

Versadex Users Conference 2007 Detailed Agenda

“Delivering 21st Century Information”

Tuesday, September 25, 2007

Day 1 Morning – Plenary Sessions

7:00am – 08:45am	Registration and Breakfast
08:45am – 9:10am	Opening Ceremonies
9:10am – 9:20am Speaker:	Welcome
9:20am – 9:30am EMCEE:	Conference Orientation
9:30am – 10:15am Keynote Speaker: Jack Gallagher Conference Stream: General Description: Widely recognized actor, public speaker and comedian Jack Gallagher (who happens to live in Sacramento) will present a humorous delivery of a few relevant “messages” related to the topic. “Adapting to Change” is consistent with the Conference theme of 21st Century Information, since this century will be marked by the need to continually adapt to changes.	“Adapting to Change and Loving It”
10:15am – 10:45am	Refreshment Break
10:45am – 11:15am Speaker: Officer Ryan Tisdale of the Anaheim Police Department Conference Stream: RMS Focus Description: Officer Tisdale has extensively researched this subject relying on commercial voice to text services and has developed a plan for his department to migrate to the use of such a service.	Integrating Dictation of Text with the Versadex MRE Application
11:15am – 11:40am Speaker: Detective Frank Ubois and Detective Darrin Reese of Sacramento PD Conference Stream: General Focus Description: The Sacramento Police License Plate Recognition project is based on a similar project in London UK. Patrol cars are equipped with dedicated servers and multiple external cameras positioned to monitor license plates on moving as well as parked vehicles. The License plates are run against a database of stolen, wanted and missing license plates. Eventually they may want Versaterm to do an interface so that the record can be stored on Versadex as a sort of Street Check.	License Plate Recognition Project

11:40am – 12:00pm	Bait Vehicle Program
Speaker:	Detective Ben Gomez and Detective Terri Castiglia from the Sacramento PD
Conference Stream:	General Focus
Description:	The Sacramento PD Bait Vehicle program uses state-of-the-art technology to monitor a fleet of bait vehicles specially designed to target would-be auto thieves. Arrests have a 100% conviction rate with minimal staff time. Some examples of the hilarious video from actual cases will be shown. The program has been so successful that they will be featured in a one-hour National Geographic special.

12:00pm – 1:30pm	Lunch
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Day 1: Afternoon – Workshops/Mini-Courses

1:30pm – 4:30pm	Workshop 1.1: CAD Change Review Forum
Speaker:	Lana MacArthur and Juan Pedro Martinez of Versaterm
Conference Stream:	CAD Focus
Description:	Room 1 will host the CAD Change Review Forum, focusing on a CAD 7 presentation, the changes and enhancements reflected and planned for 7.1 and delegate reaction and discussion of that. Note that this will morph into a hands-on opportunity/workshop to use CAD 7 that will continue on in room 1 after the break (and will be repeated the following day to allow maximum hands on exposure).

1:30pm – 4:30pm	Workshop 1.2:Using VCAP Today; New Reports, New Customers, New Approaches
Speaker:	Dave Doepner from Salt Lake City PD, Annette Swallowell of the London Police Service, Rob Wallington and Carolyn Publowl of Durham Regional Police and Sean Gunderson and Richard Page of Versaterm
Conference Stream:	RMS Focus
Description:	Room 2 will host Using VCAP Today; presentations by Salt Lake City, London and Durham Regional Police will illustrate what they have done with VCAP, their results, who their “customers “ are for the new reports, etc. That will be followed by open discussion and a “break-out” session to identify additional things that VCAP could be used for. This workshop will likely continue after the refreshment break so room 2 is also booked at 3:30.

1:30pm – 3:00pm	Workshop 1.3: Leveraging the Microsoft Platform in Public Safety
Speaker:	Tim Bloechl, Managing Director, Worldwide Public Safety and National Security, Microsoft
Conference Stream:	Operational Focus
Description:	As you are aware, Police and Criminal Justice agencies face a unique and challenging environment. You must meet operational pressures to the highest possible standard of service, while also operating in the most cost effective, transparent and compliant way possible. Public Safety agencies have an unprecedented opportunity to take the lead in transforming service delivery and deliver better, more efficient services both internally and externally to citizens. Whilst the change required to deliver this transformation must be business-led and driven

by business process and cultural change, many recognize the crucial enabling role that technology plays in making this happen. This session will cover how Microsoft's partners and customers have leveraged building blocks from Microsoft's Connected Public Safety Framework to provide secure, interoperable systems for public safety and emergency management.

1:30pm – 3:00pm

Workshop 1.4: System Sustainment Best Practices

Speaker: Brian Dabel, Sacramento Police Department I.T. Manager and Judy Wade, IT Manager of the Tampa Police Department

Conference Stream: Administrative Focus

Description: Room 4 will host System Sustainment Best Practices workshop consisting of presentations by Sacramento and Tampa. Speakers will present their approach, discuss their successes and problems followed by an open forum to identify additional suggestions, obstacles that delegates face, how to get management visibility, etc. Note that this session morphs (in the same room) after the break to focus particularly on user training strategies, challenges and obstacles.

1:30pm – 3:00pm

Mini-course 1.5: System Administrator Refresh Training

Speaker: Kris Skorko and Tom Alexander of Versaterm

Conference Stream: Technical Focus

Description: Room 5 will host a mini-course to refresh system administrator training; this was requested on evaluation sheets from the last conference. Because of the variability introduced by different operating systems (AIX, SCO, Linux, HPUX, Solaris, etc.) and different DBMS (Informix, ORACLE), this will out of necessity be at a higher level, "what" has to be done and "why" rather than the specific detail of "how".

1:30pm – 3:00pm

Mini-course 1.6: How to Set Up and Configure myVersadex

Speaker: Paul Gauthier of Versaterm

Conference Stream: Administrative Focus

Description: Room 6 hosts a mini-course to teach how to set up and configure myVersadex although this session may be replaced by another mini-course as we get closer to the conference date. The intent in this session is to enable delegates to determine the amount and nature of support they think they will need to implement myVersadex at their agency.

1:30pm – 3:00pm

Mini-course 1.7: Datamart Extract Using Other Tools

Speaker: Abel Liyansky of Versaterm.

Conference Stream: Technical Focus

Description: Room 7 hosts a technical mini-course on extracting data from the VCAP/VDM datamart using other tools. Abel Liyansky of Versaterm will review the simplified data structure of the datamart and how to use ODBC from various desktop products to get data from the datamart.

3:30pm – 4:30pm

Workshop 1.8 (Continued from 1.1): CAD 7.0 Hands-On

Speaker: Lana MacArthur and Juan Pedro Martinez of Versaterm

Conference Stream: CAD Focus

Description: A hands-on opportunity to use CAD 7.0

3:30pm – 4:30pm **Workshop 1.2 (Continued): Using VCAP Today; New Reports
New Customers, New Approaches**

3:30pm – 4:30pm **Mini-course 1.9: Major Case Functionality**

Speaker: Ray Waters and Dale Stanfield of Versaterm.

Conference Stream: Operational Focus

Description: Room 3 will host an updated presentation on Major Case Functionality by Ray Waters and Dale Stanfield and a presentation of a disclosure package specifically developed by CFSEU-BC for Major Cases; that will then morph into a focus group session on how it should be adapted when we soon develop Major Case for inclusion in our US RMS releases.

3:30pm – 4:30pm **Workshop 1.10: User Training Strategies**

Speaker: Sgt. Bill Montague and Officer Lori Conner of the Sacramento Police Department and Sandy McKinnon of the Victoria Police

Conference Stream: Administrative Focus

Description: Room 4 will host the User Training /Sustainment workshop, as a follow-up to the earlier system sustainment session. Sgt. Montague, Lori Conner and Sandy McKinnon will present their approaches to user training.

3:30pm – 4:30pm **Mini-course 1.11:Versonnel**

Speaker: Scott Patrick of Versaterm

Conference Stream: General Focus

Description: Room 5 will host a mini-course on Versonnel conducted by Scott Patrick of Versaterm. Scott will present plans to bundle Versonnel with the RMS in future releases as the core for managing employee access rights, etc. That will be followed by a mini-focus group to identify why so many customers (who bought it) don't use Versonnel, what changes we should make as we build it into the RMS, to make using Versonnel more attractive, etc.

3:30pm – 4:30pm **Mini-course 1.12: GIS**

Speaker: Anastassia Oudatchina of Versaterm

Conference Stream: Technical Focus

Description: Room 6 will host a GIS mini-course conducted by Anastassia Oudatchina of Versaterm. It will concentrate on ESRI updates, VGI, possible open source GIS alternatives, etc.

3:30pm – 4:30pm **Mini-course 1.13: Other Project Case Uses**

Speaker: Stephanie Rice of Versaterm

Conference Stream: RMS Focus

Description: Stephanie will present the broad capability of Project Case to illustrate how the facility can be used for many other purposes beyond Victim Services. The example given will be for tracking and handling youth at risk and for family violence case tracking.

Wednesday, September 26, 2007

Day 2 Morning – Plenary Sessions

7:00am – 9:00am	Breakfast and Registration
9:00am – 9:30am	Role of IT in Police Strategic Planning Speaker: Prepared by D/Chief Brad Duncan and delivered by Eldon Amoroso of the London Police Service Conference Stream: Management Focus Description: D/Chief Duncan's talk will cover the benefits of strategic planning and the prerequisites for IT staff to be able to contribute to a strategic plan. The London Police Service has actively involved IT in their strategic planning processes for a number of years.
9:30am – 10:00am	Citizen Internet Crime Reporting Speaker: Claudia Evans and Yvonne Cropp of the Sacramento Police Department Conference Stream: General Focus Description: The Sacramento Police's Citizen Internet Reporting project will be presented by Claudia Evans and Yvonne Cropp. They will cover the many events that citizens can now enter on-line, their success with it, the volumes received, amount of effort it takes Records to correct and transcribe, etc. We will have a workshop the next day expanding on internet reporting and also covering internet dispersal of accident reports, and theft reports to citizens and to insurance companies (for those who want to learn more, how to do it, access to code, etc.)
10:00am – 10:30am	Refreshment Break
10:30am – 11:15am	Information Sharing Panel Speaker: Retired Chief, Vince Bevan of the Ottawa Police, and Bob Griffin of CopLink. Conference Stream: Management Focus Description: Retired Chief, Vince Bevan will review the status of the Police Information Portal (PIP) as a Canada-wide sharing project and Bob Griffin of CopLink will review the approach and status of NDEx, the American National Information Sharing project.
11:15am – 11:40am	Aerial Computing/Helicopter Downlink Speaker: Mark Bateson of the Sacramento Police Department Conference Stream: General Focus Description: In this brief presentation Mark Bateson, a solution architect with the Sacramento Police Department will present their Helicopter based aerial computer solution and video down-link capability that's integrated into the fleet and throughout the agency.
11:40am – 12:00pm	myVersadex Demo Speaker: Paul Gauthier of Versaterm Conference Stream: Management Focus Description: On-line demo of myVersadex using real, near production code.
12:00pm – 1:30pm	Lunch

Day 2: Afternoon – Workshops/Mini-Courses

1:30pm – 3:00pm	Workshop 2.1: US RMS Change Review Forum Speaker: Scott Patrick and Kevin Long of Versaterm Conference Stream: RMS Focus Description: Room 1 has the regular US RMS Change Review Forum, 7.1 changes and 7.2 planned changes will be covered and discussed.
1:30pm – 4:30pm	Workshop 2.2: CDN RMS Change Review Forum Speaker: Richard Page and Dave Martin of Versaterm Conference Stream: RMS Focus Description: Room 2 has the regular Canadian RMS Change Review Forum. It will focus on the changes planned for the 7.1 and 7.2 releases (many backlogged because 7.0 had no database changes for backward compatibility and gradual migration). It will wind up with coverage of impending CPIC input changes and Versaterm's plans to accommodate that by Tom McEwen of Versaterm. This session will spill over into the late afternoon.
1:30pm – 3:00pm	Workshop 2.3: Integrated Police/Fire & EMS Dispatching Speaker: Pat Dallas of Ottawa Police, Judy Rousson of Ottawa Fire and Sandy Gillis of Halifax Dispatch Conference Stream: CAD Focus Description: Room 3 will be a workshop discussing different degrees of integration of Police, Fire and EMS dispatching. Several agencies who dispatch for multiple services using Versadex CAD but with different levels of consolidation will present their approach and experience.
1:30pm – 3:00pm	Workshop 2.4: Two Factor Strong I&A – Lessons Learned Speaker: Jeff Craigmile of the London Police Service and Allan Wilson of Versaterm Conference Stream: Technical Focus Description: Room 4 will present lessons learned while implementing two factor (PKI) Strong I&A. It will be conducted by Jeff Craigmile of the London Police Service and Allan Wilson of Versaterm. Inevitably, we see having to support strong I&A in many US states as well.
1:30pm – 3:00pm	Mini-course 2.5: Relationship & Crime Analysis Using I2 Speaker: Special Constable Ryan Prox of the Vancouver Police Department and Tom Alexander and Sean Gunderson of Versaterm. Conference Stream: RMS Focus Description: Room 5 will have a presentation by Special Constable Ryan Prox of Vancouver PD describing how they implemented an interface to get Versadex data into I2 for subsequent relationship and pattern analysis. Vancouver developed their own data warehouse sub-set, and have had great success from their project (which they will touch on). Tom will update the audience on an extract project underway to produce one or more cases in an XML form that can be injected into I2 for relationship and other analysis. Sean will describe how future changes to the VCAP datamart may make for a much simpler I2 interface in the future.
1:30pm – 3:00pm	Workshop 3.7: California Accident Form and e-Ticketing

Speaker: Tony Bogart of the Fullerton Police Department, Dan Malloy of the Ottawa Police Service and Keith Bottrill of Versaterm
Conference Stream: Operational Focus
Description: Room 7 will host a presentation on the use of the CA accident form (from the MRE), and e-ticketing by Tony Bogart of the Fullerton Police (who has been running the pilot testing of the MRE accident form). Keith Bottrill of Versaterm will demonstrate the MRE ticketing add-on. Dan Malloy of the Ottawa Police will present their use of the APS handheld ticketing device and their PC-based ticketing application co-existing on the Ottawa mobiles with the Versaterm mobile software.

1:30pm – 3:00pm **Workshop 2.7: Officer Scheduling Review and Presentation**
Speaker: Tim Dunham of the Sacramento Police Department and Brendan Dodd of the Windsor Police Service.
Conference Stream: Management Focus
Description: Room 7 hosts an Officer Scheduling review and presentation by Tim Dunham of the Sacramento Police Department and Brendan Dodd of the Windsor Police Service.

3:30pm – 4:30pm **Workshop 2.8: CAD 7 Hands-On (Repeated)**
Speaker: Lana MacArthur and Juan Pedro Martinez of Versaterm
Conference Stream: CAD Focus
Description: Room 1 will have the hands-on opportunity/workshop to use CAD 7.0

3:30pm – 4:30pm **Workshop 2.2(Continued): CDN RMS Change Review Forum**
Speaker: Richard Page and Dave Martin of Versaterm
Conference Stream: RMS Focus
Description: Room 2 has the regular Canadian RMS Change Review Forum. It will focus on the changes planned for the 7.1 and 7.2 releases (many backlogged because 7.0 had no database changes for backward compatibility and gradual migration). It will wind up with coverage of impending CPIC input changes and Versaterm's plans to accommodate that given by Tom McEwen of Versaterm.

3:30pm – 4:30pm **Workshop 2.9: Entering Property from the Mobiles**
Speaker: Ian MacDonald of the Abbotsford Police
Conference Stream: Mobile Focus
Description: Room 3 will be a presentation on entering in custody property from the mobiles. Sacramento will introduce the topic as they only do stolen and missing property from the mobiles; (in custody property is entered at the workstation at the property room lockers). Abbotsford PD who do enter in-custody property from the mobiles will present their approach and experience. Breakout groups will be invited to develop positions regarding the defined choices.

3:30pm – 4:30pm **Mini-course 2.10: Best Practices for Getting Court Attendance Subpoenas to Officers**
Speaker: Shar Ishee of the Tampa Police Department
Conference Stream: Operational Focus
Description: Room 4 will present a mini-course on best practices for getting court attendance subpoenas to officers.

3:30pm – 4:30pm

Workshop 2.11: Internet Report Submission

Speaker: Claudia Evans of the Sacramento Police Department and Officer Dave Wilson from the Lenexa Police Department.

Conference Stream: Management Focus

Description: Room 5 will present and discuss Internet Report Submission. This presentation will show more of how it was done, what to watch out for, what else they would like to do; more technical and implementation oriented vs. the general experience oriented plenary session given in the AM. The session will also describe internet access to deliver accident and theft reports to the public and to insurance companies.

3:30pm – 4:30pm

Mini-course 2.12: Tutorial on Disaster Recovery Planning

Speaker: Eldon Amoroso of the London Police Service

Conference Stream: Operational Focus

Description: Room 6 will offer a tutorial on Disaster Recovery plans. It will be conducted by Eldon Amoroso of the London Police Service who has had such a disaster backup program in place for several years. He will cover the steps involved, things easily overlooked, ways to reduce the costs involved and the need for periodic testing and validation of the plan.

3:30pm – 4:30pm

Workshop 2.13: Feeding NDEx from CopLink and What is Involved and Planned

Speaker: Bob Griffin of CopLink

Conference Stream: Operational Focus

Description: This workshop will provide a more detailed understanding of the CopLink regional sharing system being used or planned for by many U.S. Versaterm customers and how submitting to CopLink will automatically populate NDEx with your sharable information.

Thursday, September 27, 2007

Day 3 Morning – Plenary Sessions

7:00am – 9:00am	Breakfast
9:00am – 9:30am	Experience with Proximity Dispatching and AVL Speaker: Brian Starr and Janeane Ramirez of the Sacramento Police Department Conference Stream: CAD Focus Description: Brian and Janeane from the Sacramento Police Department will describe their experiences with proximity dispatching and AVL. This new feature has been extended with the new CAD 7 version.
9:30am – 10:00am	Enterprise Virtual Operations Center (EVOC) Speaker: Steve Whalen, Anaheim Police Department Conference Stream: General Focus Description: EVOC which stands for Enterprise Virtual Operations Center, is a daily tool for helping public safety first responders and key City decision-makers use technology to reduce the impact of, respond to and recover from every day incidents, natural disasters and life-threatening emergencies. Using a dashboard configuration, the EVOC consolidates operational and incident information, city/regional situational information including life traffic/building camera feeds, the latest law enforcement intelligence, technical reference information, breaking news capsules as well as incident management policies and lessons learned into a common operational picture. The live transmissions showing an on-ground perspective provides instant access to critical data that can help both the police and fire departments make the best choices, from selecting the best traffic route to avoiding underground fuel lines. Lt Steve Whalen from the Anaheim Police Department will present EVOC and describe the benefits to his department.
10:00am – 10:30am	Refreshment Break
10:30am – 11:00am	Emerging Technologies with Impact on Police Operations Speaker: Mark Bateson of the Sacramento Police Department Conference Stream: Technical/Operational Focus Description: Mark Bateson, a solution architect with the SPD will present a sneak peek into the future and demonstrate new emerging MDC technology, covert robotic solutions and much more.
11:00am – 11:30am	Mobile Software Updating with I-pass Speaker: Darin Arcolino, of the Sacramento Police Department Conference Stream: Administrative Focus Description: Darin will describe Sacramento's (very satisfactory) experience using I-pass to update mobile software without having to remove anything from the vehicles. This WIFI based mobile update product is used by many police agencies, some of which are Versadex users today. Since most Versadex users see updating mobiles as being labor intensive, we expect that this session will be appreciated.

11:30am – 12:00pm	Future Directions Product Development Roadmap
Speaker:	Warren Loomis of Versaterm
Conference Stream:	General
Description:	We wind up the day 3 plenary sessions as we have for several years now with Warren Loomis giving a Future Directions Product Development Roadmap as Versaterm now sees it.

12:00pm – 1:30pm	Lunch
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Day 3: Afternoon – Workshops/Mini-Courses

1:30pm – 3:00pm	Workshop 3.1: Mobile Change Review Forum
Speaker:	Paul Gauthier and Keith Bottrill of Versaterm
Conference Stream:	Mobile Focus
Description:	The mobile change request/review forum will give participants a chance to participate in the review of change requests for the Versadex MDT and MRE software, as well as demonstrate several of the new US MRE 7.2 enhancements.

1:30pm – 3:00pm	Workshop 3.2: Property Release & Disposal Best Practices
Speaker:	Pat Bibica of the Sacramento Police Department and John Standeven of the Durham Regional Police
Conference Stream:	RMS Focus
Description:	Room 2 will host a best practices workshop on property release and disposal.

1:30pm – 3:00pm	Mini-course 3.3: Fire Response Coverage Focus Group
Speaker:	Sue Langlois, Lana MacArthur and Anastassia Oudatchina of Versaterm
Conference Stream:	CAD Focus
Description:	Room 3 will host a focus group for fire dispatch users. We want to review the process of maintaining and changing response coverage, as we'd like to modify it to be map based in the future. We will then invite the delegates to comment on, suggest improvements, and refinements for this in a future release.

1:30pm – 3:00pm	Mini-course 3.4: Supervisor/Administrator Refresh Training
Speaker:	Kim Vachon of Versaterm
Conference Stream:	RMS Focus
Description:	Room 4 will host RMS Supervisor/Administrator Refresher mini-course for people who took the job after initial training or who want to get up to speed on the latest features and choices. Note that this is different from the more technical System Administrator mini-course that was scheduled for Day 1

1:30pm – 3:00pm	Mini-course 3.5: Using Versadex Web Services for Other Applications
Speaker:	Allan Wilson and Juan Pedro Martinez of Versaterm
Conference Stream:	Technical Focus
Description:	Room 5 hosts a technical mini-course describing Versaterm's use and general direction building web services into the products and an overview of how customer IT staff might call on Versaterm web services from other applications in the future. At this point, most of the web services have been developed for internal purposes and for a few external interfaces. However, Versaterm anticipates the future need to develop web services that customer staff could call on from other applications.

1:30pm – 3:00pm	Workshop 3.6: Different Applications of the Gang Module
Speaker:	Scott Stanton of the Aurora Police Department and Troy Reeves of the Austin Police Department

Conference Stream: Operational Focus

Description: Room 6 will host a workshop presenting different uses of the US Gang Module. It will be presented by delegates from 2 agencies with somewhat different approaches to their use of the module. Versaterm would also appreciate it if Canadian customers with an interest in RMS support for gang activities could attend and advise which approach would fit best when the gang module is added to the Canadian RMS and what changes would be needed.

1:30pm – 3:00pm

Workshop 2.6: Best Practices for Case Management/Workflow

Speaker: Sgt Bill Montague and Sgt. John Castigila, of the Sacramento Police Department and Stan Gibson, of the Salt Lake City Police Department

Conference Stream: Operational Focus

Description: Room 6 will be a workshop on best practices for Case Management / Workflow. A PowerPoint slide presentation prepared by Ray Waters for RCMP use will be made available. Breakout sessions will follow to develop comments and possible enhancements to those best practices.

3:00pm – 3:30pm

Refreshment Break

3:30pm – 4:30pm

Business Meeting and Conference Wrap-up

Speaker: Insp. Daryl Wiebe of Vancouver PD (Chair of the Conference Steering Committee) and Warren Loomis, President of Versaterm

Conference Stream: General

Description: Insp. Daryl Wiebe as Chair of the Conference Steering Committee will present the Conference business status and raise identified business related items. Warren Loomis, President of Versaterm will thank the hosts and Daryl will introduce next year's host who will then give an overview of their city and their plans for the next Conference. This will be held in the ABC ballrooms normally used for lunches.

4:30pm – 5:00pm

Closing Ceremonies

Coordinator: TBA