capital Asset Work Flow for FMS Users
Track your Capital Assets from purchase to payment to fixed asset reporting within your FMS application! We will review the FMS work flow from module to module of your capital asset acquisitions! Hosted by Donna Parker, Charu Shintre and Blake Robertson.

HRMS: Planning for Year End - Balancing Reports & W2 Prep
Processing your W2’s can be a smooth process with the right preparation and knowledge. In this workshop, Laura Mathis will better prepare you to lead this annual activity at your organization. Learn how and where to prepare, understand your software and ensure you’re set up for success!
Session 7: 1-2:30pm
GEMS Application Security
Application security can be as sophisticated or as simple as needed. Donna Parker and Blake Robertson will help you define your organization’s security needs within the GEMS FMS and HRMS modules.

eGovern - Public Service Portal - New Release: 4.7
Our eGovern application is constantly being improved. Darlene Franck provides a demonstration of some of the capabilities and features in ePermitting, eRemittance, ePayment, eProfile, and ePortal that are included in the eGovern 4.7 release.

Innoprise Early Adopter Round Table
Vice President of Professional Services Cheryl Zeier, along with staff from the City of Durango, CO will discuss with you the progress of their implementations of the Innoprise modules and will provide an opportunity for you to ask questions in regard to the process.

Employee Self Service Portal (ESSP) Demonstration
Krish Rajagopal provides a demonstration of the latest version (2.0.52) of our Employee Self Service Portal (ESSP) for GEMS HRMS users. The Employee Self Service Portal version 2.0.52 provides your employees with online access to pay stubs, personal profiles, timesheets, address changes, W2’s and document management functionality for a specific employee or organization document. Information passes seamlessly between the portal and HRMS. System administrators have the option to configure the portal to allow secure access to paychecks and W2 information from outside of your organization’s Intranet.

Session 8: 2:45-4:15pm
GEMS Reporting
David Cole, Blake Robertson and Charu Shintre provide a high-level overview of reporting options within the GEMS HRMS and FMS modules. Topics include:

- System reports in FMS /HRMS
- SkyView in FMS/HRMS
- Crystal Reports

OpenForms Administration – SCA, SM, Import/Export Tool, Batch Console & Theme Builder
In this session, M’Hammed Kettani will focus on the following OpenForms administration modules: System Configuration & Administration (SCA) for system management; Security Manager for user accesses; Import/Export Tool to exchange configuration information between multiple environments; the batch console that lets you manage running batch processes; and the Theme Builder that lets you customize the look and feel of OpenForms.

Innoprise Financial Purchasing Cycle
Carol Oberlohr provides a demonstration of the Innoprise Purchasing Cycle. This will include: entering requisitions, converting requisitions to purchase orders using multiple methods, interactive email notification, making payments, sending ACH payments and notifying vendors of payment.

HRMS – New in this Release 6.7
We’ve been busy making changes to the current and next generation of the HRMS product suite. You spoke. We listened. Come see how we’ve incorporated your ideas for enhancements into HRMS 6.7. Hosted by Laura Mathis and Krish Rajagopal.
SESSION SUMMARIES

Day 3, Friday November 9, 2012

Session 9: 8:45-10:15am
All About User Groups
Join in and discover all the fun we’ve been having with virtual and face to face meetings! You won’t want to miss all the ways you can stay in touch with your regional group and the opportunity to network with other MS Govern groups! Hosted by Account Manager Donna Parker.

Upgrading to OpenForms
Although legacy Govern and OpenForms can coexist in the same database, OpenForms requires supplemental configuration due to its enhanced capabilities, particularly in regards to security. Darlene Franck shows you the steps you’ll need to take to prepare for an OpenForms migration.

FMS New Release – 6.9 (repeat)
In case you missed the first session on Thursday morning...Charu Shintre and Blake Robertson take you on a tour of the latest improvements and enhancements included in the GEMS FMS release.

HRMS Round Table
Looking for ways to become more proficient? More efficient? If so, this is the session for you. A peer-to-peer group discussion will help address your human resource and payroll questions. Hosted by Laura Mathis and Krish Rajagopal.

Session 10: 10:30am-12pm
Advanced Reporting for CAFR Users
Looking for a solution to those advanced reporting issues? Joy Richardson shows you how to create special reports and resolve those problematic reporting issues by utilizing the reporting features within the CAFR Unlimited financial report writer.

Govern Admin – Ask the Experts
Bring your questions to ask the experts. This session is among our most popular! A panel of Govern experts will be available to answer any questions that you have regarding the Govern Community Solution. Although we ask that you submit your questions beforehand (email Laurie Graham at lgraham@msgovern.com), feel free to ask ad hoc questions as well. Hosted by Laurie Graham.

FMS Round Table
We invite all financial managers to attend this important management-level roundtable discussion. During the session, attendees will discuss the approaches, policies, and practices they use to effectively manage financial functions, especially those functions that use the GEMS management software system. Hosted by Donna Parker and Blake Robertson.

HRMS Tips & Tricks
Encore Edition! Let Laura Mathis and Krish Rajagopal assist you with your navigation, processing and reporting needs. Share your tricks and gather tips within the group to improve the effectiveness of your application experience.
CONFERENCE
REGISTRATION

REGISTER NOW!

ONLINE
REGISTRATION

CLICK HERE
http://www.harriscomputer.com/customercare/ems/home.aspx

Credit card payment - CLICK HERE
https://ipn.paymentus.com/otp/otdr/hrc_business
Still not convinced? ....

Validate Your 2012 Harris Trip in order to “Maximize Your Harris Investment”!

The annual 2012 Harris Customer Training Conference provides an intense three-day learning opportunity for you to increase technical know-how, leverage best practices from industry peers, and influence your chosen products and solution offerings.

Does your manager still need convincing? Worried about getting budget approval to come to the annual Harris Customer Training Conference? We’ve got you covered.

For your convenience, we have provided a request letter that you can send to your supervisor. Simply download one of the two Word documents (see links below), fill in the missing areas and pass it along to the appropriate person(s).

Formal Letter
Casual Letter

http://www1.harriscomputer.com/Pages/CustomerConference.aspx