



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Spillman 2014 Annual Users' Conference

September 29 - October 2
Salt Palace Convention Center, Utah

Conference Brochure



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.



It is my pleasure to announce our 2014 Annual Users' Conference that will be held September 29 – October 2 in Salt Lake City, Utah. Our goal is always to meet the needs of each customer, in every agency role, and all of us at Spillman Technologies are hard at work preparing for this week of training.

The theme for Users' Conference this year is "Leveraging Technology. Exchanging Knowledge. Applying Solutions." Throughout this conference, we will demonstrate how to leverage the technology Spillman offers so you and your agency can make the most of your system. I encourage you to take this opportunity to network and create relationships with Spillman employees and other customers to exchange knowledge. Your involvement at Users' Conference will then be a huge benefit to you and your agency when you are able to apply solutions and share with others in your agency.

This year, I am excited to announce a new track for 2014! Along with the System Administration tracks for UNIX and Windows, we have added a track for Linux Administration. The Linux track will include classes to help you prepare for a Linux migration and discuss the differences between Linux, Windows, and UNIX. We will also have the Research and Design, Records, Dispatch, GIS, Executive, Corrections and Certification tracks available with a variety of classes throughout the week.

For this year's evening event we are happy to welcome comedian, actor, and author Jim Gaffigan for a private show at the Salt Palace Convention Center. Mr. Gaffigan is known for his comedy specials Beyond the Pale, King Baby, Mr. Universe, and Obsessed, as well as many television appearances and movie roles. In 2013 he published a memoir, Dad is Fat, a collection of short essays dealing with his childhood and parenting. If you're familiar with Jim Gaffigan, you know it will be a hilarious show.

We think this year's User's Conference has something for everyone and will be the best one yet. I look forward to seeing you all again.

Sincerely,

A handwritten signature in black ink that reads "Lance Clark".

Lance Clark
President and CEO



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Spillman 2014 Annual Users' Conference

A Conference Built for YOU

- Who Should Attend?
- Why Attend?
- How to Register
- Conference Website
- Salt Palace Convention Center & Parking
- Spillman Registration & Information Desk

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

- Learning from Experts
- What's New
- Customer Innovation Award
- Employee Presenter of the Year Award
- Executive Track
- POST Accreditation
- Schedule

Class Descriptions

- UNIX System Administration
- Windows System Administration
- Linux System Administration
- Research & Design
- Records
- Dispatch
- GIS
- Executive
- Mobile
- Corrections
- Certifications: SAA, CSAC, RAC, DAC, Crystal Reports

Quick Reference

Club Spillman

- Hours of Operation
- Experience the Benefits
- Support Help Desk, Free Server Audit & GIS Audit
- Show Me the Demo

It's Time for FUN! – Conference Activities

- Evening Event: A Night with Jim Gaffigan
- Closing Awards Banquet
- Welcome to Utah

Registration Information

- Registration Options
- Registration Fees & Guest Passes
- Maintenance Fees
- Professional Services Account

Lodging & Transportation

- Marriott Downtown at City Creek Hotel & Parking
- Radisson Downtown Hotel & Parking
- Flight & Accommodation Assistance
- Transportation Services

Contact Us

Registration Form



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

A Conference Built for YOU

Who Should Attend?

Users' Conference offers training opportunities for every Spillman user. If you use, train, or administer Spillman software, this conference is for you.

Why Attend?

Spillman has a fantastic conference planned for you. We took to heart the comments you provided last year and have incorporated some fantastic new offerings. The Spillman system needs to work hard for you every day and offer the best value possible for reliable data management. This conference is packed with training and networking opportunities that are sure to help you maximize the use of your Spillman system.

How to Register

Online registration is available at <https://my.spillman.com/users-conf/register/>. This link will take you to MySpillman. To access MySpillman you need your username and password. If you do not know your username and password, contact your System Administrator or Spillman Client Services rep. Payment is due with the submission of your registration form, whether it be by credit card or maintenance fees. If you require a different form of payment such as check, please fill out the registration form at the end of this brochure and send it, along with your check for payment, to Spillman via mail. If you have questions you can call us at 1.800.860.8026 between 8 a.m. and 5 p.m. MST, Monday – Friday. If your agency pays by check, your registration will not be completed until Spillman receives payment.

Conference Website

Visit <https://my.spillman.com/users-conf/> or log in to MySpillman and click on Users' Conference to access the site for quick access to links for registration, hotel reservations, and the full conference brochure. The site also offers useful information about new class offerings, conference activities, certification training, and our top 10 conference and travel tips. You can also browse customer testimonials from previous conferences and access photos, videos, and presentations from the 2013 conference. Be sure to bookmark this page for the latest conference updates. If you don't have a username and password to access MySpillman, contact your System Administrator or Spillman Client Services rep.

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.



Salt Palace Convention Center & Parking

From its delicate snowflake chandeliers to the gorgeous five-story main concourse and centralized location, the Salt Palace is part architectural showpiece, part modern art sculpture, all business...and perfect for the Spillman Users' Conference. It's even next door to our two host hotels – the Salt Lake City Marriott Downtown at City Creek and the Radisson Salt Lake City Downtown. The Salt Palace offers two underground parking garages, one on the south side of the convention center and one on the west side. The daily parking rate is \$8 and is paid upon entry. This rate does not include in/out privileges. This year, the Spillman conference will be in a different part of the Salt Palace than in the past. We are now located right inside the front doors, and we know you'll love the new expansion.

Spillman Registration & Information Desk

This is the place for onsite registration, and it is where you will pick up your name badge and registration tote. Your registration guide comes complete with an Attendee Guide, notepad, pen, personalized attendance certificate, other useful conference materials, and your special attendee gift. This souvenir is our way of saying thank you, and we hope it reminds you of our evening event and your pleasant experience here. Visit the Registration & Information Desk at any time during the conference to get answers to conference questions and pick up information on nearby attractions, directions to Spillman's headquarters, and a list of registered conference attendees.



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Learning from Experts

At Users' Conference, you receive the necessary tools to get the most out of your Spillman system while at the same time building relationships with your colleagues and Spillman employees. Spillman believes in continuing a long-term partnership with you, and our goal is to help you find solutions that maximize your data management system. Users' Conference will provide you with educational training sessions and a chance to leverage the technology Spillman offers, network & exchange knowledge with your peers, and apply the solutions you've learned to your agency back home.

What's New*

Spillman strives to offer new and exciting training experiences at every Users' Conference. This year, the conference features 13 tracks, including a new Linux track, with a combined total of more than 90 training classes to choose from. Whether you are a beginner to the Spillman software, a seasoned expert, or an administrative executive, there are classes designed specially for you. Here's a sneak peek at some of the class offerings this year:

- SAA, Corrections, Records, & Dispatch Certifications
- Basic and Advanced Crystal Reports
- Garbage In, Garbage Out - Ensuring Clean Data and Maintaining Standards
- Preparing for your Upgrade or Migration
- Partnering with Spillman Support
- Common User Mistakes and How to Avoid Them
- "A Day in the Life" classes for system administrators, records, dispatch, and mobile
- Migrating to Linux Soon & Want to Learn More
- How Administering Linux is Different than Unix and Windows
- Linux training from Solutions II
- Spillman Analytics
- What's New in CAD/GIS, Mobile, Field Reporting, Records, Jail, StateLink, and Spillman DEx
- Using Advanced Searching and Join Tables
- Introducing Sentryx IBR & Common Errors for NIBRS
- Unlocking the Potential of the Personnel Module
- Dispatching Basics
- Practical Applications for the CAD Dashboard Module
- GIS Analysis
- Extracting and Displaying Geobase Information Using Crystal Reports
- How to Effectively Supervise a Multi-Generational Team
- Grants: How to Get Started & What are the Guidelines
- What Mobile Can Provide in the Vehicle That Spillman Can't
- Advanced Searching & List Reports in Sentryx
- Moving Beyond the Booking Checklist
- Sentryx Jail Troubleshooting

Be sure to take part in the always-popular SAA game show class, and participate in product training for Sentryx and Classic Spillman. You also don't want to miss out on the "What's New" classes in the Research & Design Track, sharpen your GIS skills, learn more about Linux, and gain real-life experience from our customer-taught, "best-practices" sessions. Class sessions are included at no additional charge and are offered on first-come, first-served bases. Note: Crystal Reports and certification classes require pre-registration.

* Classes are subject to change without notice.

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Customer Innovation Award

Spillman is excited to offer the second annual Customer Innovation Award. This award showcases the most innovative ways your agency is using the Spillman software. We want to hear about it and give you the opportunity to share it with your colleagues. You and your agency will be recognized during the conference for your great achievements in the field of innovation. Visit MySpillman for a submission form or contact Angie Dunn at adunn@spillman.com.

Spillman Employee Presenter of the Year Award

Spillman would like to recognize the top four employee class presenters who have demonstrated the finest planning and presentation skills for Spillman's Users' Conference - and you can help. At the close of the conference, customers can vote for their favorite four Spillman employee presenters, so don't forget to turn in a satisfaction survey (found in your registration tote) to cast your votes!

Executive Track

We are pleased to once again offer the Executive Track for Chiefs and Sheriffs. As the executive decision makers at your agency, this track will help you focus on leadership principles and management techniques that are supported by Spillman software. Don't miss out on this valuable opportunity. The abbreviated schedule will allow for your travel and attendance at the conference to be substantive and still place you back in the office for the majority of the workweek. Special attention has been given to be considerate of your time in training and your time at your department. The Executive Track is offered on Monday and Tuesday of the conference and the registration fee is \$485. For more information and to register, contact Angie Dunn at adunn@spillman.com or at 801.902.1752.

Peace Officer Standards & Training (POST) Accreditation

The POST standard is designed to promote professionally trained, competent, and ethical criminal justice officials and peace officers and recognize achievement and proficiency in public safety organizations. Your training time at the Spillman Users' Conference may qualify toward POST accreditation hours. Be sure to check with your state requirements so you can maximize your training efforts while at Users' Conference.

Early Registration: September 28

North Foyer Mezzanine (Salt Palace)

3:00-8:00 p.m.

B - Beginner Class I - Intermediate Class A - Advanced Class No Rating - Suitable for all experience levels

Day 1: Monday, September 29

Track	Room	7:30 - 9:00	8:30 - 10:00	10:00 - 10:15	10:15 - 11:15	11:30 - 12:30
Sys Admin UNIX	Ballroom A				(NEW) Garbage In, Garbage Out - Ensuring Clean Data and Maintaining Standards Frank DeMarzo, Training	
Sys Admin Windows	Ballroom B				(NEW) Preparing for Your Upgrade or Migration Nick Barber, Support & Nick Bishop, Install	
Sys Admin Linux	251 A, B				(NEW) Migrating To Linux Soon & Want to Learn More? Evan Rothwell, Install	B
Research & Design	Ballroom C				TBA at Opening General Session Janelle Seegmiller	
Records	Ballroom D				(NEW) Sex Offender Tracking Kurt Bean, Sales Demo	
Dispatch	150 A, B, C, G				Best Practices: A Day in the Life of a Dispatch Supervisor Tammy Shiers, Communications Supervisor, Sagadahoc County RCC, ME	
GIS	151 A, B, C, G				(NEW) Extracting and Displaying Geobase Information Using Crystal Reports (4 hrs) Doug Ashmore, Spillman SAA, Nevada Dept. of Public Safety, NV	A
Executive	250 A, B				(NEW) How to Lead an Effective CompStat Meeting Rich Hendricks, Administration & Chief Mitch Little, Toms River Police Department, NJ	
Corrections	250 D, E				(NEW) Advanced Searching & List Reports in Sentryx Dustin Hunter, Training	
Crystal Reports	150 D, E, F (30 seats)				Basic Crystal Reports 2011 Session A (6 hrs) Mike Kilgore, Training	B
DAC & RAC Certification	151 D, E, F (29 seats)				DAC Certification Training (6 hrs) Elly Dice & Jeff Griffin, Training	
CSAC, Workshops & SAA Testing	250 C (29 seats)				CSAC Certification Training (6 hrs) Mike Hopkins & Tony Christensen, Training	
SAA UNIX & Windows Certification	250 F (44 seats)				SAA Certification Review for UNIX (3 hrs) Devin Larsen & Scott Mattson, Training	
Club Spillman	Exhibit Hall C				Club Spillman - Exhibit Hall C	

Breakfast - North Foyer Ballroom

Opening General Session - North Foyer Ballroom

Break - Club Spillman - Exhibit Hall C

Lunch - North Foyer Ballroom

▼ Monday Afternoon Continued on Next Page ▼

Day 1: Monday, September 29

Track	Room	12:30 - 1:30	1:30 - 1:45	1:45 - 2:45	2:45 - 3:00	3:00 - 4:00	
Sys Admin UNIX	Ballroom A	(NEW) Common User Mistakes and How to Avoid Them Dustin Harrah, Support		Best Practices: A Day in the Life of a UNIX SAA Customer		(NEW) Preparing for Your Upgrade or Migration Nick Barber, Support & Nick Bishop, Install	
Sys Admin Windows	Ballroom B	Best Practices: Challenges of an SAA Captain David R. Myers, Tavares Police Department, FL		(NEW) Garbage In, Garbage Out - Ensuring Clean Data and Maintaining Standards Frank DeMarzo		(NEW) Common User Mistakes and How to Avoid Them Dustin Harrah, Support	
Sys Admin Linux	251 A, B	(NEW) How Administering Linux is Different than UNIX Erik Falor, Development & Brian Sedgwick, Support I		(NEW) How Administering Linux is Different than Windows Erik Falor, Development & Brian Sedgwick, Support I		No Class	
Research & Design	Ballroom C	CAD/GIS: What's New? Alan Harker, R&D		Predictive Policing - Setting the Right Expectations Matt Jolly, R&D & BAIR		Maximizing Agency Effectiveness with Spillman Analytics Matt Jolly, R&D & BAIR	
Records	Ballroom D	(NEW) Using Advanced Searches & Join Tables Jake Tolman, Support I		Managing Workflow & Approvals (2 hrs) Dustin Hunter, Training		Managing Workflow & Approvals (2 hrs cont.) Dustin Hunter, Training	
Dispatch	150 A, B, C, G	Practical Applications for the CAD Dashboard Module Rich Hendricks, Admin		Response Plans Using Recommended Units (2 hrs) Jeremy Bone, Sales Demo I		Response Plans Using Recommended Units (2 hrs cont.) Jeremy Bone, Sales Demo I	
GIS	151 A, B, C, G	(NEW) Extracting and Displaying Geobase Information Using Crystal Reports (4 hrs cont.) Doug Ashmore, Spillman SAA, Nevada Dept. of Public Safety, NV A		(NEW) Extracting and Displaying Geobase Information Using Crystal Reports (4 hrs cont.) Doug Ashmore, Spillman SAA, Nevada Dept. of Public Safety, NV A		(NEW) Extracting and Displaying Geobase Information Using Crystal Reports (4 hrs cont.) Doug Ashmore, Spillman SAA, Nevada Dept. of Public Safety, NV A	
Executive	250 A, B	(NEW) Best Practices: Disaster Recovery/Redundancy & the Tuscaloosa Tornado Tim Watkins, SAA & Captain Jeff Hartley, Tuscaloosa Police Department, AL		(NEW) How to Effectively Supervise a Multi-Generational Team Rich Hendricks, Administration		(NEW) Transformational Leadership Rich Hendricks, Administration	
Corrections	250 D, E	Best Practices: Optimizing Sentryx Jail: A Customer's Perspective Lt. Mark Freeman, Spartanburg County Sheriff, SC		Sentryx Booking Checklist (2 hrs) Bryan Hawkins, Training		Sentryx Booking Checklist (2 hrs cont.) Bryan Hawkins, Training	
Crystal Reports	150 D,E,F (30 seats)	Basic Crystal Reports 2011 Session A (6 hrs cont.) Mike Kilgore, Training B		Basic Crystal Reports 2011 Session A (6 hrs cont.) Mike Kilgore, Training B		Basic Crystal Reports 2011 Session A (6 hrs cont.) Mike Kilgore, Training B	
DAC & RAC Certification	151 D, E, F (29 seats)	DAC Certification Training (6 hrs cont.) Elly Dice & Jeff Griffin, Training		DAC Certification Training (6 hrs cont.) Elly Dice & Jeff Griffin, Training		DAC Certification Training (6 hrs cont.) Elly Dice & Jeff Griffin, Training	
CSAC, Workshops & SAA Testing	250 C (29 seats)	CSAC Certification Training (6 hrs cont.) Mike Hopkins & Tony Christensen, Training		CSAC Certification Training (6 hrs cont.) Mike Hopkins & Tony Christensen, Training		CSAC Certification Training (6 hrs cont.) Mike Hopkins & Tony Christensen, Training	
SAA UNIX & Windows Certification	250 F (44 seats)	SAA Certification Review for UNIX (3 hrs cont.) Devin Larsen & Scott Mattson, Training		SAA Certification Review for UNIX (3 hrs cont.) Devin Larsen & Scott Mattson, Training		SAA Certification Review for Windows (3 hrs) Devin Larsen & Scott Mattson, Training	
Club Spillman	Exhibit Hall C		Club Spillman - Exhibit Hall C				

Day 2: Tuesday, September 30

Track	Room	7:30 - 9:00	9:00 - 10:00	10:00 - 10:15	10:15 - 11:15	11:30 - 12:30
Sys Admin UNIX	Ballroom A	Breakfast - North Foyer Ballroom	System Maintenance for Maximum Performance (2 hrs) Brady Walton, Support I	Break - Club Spillman - Exhibit Hall C	System Maintenance for Maximum Performance (2 hrs cont.) Brady Walton, Support I	
Sys Admin Windows	Ballroom B		(NEW) Customizing Screens on a Windows Server (2 hrs) Dustin Hunter, Training A		(NEW) Customizing Screens on a Windows Server (2 hrs cont.) Dustin Hunter, Training A	
Sys Admin Linux	251 A, B		(NEW) Migrating To Linux Soon & Want to Learn More Evan Rothwell, Install B		(NEW) How Administering Linux is Different than UNIX Erik Falor, Development & Brian Sedgwick, Support I	
Research & Design	Ballroom C		Predictive Policing - Setting the Right Expectations Matt Jolly, R&D & BAIR		Maximizing Agency Effectiveness with Spillman Analytics Matt Jolly, R&D & BAIR	
Records	Ballroom D		(NEW) Using Advanced Searches & Join Tables Jake Tolman, Support I		Best Practices: A Day in the Life of a Records Supervisor Tammy Patterson, Records Supervisor, Wenatchee Police Department, WA	
Dispatch	150 A, B, C, G		Best Practices: A Day in the Life of a Dispatch Supervisor Tammy Shiers, Communications Supervisor, Sagadahoc County RCC, ME		ProQA Police, Fire, & Medical Jeremy Bone, Sales Demo	
GIS	151 A, B, C, G		Advanced Techniques & Validations for Sentryx Geobase (3 hrs) Josse Allen, Training A		Advanced Techniques & Validations for Sentryx Geobase (3 hrs cont.) Josse Allen, Training A	
Executive	250 A, B		(NEW) What is Intelligence-Led Policing Rich Hendricks, Administration		(NEW) How to Effectively Supervise a Multi-Generational Team Rich Hendricks, Administration	
Corrections	250 D, E		No Class		(NEW) Sentryx Jail Troubleshooting Jared Moulding, Support	
Crystal Reports	150 D,E,F (30 seats)		Basic Crystal Reports 2011 Session A (6 hrs cont.) Mike Kilgore, Training B		Basic Crystal Reports 2011 Session A (6 hrs cont.) Mike Kilgore, Training B	
DAC & RAC Certification	151 D, E, F (29 seats)		DAC Certification Training (6 hrs cont.) Elly Dice & Jeff Griffin, Training		DAC Certification Training (6 hrs cont.) Elly Dice & Jeff Griffin, Training	
CSAC, Workshops & SAA Testing	250 C (29 seats)		CSAC Certification Training (6 hrs cont.) Mike Hopkins & Tony Christensen, Training		CSAC Certification Training (6 hrs cont.) Mike Hopkins & Tony Christensen, Training	
SAA UNIX & Windows Certification	250 F (44 seats)		SAA Certification Review for Windows (3 hrs cont.) Devin Larsen & Scott Mattson, Training		SAA Certification Review for Windows (3 hrs cont.) Devin Larsen & Scott Mattson, Training	
Club Spillman	Exhibit Hall C	Club Spillman - Exhibit Hall C				

Lunch - North Foyer Ballroom

Tuesday Afternoon Continued on Next Page ▶

Day 2: Tuesday, September 30

Track	Room	12:30 - 1:30	1:30 - 1:45	1:45 - 2:45	2:45 - 3:00	3:00 - 4:00	6:30 - 8:00
Sys Admin UNIX	Ballroom A	Best Practices: A Day in the Life of a UNIX SAA Customer, TBD		(NEW) Common User Mistakes and How to Avoid Them Dustin Harrah, Support		(NEW) Partnering with Spillman Support Sam Claybrook, Support	
Sys Admin Windows	Ballroom B	(NEW) Solutions II		(NEW) Solutions II		(NEW) Solutions II	
Sys Admin Linux	251 A, B	(NEW) How Administering Linux is Different than Windows Erik Falor, Development & Brian Sedgwick, Support I		No Class		No Class	
Research & Design	Ballroom C	StateLink Janelle Seegmiller		Mobile What's New? Bret Wardle, Development & Brian Pugh, R&D		Field Reporting: What's New? Bret Wardle, Development & Brian Pugh, R&D	
Records	Ballroom D	Managing Workflow & Approvals (2 hrs) Dustin Hunter, Training		Managing Workflow & Approvals (2 hrs cont.) Dustin Hunter, Training		(NEW) Introducing Sentryx IBR & Common Errors for NIBRS Lila Nealand, Training B	
Dispatch	150 A, B, C, G	Practical Applications for the CAD Dashboard Module Rich Hendricks, Admin		Top Shortcuts for Dispatchers Frank DeMarzo, Training B		Paging Functionality with HipLink Kurt Bean, Sales Demo	
GIS	151 A, B, C, G	Advanced Techniques & Validations for Sentryx Geobase (3 hrs cont.) Josse Allen, Training A		(NEW) Leveraging GIS Showcase (2 hrs) Josse Allen & Trey Crane, Training A		(NEW) Leveraging GIS Showcase (2 hrs cont.) Josse Allen & Trey Crane, Training A	
Executive	250 A, B	(NEW) Best Practices: Disaster Recovery/Redundancy & the Tuscaloosa Tornado Tim Watkins, SAA & Captain Jeff Hartley, Tuscaloosa Police Department, AL		(New) How to Lead an Effective CompStat Meeting Rich Hendricks, Administration & Chief Mitch Little, Toms River Police Department, NJ		(NEW) Grants: How to Get Started & What are the Guidelines Rich Hendricks, Administration & Cathy Thompson, Sales	
Corrections	250 D, E	Sentryx Jail Tips & Tricks (2 hrs) Mike Hopkins, Training I		Sentryx Jail Tips & Tricks (2 hrs cont.) Mike Hopkins, Training I		(NEW) Moving Beyond the Booking Checklist Tony Christensen, Training	
Crystal Reports	150 D,E,F (30 seats)	Basic Crystal Reports 2011 Session B (6 hrs) Doug Ashmore, Spillman SAA, Nevada Dept. of Public Safety, NV B		Basic Crystal Reports 2011 Session B (6 hrs cont.) Doug Ashmore, Spillman SAA, Nevada Dept. of Public Safety, NV B		Basic Crystal Reports 2011 Session B (6 hrs cont.) Doug Ashmore, Spillman SAA, Nevada Dept. of Public Safety, NV B	
DAC & RAC Certification	151 D, E, F (29 seats)	DAC Certification Test (2 hrs) Elly Dice & Jeff Griffin, Training		DAC Certification Test (2 hrs cont.) Elly Dice & Jeff Griffin, Training		(NEW) Spillman Paint Derik Christensen, Training A	
CSAC, Workshops & SAA Testing	250 C (29 seats)	SAA Certification - Test for UNIX (3 hrs) Devin Larsen & Scott Mattson, Training		SAA Certification - Test for UNIX (3 hrs cont.) Devin Larsen & Scott Mattson, Training		SAA Certification - Test for UNIX (3 hrs cont.) Devin Larsen & Scott Mattson, Training	
SAA UNIX & Windows Certification	250 F (44 seats)	No Class		No Class		No Class	
Club Spillman	Exhibit Hall C	Club Spillman - Exhibit Hall C					

Day 3: Wednesday, October 1

Track	Room	7:30 - 9:00	9:00 - 10:00	10:00 - 10:15	10:15 - 11:15	11:30 - 12:30
Sys Admin UNIX	Ballroom A	Breakfast - North Foyer Ballroom	Customizing Screens on a UNIX Server (2 hrs) Dustin Hunter, Training A		Customizing Screens on a UNIX Server (2 hrs. cont.) Dustin Hunter, Training A	
Sys Admin Windows	Ballroom B		System Maintenance for Maximum Performance (2 hrs) Brady Walton, Support I		System Maintenance for Maximum Performance (2 hrs cont.) Brady Walton, Support I	
Sys Admin Linux	251 A, B		Solutions II		Solutions II	
Research & Design	Ballroom C		Mobile What's New? Brian Pugh & Bret Wardle, Development		Field Reporting: What's New? Brian Pugh & Bret Wardle, Development	
Records	Ballroom D		Best Practices: A Day in the Life of a Records Supervisor Tammy Patterson, Records Supervisor Wenatchee Police Department		Maximizing System Functionality using Hub, File Attachments, & Visual Involvements Dave Snyder, Demo	
Dispatch	150 A, B, C, G		(NEW) Dispatching Basics Angie Phelps, Training B		Top Shortcuts for Dispatchers Frank DeMarzo, Training B	
GIS	151 A, B, C, G		Enhancing Your Classic Maps Trey Crane, Training I		(NEW) GIS Analysis (4 hrs) Josse Allen, Training & Chris Klaube, Monmouth County Sheriff, NJ A	
Mobile	250 A, B		(NEW) What Mobile Can Provide in the Vehicle That Spillman Can't Dave Snyder, Sales Demo		Best Practices: A Day in the Life of a Patrolman Lt. Mike Fisher, Osceola County Sheriff, FL	
Corrections	250 D, E		(NEW) Sentryx Jail Troubleshooting Jared Moulding, Support		Best Practices: Optimizing Sentryx Jail: A Customer's Perspective Lt. Mark Freeman, Spartanburg County Sheriff, SC	
Crystal Reports	150 D,E,F (30 seats)		Basic Crystal Reports 2011 Session B (6 hrs cont.) Doug Ashmore, Spillman SAA, Nevada Dept. of Public Safety, NV B		Basic Crystal Reports 2011 Session B (6 hrs cont.) Doug Ashmore, Spillman SAA, Nevada Dept. of Public Safety, NV B	
DAC & RAC Certification	151 D, E, F (29 seats)		RAC Certification Training (6 hrs) Lila Nealand & Bryan Hawkins, Training		RAC Certification Training (6 hrs cont.) Lila Nealand & Bryan Hawkins, Training	
CSAC, Workshops & SAA Testing	250 C (29 seats)		CSAC Certification Test (2 hrs) Mike Hopkins & Tony Christensen, Training		CSAC Certification Test (2 hrs cont.) Mike Hopkins & Tony Christensen, Training	
SAA UNIX & Windows Certification	250 F (44 seats)		No Class		No Class	
Club Spillman	Exhibit Hall C	Club Spillman - Exhibit Hall C				

► Wednesday Afternoon Continued on Next Page

Lunch - North Foyer Ballroom

Day 3: Wednesday, October 1

Day 4: Thursday, October 2

Track	Room	7:30 - 9:00	9:00 - 10:00	10:00 - 10:15	10:15 - 11:15	11:15 - 11:30
Sys Admin UNIX	Ballroom A	Breakfast - North Foyer Ballroom	(NEW) Solutions II Solutions II		(NEW) Solutions II Solutions II	
Sys Admin Windows	Ballroom B		Introduction to Sypriv Frank DeMarzo, Training	B	(NEW) Common User Mistakes and How to Avoid Them Dustin Harrah, Support	
Sys Admin Linux	251 A, B		Migrating To Linux Soon & Want to Learn More? Evan Rothwell, Install	B	How Administering Linux is Different than UNIX Erik Falor, Development & Brian Sedgwick, Support	I
Research & Design	Ballroom C		Spillman DEx: What's New? Doug Leffler, R&D		R&D Panel R&D & Development	
Records	Ballroom D		Maximizing System Functionality using Hub, File Attachments, & Visual Involvements Dave Snyder, Demo		Crime Analysis Using Pin Mapping, InSight & Reporting (2 hrs) Dave Snyder & Kurt Bean, Demo	
Dispatch	150 A, B, C, G		CAD Set Up & Administration (2 hrs) Angie Phelps, Training	I	CAD Set Up & Administration (2 hrs cont.) Angie Phelps, Training	I
GIS	151 A, B, C, G		Classic Geobase Refresher (2 hrs) Trey Crane, Training	I	Classic Geobase Refresher (2 hrs cont.) Trey Crane, Training	I
Mobile	250 A, B		Best Practices: A Day in the Life of a Patrolman Lt. Mike Fisher, Osceola County Sheriff, FL		(NEW) Mobile Basics Plus Sex Offender Tracking & Other New Features Rob Hall, Sales Demo	
Corrections	250 D, E		(NEW) Advanced Searching & List Reports in Sentryx Dustin Hunter, Training	A	Sentryx Jail Tips & Tricks Mike Hopkins, Training	I
Crystal Reports	150 D,E,F (30 seats)		Advanced Crystal Reports 2011 (5 hrs cont.) Mike Kilgore, Training & Doug Ashmore, Spillman SAA, Nevada Dept. of Public Safety, NV	A	Advanced Crystal Reports 2011 (5 hrs cont.) Mike Kilgore, Training & Doug Ashmore, Spillman SAA, Nevada Dept. of Public Safety, NV	A
DAC & RAC Certification	151 D, E, F (29 seats)		RAC Certification Training (6 hrs cont.) Lila Nealand & Bryan Hawkins, Training		RAC Certification Test (3 hrs) Lila Nealand & Bryan Hawkins, Training	
CSAC, Workshops & SAA Testing	250 C (29 seats)		(NEW) Workshop - Open Discussion Jeff Griffin, Training		Workshop - Sentryx Jail Dustin Hunter, Training	
SAA UNIX & Windows Certification	250 F (44 seats)		No Class		No Class	
Club Spillman	Exhibit Hall C	Club Spillman - Exhibit Hall C				

▼ Thursday Afternoon Continued on Next Page

Break - Club Spillman - Exhibit Hall C

Day 4: Thursday, October 2

Track	Room	11:30 - 12:30	12:30
Sys Admin UNIX	Ballroom A	(NEW) Solutions II Solutions II	
Sys Admin Windows	Ballroom B	Advanced Sypriv Angie Phelps, Training	A
Sys Admin Linux	251 A, B	How Administering Linux is Different than Windows Erik Falor, Development & Brian Sedgwick, Support	I
Research & Design	Ballroom C	No Class	
Records	Ballroom D	Crime Analysis Using Pin Mapping, InSight & Reporting (2 hrs cont.) Dave Snyder & Kurt Bean, Demo	
Dispatch	150 A, B, C, G	Maximizing CAD System Reports Chase Robinson, Support	
GIS	151 A, B, C, G	Migrating to Sentryx Geobase for Administrators Trey Crane, Training	I
Mobile	250 A, B	Fire Mobile Premises & HazMat, CAD & AVL Mapping Rob Hall, Sales Demo	
Corrections	250 D, E	Sentryx Jail Tips & Tricks (2 hrs cont) Mike Hopkins, Training	I
Crystal Reports	150 D,E,F (30 seats)	Advanced Crystal Reports 2011 (5 hrs cont.) Mike Kilgore, Training & Doug Ashmore, Spillman SAA, Nevada Dept. of Public Safety, NV	A
DAC & RAC Certification	151 D, E, F (29 seats)	RAC Certification Test (2 hrs cont.) Lila Nealand & Bryan Hawkins, Training	
CSAC, Workshops & SAA Testing	250 C (29 seats)	(NEW) Spillman Paint Derik Christensen, Training	A
SAA UNIX & Windows Certification	250 F (44 seats)	No Class	
Club Spillman	Exhibit Hall C	Club Spillman - Exhibit Hall C	

Conference Ends



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Class Descriptions



System Administration Track - UNIX® (Ballroom A)

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise.

(NEW) Garbage In, Garbage Out - Ensuring Clean Data and Maintaining Standards

Monday, 10:15 a.m. – 11:15 a.m.

Presenter: Frank DeMarzo, Training

This course will include a look at data standards from different agencies and some examples of what bad data looks like and how it could skew the results of searches. Class discussion will include input from the group on your worst data nightmares and your solutions on how you made corrections. This class will be for all levels of experience.

(NEW) Common User Mistakes and How to Avoid Them

Monday, 12:30 p.m. – 1:30 p.m.

Tuesday, 1:45 p.m. – 2:45 p.m.

Presenter: Dustin Harrah, Support

This class will attempt to uncover some common mistakes made by end users of the Spillman Software which can cause issues overall. The class will provide insight into various scenarios and/or tasks that can cause problems as well as provide a “best practice” solution to these issues to help administrators. This class will be for all levels of experience.

Best Practices: A Day in the Life of a UNIX SAA

Monday, 1:45 p.m. – 2:45 p.m.

Tuesday, 12:30 p.m. – 1:30 p.m.

Presenter: Customer, TBA

Class description coming soon...

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

(NEW) Preparing for Your Upgrade or Migration

Monday, 3:00 p.m. – 4:00 p.m.

Presenter: Nick Barber & Nick Bishop

Learn how to prepare your agency/organization for a pending Spillman Upgrade or Server Migration. This class will be an all-levels class that offers system administrators an in-depth look at how to prepare for either an Upgrade or a Server Migration, and sometimes both! This class will provide a clear, concise plan to help manage your agency resources during either process, including how to manage potential downtime associated with these projects. The class will cover what your agency has to do to prepare for the actual project, for example, what is the best time to run a backup prior to my Migration? Presenters will offer a Q&A session to answer any questions administrators may have. This class is intended for administrators of any level of expertise, but attendees should have a basic understanding of the way your agency functions and what your plans are for extended downtime. This class will be taught from a UNIX-based perspective.

System Maintenance for Maximum Performance I

Tuesday, 9:00 a.m. – 11:15 a.m. (2 hours)

Presenters: Brady Walton, Support

Learn about the settings and recommendations to enhance your systems performance, including little tweaks that will make your job easier. We will be covering the details on available tools for hardware, network, and PC set-up; backups, redundancy, OS support, maintenance tasks; software maintenance for checking logs, cleaning up your data, implementing patches, and maintaining performance settings. This class is geared for intermediate-level Spillman Administrators on a UNIX server.

(NEW) Partnering with Spillman Support

Tuesday, 3:00 p.m. – 4:00 p.m.

Presenter: Sam Claybrook, Support

Tired of playing phone tag with the Support Department? Ever wonder how to get your problems solved with only one phone call? Learn what Support needs to solve your problems on the very first phone call. This class will take you through how to get the best “bang for your buck.” It’s important to us that when you call Support we can help you solve the problem in just one phone call. You don’t want to miss this informative class on how you can build a strong partnership with Support. This class is taught platform independent.

(NEW) Customizing Screens on a UNIX Server A

Wednesday, 9:00 a.m. – 11:15 a.m. (2 hours)

Presenter: Dustin Hunter, Training

This session will discuss and answer questions that you may have regarding Screen painting and other customizations to both classic and Sentryx screens. This class will be based on the UNIX server (there is also a class based on the Windows server at a different time on the schedule). This is a perfect class for New SAAs and agencies that would like to customize the screens in their Spillman software. Some of the topics covered will be changing field descriptors, changing the order of fields on your screen, and putting secondary fields onto screens. This class is an advanced level class.

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

SAA Game Show

Wednesday, 12:30 p.m. –1:30 p.m.

Presenter: Corey Roberts, Brady Walton, and Cody Cannon

Description is coming...

Introduction to Sypriv B

Wednesday, 1:45 p.m. – 2:45 p.m.

Presenter: Frank DeMarzo, Training

This course will show you how to use the tool that sets up access to the Spillman software. Sypriv controls what your staff is allowed to access and what functions they can perform. This class will be for both the beginner and intermediate users, but anyone can attend.

Advanced Sypriv A

Wednesday, 3:00 p.m. – 4:00 p.m.

Presenter: Angie Phelps, Training

Learn to use advanced sypriv techniques to better secure and protect your data. This course will cover both Agency and Non-Agency partitioning, as well as field security. The privilege entries will be addressed using both classic sypriv and the Sentryx Admin Manager. We will also discuss any parameter settings and additional information needed to make partitioning and field security work for your agencies. This is an advanced level course and is being taught in both the UNIX and Windows Administration tracks (although it is technically not platform specific).

(NEW) Solutions II

Thursday, 9:00 – 12:30 p.m. (3 hours)

Presenter: Solutions II

Description is coming...



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Class Descriptions



System Administration Track - Windows® (Ballroom B)

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise.

(NEW) Preparing for Your Upgrade or Migration

Monday, 10:15 a.m. – 11:15 a.m.

Presenters: Nick Barber, Support & Nick Bishop, Install

Learn how to prepare your agency/organization for a pending Spillman Upgrade or Server Migration. This class will be an all-levels class that offers system administrators an in-depth look at how to prepare for either an Upgrade or a Server Migration, and sometimes both! This class will provide a clear, concise plan to help manage your agency resources during either process, including how to manage potential downtime associated with these projects. The class will cover what your agency has to do to prepare for the actual project, for example, what is the best time to run a backup prior to my Migration? Presenters will offer a Q&A session to answer any questions administrators may have. This class is intended for administrators of any level of expertise, but attendees should have a basic understanding of the way your agency functions and what your plans are for extended downtime. This class will be taught from a Windows-based perspective.

Best Practices: Challenges of an SAA

Monday, 12:30 p.m. – 1:30 p.m.

Wednesday, 3:00 p.m. – 4:00 p.m.

Presenter: Captain David R. Myers, Tavares Police Department, FL

Congratulations you are now a Spillman System Administrator (SAA). What challenges might you face in the coming years? Setting up new modules? Ensuring data quality? Training and retraining of staff? How about bringing on a shared agency to your existing Spillman system? What about having to move your existing system over to a new host as your area begins to consolidate resources. Learn from an SAA who over the last 7 years has had to face all these challenges and more. This class is taught from the perspective of a 25 year law enforcement veteran who had very little IT experience when he started this journey.

(NEW) Garbage In, Garbage Out - Ensuring Clean Data and Maintaining Standards

Monday, 1:45 p.m. – 2:45 p.m.

Presenter: Frank DeMarzo, Training

This course will include a look at data standards from different agencies and some examples of what bad data looks like and how it could skew the results of searches. Class discussion will include input from the group on your worst data nightmares and your solutions on how you made corrections. This class will be for all levels of experience.

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

(NEW) Common User Mistakes and How to Avoid Them

Monday, 3:00 p.m. – 4:00 p.m.

Thursday, 10:15 a.m. – 11:15 a.m.

Presenter: Dustin Harrah, Support

This class will attempt to uncover some common mistakes made by end users of the Spillman Software which can cause issues overall. The class will provide insight into various scenarios and/or tasks that can cause problems as well as provide a “best practice” solution to these issues to help administrators. This class will be for all levels of experience.

(NEW) Customizing Screens on a Windows Server A

Tuesday, 9:00 a.m. – 11:15 a.m. (2 hours)

Presenter: Dustin Hunter, Training

This session will be class to discuss and answer questions that you may have regarding Screen painting and other customizations to both classic and Sentryx screens. This class will be based on the Windows server (there is also a class based on the UNIX server at a different time on the schedule). This is a perfect class for New SAAs and agencies that would like to customize the screens in their Spillman Software. Some of the topics covered will be changing field descriptors, changing the order of fields on your screen, and putting secondary fields onto screens. This class is an advanced level class.

(NEW) Solutions II

Tuesday, 12:30 p.m. – 4:00 p.m. (3 hours)

Presenter: Solutions II

Description is coming...

System Maintenance for Maximum Performance I

Wednesday, 9:00 a.m. – 11:15 a.m. (2 hours)

Presenters: Brady Walton, Support

Learn about the settings and recommendations to enhance your systems performance, including little tweaks that will make your job easier. We will be covering the details on available tools for hardware, network, and PC set-up; backups, redundancy, OS support, maintenance tasks; software maintenance for checking logs, cleaning up your data, implementing patches, and maintaining performance settings. This class is geared for intermediate-level Spillman Administrators on a Windows server.

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

(NEW) Partnering with Spillman Support

Wednesday, 1:45 p.m. – 2:45 p.m.

Presenter: Sam Claybrook, Support

Tired of playing phone tag with the Support Department? Ever wonder how to get your problems solved with only one phone call? Learn what Support needs to solve your problems on the very first phone call. This class will take you through how to get the best “bang for your buck.” It’s important to us that when you call Support we can help you solve the problem in just one phone call. You don’t want to miss this informative class on how you can build a strong partnership with Support. This class is taught platform independent.

Introduction to Sypriv B

Thursday, 9:00 a.m. – 10:00 a.m.

Presenter: Frank DeMarzo, Training

This course will show you how to use the tool that sets up access to the Spillman software. Sypriv controls what your staff is allowed to access and what functions they can perform. This class will be for both the beginner and intermediate users, but anyone can attend.

Advanced Sypriv A

Thursday, 11:30 a.m. – 12:30 p.m.

Presenter: Angie Phelps, Training

Learn to use advanced sypriv techniques to better secure and protect your data. This course will cover both Agency and Non-Agency partitioning, as well as field security. The privilege entries will be addressed using both classic sypriv and the Sentryx Admin Manager. We will also discuss any parameter settings and additional information needed to make partitioning and field security work for your agencies. This is an advanced level course and is being taught in both the UNIX and Windows Administration tracks (although it is technically not platform specific.)



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Class Descriptions



System Administration Track - Linux® (Room 251 A&B)

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise.

(NEW) Migrating to Linux Soon & Want to Learn More B

Monday, 10:15 a.m. – 11:15 a.m.

Tuesday, 9:00 a.m. – 10:00 a.m.

Thursday, 9:00 a.m. – 10:00 a.m.

Presenter: Evan Rothwell, Install

If you are unfamiliar with Linux, or just want to learn more about it, this class is for you. In this class we will be explaining to you why Linux is a good choice of platform for Spillman software. For those who want to know what to expect when migrating to Linux, or those who are already planning a migration, this class will help give you some information on what you can expect during the process. We will also cover some comparisons on how it differs from your current Operating System for some basic administrative tasks.

(NEW) How Administering Linux is Different than UNIX I

Monday, 12:30 p.m. – 1:30 p.m.

Tuesday, 10:15 a.m. – 11:15 a.m.

Thursday, 10:15 a.m. – 11:15 a.m.

Presenters: Erik Falor, Development & Brian Sedgwick, Support

Discover how the Linux Operating System makes administration easier than ever. Administrators with a UNIX background will find themselves at home in a familiar environment. This class explores some of the syntactical differences between common UNIX utilities available on the Linux platform. You will also learn exclusive Linux features and tools that make an administrator's job a breeze. Topics include: general system maintenance; centralized package management and updates; advanced security with SELinux; user account and password policy management; logical volume management; printer and device management; performance, troubleshooting and logging; backups; and more! Learn why Linux has become the platform of choice for serious data systems.

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

(NEW) How Administering Linux is Different than Windows

Monday, 1:45 p.m. – 2:45 p.m.

Tuesday, 12:30 p.m. – 1:30 p.m.

Thursday, 11:30 a.m. – 12:30 p.m.

Presenters: Erik Falor, Development & Brian Sedgwick, Support

Discover how the Linux Operating System makes administration easier than ever. Administrators with a Windows background may greet the idea of using Linux with trepidation. This class will dispel the myths and fears surrounding Linux and show how the most important administration tasks can be performed from a simple and familiar GUI interface. You will also learn exclusive Linux features and tools that make an administrator's job a breeze. Topics include: installing and updating software; advanced system security; user account and password policy management; printer and device management; performance, troubleshooting and logging; backups; and more! Learn why Linux has become the platform of choice for serious data systems.

(NEW) Solutions II

Wednesday, 9:00 a.m. – 4:00 p.m. (5 hours)

Presenter: Solutions II

Description is coming...



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Class Descriptions

Research & Design Track (Ballroom C)

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise.

(NEW) To Be Announced

Monday, 10:15 a.m. – 11:15 a.m.
Presenter: Janelle Seegmiller, R&D

Come learn more about the new product unveiled in the Opening General Session.

CAD/GIS: What's New?

Monday, 12:30 p.m. – 1:30 p.m.
Presenter: Alan Harker, R&D

Learn about the recent enhancements Spillman has been working on for CAD, Geobase, and Mapping. Come see the latest improvements, get answers to your questions, and provide your input on where these products should be headed next. This class is for anyone interested in recent and upcoming changes to CAD, Geobase, and Mapping.

Predictive Policing - Setting the Right Expectations

Monday, 1:45 p.m. – 2:45 p.m.
Tuesday, 9:00 a.m. – 10:00 a.m.
Presenter: Matt Jolly, R&D & BAIR

This class will be a high level presentation designed for command staff, officers, and analysts to help plan the roll out of Spillman Analytics as a Predictive Policing tool. Presenters will provide information on what to expect and what not to expect while implementing this strategy.

- What is Predictive Policing and what it is not?
- What are the elements of predictive policing and how does "it" work?
- How effective is predictive policing?
- What are the practical applications?
- Can Predictive Policing be incorporated and utilized by any size agency?
- What is involved for any agency to implement predictive policing?

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Maximizing Agency Effectiveness with Spillman Analytics

Tuesday, 10:15 a.m. – 11:15 a.m.

Presenter: Matt Jolly, R&D & BAIR

Learn about the features available with Spillman Analytics and how this product can help you predict where crime and calls for service will occur over the near and long term and how to create time comparisons and animated hotspots over time to indicate increases and decreases in crime, crime type, and calls for service. Discussion will also include how to create and automate real time ad-hoc reports for crimes and calls for service, and how to customize meaningful and visual dashboards that can be accessed securely anywhere anytime by your department. This class is for all levels of law enforcement that are responsible for crime analysis and reporting for your agency.

StateLink

Tuesday, 12:30 p.m. – 1:30 p.m.

Presenter: Janelle Seegmiller, R&D

This session will focus on improvements to the products and the processes to get StateLink 2.0 products delivered. We'll demo enhancements to StateLink including CAD and Message Center alerting. You'll also get an in-depth look at the process to complete a StateLink product including the involvement needed by our agencies. We'll discuss suggestions on what would make the process better and faster. This is a great class for individuals at agencies that will be getting a new StateLink product. This class is for any level of experience.

Mobile: What's New?

Tuesday, 1:45 p.m. – 2:45 p.m.

Wednesday, 9:00 a.m. – 10:00 a.m.

Presenters: Bret Wardle, Development & Brian Pugh, R&D

In this class the Research and Design department will be showcasing some of the new features added to the Spillman Mobile product over the last year. You can expect to learn about when these new features will be available, as well as how to utilize them at your agency. This class is for any level of experience and is platform independent.

Field Reporting: What's New?

Tuesday, 3:00 p.m. - 4:00 p.m.

Wednesday, 10:15 a.m. – 11:15 a.m.

Presenters: Bret Wardle, Development & Brian Pugh, R&D

In this class, the Research and Design department will be showcasing some of the new features added to the Mobile Field Reporting product over the last year. You can expect to learn about when these new features will be available as well as how to utilize them at your agency. This class is for any level of experience and is platform independent.

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Records: What's New?

Wednesday, 12:30 p.m. – 1:30 p.m.

Presenter: Matt Jolly, R&D

Come and hear about the latest happenings in the records product.

Jail: What's New?

Wednesday, 1:45 p.m. – 2:45 p.m.

Presenter: Brandon Banz, R&D

Learn about the new features for Sentryx Jail. The class will focus on features that have recently been released, and those that will be released soon. There will also be a discussion on the future of Spillman's Jail product.

Spillman DEx: What's New?

Thursday, 9:00 a.m. – 10:00 a.m.

Presenter: Doug Leffler, R&D

In this session, attendees will learn about Spillman DEx (Data Exchange), its features and functionalities, and how it can benefit your agency. Attendees will also learn about recent developments now available in Spillman DEx as well as new interfaces developed in the past year that are now available for purchase by Spillman customers.

R&D Panel

Thursday, 10:15 a.m. – 11:15 a.m.

Presenter: R&D

During this panel, you will have the opportunity to chat with members of the Research & Design department. This will be an open discussion for you to ask questions and relay your ideas and feedback. The forum will be open to items customers would like to discuss.



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Class Descriptions

Records Track (Ballroom D)

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise.

(NEW) Sex Offender Tracking

Monday, 10:15 a.m. – 11:15 a.m.

Presenter: Kurt Bean, Sales Demo

This presentation and product demonstration will cover some of the latest product offerings from Spillman Technologies to include the new Sex Offender Tracking. The Sex Offender module demo will illustrate how your agency can track and report sex offender information assuring compliance with the Sex Offenders Registration and Notification Act (SORNA). You will be able to see several new Spillman reports specific to Sex Offender Tracking.

Using Advanced Searches and Join Tables I

Monday, 12:30 p.m. – 1:30 p.m.

Tuesday, 9:00 a.m. – 10:00 a.m.

Presenter: Jake Tolman, Support

Learn how to find the data you are looking for. Join-table, add, and restrict searches will be discussed. Tricks for searching the system log will also be covered. This class will be presented at an intermediate level and will be largely platform independent.

Managing Workflow & Approvals

Monday, 1:45 p.m. – 4:00 p.m. (2 hours)

Tuesday, 12:30 p.m. – 2:45 p.m. (2 hours)

Presenter: Dustin Hunter

Learn about Managing Workflow and Approvals so that you can effectively keep track of your record management system. We will discuss the most common misconceptions about workflow and how to present this to your staff so they better understand how the process works. This class will also cover codetable setup, management topics and questions. This class is for any level of user.

Best Practices: A Day in the Life of a Records Supervisor

Tuesday, 10:15 a.m. – 11:15 a.m.

Wednesday, 9:00 a.m. – 10:00 a.m.

Presenter: Tammy Patterson, Records Supervisor, Weatchee Police Department, WA

Description is coming...

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

(NEW) Introducing Sentryx IBR & Common Errors for NIBS B

Tuesday, 3:00 p.m. – 4:00 p.m.

Presenter: Lila Nealand, Training

This class will allow you to look into the new Sentryx Incident Based Reporting. It will show you the new functions and features of this module. It will show you the ease of using a singular database to collect and store victim, suspect, and property information. The class will demonstrate the ease of validation and understanding errors. This class will take you from entry to submission of the new state reporting module. This class is intended for beginner users of the Sentryx IBR and attendees should have basic understanding of the fundamentals of IBR.

Maximize System Functionality using HUB, File Attachments & Visual Involvements B

Wednesday, 10:15 a.m. – 11:15 a.m.

Thursday, 9:00 a.m. – 10:00 a.m.

Presenter: Dave Snyder, Sales Demo

Learn advanced search features that allow better utilization of system data, including searches on multiple data fields within a single table and searches on multiple tables for the purpose of crime analysis, departmental statistics, suspect identification, etc. This presentation will explain how to track information disseminated by your agency, search Geobase addresses, and manage on-call personnel by job title or special skills.

(NEW) Unlocking the Potential of the Personnel Module

Wednesday, 12:30 p.m. – 1:30 p.m.

Presenter: Frank DeMarzo, Training

In this session we will look at the power of the Personnel module, its features, and how it works. Content will also cover the advantages this module has for tracking training, positions, and information about your staff. The instructor will demonstrate in the Spillman software how to create records and how to search and update those records. You will also learn how to block certain fields from being viewed. This class is for any level of experience and is platform independent.

Crime Analysis Tools: Pin Mapping, InSight & Reporting

Wednesday, 1:45 p.m. – 4:00 p.m. (2 hours)

Thursday, 10:15 a.m. – 12:30 p.m. (2 hours)

Presenters: Kurt Bean & Dave Snyder, Sales Demo

Learn effective methods for gathering accurate, timely, comprehensive crime statistical data to quickly identify crime trends by date, time, location and suspect. This presentation will offer the necessary crime analysis tools to identify crime trends and allocate appropriate resources. After compiling, analyzing, and mapping crime statistics, users will be able to more effectively direct law enforcement activities toward crime prevention, criminal apprehension, and threats to public safety.



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Class Descriptions

Dispatch Track (Room 150 A,B,C,G)

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise.

Best Practices: A Day in the Life of a Dispatch Supervisor

Monday, 10:15 a.m. – 11:15 a.m.

Tuesday, 9:00 a.m. – 10:00 a.m.

Presenter: Tammy Shiers, Communications Supervisor, Sagadahoc County RCC, ME

The challenge of a dispatch supervisor is to balance effective functions of the center with the very human employees who are its foundation. So how do we keep our center efficient while keeping morale high? Join us as we discuss the issues that affect performance and morale such as social media in the center, complete data entry and everyday issues that pop up in the day to day life of a dispatch supervisor.

Practical Applications for the CAD Dashboard Module

Monday, 12:30 p.m. – 1:30 p.m.

Tuesday, 12:30 p.m. – 1:30 p.m.

Presenter: Rich Hendricks, Administration

This class will focus on the functionality of the dashboard screens along with the intent of the overall design. Examples will be given on how an environment of accountability and achievement can be developed within the organization. Class time will also include ideas and discussion on inter-agency and multi-agency workload and 911-center volume management.

Response Plans using Recommended Units I

Monday, 1:45 p.m. – 4:00 p.m. (2 hours)

Presenter: Jeremy Bone, Sales Demo

This class is intended for immediate skill level users. It will go through the setup and use of Recommended Units within CAD. Specifically, what the apparams will do, how to setup the recommended units table and how to use recommended units for daily dispatching. It will also go through and show how to setup and use Response Plans incorporating Recommended Units into the use of Response Plans, as well as covering additional information to help get the most out of Response Plans.

ProQA Police, Fire, and Medical

Tuesday, 10:15 a.m. – 11:15 a.m.

Presenter: Jeremy Bone, Sales Demo

The focus of this class is to show how the Spillman software interfaces with Priority Dispatch ProQA. The Spillman Paramount ProQA Interface is an extremely robust interface allowing two way communications between Spillman and ProQA. This class will demonstrate the functionality and ease of use of the Spillman/ProQA interoperability.

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Top Shortcuts for Dispatchers B

Tuesday, 1:45 p.m. – 2:45 p.m.

Wednesday, 10:15 a.m. – 11:15 a.m.

Presenter: Frank DeMarzo, Training

During this session, we will look at new dispatchers or supervisors and discuss some of the CAD commands that dispatchers use and how they function. We will also provide any help, workarounds or experiences you have had. This class is for beginners but anyone who is interested may attend. A PowerPoint demo will be used, as well as the Spillman software.

Paging Functionality with HipLink

Tuesday, 3:00 p.m. – 4:00 p.m.

Wednesday, 3:00 p.m. – 4:00 p.m.

Presenter: Kurt Bean , Sales Demo

See a demonstration of Spillman's paging interface with HipLink. Learn how to customize the Paging tables to be used with manual paging and with the CAD command line. Learn how automatic paging based upon a call nature will reduce dispatch input time. See what information will send to smartphones and email addresses. Learn how to manage personnel pagers and paging groups.

(NEW) Dispatching Basics B

Wednesday, 9:00 a.m. – 10:00 a.m.

Presenter: Angie Phelps, Training

Learn about basic dispatching functions. This course will contain information about adding calls, dispatching units to calls, updating unit statuses, completing calls, modifying existing calls, etc. Time permitting, this course may also include information on some updates and new features that will enhance dispatching basics you may already know. This is a beginning level course, and is not platform specific.

CAD Set Up & Administration I

Wednesday, 12:30 p.m. – 2:45 p.m. (2 hours)

Thursday, 9:00 a.m. – 11:15 a.m. (2 hours)

Presenter: Angie Phelps, Training

This is an intermediate level course designed to cover the setup and maintenance of CAD related tables, parameters, and other settings. Learn about code tables for call natures, units, dispatch positions, status codes, etc. Parameters that control incident creation and other important CAD settings will also be discussed. Recommended Units or Response Plans during will NOT be covered. This course is not platform specific.

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Maximizing CAD System Reports

Thursday, 11:30 a.m. – 12:30 p.m.

Presenter: Chase Robinson, Support

Learn how to best utilize the CAD reports available to you as well as create your own. Receive tips on standardizing data entry so that reports pull the most accurate information possible and make post-entry reporting invaluable. Content will also cover several of the built-in reports and how to use them best to your advantage as well as creating custom table entries to pull data that a stock report might be neglecting. Understanding basic functionality, searching, and data entry can make even the most daunting report relatively simple! This class will be taught with any experience level in mind and will be operating system independent.



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Class Descriptions

GIS Track (Room 151 A,B,C,G)

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise.

(NEW) Extracting and Displaying Geobase Information Using Crystal Reports A

Monday, 10:15 a.m. – 4:00 p.m. (4 hours)

Presenter: Doug Ashmore, Spillman SAA, Nevada Dept. of Public Safety, NV

The objective of this class is to demonstrate how to use the power of Crystal Reports to extract and use Geobase information from Spillman tables that store address information. This data then can be exported and used in third-party applications. The instructor will show you examples on how to filter data and create formulas to format XY data from different Spillman tables, create PDFs with embedded hyperlinks to Google Maps, create KML files to be used in Google Earth, and format and export data to be used in other applications. Prior knowledge of basic Crystal Reports and basic understanding of Crystal Reports formula building is a prerequisite as there will not be time during the class for basic Crystal Reports instruction.

****This WILL NOT be a hands-on class with equipment for each attendee. However, attendees may bring their own laptops configured to connect to their agencies' system data. Crystal Reports must be installed on your laptop. Attendees will be responsible to connect remotely using Citrix, Remote Desktop, or VPN. (Wi-Fi will be provided at the conference). Individual help during the class will be limited if you come across issues as you attempt to follow along. These concepts will also be taught hands-on during the Advanced Crystal Reporting class, which requires pre-registration with limited availability. Technical support for setting up your VPN or ODBC connection will not be available during class. This class is not platform specific. ****

Advanced Techniques & Validations for Sentryx Geobase A

Tuesday, 9:00 a.m. – 1:30 p.m. (3 hours)

Presenter: Josse Allen, Training

Sentryx Geobase features a flexible database model that can be customized to fit your specific agency needs. So what do you do with your newly found freedom? This class presents various strategies for creating less traditional feature inputs -- like street blocks, railroad crossings, trails – as well as little tweaks to get more information from your data. Or, maybe you're looking to optimize your Sentryx Geobase for better performance. Are you plagued with database errors? Even though there are no forced validation routines, there still remain a few requirements as well as guidelines that when applied, will eliminate common data related errors. These techniques and validations will help you capitalize on the open data design while ensuring database integrity and performance. This class is for GIS professionals and the moderately advanced to advanced GIS user. The class assumes an intermediate level of proficiency with ArcGIS Desktop and geocoding, and general understanding of data management concepts. This class is not suited for the basic GIS user.

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

(NEW) Leveraging GIS Showcase

Tuesday, 1:45 p.m. – 4:00 p.m. (2 hours)

Presenter: Josse Allen & Trey Crane, Training

This is a showcase class where various customers will demonstrate how they are leveraging GIS to create extended solutions for the Spillman system. Presentations include: automating workflows with Python; creating web based map applications from Spillman data; creating real-time mobile map applications. This class is for GIS professionals and system administrators looking for ideas on how to extend GIS functionality for the end users and optimize workflows.

Enhancing Your Classic Maps

Wednesday, 9:00 a.m. – 10:00 a.m.

Presenter: Trey Crane, Training

This class is intended for those who are looking to visually enhance their CAD and Pin Maps to communicate the map data to the end user more effectively and present a clear picture of what is going on in your agency's response area. This class covers map symbology including label and color pallet tips and tricks. The class will also cover unique ways to represent the different data layers on your map. All this and more will be covered during this exploration of your CAD/Pin Map.

(NEW) GIS Analysis

Wednesday, 10:15 a.m. – 4:00 p.m. (4 hours)

Presenters: Josse Allen, Training & Chris Klaube, Monmouth County Sheriff, NJ

This class presents methods for leveraging GIS to analyze your Spillman RMS data. Key topics include: extracting data from the Spillman RMS; data processing and manipulation; creating comprehensive spatial analysis and statistics. The results will enable decision makers to visualize patterns, identify correlations, assess resource efficiency, and ultimately facilitate informed decision making. This class is for GIS professionals and the advanced GIS users. The student should be well adept to GIS principles and concepts.

Classic Geobase Refresher

Thursday, 9:00 a.m. – 11:15 a.m. (2 hours)

Presenter: Trey Crane, Training

This class is intended for those thinking about these two questions: Has it been a while since you have updated your Spillman Classic Geobase? And, do you remember what the difference between gload and gload -l is? If you answered "yes" and "I don't know," then this class is for you. We will be covering the ins and outs of the Classic Geobase load process, from working with the input GIS data, to solving why that intersection won't validate. The class will also cover how to use the gload logs to correct your source GIS data so your next gload will be a breeze. This class is recommended for intermediate Geobase users.

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Migrating to Sentryx Geobase for Administrators

Thursday, 11:30 a.m. – 12:30 p.m.

Presenter: Trey Crane, Training

This class is intended for those who are thinking about upgrading their classic Geobase to Sentryx. This session reviews the process of migrating to Sentryx Geobase, and how that impacts you as an Administrator so that you can make an informed decision and begin to prepare for a successful Geobase migration. Key topics of discussion include: Existing Geobase assessment, GIS data structure requirements, what happens to existing Geobase data, overview of the hardware and software requirements, and a demonstration of the Sentryx Geobase development process.



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Class Descriptions

Executive Track* (Room 250 A,B)

*This class is Monday & Tuesday on the schedule.

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise..

(NEW) How to Lead an Effective CompStat Meeting

Monday, 10:15 a.m. – 11:15 a.m.

Tuesday, 1:45 p.m. – 2:45 p.m.

Presenter: Rich Hendricks, Administration, & Chief Mitch Little, Toms River Police Department, NJ

Class material will be centered on the different applications of the CompStat principles within the management structure of a public safety agency. Ideas and examples of a CompStat meeting agenda will be presented along with success stories from across the country. The latest enhancements of the CompStat dashboard will be displayed and a conversation about future enhancements will also be included.

Best Practices: Disaster Recovery/Redundancy & the Tuscaloosa Tornado

Monday, 12:30 p.m. – 1:30 p.m.

Tuesday, 12:30 p.m. – 1:30 p.m.

Presenter: Tim Watkins, SAA & Captain Jeff Hartley, Tuscaloosa Police Department, AL

Class description is coming...

(NEW) How to Supervise a Multi-Generational Team

Monday, 1:45 p.m. – 2:45 p.m.

Tuesday, 10:15 a.m. – 11:15 a.m.

Presenter: Rich Hendricks, Administration

This class is driven by the evolution of today's workforce. Managing a multi-generational team is a complex undertaking. One size does not fit all any longer. The material will offer new leadership and managerial tactics that will strengthen the supervisor's ability to move from basic activity to a culture of responsibility and achievement. The class will include audience participation and experiences to highlight the presentation.

Transformational Leadership

Monday, 3:00 – 4:00 p.m.

Presenter: Rich Hendricks, Administration

This scenario-based leadership class will examine a style of leadership proven by history and studied for decades. Transformational leadership has been used to change organizations and create the desired atmosphere and work environment that will focus on the leader's desired strategy. Understanding the principles of Transformational Leadership will create a culture of accountability and achievement.

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

(NEW) What is Intelligence-Led Policing?

Tuesday, 9:00 a.m. – 10:00 a.m.

Presenter: Rich Hendricks, Administration

The class will present the basic concepts of Intelligence-Led Policing along with the leadership style necessary to incorporate this style of policing. The principles involve many software and technology implications both within and outside of the agency. The concept of Predictive Policing is also being promoted as the new future of Police management. The class will describe the differences between the two concepts and demonstrate how Spillman Technologies is providing state-of-the-art software to support both theories.

(NEW) Grants: How to Get Started & What are the Guidelines

Tuesday, 3:00 p.m. – 4:00 p.m.

Presenters: Rich Hendricks, Administration & Cathy Thompson, Sales

This presentation will be center on the federal government grant environment. The playing field has changed and federal money is being redirected through many different kinds of departments with specialized activities. Websites and agency experiences will all be examined to assist in successfully locating, applying, and managing the grant opportunities that are available.



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Class Descriptions

Mobile Track* (Room 250 A,B)

*This class is Wednesday & Thursday on the schedule.

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise..

(NEW) What Mobile Can Provide in the Vehicle that Spillman Can't

Wednesday, 9:00 a.m. – 10:00 a.m.

Presenter: Dave Snyder, Sales Demo

This presentation and product demonstration will highlight some of the capabilities Mobile provides to users in the field that Spillman's desktop application doesn't, including: allowing field personnel heightened communication capabilities with CAD, enabling access to accurate, real-time call information thereby increasing situational awareness for enhanced officer safety, and the ability to quickly update unit statuses and add radio log entries without requiring direct communication with dispatch. This presentation will also demonstrate new features available in Mobile such as the ability to add Name, Vehicle, and Property records in Mobile and the capability to import Name & Vehicle information from State Returns as well as the ability to add file attachments in Mobile.

Best Practices: A Day In the Life of a Patrolman

Wednesday, 10:15 a.m. – 11:15 a.m.

Thursday, 9:00 a.m. – 10:00 a.m.

Presenter: Customer, TBA

Class description is coming...

(NEW) Mobile Basics plus Sex Offender Tracking & Other New Features

Wednesday, 12:30 p.m. – 1:30 p.m.

Thursday, 10:15 a.m. – 11:15 a.m.

Presenter: Rob Hall, Sales Demo

This class will provide a demonstration of the basics for Workflow, Message Center, and Mobile Search Screens. Content will also cover the newly released Sex Offender Tracking module and the ability to update and manage through Mobile. Presenter will also cover adding and modifying Names, Vehicles, and Property within Mobile.

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Mobile Set Up & Administration

Wednesday, 1:45 p.m. – 4:00 p.m. (2 hours)

Presenter: Scott Mattson, Training

Learn how to successfully set up and maintain the Spillman Mobile software. The course will teach participants how to install and update the Mobile Client and work with settings on the server. The instructor will also cover how to set up Spillman modules including AVL, mapping, and Voiceless CAD. Additionally, participants will be taught how to set up and maintain users, groups, and logs within the system. This class is taught at an intermediate level and is intended for agency SAAs or anyone at your agency who maintains Spillman Mobile. Attendees should have prior knowledge of setting up and using the mobile application.

Fire Mobile Premises & HazMat, CAD & AVL Mapping

Thursday, 11:30 a.m. – 12:30 p.m.

Presenter: Rob Hall, Sales Demo

Come see an overview of Spillman's Mobile Premises and HazMat Modules, as well as CAD and AVL mapping. These modules provide a vast amount of information to responders as they access and plan for incidents. You'll see how AVL, Mapping, and Premises and HazMat will enhance your agency and provide valuable information to your personnel. Class material will cover entering and managing information, searching functionality, common map usages in the Mobile environment, and the features and benefits of AVL and CAD Mapping.



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Class Descriptions

Corrections Track (Room 250 D,E)

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise.

(NEW) Advanced Searching & List Reports in Sentryx

Monday, 10:15 a.m. – 11:15 a.m.

Thursday, 9:00 a.m. – 10:00 a.m.

Presenter: Dustin Hunter, Training

This session will discuss and answer questions that you may have regarding performing advanced search functions within the Spillman system. The main topics formally discussed will include using the JADD, JRES, and JTBL search functions. We will also discuss searching addresses using Geobase, Pin Mapping, and the reports screen. The class is designed for any level of user to help them maximize their search results from the Spillman records management system. This class is the same whether you are operating off of a UNIX or a Windows server.

Best Practices: Optimizing Sentryx Jail: A Customers' Perspective

Monday, 12:30 p.m. – 1:30 p.m.

Wednesday, 10:15 a.m. – 11:15 a.m.

Presenter: Lt. Mark Freeman, Spartanburg County Sheriff, SC

Description is coming...

Sentryx Booking Checklist

Monday, 1:45 p.m. – 4:00 p.m.

Presenter: Bryan Hawkins, Training

Discover the tools available to you in the Sentryx Booking Checklist. Class material will cover the major differences between Classic Jail 4.6 and the new Sentryx Jail. The instructor will also show how the system makes booking in an inmate simple and painless from a single location within the software. Each section of the checklist will be covered with details given on the data fields and the necessities for the data in the booking process. This class is a beginner level session and is designed for the new Spillman user of Sentryx Jail.

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

(NEW) Sentryx Jail Troubleshooting

Tuesday, 10:15 a.m. – 11:15 a.m.

Wednesday, 9:00 a.m. – 10:00 a.m.

Presenter: Jared Moulding, Support

Learn how to diagnose and troubleshoot problems encountered while working with Sentryx Jail.

Topics covered in this class will include common setup and configuration issues, privileges, code table administration, and methods to investigate and troubleshoot problems found within your Sentryx Jail system. The instructor will also cover precautionary measures to mitigate and avoid common issues and errors. New features and how they can be incorporated to assist with maintenance and troubleshooting will also be discussed. To get the most benefit from this class, attendees should be familiar with Sentryx Jail and Administration Manager.

Sentryx Jail Tips & Tricks I

Tuesday, 12:30 p.m. – 2:45 p.m. (2 hours)

Thursday, 10:15 a.m. – 12:30 p.m. (2 hours)

Presenter: Mike Hopkins, Training

This class will help the intermediate Sentryx user learn tips on getting the most out of their new Sentryx jail software. Class content will cover ways to ensure your system settings are properly customized for your facility along with tips for streamlining your bookings, logs, reports, locations, and incidents. To get the most out of this class, attendees should have a basic understanding of the Sentryx Administrator manager and the Sentryx admin mode. This class will be taught on a UNIX platform; however the material is still applicable to the Windows platform as well.

(NEW) Moving Beyond the Booking Checklist

Tuesday, 3:00 p.m. – 4:00 p.m.

Wednesday, 3:00 p.m. – 4:00 p.m.

Presenter: Tony Christensen, Training

This course will introduce you to features available in Sentryx Jail beyond the Booking Checklist. This will include how to use the Accounting Module, how to use Billing, some tips and tricks for using the Movement Screen, and customizing the Inmate List. Students will also learn some more advanced searching techniques in Sentryx, as well as how to use the Visitation Module. Students attending this course should be familiar with the Booking Checklist.

Sentryx Corrections Administration Setup A

Wednesday, 12:30 p.m. – 2:45 p.m. (2 hours)

Presenter: Dustin Hunter, Training

This session will be class to discuss and answer any questions that you may have regarding the administrative setup of the Sentryx Jail software. The class will cover the schedule of events that will take place during a typical Jail Admin Week with your assigned Spillman Trainer as well as a brief overview of the setup process. The basic setup screens will be shown and discussed and ideas will be given on how to make your Jails setup go smoothly. This is a perfect class for SAAs and other users that will be involved with the setup. This class is for Advanced level users and the operation is the same whether you are operating off of a Unix or a Windows server.



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Class Descriptions

Crystal Reports Track (Room 150 D,E,F)

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise. These classes require pre-registration.

Basic Crystal Reports Session A **B**

Monday, 10:15 a.m. – 4:00 p.m. & Tuesday, 9:00 a.m. – 11:15 a.m. (6 hours)

Presenter: Mike Kilgore, Training

Learn how to create custom reports quickly and easily. Students will learn how to create presentation quality reports for agency heads, city and county councils, boards of supervisors, mayors, commissioners, and the like. Students will learn how to export reports to Adobe PDF or HTML for use in external sources such as email, social networking, or departmental websites. While this course is updated for the 2011 version, it is intended for people who are new to Crystal Reports. No prior knowledge of Crystal is required, although basic Spillman knowledge is helpful. **Pre-registration is required for this class.** This is a hands-on class with equipment provided for each attendee.

Basic Crystal Reports Session B **B**

Tuesday, 12:30 p.m. – 4:00 p.m. & Wednesday, 9:00 a.m. – 1:30 p.m. (6 hours)

Presenter: Doug Ashmore, Spillman SAA, Nevada Dept. of Public Safety, NV

Learn how to create custom reports quickly and easily. Students will learn how to create presentation quality reports for agency heads, city and county councils, boards of supervisors, mayors, commissioners, and the like. Students will learn how to export reports to Adobe PDF or HTML for use in external sources such as email, social networking, or departmental websites. While this course is updated for the 2011 version, it is intended for people who are new to Crystal Reports. No prior knowledge of Crystal is required, although basic Spillman knowledge is helpful. **Pre-registration is required for this class.** This is a hands-on class with equipment provided for each attendee.

Advanced Crystal 2011 **A**

Wednesday, 1:45 p.m. – 4:00 p.m. & Thursday, 9:00 a.m. – 12:30 p.m. (5 hours)

Presenters: Mike Kilgore, Training & Doug Ashmore, Nevada Dept. of Public Safety, NV

A portion of this class will be an overview of Crystal Reports. The remainder of the session will be focused on the new material. Topics covered will be basic formulas, parameters, templates, cross-tab reports, and most especially data from multiple Spillman tables at the same time up to and including drawing data from the Spillman Involvements table. New to the class this year you will also be shown how to extract and display Geobase data as hyperlinks on a PDF to Google maps and export data to be used in Google Earth. This course is intended for students that have prior basic Crystal Reporting experience. Knowledge of how Spillman database table relate to one another is very helpful in this class. **Pre-registration is required for this class.** This is a hands-on class with equipment provided for each attendee.



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Class Descriptions

DAC & RAC Certifications (Room 151 D,E,F)

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise. These classes require pre-registration.

Dispatch Administration Certification (DAC)

Training: Monday, 10:15 a.m. – 4:00 p.m. & Tuesday, 9:00 a.m. – 11:15 p.m. (6 hours)

Test: Tuesday, 12:30 p.m. – 2:45 p.m (2 hours)

Presenters: Elly Dice & Jeff Griffin, Training

This certification course is designed for Spillman Administrators and/or Communications Supervisors. During this certification students will learn about CAD code tables and application parameters that affect the function of the Spillman CAD system. Students will also be given an in-depth review of various CAD commands and functions. Students will be administered a certification exam at the end of the course. The exam will have questions ranging from setting up your CAD system to the basic functions of your Spillman CAD system. **This course requires pre-registration.** This is a hands-on class with equipment provided for each attendee.

(NEW) Spillman Paint **A**

Tuesday, 3:00 p.m. – 4:00 p.m.

Presenter: Derik Christensen, Training

The Spillman Paint workshop will offer a hands-on opportunity to learn about the Spillman paint utility. This utility provides you with the functionality to customize your agencies Spillman screens. Customization option includes changing field labels, making fields required, hiding fields, changing the tab order, and in some cases displaying fields from one screen onto another. This workshop is an advanced level class and is best suited for technical users and SAA's. Limited seats are available for this workshop.

Records Administration Certification (RAC)

Training: Wednesday, 9:00 a.m. – 4:00 p.m. & Thursday, 9:00 a.m. – 10:00 a.m. (6 hours)

Test: Thursday, 10:15 a.m. – 12:30 p.m. (2 hours)

Presenters: Lila Nealand & Bryan Hawkins, Training

In the certification class, the Instructor will go over the Hub Module and the Law Enforcement Records Module, pointing out features that will allow better utilization of the software's functionality. It will also cover the operation of certain system administration that pertains to and manipulate the tables in both modules. This class will cover and explain the fundamentals which will give you the tools necessary to become certified Records Administrators. **This course requires pre-registration.** This is a hands-on class with equipment provided for each attendee.



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Class Descriptions

CSAC, Workshop, & SAA Testing (Room 250 C & F)

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise. These classes require pre-registration.

Corrections Sentryx Administration Certification (CSAC)

Training: Monday, 9:00 a.m. – 4:00 p.m. & Tuesday, 9:00 a.m. – 11:15 a.m.

Test: Wednesday, 9:00 a.m. – 11:15 p.m. (2 hours)

Presenters: Tony Christensen & Mike Hopkins, Training

This course will teach the skills you need to successfully set up and manage your Spillman Sentryx Jail installation. A portion of the training material will be available online before Users Conference for pre-registered attendees to study. The Users Conference session of the training material will be taught at the conference. Attendees will learn how to administer users and agencies and learn about jail code tables and system privileges. You will also discover important information about jail settings and details about each of the jail modules. A 90 minute practical test may be taken for those who wish to become certified. Before the testing a review class will also be available during the conference. **Pre-registration is required for this class.** This is a hands-on class with equipment provided for each attendee.

(NEW) Open Discussion Workshop

Thursday, 9:00 a.m. – 10:00 a.m.

Presenter: Jeff Griffin, Training

This lab session will provide an atmosphere to work one on with a trainer in regards to any modules. Hands on problem solving, data retrieval methods and suggestions to help you attempt to solve issues your agency may be having. This will also allow the users to look at and practice with any modules that the agency may be considering purchasing. This session will exclude information on Sentryx Jail, GEOBASE, and any interfaces. Limited seats are available for this workshop. This is a hands-on class with equipment provided for each attendee.

Sentryx Jail Workshop

Thursday, 10:15 a.m. – 11:15 p.m.

Presenter: Dustin Hunter, Training

This session will be an open forum Sentryx Jail Workshop to discuss and answer any questions that you may have regarding Sentryx Jail. The class will be a hands-on class geared around topics and questions asked by you, the user, that you would like to know more about. This is a perfect class for New SAAs and agencies preparing to start using Spillman's Sentryx Jail Software. This class is open to any level of user and the operation is the same whether you are operating off of a UNIX or a Windows server. Limited seats are available for this workshop. This is a hands-on class with equipment provided for each attendee.

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

(NEW) Spillman Paint A

Thursday, 11:30 a.m. – 12:30 p.m.

Presenter: Derik Christensen, Training

The Spillman Paint workshop will offer a hands-on opportunity to learn about the Spillman paint utility. This utility provides you with the functionality to customize your agencies Spillman screens. Customization option includes changing field labels, making fields required, hiding fields, changing the tab order, and in some cases displaying fields from one screen onto another. This workshop is an advanced level class and is best suited for technical users and SAA's. Limited seats are available for this workshop.



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Class Descriptions

SAA UNIX & Windows Certification (Room 250 F)

If a beginner, intermediate, or advanced level is not indicated, the class is appropriate for any level of expertise. These classes require pre-registration.

SAA Certification for UNIX

Review*: Monday, 10:15 a.m. – 2:45 p.m. (3 hours in Room 250 F)

Test: Tuesday, 12:30 p.m. – 4:00 p.m. (3 hours in Room 250 C)

Presenters: Devin Larsen & Scott Mattson

This class is designed to teach SAAs the basic level of application administration. This class is designed for UNIX users. Prior to attending the Users' Conference, attendees will be offered an online course that will cover the course material that will be tested upon. At Users' Conference we will be offering a review session prior to the testing. This review session will be based upon the testing material and will cover as much of the material as possible in the allotted time. The review session should be viewed as extra time spent on this class and should not be the only time you have reviewed the material.

This is a basic level class designed for those with a minimal level of Spillman administration experience.
Pre-registration is required for this class.

*There is a separate option to register for an SAA Refresher course. This is for those who are already SAA Certified and would like to just sit in on the 3-hour Review portion of the SAA Certification. You will not be allowed to take the test and a computer will not be provided for the Review. You can bring your own laptop and you will be responsible to connect to your agency's data system via an Internet connection provided at the conference. Onsite technical support for setting up your own VPN or ODBC connection will not be available. **The Refresher course also requires pre-registration and a limited number of seats are available.**

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

SAA Certification for Windows

Review*: Monday 3:00 p.m. – 4:00 p.m. & Tuesday, 9:00 a.m. - 11:15 a.m. (3 hours in Room 250 F)

Test: Wednesday, 12:30 a.m. – 4:00 p.m. (3 hours in Room 250 C)

Presenters: Devin Larsen & Scott Mattson

This class is designed to teach SAAs the basic level of application administration. This class is designed for Windows users. Prior to attending the Users' Conference, attendees will be offered an online course that will cover the course material that will be tested upon. At Users Conference we will be offering a review session prior to the testing. This review session will be based upon the testing material and will cover as much of the material as possible in the allotted time. The review session should be viewed as extra time spent on this class and should not be the only time you have reviewed the material.

This is a basic level class designed for those with a minimal level of Spillman administration experience.

*There is a separate option to register for an SAA Refresher course. This is for those who are already SAA Certified and would like to just sit in on the 3-hour Review portion of the SAA Certification. You will not be allowed to take the test and a computer will not be provided for the Review. You can bring your own laptop and you will be responsible to connect to your agency's data system via an Internet connection provided at the conference. Onsite technical support for setting up your own VPN or ODBC connection will not be available. **The Refresher course also requires pre-registration and a limited number of seats are available.**



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Club Spillman

Hours of Operation

Club Spillman is open every day from 8 a.m. until the day's last class session, except during lunch and Monday's Opening General Session. Check us out at our new location at the Salt Palace Convention Center Conference in Exhibit Hall C. Club Spillman will be bigger, better, and a blast!

Experience the Benefits

Want to get even more out of your experience at Users' Conference? Be sure to spend time in Club Spillman – the benefits waiting for you here enhance what is available in scheduled class sessions! During class breaks, talk one-one-one with your Account Sales rep, Project Manager, and Client Services rep, or request a quick, customized demo of any module. Check your email at the Internet Café and enjoy comfortable seating, tasty snacks, and an endless amount of bottled water and soft drinks. Don't miss this opportunity to meet with the Customer Education Department to talk about your agency's training opportunities, visit one-on-one with support technicians, or chat personally with a member of our Research & Design and Development teams about the future of Spillman products. And of course, relax and recharge at the Massage Station sponsored by your friends in Account Sales. There is bound to be a little something for everyone in Club Spillman.

Rest & Recharge - Massage Station

Your friends in Account Sales want to pamper you! They are sponsoring a massage station in Club Spillman where you can unwind and recharge with a short massage from professionally licensed therapists.

Massage Station Hours: Monday-Wednesday 10 a.m. – 3 p.m.

Support Help Desk and Free Server & GIS Audits

Visit one-on-one with support technicians in Club Spillman. Here, you can check the status of your support problems, ask technical questions, learn about valuable resources like the 2000+ preformatted reports the Spillman system has to offer, and receive a free findings report of your personalized Server Audit.

In a Server Audit, Spillman support connects to your agency's server and identifies potential problems that might exist. This audit is like getting a free 10-point inspection on the health of your Spillman system. You will be able to request a Server Audit for your agency during your online registration process. Two appointments are available every hour during each day of the conference and will be filled on a first-come, first-served basis. After you schedule your appointment, a support technician will contact you before the conference to run the audit. During your scheduled conference appointment, a support technician will review your findings report in depth and give you a printed copy.

New this year are GIS audits. In a GIS audit, support will discuss the supportability of your Spillman GIS system, gauge your Spillman GIS system performance, and evaluate how current and effective your geo-validation, map layers, and AVL configuration are. If you are running Classic Geobase, a Support tech will help you determine what adjustments need to be made to achieve a "clean" gload and assess your agency's preparation for an upgrade to Sentryx Geobase. If you are running Sentryx Geobase, a Support tech will evaluate whether your ESRI locators and geobase configurations match Spillman specifications and assess what work is needed to achieve a clean Address Maintenance run.

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Classic Geobase Pre-Requisite: Your shapefiles must reside on your Spillman Server or be made available to us at least two weeks in advance.

Sentryx Geobase Pre-Requisite: We must have a connection to your ArcServer at least two weeks in advance of Users Conference in order to perform the audit.

Appointments for the GIS Audits will be 1 hour each and a limited number of slots will be available each day. Appointment times are available at a first-come, first-served basis. You will be able to request a GIS audit during your online registration process.

Don't miss this great opportunity to interact with support and ensure your system is running smoothly!

Show Me The Demo!

Visit Club Spillman and request to see a custom demo of any module. Members of Spillman's sales demonstration team will be on hand each day, all day long, to show software presentations, answer your questions, and help you gain a better understanding of the 40+ modules Spillman has to offer. The following demonstration technicians will be available in Club Spillman.



Perry Koger

Perry Koger started with Spillman in 1989 as a part-time trainer and became a full-time trainer in 1991. Koger spent 22 years in public safety and retired as a fire captain. Koger was then hired by the Murray City Police Department to administer the Spillman system and was later re-hired full-time by Spillman in 2002. Koger is now the Account Sales Support Manager for Spillman. He is currently an Adjunct at Utah Valley University, Orem, UT. Koger is married to his lovely wife Becky and they have six children and EIGHT grandchildren. Koger enjoys camping, traveling, and spending time with family, and he is currently the program director for America's Fallen Firefighter Memorial. In November of 2012, Koger received his bachelor's degree and master's degree in business administration from Chelsea University, Boston, MA.



Cody Christensen

Cody feels travelling around and meeting new people all across the country is the best part of his job. "Unlike a sales rep who is assigned to a specific region I get to go all over the country." Cody claims to be Disneyland's biggest fan. "Although I get a little bugged when I am not tall enough to ride some of the rides." He has a Bachelor of Arts degree in BIS with an emphasis in MIS and is fully SAA certified. He and his wife, Holly, have three little girls (Kennedy, 9; Isabelle, 6; and Alivia, 3). "[An] interesting fact is that it is really easy for me to remember how long I have worked at Spillman because I started at Spillman the day my oldest was born; in fact, I thought I was going to get fired the day I started because I had to call HR and ask them if it was ok to miss my first day to be with my wife in the hospital." He lives in Logan, Utah. He is a big fan of skiing and planning his next Disneyland trip. Because he is on the road so much, "just hanging out with the family is a lot of fun for me when I am home."

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.



Kurt Bean

Kurt has worked for Spillman Technologies for the past 8 ½ years. He started with the training department and now works as a sales demonstration technician. He worked for the Pleasant Grove Police Department in Utah for 21 years and retired as a sergeant detective. He was trained as an SAA to assist with the Spillman software at that department. Bean loves working for Spillman. He likes the travel, meeting new people, and seeing old friends he has made during his time with Spillman.



Rob Hall

Rob was a master police officer with the Murray Police Department in Utah for 22 years. He served in various capacities as a patrol officer, detective, and SWAT team member. Most recently, he oversaw the police cadet program and served as a public information officer. He is a member of the Law enforcement Torch Run Hall of Fame and had the opportunity to run the Olympic Torch throughout the United States, Europe, and Asia to raise funds and awareness for Special Olympic athletes throughout the world. He retired from the police department in 2006 and has worked at Spillman ever since. He currently resides in Murray, Utah, with his wife Tammy and is the proud father of two beautiful daughters.



Dave Snyder

Prior to becoming part of the Spillman family, Dave was a deputy sheriff with the Utah County Sheriff's Office. He retired in October of 2008 as the administrative services division commander. During his 22-year career he held the positions of patrol deputy, SRT team member, sniper, detective, computer forensic investigator, detective sergeant, polygraph examiner, investigations division commander, sex crimes task force director, and Spillman System Administrator. He now very much enjoys his employment with Spillman in sales support as a product demonstration technician. He currently resides in Santa Clara, Utah with his lovely wife Georgia and daughter, Amber.



Steve Angell

Steve Angell was a sergeant with the West Valley City Police Department in Utah, where he served for nearly 11 years in various capacities as a patrol officer, detective, SWAT team member, and patrol sergeant. As the community policing sergeant, he initiated the department's problem oriented policing model by utilizing intelligence gathering techniques to formulate a better police response to crime. Steve is a graduate of Weber State University, earning a Bachelor of Science in Law Enforcement. He joined Spillman Technologies in 2007, spending his first two years as a product instructor. He is currently a sales demonstration technician, where he introduces potential customers to the benefits of the Spillman software. He currently resides in West Jordan, Utah, with his four children and a plant named Samantha.



Jeremy Bone

Jeremy started with Spillman 5 ½ years ago in Support at the help desk. He then moved to the Software Support Team and then onto the Customer Education department as a trainer for CAD, Geobase, and Law. He started as a demo technician in February of 2013 and says he loves working for Spillman because he enjoys making new friends and loves the great work environment. He graduated from Weber State University with a degree in Information Systems and Technology with a focus on networking and system security. He enjoys photography and spending time with his family. He currently lives in Layton, Utah, with his wife and two daughters.



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

It's Time for FUN! – Conference Activities

Evening Event: An Evening with Jim Gaffigan

Tuesday, 6:30 p.m. – 8 p.m.

Salt Palace Convention Center Ballroom

Price included with registration



JIM GAFFIGAN is a multi-platinum selling, Grammy nominated comedian, New York Times best-selling author, top touring performer, and father of five.

His fourth hour-long comedy special ("Beyond the Pale," 2006; "King Baby," 2009; "Mr. Universe," 2012), "Obsessed," will premiere on Comedy Central on April 27th, 2014, and the DVD/CD will be released on April 29th by Comedy Central Records. The pre-order for "Obsessed" has already charted #1 on iTunes, which gives Gaffigan five albums in the Top 25 Comedy category on iTunes.

In May of 2013, Gaffigan's first book "Dad is Fat" was released by Crown Publishing and debuted at #5 on the New York Times Best Seller list and remained on the list for 17 weeks.

Gaffigan has had breakout guest appearances on many television comedies and dramas ranging from "Portlandia" to HBO's cult hits "Flight of the Concords" and "Bored to Death" to dramatic roles in all three versions of "Law & Order."

In recent years, Gaffigan has also become a mainstay on the big screen with memorable roles in "Going the Distance," "Away We Go," and "It's Kind of a Funny Story."

Further broadening his career, Gaffigan starred in his first Broadway production, "That Championship Season," alongside Chris Noth, Brian Cox, Jason Patric, and Kiefer Sutherland.

Gaffigan is currently on a 50-city national tour called "Jim Gaffigan: The White Bread Tour."

This exciting event will take place in the North Foyer Ballroom at the Salt Palace Convention Center. Dinner will be served at 6:30 p.m. and the Jim Gaffigan show will start at 7:00 p.m. Dinner and show are included with your registration.

Closing Awards Banquet

Wednesday, 6 p.m. - 8 p.m.

Salt Palace Convention Center Ballroom

The closing awards banquet is all about celebrating YOU....our customers and friends. This awards banquet is a highlight of the conference for Spillman. We have the exciting opportunity to say "thank you" for your longstanding support and friendship. Those agencies that are achieving milestones of being with Spillman for 10, 15, and 20 years will be recognized, along with agencies reaching their prestigious 25-year customer anniversary. Great prizes will be given away and a delicious dinner will be served.

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Welcome to Utah



Combining the amenities of a major metropolitan area with the friendliness of a small western city, Salt Lake City is an ideal location for group travel. A beautiful, safe, and vibrant city, Salt Lake combines unparalleled access to natural recreation, a bustling economy, dynamic nightlife, remarkable history, warm hospitality, and the Greatest Snow on Earth.TM Visit these websites for information on Salt Lake's hot spots, things to do, restaurant and nightlife ideas, getting around, and interesting tidbits about visiting the great state of Utah.

- www.visitutah.com
- www.visitsaltlake.com/visit
- www.travel.utah.gov

Utah Tidbits

Utah Population - 2,855,287
Salt Lake City Elevation – 4,330
September Avg. Climate – 65 F'

We hope you will have a few extra days to enjoy the splendor of Utah and Salt Lake City. Here's a list of some fun excursions to help you see a bit of Utah. Spillman staff, as well as your hotel concierge, will be available to assist you in getting additional information or booking any of these attractions.



City Creek Center

Rising in the heart of Salt Lake City, City Creek Center is the retail centerpiece of one of the nation's largest mixed-use downtown redevelopment projects. This unique shopping environment features a retractable glass roof, a creek that runs through the property, a pedestrian sky bridge, and more. This world-class fashion and dining destination opened in 2012 with over 90 stores and restaurants including Nordstrom, Macy's, Tiffany & Co., Michael Kors, Coach, and Texas de Brazil Churrascaria, in a casual, pedestrian-friendly environment. City Creek Center is right next door to Spillman's host hotel, the Marriott Downtown. Be sure to take advantage of this unique shopping and dining experience. For more information visit www.shopcitycreekcenter.com.

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Big Bus Utah

Site seeing by tour bus is a great way to get oriented and gain easy access to a city's main attractions. Salt Lake City visitors now have this opportunity with Big Bus Utah. Big Bus Utah is a hop on, hop off service with buses leaving every 45 minutes, starting at the Salt Lake Convention Center Welcome Center at 90 S. West Temple. The tour lasts about 90 minutes and has 19 stops. Check out more details at <http://www.usbusutah.com>.

Prices for Big Bus Utah are as follows:

- Adults: \$31 for one day; \$35 for 2 or 3 days
- Children: \$15 for one day; \$17 for 2 or 3 days
- Seniors: \$27 for one day; \$29 for 2 or 3 days
- Family pass: \$70 for one day; \$80 for 2 or 3 days (includes 2 adults and all children in one family)



Lion House
Temple Square (west)
Council Hall
North Capitol Hill
Temple Square (east)
Cathedral of the Madeleine
Governor's Mansion

Rice-Eccles Stadium
Utah Museum of Fine Arts
Fort Douglas Military Museum
Natural History Museum of Utah
Red Butte Garden
This Is The Place Heritage Park
Hogle Zoo

Tracy Aviary
Trolley Square
The Leonardo/Library Square
City Creek Center
The Gateway/Clark Planetarium



Red Butte Garden

Red Butte Garden is Utah's Botanical Garden and part of the University of Utah. It is the largest botanical garden in the Intermountain West that tests, displays and interprets regional horticulture. Explore over 100 acres including display gardens and natural area hiking trails. "Four Seasons, A Million Reasons" to visit for floral shows, outdoor concerts, camps and classes. Call 801.585.0556. Hours of Operation during September are: Mon - Sun: 9:00am - 7:30pm. October hours are: 9:00am – 5:00pm.

Tracy Aviary

Over 400 birds representing about 135 different species in a tranquil wooded setting. Year-round free-flight bird shows. Open 363 days a year. Call 801.596.8500. Hours of Operation: Mon - Sun: 9:00am - 5:00pm.



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.



Canyon is home to Solitude and Brighton ski resorts. Both have full-service, year-round facilities. From Brighton there are several easy trails leading to various lakes, including Twin Lakes, Lake Mary, Lake Martha, and Dog Lake. The canyon is a protected watershed area and no dogs are permitted. Wilderness areas are located to the north and south.

Mormon Tabernacle Choir

The world-famous Mormon Tabernacle Choir holds musical rehearsal every Thursday evening from 7:30 p.m. – 9:30 p.m. The rehearsals are free and open to the general public.



Historic Temple Square

Each year more than four million people pass through the gates of Temple Square, the heart of The Church of Jesus Christ of Latter-day Saints. The majestic six-spire temple dominates the lavish grounds. Complimentary tours of the grounds and two visitors' centers run from 9 a.m. – 9 p.m. in the summer. Call 1.801.240.2534 for more information, or visit their website at www.visittemplesquare.com.

The Great Salt Lake

Located 17 miles west of the hotel (via I-80 west Exit 104), the Great Salt Lake is the largest lake west of the Mississippi. Only the Dead Sea has a higher salt content than the Great Salt Lake. Beaches, a gift shop, and a marina are open during summer hours. Antelope Island, located in the middle of the Great Salt Lake, is reachable by a causeway from I-15, north of Salt Lake City. Outstanding views and a working buffalo herd are located on the island. You can find more information on the Internet at www.utah.com/stateparks/great_salt_lake.htm.



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.



Lagoon

Lagoon is a fast-paced amusement and water park for the whole family. Located 12 miles north of Salt Lake City on I-15, the park features thrilling rides, roller coasters, water slides, and live entertainment at night. For more information call 1.801.451.8000 or visit them on the web at www.lagoonpark.com.

This is the Place Heritage Park

Step back in time with the Salt Lake Valley pioneers at Utah's premier living history attraction. Cost is \$10 for adults and the park is open from 9 a.m. - 5 p.m. Call 1.801.582.1847 or visit www.thisistheplace.org.



The Gateway Mall

Salt Lake City's only open-air, contemporary destination delivers the ultimate in shopping, dining, and entertainment. Shop the country's finest and most original stores and boutiques. Look at the beautifully restored 1908 Union Pacific Depot featuring French Renaissance architecture and original artwork. Enjoy the Olympic Legacy Plaza overlooked by a classic clock tower and featuring the "dancing waters" of the Olympic Snowflake Fountain. For more information visit, www.shopthegateway.com.

Gardner Village

Wander brick pathways lined with specialty theme shops, pamper yourself at the day spa, and then warm up over a cup of hot chocolate from the bakery or a hearty meal from restaurant. Specialty country furniture shops in a historic setting will make you feel as though you have stepped back in time. For more information please call 801.566.8903 or visit, www.gardnerville.com.



Cabela's

Explore Cabela's outdoor retail store in Lehi, located south of Salt Lake City, just a short drive off of I-15. In addition to offering quality outdoor merchandise, the 150,000 sq. ft. showroom is an educational and entertainment attraction, featuring a décor of museum quality animal displays, huge aquariums, and trophy animals interacting in realistic recreations of their natural habitats. For more information please call 1.801.766.2500, or visit <http://www.cabelas.com/retail-stores-lehi.shtml>.

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Utah Museum of Contemporary Art

The UMOCA features contemporary exhibits from local, national, and international artists in five galleries. Open year round (Tuesday - Saturday 11am – 6pm.; closed Sunday, Mondays, and holidays). Admission is free. For more information please call 1.801.328.4201 or visit www.utahmoca.org.



Utah Museum of Fine Arts

Located two miles east of the hotel on the University of Utah campus, the Utah Museum of Fine Arts at the University of Utah is Utah's primary cultural resource for global visual arts. Its goal has always been to present an inclusive view of world civilization supporting humanities studies at the University as well as the educational needs of a general public situated far from other cultural centers. Admission is \$7. Open Tuesday - Friday from 10am – 5pm, Wednesdays 10am – 8pm, and Saturdays and Sundays from 11 am – 5pm. For more information please call 801.581.7332 or visit www.umfa.utah.edu.



Utah Museum of Natural History

Located two miles east of the hotel on the University of Utah campus, the museum features many exhibits in the fields of geology, anthropology, biology, and mineralogy. Admission is \$11. Open daily 10am – 5pm and Wednesdays 10am – 9pm. For more information please call 801.581.6927 or visit www.umnh.utah.edu/home.



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Registration Information

Registration Options

Online registration is available at <https://my.spillman.com/users-conf/register/>. This link will take you to MySpillman. To access MySpillman you need your username and password. If you do not know your username and password, contact your System Administrator or Spillman Client Services rep. Payment is due with the submission of your registration form, whether it be by credit card or maintenance fees. If you require a different form of payment such as check, please fill out the registration form at the end of this brochure and send it, along with your check for payment, to Spillman via mail or fax. If you have questions you can call us at 1.800.860.8026 between 8 a.m. and 5 p.m. MST, Monday – Friday. If your agency pays by check, your registration will not be completed until Spillman receives payment.

We encourage early registration to save your agency money and to help us plan for the various conference events.

Registration Fees & Guest Passes

Full Registration & Executive Fees:

- Full Registration Fee: \$840
- Executive Pass*: \$485

Full registration fee includes attendance to all training sessions plus breakfasts, lunches, and snack breaks Monday through Thursday, Evening Event (includes dinner), and the Closing Awards Banquet (includes dinner). *The Executive Pass is a conference pass solely for agency chiefs and sheriffs to attend Monday and Tuesday of the conference when the Executive Track is held. The Executive Pass also includes any meals or activities held on Monday and Tuesday.

Day Passes:

- Monday: \$250
- Tuesday: \$300
- Wednesday: \$280
- Thursday: \$150

Day pass registration fees includes all training sessions, breakfasts, lunches, and snack breaks; along with any conference activity that happens that day(s).

Guest Passes:

- All Activity Guest Pass: \$375

Fee includes all meals and snack breaks Monday through Thursday, Evening Event, and the Closing Awards Banquet.

- Single Activity Guest Pass:

- Evening Event: \$75
- Closing Awards Banquet: \$45

Fee includes all meals and snack breaks Monday through Thursday, Evening Event, and the closing Awards Banquet.

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Maintenance Fees

The two payment methods available when completing an online registration form are credit card and maintenance fees. If your agency has available Users' Conference funds within its maintenance fees, you will see a balance when you login to MySpillman to register. If you do not have enough maintenance fees to cover the entire registration fee, you will be asked to provide a credit card for the remaining payment in order to process your registration. If you do not have a credit card for payment or need to pay by check, please do not complete an online registration. Instead, contact Brittany Nunley at bnunley@spillman.com, Kathy Kemp at kkemp@spillman.com, or Angie Dunn at adunn@spillman.com.

If you proceed with an online registration and select maintenance fees as a form of payment, the fees will be automatically deducted from your agency's available balance. It is important that you only select this payment option if you have the appropriate approvals from your agency to use these fees.

If you also plan to use maintenance fees for travel, lodging, and/or per diem expenses, you must complete a reimbursement form and submit it to Spillman with all applicable receipts after the expense has been incurred. Visit the conference website on MySpillman to download the reimbursement form.

Professional Services Account

Your agency may have a Professional Services account with Spillman that has available funds to be used for Users' Conference. This pre-paid training fund can only be used for conference registration and cannot be used for reimbursement for travel, lodging, or per diem expenses. To find out if your agency has funds available in this account, please contact Brittany Nunley at 1.800.860.8026 ext. 1614 or at bnunley@spillman.com.



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Lodging & Transportation

Salt Lake City Marriott Downtown at City Creek

The Downtown Marriott is once again one of the host hotels for this year's conference. Amenities include FREE Internet and newly remodeled rooms and lobby. Wi-fi service is also available in the lobby. For your convenience, the Salt Palace Convention Center main entrance is right across the street from the Marriott. A special rate is available to conference attendees at \$179 (\$201.55 with tax) for a standard rate room or \$108 (\$115.98 with tax) for a government-rate room. Please see the Marriott websites below to book your room as well as to see qualifications on requesting a government rate. Both room rates are available on a first-come, first-served basis or until the rates have expired on Monday, September 15.

- Standard Rate Reservation Website: <http://cwp.marriott.com/slcut/spillman/>
- Government Rate Reservation Website: <http://cwp.marriott.com/slcut/spillmangovernment/>

To call the Marriott Hotel for lodging reservations, please use the following contact information. Please note that there are two Marriott hotels in Salt Lake City, the Marriott Downtown at City Creek and the Marriott City Center. Please be sure you contact the Marriott Downtown at City Creek. If you call the Marriott directly to make reservations please let them know you are with the Spillman group and be prepared to give them the group code listed below.

- Salt Lake City Marriott Downtown at City Creek
75 South West Temple
Salt Lake City, UT 84101
Toll Free: 866.315.9415
Local: 801.531.0800

Spillman Group Codes:
SPUSPUA (Standard rate)
SPGSPGA (Government rate)

Marriott Parking

If you are staying at the Marriott, self-parking is \$15 per day and allows unlimited in/out privileges. Valet parking is \$20 per day and also allows unlimited in/out privileges. Both prices can be billed directly to your room. If you are not staying at the Marriott you can also park in the underground parking lot at \$3 for one hour and \$2 for each additional hour (not to exceed \$15).

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Radisson Hotel Salt Lake City Downtown

Another host hotel for Spillman's conference is the Radisson hotel. The Radisson hotel is conveniently located right next door to the north side of the convention center. Amenities include FREE in-room Internet and mini refrigerators. The Radisson is also a 100 percent non-smoking facility. A government rate is available for conference attendees at \$103 (\$115.97 with tax) and a standard rate or \$129 (\$145.25 with tax). Please see the Radisson website below to request a room online. This room rate is available on a first-come, first-served basis or until the rates have expired on Wednesday, August 27, 2014.

- Standard Rate & Government Reservation Website: <http://www.radisson.com/saltlakecity/spillman>

If you call the Radisson directly to make reservations please let them know you are with the Spillman group and be prepared to give them the group code listed below.

• Radisson Hotel Salt Lake City Downtown
215 West South Temple
Salt Lake City, UT 84101
Toll Free: 800.395.7046
Local: 801.531.7500

Spillman Group Code:
1409SPILLM (Standard rate)
1409SPILL1 (Government rate)

Radisson Parking

If you are staying at the Radisson, hotel parking is available at \$6 per day. Valet parking is available for \$15 per day. These rates include in/out privileges.

Flight and Accommodation Assistance (optional)

Spillman has contracted with Christopherson Travel to offer optional assistance with your travel needs, including flight arrangements, transportation, and hotel accommodations at the Marriott Downtown. If you are interested in this service, please contact Laura Marie or Melissa for travel plans. A \$27 service fee will be billed to you if Christopherson Travel assists with flight, transportation, or hotel accommodations.

• **Melissa Smith**
melissa.smith@cbtravel.com
Direct Line: 1.801.327.7729
Toll Free: 1.866.327.7650
After Hours: 1.888.312.0985 (emergencies only)

• **Laura Watkins**
laura.watkins@cbtravel.com
Direct Line: 1.801.327.7718
Toll Free: 1.866.327.7650
After Hours: 1.888.312.0985 (emergencies only)

Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

Transportation Services

All Resort Express

By using Spillman's All Resort Express group code, you can receive a special rate each way. Driver gratuity is not included in the rate. Call 1-800-457-9457, ext. #2 to book your reservation, or visit Spillman Users' Conference 2013 Transportation Link:

<https://www.allresort.com/corporategroups/reservations.aspx?grpid=9118&tmpid=9120&tmpl=1>.

Please refer to Spillman's group code: #9937.

Express Shuttle

For transportation to and from the Salt Lake City airport, contact Express Shuttle at 1.800.397.0773 or visit online at <http://www.expressshuttleutah.com/>. Must be booked 24 hours in advance.

Enterprise Car Rental

A conference discount rate has been established with Enterprise & National Car Rental. To make a reservation with Enterprise Rent a Car, call 1.800.261.7331 or visit <http://www.enterprise.com/>. When making the reservation please reference Spillman's Corporate Number: XZ47311 & Pin# SPI.

National Car Rental

To make a reservation with National Car Rental, call 1.800.227.7368 or visit <http://www.nationalcar.com/>, and click on "Rates & Reservations." Please reference Spillman's Contract ID# XZ47311.

Avis Car Rental

A conference discount rate has been established with Avis. To make a reservation, call 1.800.331.1600 or visit <http://www.avis.com/AvisWeb/html/bridge/go.ex?B408400>. Under the Rates and reservations section, click on Business Reservation. Spillman Avis Worldwide Discount (AWD) number is B408400. You can also contact Holly Ferguson direct at 1.800.525.7521, ext. 31695 or via Holly.Ferguson@avisbudget.com.

Contact Us

Kathy Kemp (registration, hotel, & travel questions)

1.800.860.8026, ext. 1742

kkemp@spillman.com

Angie Dunn (general questions)

1.800.860.8026, ext. 1752

adunn@spillman.com

Brittany Nunley (maintenance fee questions)

1.800.860.8026, ext. 1614

bnunley@spillman.com



Maximizing Your Investment

Leveraging Technology. Exchanging Knowledge. Applying Solutions.

This registration form serves as your invoice.

Please mail, fax, or email the registration form with payment. Please remit to the following address:

Personal Information

(Submit one registration form per attendee)

Agency: _____
Attendee Name: _____
Title: (for name badge) _____
Telephone: _____
Email: _____
Address: _____
City: _____ State: _____ Zip: _____

Primary Agency Role

Administration Jail Records
 IT Investigations Fire/EMS
 Patrol Dispatch Other _____

Choose Your Registration Option(s)

Option 1: Full Registration, \$840

Includes: admission to all sessions, breakfasts, luncheons, refreshment breaks, Evening Event, and Closing Awards Banquet.

Option 2: All-Activity Guest Pass, \$375

The All-Activity Guest Pass is intended for an attendee's spouse or invited guest who is not a registered attendee and wishes to attend all conference evening activities, breakfasts, luncheons, and snack breaks.

If you plan to attend the Evening Event please select the appropriate box:

YES, I will be attending NO, I will not be attending

Name of Guest: _____

Option 3: Single Activity Guest Pass

The Single Activity Guest Pass is intended for an attendee's spouse or invited guest who is not a registered attendee and wishes to attend a single activity.

Evening Event: A Night with Jim Gaffigan- includes dinner & show, \$75
 Closing Awards Banquet, \$45

Name of Guest: _____

Option 4: Day Pass

The Day Pass is available for those wanting to attend only one specific day of the conference. The Day Pass includes all sessions, meals and special events occurring that day.

Monday, \$250 Tuesday, \$300 Wednesday, \$280 Thursday, \$150

Option 5: Executive Pass, \$485

This option is available for chiefs & sheriffs who would like to attend the executive classes on Monday & Tuesday only. All meals and activities on Monday and Tuesday are included.

Option 5a: Executive Full Activity Guest Pass, \$165

The Full Activity Guest Pass is intended for an attendee's spouse or invited guest who is not a registered attendee and wishes to attend all breakfasts, lunches, and snack breaks Monday and Tuesday and the evening event on Tuesday.

Name of Guest: _____

Option 5b: Executive Single Activity Guest Pass, \$75

The Executive Single Activity Guest Pass is intended for an executive attendee's spouse or invited guest who is not a registered attendee and wishes to attend the evening event on Tuesday.

Evening Event: A Night with Jim Gaffigan - includes dinner & show, \$75

Name of Guest: _____

Registration Form

Spillman 2014 Annual Users' Conference

Attn: Kathy Kemp
4625 Lake Park Blvd
Salt Lake City, UT 84120
Fax: 801.902.1210
Email: kkemp@spillman.com

Certification Pre-Registration

These certification classes require pre-registration. Once available seats have been filled, a wait list will be created. Registration will not be available at the conference unless space becomes available.

Each attendee who signs up for the SAA UNIX, SAA Windows, or CSAC certification classes will be responsible for downloading pre-conference training material from the Spillman website (An email detailing how to access this pre training material will be sent to you after your registration confirmation). The attendee must study this material before attending the onsite training classes in September. The DAC and RAC certification classes do not require pre-conference training material.

SAA Certification for UNIX & Refresher

If you select to attend the SAA UNIX Certification class, you are required to attend the review session and the testing session. If you attend the Refresher Only option a seat will be available for you for the review material only. The testing option will not be available.

SAA Certification Review & Test for UNIX

*Review: Monday, September 29; 10:15 a.m. – 2:45 p.m. (3 hours)
Test: Tuesday, September 30; 12:30 – 4:00 p.m. (3 hours)

*Equipment is not provided to attendees during the Review portion; however you can bring your own laptop to follow along. You will be responsible to connect to your agencies data system via an internet connection provided at the conference. A computer will be provided to you for the testing portion.

SAA Certification UNIX (Refresher Only, No Test Available)

*Review: Monday, September 29; 10:15 – 2:45 p.m. (3 hours)

*Equipment is not provided to attendees during the Review portion; however you can bring your own laptop to follow along. You will be responsible to connect to your agencies data system via an internet connection provided at the conference. The testing option will not be available.

SAA Certification for Windows & Refresher

If you select to attend the SAA Windows Certification class, you are required to attend the review session and the testing session. If you attend the Refresher Only option a seat will be available for you for the review material only. The testing option will not be available.

Continued on the Next Page

SAA Certification Review & Test for Windows

*Review: Monday, September 29; 3:00 – 4:00 p.m.

& Tuesday, September 30; 9:00 – 11:15 a.m. (3 hours)

Test: Wednesday, October 1; 12:30 – 4:00 p.m. (3 hours)

*Equipment is not provided to attendees during the Review portion; however you can bring your own laptop to follow along. You will be responsible to connect to your agencies data system via an internet connection provided at the conference. A computer will be provided to you for the testing portion.

 SAA Certification (Refresher Only, No Test Available)

*Review: Monday, September 29; 3:00 – 4:00 p.m.

& Tuesday, September 30; 9:00 – 11:15 a.m. (3 hours)

*Equipment is not provided to attendees during the Review portion; however you can bring your own laptop to follow along. You will be responsible to connect to your agencies data system via an internet connection provided at the conference. The testing option will not be available.

DAC (Dispatch Administration Certification) **DAC Certification**

Training: Monday, September 29; 10:15 – 4:00 p.m. &

Tuesday, September 30; 9:00 – 11:15 a.m. (6 hours)

Testing: Tuesday, September 30; 12:30 – 2:45 p.m. (2 hours)

CSAC (Corrections System Administration Certification) **CSAC Certification**

Training: Monday, September 29; 10:15 – 4:00 p.m. &

Tuesday, September 30; 9:00 – 11:15 a.m. (6 hours)

Testing: Wednesday, October 1; 9:00 – 11:15 p.m. (2 hours)

RAC (Records System Administration Certification) **RAC Certification**

Training: Wednesday, October 1; 9:00 – 4:00 p.m. &

Thursday, October 2; 9:00 – 10:00 a.m. (6 hours)

Testing: Thursday, October 2; 10:15 – 1:30 p.m. (2 hours)

Crystal Reports Classes

If you plan to attend the Crystal Reports training, select your preferred session. Crystal Reports training classes require pre-registration. Once seats have been filled, a wait list will be created. Registration will not be available at the conference unless space becomes available.

 Basic Crystal Reports 2011- Session A

Monday, September 29; 10:15 – 4:00 p.m. &

Tuesday, September 30; 9:00 – 11:15 a.m. (6 hours)

 Basic Crystal Reports 2011- Session B

Tuesday, September 30; 12:30 – 4:00 p.m. &

Wednesday, October 1; 9:00 – 1:30 p.m. (6 hours)

 Advanced Crystal Reports 2011

Wednesday, October 1; 1:45 – 4:00 p.m. &

Thursday, October 2; 9:00 – 12:30 a.m. (5 hours)

Evening Event: An Evening with Jim Gaffigan**Tuesday, September 30; 6:30 p.m. – 8 p.m.**

JIM GAFFIGAN is a beloved, Grammy nominated comedian, New York Times best-selling author, and father of five. He is a top touring comedian and his CDs and DVDs have reached multi-platinum sales. Gaffigan has become a mainstay on television and the big screen and starred in the 2011 Broadway revival of "That Championship Season." His first book, "Dad is Fat," debuted at #5 on the New York Times Best Seller list.

This exciting event will take place in the North Foyer Ballroom at the Salt Palace Convention Center. Dinner will be served at 6:30 p.m. and the Jim Gaffigan show will start at 7:00 p.m. Dinner and show are included with your registration.

Check the appropriate box to indicate if you will be attending on Tuesday, Sept. 30:

 Yes, I will attend No, I will not attend**System Audits**

Receive a free findings report of your server in Club Spillman during the conference.

In a Server Audit, Spillman Support connects to your agency's server and identifies potential problems that might exist. This audit is like getting a free 10-point inspection on the health of your Spillman system. A Support technician will contact you before the conference to run the audit. During your scheduled conference appointment, a Support technician will review your finds report in depth and give you a printed copy. Appointments are available every half hour during each day of the conference and will be filled on a first-come, first-served basis.

 Yes, contact me to schedule a date and time No, I am not interested**GIS Audits**

Receive a free GIS Audit of your system in Club Spillman. During your GIS Audit, Spillman Support will discuss the supportability of your Spillman GIS system, gauge your Spillman GIS system performance, and evaluate how current and effective your geo-validation, map layers, and AVL configuration is. If you are running Classic Geobase, a Support tech will help you determine what adjustments need to be made to achieve a "clean" gload, and assess your agency's preparation for an upgrade to Sentryx Geobase. If you are running Sentryx Geobase, a Support tech will evaluate whether your ESRI locators and geobase configurations match Spillman specifications and assess what work is needed to achieve a clean Address Maintenance run. Classic Geobase Pre-Requisite: Your shapefiles must reside on your Spillman Server or be made available to us at least two weeks in advance. Sentryx Geobase Pre-Requisite: We must have a connection to your ArcServer at least two weeks in advance of Users Conference in order to perform the audit. Appointments for the GIS Audits will be 1 hour each and a limited number of slots will be available each day. Appointment times are available at a first-come, first-serve basis.

 Yes, contact me to schedule a date and time No, I am not interested**Payment Method *(please select)*** Credit Card Maintenance Fees*

*If you plan to use maintenance fees for your registration payment and do not have enough available funds to cover the entire fee in order to complete your registration, you must include a credit card for the remaining balance. Maintenance fees can only be used upfront to pay for registration fees. You may still use maintenance fees for your hotel and flight expenses, but you will need to get reimbursed for these afterwards. For a reimbursement form, contact Brittany Nunley, Kathy Kemp or Angie Dunn. If you need to pay for registration with a form of payment other than maintenance fees or credit card, please contact Spillman.

Card No. _____ Exp. _____

3 Digit No. on back of card for Visa, MC, and Discover _____

4 Digit No. on front of card for AMEX _____

Name on card: *(please print)* _____

Signature: _____

Billing Address: _____

City: _____ State: _____ Zip: _____

Email: _____

Confirmation

A confirmation will be sent via email after you mail, email, or fax this form with payment. Bring the confirmation with you to receive your conference materials. If you do not receive an email confirmation, please contact Kathy Kemp at kkemp@spillman.com or call 1.800.860.8026, ext. 1742.

Cancellation Policy

If it becomes necessary for you to cancel your registration, only 50 percent of the fee will be refunded for cancellations on or after Sept. 22, 2014. If you cancel before Sept. 22, a full refund will be returned to the agency, not the individual attendee. Contact Kathy Kemp at 1.800.860.8026 or email at kkemp@spillman.com with your cancellation request.