

Versaterm Users Conference

September 28 - October 1, 2026
Ottawa, ON

Agenda Overview

Sunday, September 27, 2026	
3:00pm	Registration Desk Open
6:00pm	Registration Desk Closed

Monday, September 28, 2026	
2:00pm	Registration Desk Open
7:00pm	Welcome Reception Begins
8:00pm	Registration Desk Closed
10:00pm	Welcome Reception Ends

Conference Day 1 Tuesday, September 29, 2026	
Main Conference Day 1 – See Page 3	

Conference Day 2 Wednesday, September 30, 2026	
Main Conference Day 2 – See Page 4	

Conference Day 3 Thursday, October 1, 2026	
Main Conference Day 3 – See Page 5	

Tuesday, September 29, 2026									
7:30am Breakfast & Registration/Delegate Services Open									
8:30am Opening Ceremonies & Plenary Presentations									
10:30am Break & Move to Session Rooms									
11:00am Breakout Sessions - 1A									
	1A.01 Versaterm CAD Roadmap: A Look Ahead With the Versaterm Product Team	1A.02 What’s New in US Versaterm RMS & MRE: Feature Highlights and Operational Enhancements	1A.03 What’s New in CDN Versaterm RMS: Latest Advancements and Enhancements	1A.04 What’s New in Versaterm Mobile: Latest Developments and e-Citations	1A.05 Versaterm Forensics: Innovation in Action – Product Feature Showcase	1A.06 Use Cases in Action: Real-Time Response	1A.07 The Program Manager's Playbook: Versaterm DroneSense Administration for US & Canadian Agencies		
12:00pm Lunch									
1:00pm Breakout Sessions - 1B									
	1B.01 Exploring Versaterm CAD 8: New User Interface & Features	1B.02 US Versaterm RMS Roadmap: A Look Ahead With the Versaterm Product Team	1B.03 Hands-On Training Versaterm MDT: Mastering the Essentials (2-hour Class – Part 1)	1B.04 CDN Versaterm RMS Roadmap: A Look Ahead With the Versaterm Product Team	1B.05 Versaterm Forensics: Cataloging Crime Scenes in LIMS-plus	1B.06 Versaterm DroneSense Remote (DFR): From Concept to Operations	1B.07 The Program Manager's Playbook: Versaterm DroneSense Administration for US & Canadian Agencies (Continued-Part 2)		
2:00pm Change Session Rooms									
2:10pm Breakout Sessions - 1C									
	1C.01 Map Configuration & GIS Workshop: Tips, Tools and Transitions	1C.02 US Versaterm RMS Auto-Transcription Improvements: Increasing Efficiency Through Better Entity Management	1C.03 Hands-On Training Versaterm MDT: Mastering the Essentials (2-hour Class – Part 2)	1C.04 Supporting First Responder Wellness with Versaterm Mindbase	1C.05 Versaterm Forensics: Operational Excellence through Advanced Reporting	1C.06 Versaterm DroneSense Platform Overview: Airbase, Pilot, OpsHub, Remote	1C.07 The Program Manager's Playbook: Versaterm DroneSense Administration for US & Canadian Agencies (Continued-Part 3)		
3:10pm Break									
3:30pm Breakout Sessions - 1D									
	1D.01 From Call to Response: Optimizing Fire & EMS with Versaterm CAD	1D.02 US & CDN Versaterm RMS and MRE Wordforms	1D.03 Versaterm MDT: (AMA) Ask Me Anything & (BYOD) Bring Your Own Device	1D.04 Building and Sustaining Impactful Peer Support Programs	1D.05 Versaterm Forensics: Customer Resource Power-Hour	1D.06 Versaterm DroneSense: The Connected Public Safety Platform	1D.07 The Program Manager's Playbook: Versaterm DroneSense Administration for US & Canadian Agencies (Continued-Part 4)		
4:30pm Free Time/Delegate Services Desk Closed									
5:30pm Technology & Services Showcase									
8:30pm Evening Social Begins									
11:00pm Evening Social Ends									
Legend									
(R) = Repeat Session (BYOD) = Bring Your Own Device (AMA) = Ask Me Anything	Records Management	Community Engagement	Field Response & Reporting	Dispatch/Call Handling	Mobile	Health & Wellness	Investigations & Analysis	General Interest	Drone Programs

Wednesday, September 30, 2026									
7:30am Breakfast & Delegate Services Open									
8:30am Daily Announcements									
8:40am Innovation Award Winner Presentations & Plenary Presentation									
10:00am Break & Move to Session Rooms									
10:20am Breakout Sessions - 2A									
	2A.01 Versaterm CAD Tips and Tricks: Boost Your Skills and Efficiency	2A.02 NIBRS Refresher: Improving Accuracy, Compliance and Data Quality	2A.03 Moving Canadian Versaterm CAD & RMS to the Cloud: What Agencies Need to Know	2A.04 Hands-On Training Unlocking the Core Skills of MCA (2-hour class - Part 1)	2A.05 Versaterm Forensics: Paperless Latent Print Processes in LIMS-plus	2A.06 Zendesk: Improving the User Experience through Unified Support and Help Desk	2A.07 The Program Manager's Playbook: Versaterm DroneSense Administration for US & Canadian Agencies (Continued-Part 5)		
11:20am Change Session Rooms									
11:30am Breakout Sessions - 2B									
	2B.01 From Information to Intelligence: Introducing Versaterm OpsIntel for Criminal Intelligence	2B.02 Using Versaterm RMS for Clery Act Compliance: Accurate Reporting Starts Here	2B.03 Versaterm eJust Electronic Charge Submission and Court Disclosure	2B.04 Hands-On Training Unlocking the Core Skills of MCA (2-hour class – Part 2)	2B.05 Customer Showcase: Leveraging AI Assistants for Report Writing	2B.06 Versaterm DroneSense Remote (DFR): From Concept to Operations (R)	2B.07 The Program Manager's Playbook: Versaterm DroneSense Administration for US & Canadian Agencies (Continued-Part 6)		
12:30pm Lunch									
1:30pm Breakout Sessions - 2C									
	2C.01 Fire & EMS Roundtable: Addressing Operational Challenges in Versaterm CAD & Mobile	2C.02 Getting Property Right: Managing NCIC Values and Article Types	2C.03 CCJS Reporting Updates – CDN Versaterm RMS	2C.04 MCA: (AMA) Ask Me Anything & (BYOD) Bring Your Own Device	2C.05 Versaterm Forensics: LIMS-plus V3 & V5 Breakouts	2C.06 Versaterm DEMS: Digital Evidence Management System	2C.07 The Program Manager's Playbook: Versaterm DroneSense Administration for US & Canadian Agencies (Continued-Part 7)		
2:30pm Break									
3:00pm Breakout Sessions - 2D									
	2D.01 Enhanced Fire Recommendation: Logic Explained	2D.02 Tailored to Fit Your Agency: Versaterm RMS & MRE StyleSheets	2D.03 The Connected Officer: How Body Cameras Elevate School Safety and Modern Policing	2D.04 People First: How Public Safety Agencies are Using Versaterm CommunityConnect to Change the Conversation	2D.05 Versaterm Forensics: LIMS-plus V3 & V5 Breakouts (Cont.)	2D.06 Smarter by Design: Using AI and Peer Support to Build a Wellness-Forward Communications Center	2D.07 The Program Manager's Playbook: Versaterm DroneSense Administration for US & Canadian Agencies (Continued-Part 8)		
4:00pm Free Time/Delegate Services Desk Closed									
8:30pm Evening Social Begins									
11:00pm Evening Social Ends									
Legend									
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Thursday, October 1, 2026									
7:30am		Breakfast & Delegate Services Open							
8:30am		Daily Announcements							
8:35am		Plenary Presentations							
9:15am		Break & Move to Session Rooms							
9:30am		Breakout Sessions - 3A							
	3A.01 Your Guide to Confidently Using Versaterm CAD & RMS Support	3A.02 Maximizing Property System Enhancements & Automated Disposal in US Versaterm RMS	3A.03 Hands-On Training Advanced Versaterm CAD Configurations: Unlocking Powerful Features	3A.04 Versaterm MRE Report Types and RTHelp Files	3A.05 Versaterm Forensics: Achieving Accreditation with the help of LIMS-plus	3A.06 Scaling a Drone Program & Multi-Agency Collaboration	3A.07 The Program Manager's Playbook: Versaterm DroneSense Administration for US & Canadian Agencies (Continued-Part 9)		
10:30am		Break							
11:00am		Breakout Sessions - 3B							
	3B.01 Versaterm CAD User Feedback Forum: Collaborative Discussion & Insight Exchange	3B.02 Hands-On Training Versaterm RMS: Build Confidence and Master the Fundamentals	3B.03 CDN Versaterm RMS User Feedback Forum: Collaborative Discussion & Insight Exchange	3B.04 Smarter by Design: Using AI and Peer Support to Build a Wellness-Forward Communication Center (R)	3B.05 Versaterm Forensics: Firearms Analysis Frameworking in LIMS-plus	3B.06 Versaterm DroneSense Platform Overview: Airbase, Pilot, OpsHub, Remote (R)	3B.07 The Program Manager's Playbook: Versaterm DroneSense Administration for US & Canadian Agencies (Continued-Part 10)		
12:00pm		Lunch/Delegate Services Closed							
1:00pm		Breakout Sessions - 3C							
	3C.01 NG9-1-1 in Action: The End-to-End Implementation Journey	3C.02 US Versaterm RMS Feedback Forum: Collaborative Discussion & Partner Insights	3C.03 Versaterm MDT User Feedback Forum: Collaborative Discussion & Insight Exchange	3C.04 Building Trust on Campus: Using Body-Worn Video to Strengthen School Relationships	3C.05 Versaterm Forensics: (AMA) Ask Me Anything	3C.06 Versaterm DroneSense Product R&D and What's Next	3C.07 The Program Manager's Playbook: Versaterm DroneSense Administration for US & Canadian Agencies (Continued-Part 11)		
2:00pm		Break							
2:30pm		Breakout Sessions – 3D							
	3D.01 What's New in Versaterm CAD Call Triage: Exploring the Latest Enhancements and Workflow	3D.02 2026 Entity Schema Enhancement Update	3D.03 Coming Soon	3D.04 Go Live and Grow: Maximizing Versaterm CommunityConnect Adoption Across Your Agency	3D.05 Versaterm Forensics: (AMA) Ask Me Anything Continued	3D.06 From Dispatch to Classroom: Extending Your Versaterm Platform Solutions to Protect Schools	3D.07 The Program Manager's Playbook: Versaterm DroneSense Administration for US & Canadian Agencies (Continued-Part 12)		
3:30pm		Move to Ballroom for Closing Ceremonies							
3:40pm		Closing Ceremonies							
5:30pm		Client Appreciation Night Begins							
11:00pm		Client Appreciation Night Ends							
Legend									
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