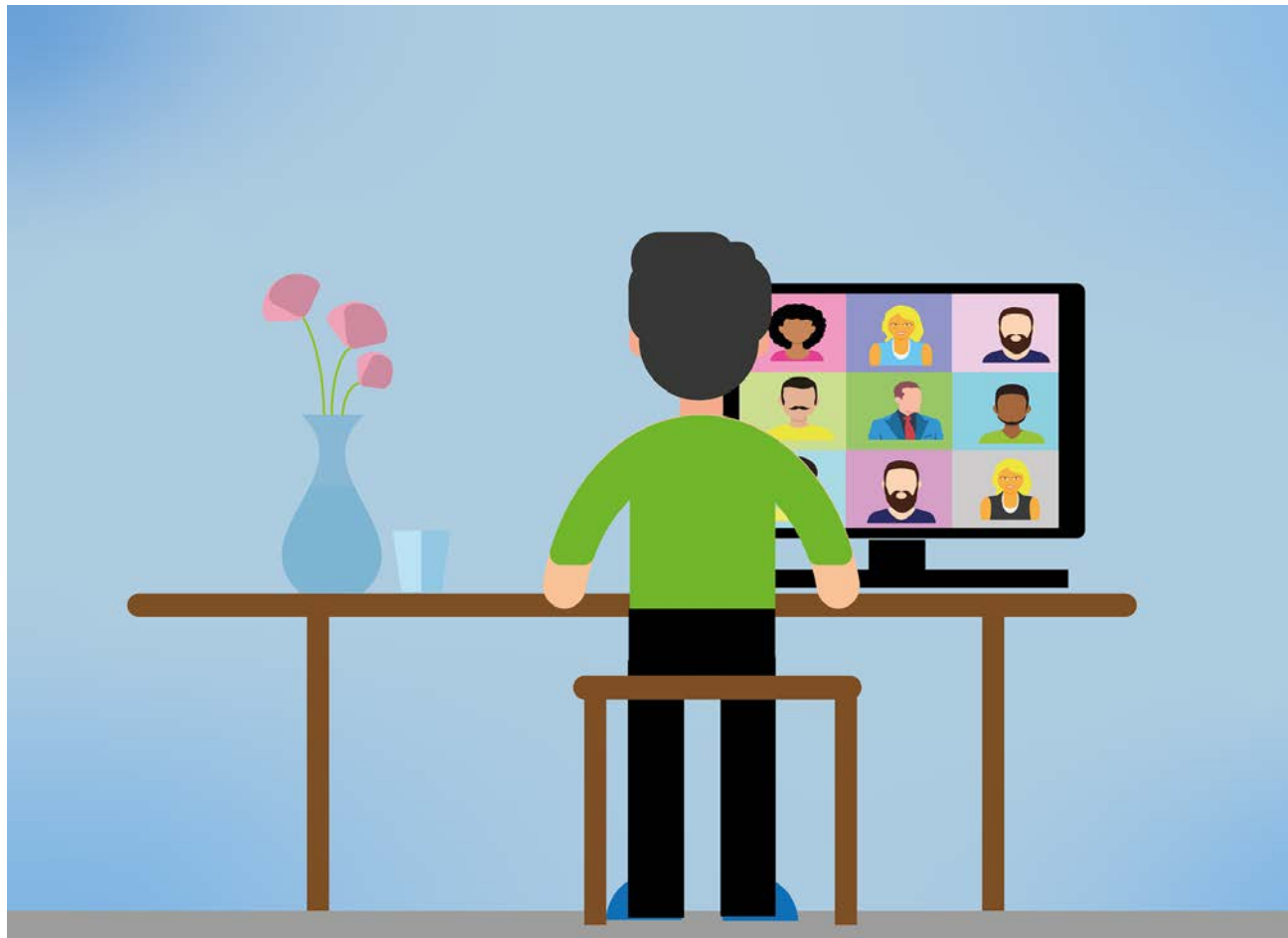


CityView

2020 Virtual Training Conference Agenda





Wednesday, October 14

Time Zone	Session Time	Session Title	Session Description
Pacific Mountain Central Eastern	8-9 a.m. 9-10 a.m. 10-11 a.m. 11 a.m. – 12 p.m.	Preconference Coffee	Welcome everyone to the premier of CityView's first-ever virtual conference! This is a bit of social time to make introductions and greet peers. We'll provide instructions on how to connect to the live sessions and how to access recorded content.
Pacific Mountain Central Eastern	9-10 a.m. 10-11 a.m. 11 a.m. – 12 p.m. 12-1 p.m.	Opening Address	Our Executive Vice President, Sean Higgins, will present on how both business and life has changed since COVID-19.
Pacific Mountain Central Eastern	10-11 a.m. 11 a.m. – 12 p.m. 12-1 p.m. 1-2 p.m.	What's New? Part 1	Learn of the new features and associated benefits in this walk-through of releases since our last Harris Customer Training Conference (HCTC). <i>Presented by Steve Favalaro.</i>
Pacific Mountain Central Eastern	11 a.m. – 12 p.m. 12-1 p.m. 1-2 p.m. 2-3 p.m.	Creating Great Portal Help	Customer Presentation: Learn how one CityView customer built an online help guide for Portal users. You can, too!
Pacific Mountain Central Eastern	12-1 p.m. 1-2 p.m. 2-3 p.m. 3-4 p.m.	Ask the Experts	Put your thinking cap on and come prepared with your most burning CityView questions to present during this Q&A with R&D leadership.
Pacific Mountain Central Eastern	1-2 p.m. 2-3 p.m. 3-4 p.m. 4-5 p.m.	What's New? Part 2	Because we couldn't possibly fit it all into a single hour, "What's New" continues outlining CityView enhancements and their benefits to you. <i>Presented by Steve Favalaro.</i>



Wednesday, October 14 (Continued)

Time Zone	Session Time	Session Title	Session Description
Pacific Mountain Central Eastern	2-3 p.m. 3-4 p.m. 4-5 p.m. 5-6 p.m.	Managing Emails	Requests to have the system provide email notifications are popular. In this session explore the best practices and easy solutions you can implement yourselves. <i>Presented by Branka Wilmshurst.</i>
Pacific Mountain Central Eastern	3-5 p.m. 4-6 p.m. 5-7 p.m. 6-8 p.m.	Talent Show (Social Event)	Join us for a "battle of the time zones" talent show! Details to come!



Thursday, October 15

Time Zone	Session Time	Session Title	Session Description
Pacific Mountain Central Eastern	8-9 a.m. 9-10 a.m. 10-11 a.m. 11 a.m. – 12 p.m.	Virtual Help Desk: Drop In	Obtain real-time advice and increase your knowledge with our team lead of CityView Support, John Edwards. John will be standing by to answer your questions.
Pacific Mountain Central Eastern	9-10 a.m. 10-11 a.m. 11 a.m. – 12 p.m. 12-1 p.m.	Workspace Reporter	Did you know? Ad hoc reporting is now available in CityView Workspace! Get started writing your own reports in CityView Reporter. <i>Presented by Sean Weber.</i>
Pacific Mountain Central Eastern	10-11 a.m. 11 a.m. – 12 p.m. 12-1 p.m. 1-2 p.m.	CityView Roadmap	Let's take a look at where CityView is going, and discuss current feature plans, technical changes, etc. We will explore the near future plans as well as how priorities are set. <i>Presented by Susan McCormick.</i>
Pacific Mountain Central Eastern	11 a.m. – 12 p.m. 12-1 p.m. 1-2 p.m. 2-3 p.m.	Upgrading to Workspace	One of our CityView customers will share their experience moving from a custom CityView 8 environment to CityView Workspace.
Pacific Mountain Central Eastern	12-1 p.m. 1-2 p.m. 2-3 p.m. 3-4 p.m.	How has COVID-19 Changed Your Business Practices?	Join our small group discussions to share with peers: how have you been coping? What technologies have you been using? Challenges and successes?



Thursday, October 15 (Continued)

Time Zone	Session Time	Session Title	Session Description
Pacific Mountain Central Eastern	1-2 p.m. 2-3 p.m. 3-4 p.m. 4-5 p.m.	Virtual Inspections	Social distancing has forced radical changes in the way building departments have had to operate, virtually overnight. CityView has some exciting new solutions to this problem! <i>Presented by Susan McCormick and the R&D team.</i>
Pacific Mountain Central Eastern	2-3 p.m. 3-4 p.m. 4-5 p.m. 5-6 p.m.	Mapping Tips & Tricks	Learn how much can be accomplished with maps in CityView, to create efficiencies in your day-to-day processes.
Pacific Mountain Central Eastern	4-6 p.m. 5-7 p.m. 6-8 p.m. 7-9 p.m.	Trivia Night (Social Event)	Join us for a “battle of the time zones” trivia night!



Friday, October 16

Time Zone	Session Time	Session Title	Session Description
Pacific Mountain Central Eastern	6-8 a.m. 7-9 a.m. 8-10 a.m. 9-11 a.m.	Virtual Help Desk: Drop In	Obtain real-time advice and increase your knowledge with our team lead of CityView Support, John Edwards. John will be standing by to answer your questions.
Pacific Mountain Central Eastern	8-9 a.m. 9-10 a.m. 10-11 a.m. 11 a.m. – 12 p.m.	Fireside Chat	Gain perspective as our manager of client services, Branka Wilmshurst, sits down with customers to discuss their recent project implementations.
Pacific Mountain Central Eastern	9-10 a.m. 10-11 a.m. 11 a.m. – 12 p.m. 12-1 p.m.	Doing More with Text	COVID-19 has introduced challenges and sparked new ideas. See what CityView has been achieving with two-way text messaging. <i>Presented by Susan McCormick and the R&D team.</i>
Pacific Mountain Central Eastern	10-11 a.m. 11 a.m. – 12 p.m. 12-1 p.m. 1-2 p.m.	Updates to CityView Electronic Plans Review (EPR)	Customer requirements continue to evolve and technologies continue to offer fresh possibilities. Take a look at what's new with Electronic Plan Review (EPR) as of version 2020.7.



Friday, October 16 (Continued)

Time Zone	Session Time	Session Title	Session Description
Pacific Mountain Central Eastern	11 a.m. – 12 p.m. 12-1 p.m. 1-2 p.m. 2-3 p.m.	External Agency Reviews	One of our CityView customers will be on hand to speak about external agency reviews from their perspective.
Pacific Mountain Central Eastern	12-1 p.m. 1-2 p.m. 2-3 p.m. 3-4 p.m.	How has COVID-19 Changed Your Business Practices?	A continuation of the discussion from Thursday, a spokesperson from each small group will share insights and creative solutions.
Pacific Mountain Central Eastern	1-2 p.m. 2-3 p.m. 3-4 p.m. 4-5 p.m.	Conference Closing	Conference wrap-up with awards, prizes, social time and goodbyes.