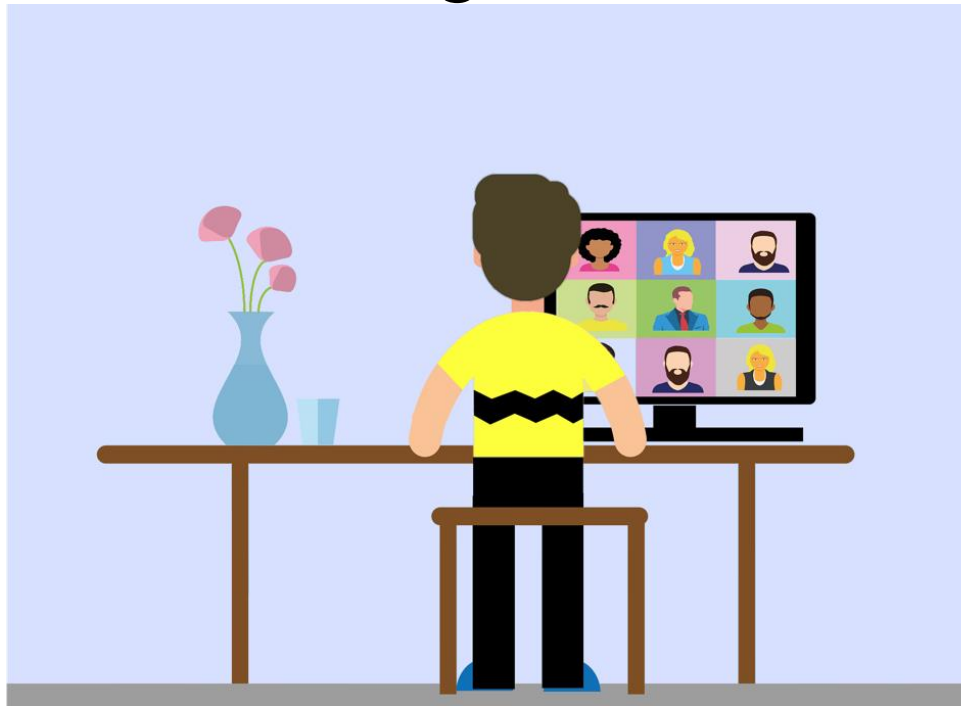


CityView

2021 Virtual Training Conference Agenda





Wednesday, November 17

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 2021 CityView 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.
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 about the new features and associated benefits in this walkthrough of releases since our 2020 Virtual Conference.
Pacific Mountain Central Eastern	11 a.m. – 12 p.m. 12-1 p.m. 1-2 p.m. 2-3 p.m.	Customer Journey Map – Part 1	Break into groups and discuss your CityView journey. At each stage, what were you or your organization doing, thinking or feeling, and what would have improved your experience?
Pacific Mountain Central Eastern	12-1 p.m. 1-2 p.m. 2-3 p.m. 3-4 p.m.	Config Console Orientation	Are you still using CityView Manager or Application Builder? This session will bring you up to speed on what you can accomplish from one comprehensive tool.
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 with more enhancements.



Thursday, November 18

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	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.	Scheduled Processes	Scheduled Processes are a big part of meeting your expectations of automation; learn how to navigate them effectively. Let's explore what Scheduled Processes can do and how they get configured.
Pacific Mountain Central Eastern	10-11 a.m. 11 a.m. – 12 p.m. 12-1 p.m. 1-2 p.m.	CityView Connect Treasure Hunt	The CityView Connect knowledge base contains a wealth of information that is maintained on a full-time basis. Do you know your way around? This interactive session will ensure you can find useful information on CityView Connect.
Pacific Mountain Central Eastern	11 a.m. – 12 p.m. 12-1 p.m. 1-2 p.m. 2-3 p.m.	CityView Roadmap	The CityView solution is constantly evolving and it's getting bigger and better all the time. In this session we'll discuss our recent accomplishments, current initiatives, technical changes and "what's in the pool?"
Pacific Mountain Central Eastern	12-1 p.m. 1-2 p.m. 2-3 p.m. 3-4 p.m.	Understanding Upgrades & Merges	Like any significant investment, you must maintain your software so that it continues to deliver great value. Join us for a better understanding of the upgrade process and see what the future has in store for "merges."



Thursday, November 18 (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.	Things you forgot we could do	A spin on "Tips and Tricks," the purpose of this session is to remind you of some nifty product features you may have forgotten about.
Pacific Mountain Central Eastern	2-3 p.m. 3-4 p.m. 4-5 p.m. 5-6 p.m.	Ask the Experts	Bring your burning questions to our R&D team leads and managers during this panel session. Please come prepared - have your questions at the ready!
Pacific Mountain Central Eastern	3-4 p.m. 4-5 p.m. 5-6 p.m. 6-7p.m.	Social Event: B-I-N-G-O	Last year's social events may have put a little too much pressure on everyone so this year we are going with something that is fun and easy: BINGO!



Friday, November 19

Time Zone	Session Time	Session Title	Session Description
Pacific Mountain Central Eastern	7-8 a.m. 8-9 a.m. 9-10 a.m. 10-11 a.m.	Virtual Help Desk (Note the earlier time)	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.	Customer Journey Map – Part 2	Come back into the larger group and share your discoveries. What are the common themes? We will document the CityView journey map together.
Pacific Mountain Central Eastern	9-10 a.m. 10-11 a.m. 11 a.m. – 12 p.m. 12-1 p.m.	Innovation Process	Where do ideas come from? How are they prioritized? What takes a new idea from inception to release?
Pacific Mountain Central Eastern	10-11 a.m. 11 a.m. – 12 p.m. 12-1 p.m. 1-2 p.m.	Inspection Scheduling	We'll review the various ways to implement inspection scheduling and help you pin-point the way that works best for your municipality.



Friday, November 19 (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.	Outlook Add-In	Join us for the latest advancements to CityView's unique Outlook Add-In tool.
Pacific Mountain Central Eastern	12-1 p.m. 1-2 p.m. 2-3 p.m. 3-4 p.m.	Conference Closing	Conference wrap-up with awards, prizes, social time and goodbyes.