

Detailed Agenda

Sunday, August 30, 2026

3:00 PM-6:00 PM	Attendee Check-in & Welcome Reception
Location:	<i>The Aztek Room</i>

Monday, August 31, 2026

8:00 AM-9:00 AM	Breakfast
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8:00 AM-2:30 PM	Delegate Services
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9:00 AM-10:00 AM	Welcome & Plenary Presentation
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10:00 AM-10:30 AM	Break & Move to Session Rooms
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10:30 AM-12:00 PM	IPro Fundamentals: A Comprehensive Introduction for New Users	1A.01
Description:	Designed specifically for those new to the application, this session provides a foundational walkthrough of the IPro application. Participants will receive a guided tour of the user interface and incident dashboards, gaining the skills necessary to navigate the system with confidence. The presentation covers essential core functions, including the end-to-end incident entry process, the utilization of tracking numbers, and efficient techniques for searching incident, employee, and citizen records. Additionally, the session will clarify security access levels to help users understand how permissions and data visibility are managed within the platform.	
Session Type: <i>Classroom</i>	Stream: <i>New Users</i>	

10:30 AM-12:00 PM	Early Intervention Program Foundations: Optimizing Thresholds	1A.02
Description:	<p>This session explores how to effectively design and manage agency wellness and early intervention programs by identifying the specific data that drive meaningful intervention. Participants will learn to distinguish between static thresholds and dynamic peer analysis, gaining the practical tools necessary to evaluate their current system and determine if existing criteria require modification. The presentation will focus on configuring incident type, allegation, and force type thresholds, while demonstrating how to implement unit overrides to account for specialized assignments. Crucially, the session highlights how to utilize the threshold analysis tool within EI Reports to review historical data, helping administrators evaluate exactly where thresholds should be set so that normal operational variations are filtered out and true outlier employee activity is accurately captured.</p>	
Session Type: Classroom	Stream: All Users	

10:30 AM-12:00 PM	IAPro Administration: Core Configuration and Maintenance	1A.03
Description:	<p>This session provides a practical guide to essential administrator tasks, focusing on the configuration and upkeep of the IAPro environment. Participants will learn how to streamline data entry through picklist maintenance and filtering, manage tracking number sequences, and implement the new tags feature for better data organization. The discussion also covers the critical back-end work of adding and configuring incident types to match agency workflows, as well as the ongoing management of employee records and individual application user settings to ensure system security and operational efficiency.</p>	
Session Type: Classroom	Stream: Advanced Users	

10:30 AM-12:00 PM	IAPro Support Foundations: Unite, Zendesk, and Upgrades	1A.04
Description:	<p>This session gives Technical Support users and User Administrators a practical overview of the tools and resources available across Unite and Zendesk. We'll walk through how to submit and track support tickets, sign up for webinars and email notifications, and the basic troubleshooting steps you can use to keep your environment running smoothly. You will also learn how to manage on-premise upgrades using CI Manager. If you're involved in supporting or administering IAPro at your agency, this course will give you the essentials in one place.</p>	
Session Type: Classroom	Stream: Information/Feedback	

10:30 AM-12:00 PM	Advanced Reporting with IAPro	1A.05
Description:	This session moves beyond basic report construction to explore how web reports can be leveraged for high-level data analysis like identifying emerging trends, conducting quality assurance checks, and using AI for aggregate reporting. This collaborative forum provides a space for participants to share their current reporting successes and brainstorm new ideas with peers. To ground these concepts in practice, several reports will be built live, demonstrating advanced features and providing a blueprint for creating actionable analytics.	
Session Type: <i>Classroom</i>	Stream: <i>Advanced Users</i>	

10:30 AM-12:00 PM	Ask an Expert: 1-on-1 Consultation and Support	1A.06
Description:	Have specific questions about your data, need technical assistance, or want a personalized walkthrough of an application? This daily drop-in session connects you directly with our team of expert trainers and support staff for dedicated, 30-minute consultations. Attendees are welcome to bring their support questions or use the time to learn more about an application their agency hasn't implemented yet. In addition to software training and troubleshooting, staff will be on hand to easily connect you with a member of the sales team to discuss adding new applications to your portfolio. Sessions are available on a first-come, first-served basis each day to ensure everyone has access.	
Session Type: <i>Drop-In</i>	Stream: <i>Information/Feedback</i>	

12:00 PM-1:00 PM	Lunch	
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1:00 PM-2:00 PM	BlueTeam Essentials: A Foundation for New Users	1B.01
Description:	This session is tailored for those new to BlueTeam, providing a comprehensive introduction to the applications core features and navigational tools. Participants will receive a guided tour of the user interface, with a step-by-step walkthrough on how to enter new incidents accurately. The session also covers the incident forwarding and review process, as well as an overview of how to manage incidents within the users inbox. Additionally, users will learn the time-saving feature of duplicating existing entries, as well as generating a printable report on the incident.	
Session Type: <i>Classroom</i>	Stream: <i>New Users</i>	

1:00 PM-2:00 PM	Public Portal: Streamlining Intake and Enhancing Public Transparency	1B.02
Description:	Discover how the Public Portal saves valuable staff time while fostering community trust through a transparent process for managing citizen complaints and compliments. This session provides a practical look at the applications core features, including Citizen Complaint Entry, the seamless process for accepting into IAPro, and the use of automatic updates and interactive Chat to keep reporting parties informed. Attendees will learn how to use the Transparency Dashboard feature, to seamlessly publish compliant, use of force, and pursuit data directly from IAPro to the public.	
Session Type: <i>Classroom</i>	Stream: <i>All Users</i>	

1:00 PM-2:00 PM	Custom Email Notifications: Mastering Notification Rules in IAPro and BlueTeam	1B.03
Description:	This session explores how to leverage notification rules to ensure critical timelines are met. Highly configurable across both IAPro and BlueTeam, these rules can be tailored to handle a wide range of scenarios, including tracking active, under-review, and overdue incidents or tasks. Attendees will learn how to design automated workflows that keep personnel informed on key compliance milestones. To ground these concepts, the process for configuring rules will be demonstrated during this engaging and practical presentation.	
Session Type: <i>Classroom</i>	Stream: <i>Advanced Users</i>	

1:00 PM-2:00 PM	Supporting First Responder Wellness with Mindbase	1B.04
Description:	This session will provide an introduction to Mindbase and how agencies can use the platform to support employee wellness, peer support programs, and proactive check-ins. We will walk through key functionality, discuss how Mindbase helps identify opportunities for support, and share how agencies can use the platform to better care for their personnel while maintaining privacy and trust.	
Session Type: <i>Classroom</i>	Stream: <i>Information/Feedback</i>	

1:00 PM-2:00 PM	DroneSense	1B.05
Description:	More details coming soon.	
Session Type: <i>Classroom</i>	Stream: <i>Information/Feedback</i>	

1:00 PM-2:00 PM	Ask an Expert: 1-on-1 Consultation and Support	1B.06
Description:	Have specific questions about your data, need technical assistance, or want a personalized walkthrough of an application? This daily drop-in session connects you directly with our team of expert trainers and support staff for dedicated, 30-minute consultations. Attendees are welcome to bring their support questions or use the time to learn more about an application their agency hasn't implemented yet. In addition to software training and troubleshooting, staff will be on hand to easily connect you with a member of the sales team to discuss adding new applications to your portfolio. Sessions are available on a first-come, first-served basis each day to ensure everyone has access.	
Session Type: <i>Drop-In</i>	Stream: <i>Information/Feedback</i>	

2:00 PM-2:30 PM	Break
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2:30 PM-4:00 PM	Basic Reports in IAPro	1C.01
Description:	This session provides a practical guide to extracting and formatting critical agency data using IAPro. Participants will first learn how to generate comprehensive employee and citizen reports regarding incident involvement, ensuring accurate documentation for internal administrative review or external disclosure to other legal and public entities. Then the session will cover the fundamentals of the IAPro Web Reports platform, demonstrating how to use the intuitive drag-and-drop report builder to easily create customized reports tailored to your agency's specific data tracking and analytical needs.	
Session Type: <i>Classroom</i>	Stream: <i>New Users</i>	

2:30 PM-4:00 PM	IAPro Case Management: Best Practices from Intake to Case Closure	1C.02
Description:	This session provides a comprehensive blueprint for effectively managing complaints and other incident types, tracking the entire lifecycle from initial intake to final resolution. Whether an incident originates externally via Versaterm PublicPortal or is initiated internally through Versaterm IAPro or Versaterm BlueTeam, attendees will learn how to optimize every step of the workflow while maintaining strict compliance with statutory and policy-driven timelines and managing complainant communication. The presentation explores critical administrative tools by demonstrating how to effectively track incident and task due dates to manage the clock, and how to leverage internal tasks, case notes, and stages to maintain a transparent, highly organized file. Additionally, the discussion covers systematic reviewing options for evaluating cases as they move through the chain of command, concluding with best practices for documenting outcomes and ensuring thorough data entry when recording final dispositions and closing out the case.	
Session Type: <i>Classroom</i>	Stream: <i>All Users</i>	

2:30 PM-4:00 PM	Managing Purview: Protecting Incident Visibility	1C.03
Description:	<p>This session is essential for administrators who share incident data with BlueTeam and EIPro users, providing a comprehensive guide to understanding and restricting exactly what content personnel can see. Participants will explore the mechanics of purview and how to precisely control incident visibility across both platforms by configuring the scope of data access. The presentation highlights critical administrative features such as chain resolution and rank title groups to customize access that align seamlessly with supervisory hierarchies and specific rank classifications. Additionally, the discussion will cover the deployment of user roles and overrides to grant or restrict access for specialized assignments, concluding with strategies for implementing auto purview to ensure user permissions update dynamically as personnel move throughout the organization.</p>	
Session Type: <i>Classroom</i>	Stream: <i>Advanced Users</i>	

2:30 PM-4:00 PM	System Integrations	1C.04
Description:	<p>HR Integrations/Integrations with Community Connect/Integrations with CAD & RMS - This session will discuss our HR Integration and how it can streamline data management by synchronizing employee records in IAPro with an external system where that data is already managed. By eliminating duplicate data entry, organizations can improve accuracy, reduce administrative effort, and ensure consistency across platforms. Attendees will gain an overview of integration benefits, key considerations, and best practices for maintaining reliable and up-to-date employee information.</p>	
Session Type: <i>Classroom</i>	Stream: <i>Information/Feedback</i>	

2:30 PM-4:00 PM	Leveraging EIPro for Data Driven Peer-to-Peer Analysis	1C.05
Description:	<p>This session demonstrates how EIPro serves as a next-generation early identification platform, giving frontline supervisors, command staff, and analysts the real-time data needed to proactively support personnel. Attendees will discover how the application moves beyond static thresholds, utilizing advanced peer-to-peer and standard deviation analysis to empirically identify employee outliers who may be at risk or in need of closer observation. The presentation will showcase how the platform's intuitive visual indicators surface out-of-standard indicators in real-time, enabling supervisors to step in with timely, appropriate assistance. Participants will leave with a clear understanding of how to use EIPro to maintain an objective view of performance patterns, lessen organizational risk, and track the long-term effectiveness of supervisory support to foster a healthier agency culture.</p>	
Session Type: <i>Classroom</i>	Stream: <i>Advanced Users</i>	

2:30 PM-4:00 PM	Ask an Expert: 1-on-1 Consultation and Support	1C.06
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Description:	<p>Have specific questions about your data, need technical assistance, or want a personalized walkthrough of an application? This daily drop-in session connects you directly with our team of expert trainers and support staff for dedicated, 30-minute consultations. Attendees are welcome to bring their support questions or use the time to learn more about an application their agency hasn't implemented yet. In addition to software training and troubleshooting, staff will be on hand to easily connect you with a member of the sales team to discuss adding new applications to your portfolio. Sessions are available on a first-come, first-served basis each day to ensure everyone has access.</p>
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<p>Session Type: <i>Drop-In</i></p>	<p>Stream: <i>Information/Feedback</i></p>
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6:00 PM-10:00 PM	Dinner & Evening Social
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10:00 PM-10:00 PM	End of Day 1 Users Conference
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Tuesday, September 1, 2026

8:00 AM-9:00 AM	Breakfast	
8:00 AM-2:30 PM	Delegate Services	
9:00 AM-10:00 AM	BlueTeam Essentials: A Foundation for New Users (REPEAT)	2A.01
Description:	This session is tailored for those new to BlueTeam, providing a comprehensive introduction to the applications core features and navigational tools. Participants will receive a guided tour of the user interface, with a step-by-step walkthrough on how to enter new incidents accurately. The session also covers the incident forwarding and review process, as well as an overview of how to manage incidents within the users inbox. Additionally, users will learn the time-saving feature of duplicating existing entries, as well as generating a printable report on the incident.	
	Session Type: Classroom	Stream: New Users
9:00 AM-10:00 AM	Managing Alerts: Best Practices for Early Intervention	2A.02
Description:	This session provides a practical roadmap for what happens immediately after an early intervention alert is triggered in IPro. Moving beyond the initial notification, the presentation focuses on organizational best practices for managing the alert lifecycle from triage to resolution. Attendees will explore various review options, including whether alerts should be centrally evaluated before routing, who within the chain of command should see or manage the information, and what specific data points supervisors should look for when reviewing an employee's history. Finally, the discussion will cover possible outcomes for intervention—ranging from peer support to training—and outline the critical documentation steps required to properly close out alerts while maintaining confidentiality and organizational accountability.	
	Session Type: Classroom	Stream: All Users

9:00 AM-10:00 AM	Supporting Independent Review Groups in IPro	2A.03
Description:	<p>This session examines how IPro supports the specific needs of independent reviewing bodies, such as oversight boards and review committees, by providing secure and controlled access to relevant data. Participants will explore practical methods for restricting incident visibility through read/write permissions, incident type filtering, and mailbox routings to ensure that external reviewers see only what is necessary. The discussion also covers critical workflow features, including the use of the independent approval indicator and strategies for documenting oversight findings and hearing outcomes directly within the application.</p>	
Session Type: Classroom		Stream: Advanced Users

9:00 AM-10:00 AM	DroneSense	2A.04
Description:	<p>More details coming soon.</p>	
Session Type: Classroom		Stream: Information/Feedback

9:00 AM-10:00 AM	Cloud Hosting	2A.05
Description:	<p>This session will cover our comprehensive Cloud Hosting services, where we manage every aspect of your application environment, from server maintenance and file storage to network security, firewalls, and encryption. Attendees will learn how our fully managed approach includes application upgrades, security patching, backups, and proactive system monitoring to ensure optimal performance and reliability. We'll also highlight optional add-on services such as HR, JMS, and Data integrations, along with database download options, demonstrating how our cloud solution reduces IT burden while enabling rapid response to issues often before users even notice them.</p>	
Session Type: Classroom		Stream: Information/Feedback

9:00 AM-10:00 AM	Ask an Expert: 1-on-1 Consultation and Support	2A.06
Description:	<p>Have specific questions about your data, need technical assistance, or want a personalized walkthrough of an application? This daily drop-in session connects you directly with our team of expert trainers and support staff for dedicated, 30-minute consultations. Attendees are welcome to bring their support questions or use the time to learn more about an application their agency hasn't implemented yet. In addition to software training and troubleshooting, staff will be on hand to easily connect you with a member of the sales team to discuss adding new applications to your portfolio. Sessions are available on a first-come, first-served basis each day to ensure everyone has access.</p>	
Session Type: Drop-In		Stream: Information/Feedback

10:00 AM-10:30 AM	Break
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10:30 AM-12:00 PM	Transitioning to IPro 9: Navigating the New Interface	2B.01
Description:	This session is tailored to experienced users making the move to the IPro 9 platform, focusing on the streamlined workflows and modern aesthetic of the updated user interface. Participants will receive a comprehensive tour of the new environment, including a breakdown of the enhanced dashboard customization options and the redesigned incident layout. Key updates to be explored include the new BlueTeam inbox, global search search function, and the introduction of incident, employee, and citizen based tags. By highlighting these new system capabilities, the session ensures a confident and efficient transition for experienced users.	
Session Type: <i>Classroom</i>	Stream: <i>New Users</i>	

10:30 AM-12:00 PM	Innovative Uses of BlueTeam & IPro	2B.02
Description:	This interactive session explores how agencies are leveraging IPro and BlueTeam to enhance professional standards. This collaborative forum offers an opportunity to exchange insights on innovative uses and emerging industry trends. The session includes a step-by-step demonstration on building a new incident type, highlighting the integration of the latest features and best practices to streamline your agency's workflow.	
Session Type: <i>Classroom</i>	Stream: <i>All Users</i>	

10:30 AM-12:00 PM	Advanced BlueTeam: Maximizing Supervisory Oversight and Configuration	2B.03
Description:	This session explores the advanced features of BlueTeam designed to enhance supervisory review and data customization. Participants will dive into the new event folder feature and learn how the purview inbox provides supervisors with a powerful tool for tracking incidents throughout the review cycle. The discussion will also cover critical personnel management tools, including options for revealing historical data in the Employee Explorer and utilizing the Early Intervention Dashboard to proactively identify and support employees who may need assistance. Finally, the session demonstrates how to tailor the platform to agency-specific needs by customizing incident types and configuring data fields to be visible or mandatory, ensuring precise and efficient data collection.	
Session Type: <i>Classroom</i>	Stream: <i>Advanced Users</i>	

10:30 AM-12:00 PM	IPro Support Foundations: Unite, Zendesk, and Upgrades (REPEAT)	2B.04
Description:	<p>This session gives Technical Support users and User Administrators a practical overview of the tools and resources available across Unite and Zendesk. We'll walk through how to submit and track support tickets, sign up for webinars and email notifications, and the basic troubleshooting steps you can use to keep your environment running smoothly.</p> <p>ou'll also learn how to manage on-premise upgrades using CI Manager. If you're involved in supporting or administering IPro at your agency, this course will give you the essentials in one place.</p>	
Session Type: <i>Classroom</i>	Stream: <i>Information/Feedback</i>	

10:30 AM-12:00 PM	CALEA: Mapping, Tracking, and Reporting in IPro	2B.05
Description:	<p>This session provides a practical roadmap for leveraging Versaterm IPro to seamlessly meet and document CALEA accreditation standards. Designed for accreditation managers and system administrators, the presentation will demonstrate how to effectively map data fields for CIMRS compliance to ensure accurate external data sharing. Participants will also learn how to use tasks to document standards compliance, creating a transparent digital audit trail of required proofs. Finally, the session will showcase how to utilize classifications and tags for reporting, enabling agencies to quickly compile, organize, and output the precise data sets needed to satisfy assessors and maintain compliance.</p>	
Session Type: <i>Classroom</i>	Stream: <i>Advanced Users</i>	

10:30 AM-12:00 PM	Ask an Expert: 1-on-1 Consultation and Support	2B.06
Description:	<p>Have specific questions about your data, need technical assistance, or want a personalized walkthrough of an application? This daily drop-in session connects you directly with our team of expert trainers and support staff for dedicated, 30-minute consultations. Attendees are welcome to bring their support questions or use the time to learn more about an application their agency hasn't implemented yet. In addition to software training and troubleshooting, staff will be on hand to easily connect you with a member of the sales team to discuss adding new applications to your portfolio. Sessions are available on a first-come, first-served basis each day to ensure everyone has access.</p>	
Session Type: <i>Drop-In</i>	Stream: <i>Information/Feedback</i>	

12:00 PM-1:00 PM	Lunch
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1:00 PM-2:00 PM	Basic Reports in IPro (REPEAT)	2C.01
Description:	This session provides a practical guide to extracting and formatting critical agency data using IPro. Participants will first learn how to generate comprehensive employee and citizen reports regarding incident involvement, ensuring accurate documentation for internal administrative review or external disclosure to other legal and public entities. Then the session will cover the fundamentals of the IPro Web Reports platform, demonstrating how to use the intuitive drag-and-drop report builder to easily create customized reports tailored to your agency's specific data tracking and analytical needs.	
Session Type: <i>Classroom</i>	Stream: <i>New Users</i>	

1:00 PM-2:00 PM	Performance Management with MakeNote	2C.02
Description:	This session provides a practical guide to tracking everyday employee performance and seamlessly converting those cumulative performance notes into comprehensive evaluations. Tailored for both prospective and current users, the presentation will showcase the platform's core workflows for real-time documentation. For existing MakeNote users, the session will highlight new features designed to elevate your workflow, while providing a dedicated forum to gather your valuable feedback to directly enhance the user experience and drive future product updates.	
Session Type: <i>Classroom</i>	Stream: <i>All Users</i>	

1:00 PM-2:00 PM	BlueTeam Template Designer: Customizing Data Collection Workflows	2C.03
Description:	This session demonstrates how to leverage the BlueTeam Template Designer to elevate the quality and consistency of data collection. Participants will learn how to build dynamic question-and-answer fields embedded directly within incident summaries and review comments, utilizing different question types to ensure supervisors and investigators capture specific, standardized information. Additionally, the presentation will showcase how to easily convert legacy paper forms into custom BlueTeam entries to streamline workflows and eliminate redundant data entry.	
Session Type: <i>Classroom</i>	Stream: <i>Advanced Users</i>	

1:00 PM-2:00 PM	Ask Me Anything: Shaping the Future of Versaterm Applications	2C.04
Description:	This interactive session offers a direct line of communication to the individuals behind your software, providing a unique opportunity to pose questions, share feedback, and pitch suggestions to the teams who design, build, maintain, market, and train on our applications. Because Versaterm takes customer feedback very seriously, this open forum is more than just a Q&A—it is your opportunity to collaborate with leadership and developers to help guide the future roadmap and functionality of the products you use every day. Bring your ideas, your challenges, and your wish lists to help us build a better platform for your agency.	
Session Type: Panel Discussion		Stream: Information/Feedback

1:00 PM-2:00 PM	Health & Wellness Presentation	2C.05
Description:	More details coming soon.	
Session Type: Classroom		Stream: Information/Feedback

1:00 PM-2:00 PM	Ask an Expert: 1-on-1 Consultation and Support	2C.06
Description:	Have specific questions about your data, need technical assistance, or want a personalized walkthrough of an application? This daily drop-in session connects you directly with our team of expert trainers and support staff for dedicated, 30-minute consultations. Attendees are welcome to bring their support questions or use the time to learn more about an application their agency hasn't implemented yet. In addition to software training and troubleshooting, staff will be on hand to easily connect you with a member of the sales team to discuss adding new applications to your portfolio. Sessions are available on a first-come, first-served basis each day to ensure everyone has access.	
Session Type: Drop-In		Stream: Information/Feedback

2:00 PM-2:30 PM	Break	
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2:30 PM-4:00 PM	Advanced Use of Force Reporting	2D.01
Description:	<p>This session focuses on transforming BlueTeam and IAPro data into actionable intelligence by building predictive models designed to identify situations that are at high-risk for a use of force encounter. Participants will explore how to analyze employee experience, environmental variables, subject factors, and historical data to pinpoint situations where intervention may be necessary. This collaborative workshop encourages attendees to discuss how these insights can proactively guide training initiatives and policy revisions, moving beyond reactive reporting to a data-driven strategy for reducing negative outcomes.</p>	
Session Type: <i>Classroom</i>	Stream: <i>Advanced Users</i>	

2:30 PM-4:00 PM	Early Intervention Program Foundations: Optimizing Thresholds (REPEAT)	2D.02
Description:	<p>This session explores how to effectively design and manage agency wellness and early intervention programs by identifying the specific data that drive meaningful intervention. Participants will learn to distinguish between static thresholds and dynamic peer analysis, gaining the practical tools necessary to evaluate their current system and determine if existing criteria require modification. The presentation will focus on configuring incident type, allegation, and force type thresholds, while demonstrating how to implement unit overrides to account for specialized assignments. Crucially, the session highlights how to utilize the threshold analysis tool within EI Reports to review historical data, helping administrators evaluate exactly where thresholds should be set so that normal operational variations are filtered out and true outlier employee activity is accurately captured.</p>	
Session Type: <i>Classroom</i>	Stream: <i>All Users</i>	

2:30 PM-4:00 PM	Advanced IAPro: Advanced Incident Handling and Query Tools	2D.03
Description:	<p>This session offers a deep dive into the IAPro 9 toolkit, specifically focusing on the redesigned incident folder and the new query builder. Participants will explore how to leverage tasks to monitor workflow progress and ensure adherence to timelines. The presentation also highlights the GIS incident mapping tool and several other new features, including activating the access reason requirement, adding employees to the incident no-access list, and using the new case notes feature to document incident activity. These advancements collectively provide users with more granular control and new visualizations of their agency's incident data.</p>	
Session Type: <i>Classroom</i>	Stream: <i>Advanced Users</i>	

2:30 PM-4:00 PM	Customer Showcase: Innovation in Action	2D.04
Description:	This session highlights real-world success stories from the field, offering a unique opportunity to learn how agencies are deploying our applications in innovative and impactful ways to better serve their communities. Attendees will gain practical insights and creative strategies by seeing how other organizations are leveraging our applications to solve complex challenges, improve operational efficiency, and build public trust. Please note that this session description will be updated as presenting agencies are confirmed.	
Session Type: <i>Classroom</i>	Stream: <i>Information/Feedback</i>	

2:30 PM-4:00 PM	IAPro Case Management: Best Practices from Intake to Case Closure (REPEAT)	2D.05
Description:	This session provides a comprehensive blueprint for effectively managing complaints and other incident types, tracking the entire lifecycle from initial intake to final resolution. Whether an incident originates externally via Versaterm PublicPortal or is initiated internally through Versaterm IAPro or Versaterm BlueTeam, attendees will learn how to optimize every step of the workflow while maintaining strict compliance with statutory and policy-driven timelines and managing complainant communication. The presentation explores critical administrative tools by demonstrating how to effectively track incident and task due dates to manage the clock, and how to leverage internal tasks, case notes, and stages to maintain a transparent, highly organized file. Additionally, the discussion covers systematic reviewing options for evaluating cases as they move through the chain of command, concluding with best practices for documenting outcomes and ensuring thorough data entry when recording final dispositions and closing out the case.	
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Session Type: <i>Drop-In</i>	Stream: <i>Information/Feedback</i>	

4:00 PM	End of Day 2 Users Conference - Free Time - No planned evening functions	
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Wednesday, September 2, 2026

8:00 AM-9:00 AM	Breakfast
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8:00 AM-2:30 PM	Delegate Services
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8:30 AM-12:00 PM	Professional Standards Training Course - Day 1 AM
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9:00 AM-10:00 AM	Public Portal: Streamlining Intake and Enhancing Public Transparency (REPEAT)	3A.01
Description:	Discover how the Public Portal saves valuable staff time while fostering community trust through a transparent process for managing citizen complaints and compliments. This session provides a practical look at the applications core features, including Citizen Complaint Entry, the seamless process for accepting into IAPro, and the use of automatic updates and interactive Chat to keep reporting parties informed. Attendees will learn how to use the Transparency Dashboard feature, to seamlessly publish compliant, use of force, and pursuit data directly from IAPro to the public.	
Session Type: Classroom	Stream: All Users	

9:00 AM-10:00 AM	Managing Alerts: Best Practices for Early Intervention (REPEAT)	3A.02
Description:	This session provides a practical roadmap for what happens immediately after an early intervention alert is triggered in IAPro. Moving beyond the initial notification, the presentation focuses on organizational best practices for managing the alert lifecycle from triage to resolution. Attendees will explore various review options, including whether alerts should be centrally evaluated before routing, who within the chain of command should see or manage the information, and what specific data points supervisors should look for when reviewing an employee's history. Finally, the discussion will cover possible outcomes for intervention—ranging from peer support to training—and outline the critical documentation steps required to properly close out alerts while maintaining confidentiality and organizational accountability.	
Session Type: Classroom	Stream: All Users	

9:00 AM-10:00 AM	BlueTeam Template Designer: Customizing Data Collection Workflows (REPEAT)	3A.03
Description:	<p>This session demonstrates how to leverage the BlueTeam Template Designer to elevate the quality and consistency of data collection. Participants will learn how to build dynamic question-and-answer fields embedded directly within incident summaries and review comments, utilizing different question types to ensure supervisors and investigators capture specific, standardized information. Additionally, the presentation will showcase how to easily convert legacy paper forms into custom BlueTeam entries to streamline workflows and eliminate redundant data entry.</p>	
Session Type: <i>Classroom</i>	Stream: <i>Advanced Users</i>	

9:00 AM-10:00 AM	Ask Me Anything: Shaping the Future of Versaterm Applications (REPEAT)	3A.04
Description:	<p>This interactive session offers a direct line of communication to the individuals behind your software, providing a unique opportunity to pose questions, share feedback, and pitch suggestions to the teams who design, build, maintain, market, and train on our applications. Because Versaterm takes customer feedback very seriously, this open forum is more than just a Q&A—it is your opportunity to collaborate with leadership and developers to help guide the future roadmap and functionality of the products you use every day. Bring your ideas, your challenges, and your wish lists to help us build a better platform for your agency.</p>	
Session Type: <i>Panel Discussion</i>	Stream: <i>Information/Feedback</i>	

9:00 AM-10:00 AM	Ask an Expert: 1-on-1 Consultation and Support	3A.05
Description:	<p>Have specific questions about your data, need technical assistance, or want a personalized walkthrough of an application? This daily drop-in session connects you directly with our team of expert trainers and support staff for dedicated, 30-minute consultations. Attendees are welcome to bring their support questions or use the time to learn more about an application their agency hasn't implemented yet. In addition to software training and troubleshooting, staff will be on hand to easily connect you with a member of the sales team to discuss adding new applications to your portfolio. Sessions are available on a first-come, first-served basis each day to ensure everyone has access.</p>	
Session Type: <i>Drop-In</i>	Stream: <i>Information/Feedback</i>	

10:00 AM-10:30 AM	Break	
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10:30 AM-12:00 PM	Leveraging EIPro for Data Driven Peer-to-Peer Analysis (REPEAT)	3B.01
Description:	<p>This session demonstrates how EIPro serves as a next-generation early identification platform, giving frontline supervisors, command staff, and analysts the real-time data needed to proactively support personnel. Attendees will discover how the application moves beyond static thresholds, utilizing advanced peer-to-peer and standard deviation analysis to empirically identify employee outliers who may be at risk or in need of closer observation. The presentation will showcase how the platform's intuitive visual indicators surface out-of-standard indicators in real-time, enabling supervisors to step in with timely, appropriate assistance. Participants will leave with a clear understanding of how to use EIPro to maintain an objective view of performance patterns, lessen organizational risk, and track the long-term effectiveness of supervisory support to foster a healthier agency culture.</p>	
Session Type: <i>Classroom</i>	Stream: <i>Advanced Users</i>	

10:30 AM-12:00 PM	Innovative Uses of BlueTeam & IAPro (REPEAT)	3B.02
Description:	<p>This interactive session explores how agencies are leveraging IAPro and BlueTeam to enhance professional standards. This collaborative forum offers an opportunity to exchange insights on innovative uses and emerging industry trends. The session includes a step-by-step demonstration on building a new incident type, highlighting the integration of the latest features and best practices to streamline your agency's workflow.</p>	
Session Type: <i>Classroom</i>	Stream: <i>All Users</i>	

10:30 AM-12:00 PM	IAPro Administration: Core Configuration and Maintenance (REPEAT)	3B.03
Description:	<p>This session provides a practical guide to essential administrator tasks, focusing on the configuration and upkeep of the IAPro environment. Participants will learn how to streamline data entry through picklist maintenance and filtering, manage tracking number sequences, and implement the new tags feature for better data organization. The discussion also covers the critical back-end work of adding and configuring incident types to match agency workflows, as well as the ongoing management of employee records and individual application user settings to ensure system security and operational efficiency.</p>	
Session Type: <i>Classroom</i>	Stream: <i>Advanced Users</i>	

10:30 AM-12:00 PM	Canadian User Roundtable	3B.04
Description:	<p>Our Canadian partners are invited to attend this dedicated roundtable session designed to discuss the latest initiatives, trends, and compliance requirements unique to policing and oversight in Canada. This interactive forum provides an excellent opportunity to network with fellow Canadian peers and share valuable insights on how your agency utilizes our applications in the field. Crucially, this session serves as a collaborative platform to bring attention to and directly address the specific needs, regional challenges, and distinct issues facing Canadian agencies, ensuring your voice directly informs our future product development and support strategies.</p>	
Session Type: <i>Roundtable</i>	Stream: <i>Information/Feedback</i>	

10:30 AM-12:00 PM	Ask an Expert: 1-on-1 Consultation and Support	3B.05
Description:	<p>Have specific questions about your data, need technical assistance, or want a personalized walkthrough of an application? This daily drop-in session connects you directly with our team of expert trainers and support staff for dedicated, 30-minute consultations. Attendees are welcome to bring their support questions or use the time to learn more about an application their agency hasn't implemented yet. In addition to software training and troubleshooting, staff will be on hand to easily connect you with a member of the sales team to discuss adding new applications to your portfolio. Sessions are available on a first-come, first-served basis each day to ensure everyone has access.</p>	
Session Type: <i>Drop-In</i>	Stream: <i>Information/Feedback</i>	

12:00 PM-1:00 PM	Lunch
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1:00 PM-5:00 PM	Professional Standards Training Course - Day 1 PM
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1:00 PM-2:00 PM	Supporting Independent Review Groups in IPro (REPEAT)	3C.01
Description:	<p>This session examines how IPro supports the specific needs of independent reviewing bodies, such as oversight boards and review committees, by providing secure and controlled access to relevant data. Participants will explore practical methods for restricting incident visibility through read/write permissions, incident type filtering, and mailbox routings to ensure that external reviewers see only what is necessary. The discussion also covers critical workflow features, including the use of the independent approval indicator and strategies for documenting oversight findings and hearing outcomes directly within the application.</p>	
Session Type: <i>Classroom</i>	Stream: <i>Advanced Users</i>	

1:00 PM-2:00 PM	Performance Management with MakeNote (REPEAT)	3C.02
Description:	This session provides a practical guide to tracking everyday employee performance and seamlessly converting those cumulative performance notes into comprehensive evaluations. Tailored for both prospective and current users, the presentation will showcase the platform's core workflows for real-time documentation. For existing MakeNote users, the session will highlight new features designed to elevate your workflow, while providing a dedicated forum to gather your valuable feedback to directly enhance the user experience and drive future product updates.	
Session Type: <i>Classroom</i>	Stream: <i>All Users</i>	

1:00 PM-2:00 PM	Custom Email Notifications: Mastering Notification Rules in IAPro and BlueTeam (REPEAT)	3C.03
Description:	This session explores how to leverage notification rules to ensure critical timelines are met. Highly configurable across both IAPro and BlueTeam, these rules can be tailored to handle a wide range of scenarios, including tracking active, under-review, and overdue incidents or tasks. Attendees will learn how to design automated workflows that keep personnel informed on key compliance milestones. To ground these concepts, the process for configuring rules will be demonstrated during this engaging and practical presentation.	
Session Type: <i>Classroom</i>	Stream: <i>Advanced Users</i>	

1:00 PM-2:00 PM	Cloud Hosting (REPEAT)	3C.04
Description:	This session will cover our comprehensive Cloud Hosting services, where we manage every aspect of your application environment, from server maintenance and file storage to network security, firewalls, and encryption. Attendees will learn how our fully managed approach includes application upgrades, security patching, backups, and proactive system monitoring to ensure optimal performance and reliability. We'll also highlight optional add-on services such as HR, JMS, and Data integrations, along with database download options, demonstrating how our cloud solution reduces IT burden while enabling rapid response to issues often before users even notice them.	
Session Type: <i>Classroom</i>	Stream: <i>Information/Feedback</i>	

1:00 PM-2:00 PM	Ask an Expert: 1-on-1 Consultation and Support	3C.05
Description:	Have specific questions about your data, need technical assistance, or want a personalized walkthrough of an application? This daily drop-in session connects you directly with our team of expert trainers and support staff for dedicated, 30-minute consultations. Attendees are welcome to bring their support questions or use the time to learn more about an application their agency hasn't implemented yet. In addition to software training and troubleshooting, staff will be on hand to easily connect you with a member of the sales team to discuss adding new applications to your portfolio. Sessions are available on a first-come, first-served basis each day to ensure everyone has access.	
Session Type: <i>Drop-In</i>	Stream: <i>Information/Feedback</i>	

2:00 PM-2:30 PM	Break
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2:30 PM-4:00 PM	Advanced Use of Force Reporting (REPEAT)	3D.01
Description:	This session focuses on transforming BlueTeam and IAPro data into actionable intelligence by building predictive models designed to identify situations that are at high-risk for a use of force encounter. Participants will explore how to analyze employee experience, environmental variables, subject factors, and historical data to pinpoint situations where intervention may be necessary. This collaborative workshop encourages attendees to discuss how these insights can proactively guide training initiatives and policy revisions, moving beyond reactive reporting to a data-driven strategy for reducing negative outcomes.	
Session Type: <i>Classroom</i>	Stream: <i>Advanced Users</i>	

2:30 PM-4:00 PM	Managing Purview: Protecting Incident Visibility (REPEAT)	3D.02
Description:	This session is essential for administrators who share incident data with BlueTeam and EIPro users, providing a comprehensive guide to understanding and restricting exactly what content personnel can see. Participants will explore the mechanics of purview and how to precisely control incident visibility across both platforms by configuring the scope of data access. The presentation highlights critical administrative features such as chain resolution and rank title groups to customize access that align seamlessly with supervisory hierarchies and specific rank classifications. Additionally, the discussion will cover the deployment of user roles and overrides to grant or restrict access for specialized assignments, concluding with strategies for implementing auto purview to ensure user permissions update dynamically as personnel move throughout the organization.	
Session Type: <i>Classroom</i>	Stream: <i>Advanced Users</i>	

2:30 PM-4:00 PM	Advanced BlueTeam: Maximizing Supervisory Oversight and Configuration (REPEAT)	3D.03
Description:	<p>This session explores the advanced features of BlueTeam designed to enhance supervisory review and data customization. Participants will dive into the new event folder feature and learn how the purview inbox provides supervisors with a powerful tool for tracking incidents throughout the review cycle. The discussion will also cover critical personnel management tools, including options for revealing historical data in the Employee Explorer and utilizing the Early Intervention Dashboard to proactively identify and support employees who may need assistance. Finally, the session demonstrates how to tailor the platform to agency-specific needs by customizing incident types and configuring data fields to be visible or mandatory, ensuring precise and efficient data collection.</p>	
Session Type: <i>Classroom</i>	Stream: <i>Advanced Users</i>	

2:30 PM-4:00 PM	Advanced IAPro: Advanced Incident Handling and Query Tools (REPEAT)	3D.04
Description:	<p>This session offers a deep dive into the IAPro 9 toolkit, specifically focusing on the redesigned incident folder and the new query builder. Participants will explore how to leverage tasks to monitor workflow progress and ensure adherence to timelines. The presentation also highlights the GIS incident mapping tool and several other new features, including activating the access reason requirement, adding employees to the incident no-access list, and using the new case notes feature to document incident activity. These advancements collectively provide users with more granular control and new visualizations of their agency's incident data.</p>	
Session Type: <i>Classroom</i>	Stream: <i>Advanced Users</i>	

2:30 PM-4:00 PM	Ask an Expert: 1-on-1 Consultation and Support	3D.05
Description:	<p>Have specific questions about your data, need technical assistance, or want a personalized walkthrough of an application? This daily drop-in session connects you directly with our team of expert trainers and support staff for dedicated, 30-minute consultations. Attendees are welcome to bring their support questions or use the time to learn more about an application their agency hasn't implemented yet. In addition to software training and troubleshooting, staff will be on hand to easily connect you with a member of the sales team to discuss adding new applications to your portfolio. Sessions are available on a first-come, first-served basis each day to ensure everyone has access.</p>	
Session Type: <i>Drop-In</i>	Stream: <i>Information/Feedback</i>	

4:00 PM	End of Users Conference - Professional Standards Training continues 9/03-9/04	
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Thursday, September 3, 2026

8:00 AM-8:30AM	Breakfast
8:30 AM-12:00 PM	Professional Standards Training Course - Day 2 AM
12:00 PM-1:00 PM	Lunch Break
1:00 PM-5:00 PM	Professional Standards Training Course - Day 2 PM

Friday, September 4, 2026

8:00 AM-8:30AM	Breakfast
8:30 AM-12:00 PM	Professional Standards Training Course - Day 3 AM
12:00 PM	End of Professional Standards Training Course