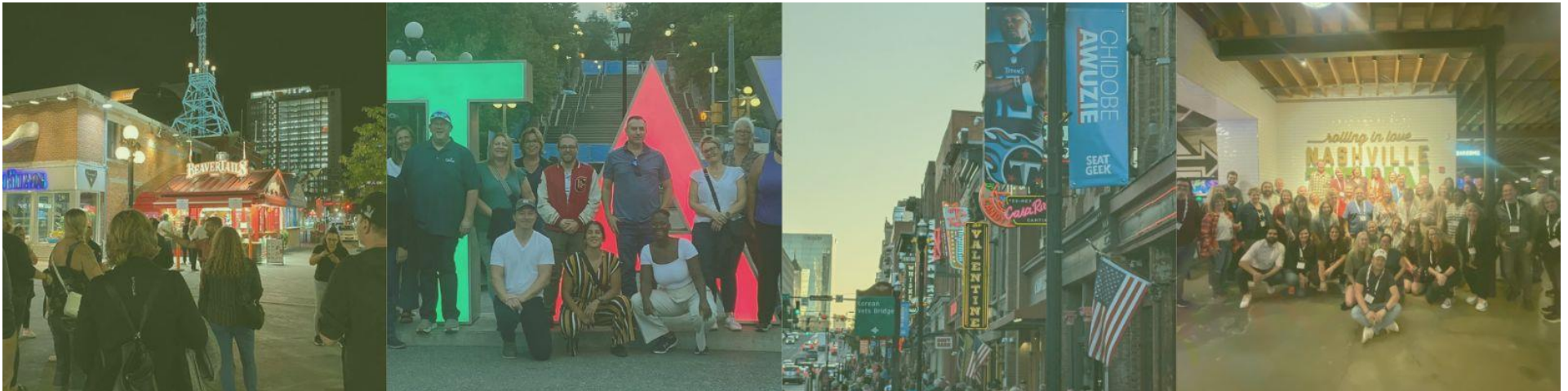


CityView

2025 CityView Customer Conference Agenda



municipalsoftware.com/conference



AUSTIN AGENDA

Monday, October 6

Session Time	Session Title	Session Description
4-6 p.m.	Welcome & Registration	Welcome everyone to the 2025 CityView Customer Conference! Stop by the registration desk to check-in, collect your name tag, and network with staff members and peers.

Tuesday, October 7

Session Time	Session Title	Session Description
8-9 a.m.	Breakfast	Rise and shine
9-10 a.m.	Opening Address	Susan McCormick will share some of her thoughts on what the future holds for CityView.
10-11:15 a.m.	What's New	Steve Favalaro will give an overview of the new features we've released since last year's conference.
11:15-11:30 a.m.	Break	Munch and mingle



Session Time	Session Title	Session Description
11:30 a.m.-12:30 p.m.	Fast-Tracking Building Permits	Accelerate the building permit process to ensure faster approvals and permit issuance. You'll learn how to efficiently manage the fast-tracking process in CityView Workspace, including ways to collect fees before reviews and adjust deadlines within your workflow for timely processing.
12:30-1:30 p.m.	Lunch	Midday feast
1:30-2:30 p.m.	Smarter, Faster Permitting with Archistar & CityView	Discover how AI is transforming the permitting process. Dr. Ben Coorey of Archistar will share how leading cities are using AI to streamline plan review and speed up approvals. Then, Warren Wakefield will present a live demo of the integration between Archistar's eCheck technology and CityView Electronic Plans Review.
2:30-3:15 p.m.	Customer Spotlight: Real-World Impact of CityView	Hear directly from Routt County Building Official Todd Carr as he shares how CityView has helped streamline operations, reduce staffing needs and improve the customer experience.
3:15-3:30 p.m.	Break	Perk up



Session Time	Session Title	Session Description
3:30-4:30 p.m.	Designing Custom Workflows: Streamlining Departmental Processes in CityView	Discover how to create simple, tailored graphical workflows to meet your department's unique needs. Spencer Fisher will cover configuring activities, defining statuses, setting decision points and setting up workflow triggers. Equip yourself with the skills to design and implement efficient workflows that enhance departmental productivity in CityView.
6-8 p.m.	Evening Event: Electric Shuffle	Meet in the hotel lobby at 5:30 p.m. It's not your average shuffleboard night. Electric Shuffle blends cutting-edge tech, cocktails, and friendly competition into one unforgettable evening. Food, fun, and maybe a little friendly trash talk—what more could you ask for?



Wednesday, October 8

Session Time	Session Title	Session Description
8-9 a.m.	Breakfast	Morning bites
9-10 a.m.	CityView Roadmap	What's in the pool? Warren Wakefield will update you on the accomplishments of the past year and show you what's ahead on the CityView Roadmap.
10-11 a.m.	Connecting the Dots: Questys + CityView	See how Questys and CityView work together to streamline workflows across departments. In this session, Leah Knight will demonstrate how Questys can link directly to your data in CityView—helping you eliminate duplicate entry, increase transparency and keep your teams aligned.
11-11:15 a.m.	Break	Take a breather
11:15-11:45 a.m.	Employee Maintenance Management	Streamline employee management in CityView to support HR and IT operations. Spencer Fisher shows you how to add new employees, deactivate departing staff, update personal details, upload signatures and maintain accurate records.



Session Time	Session Title	Session Description
11:45 a.m.-12:30 p.m.	Roundtable Discussion on Mapping	How are you leveraging GIS in your day-to-day operations with CityView? This session will include small and large group discussions on opportunities and challenges using maps in CityView.
12:30-1:30 p.m.	Lunch	Networking nosh
1:30-2:30 p.m.	Unlocking the New CityView Portal	Big changes are coming to CityView Portal! Join Steve Favalaro for an exclusive first look at our redesigned Portal, featuring improved usability, streamlined workflows and a more intuitive online experience. Don't miss this opportunity to see the next generation of CityView Portal in action.
2:30-3:15 p.m.	Mastering Ad-Hoc Queries	Spencer Fisher guides you through creating, saving and sharing advanced ad-hoc searches. Learn how to export results to Excel, retrieve shared queries and join data from multiple tables for deeper insights. This session will enhance your data analysis skills with practical tools and strategies.
3:15-3:30 p.m.	Break	Afternoon boost



Session Time	Session Title	Session Description
3:30-4:15 p.m.	Modernizing Field Operations with CityView Virtual Inspections	Experience a smarter way to inspect. In this live demo, Liam Collins and Warren Wakefield showcase how CityView Virtual Inspections empowers your team to complete inspections remotely, collaborate in real time and keep projects moving—no site visit required.
6-9 p.m.	Evening Event: Pete's Dueling Piano Bar	Meet in the hotel lobby at 5:30 p.m. Expect a high-energy, sing-at-the-top-of-your-lungs night at Pete's. The pianists take requests and the audience brings the party. Whether you're clapping along or taking the mic, it's a show you'll never forget.



Thursday, October 9 USER CAMP AGENDA

At our User Camp, get virtual one-on-one support from our CityView experts, each specializing in different areas. We will have a brief introduction and orientation to how the User Camp will work from 8:30-9 a.m. From 9 a.m. to 12:30 p.m., rotate between tables to address your specific needs and maximize your learning. Bring your laptop!

Breakfast will be served from 7:30-8:30 a.m.; there will be a refreshment and snack break from 10:30-10:45 a.m. Please note that lunch will be on your own. There are several dining options available nearby for your convenience; see the hotel website for details.

Table #	Topic	Description	Resident Expert
Table 1	Cashiering, expressions, fee configuration, spatial queries, licensing and scheduled processes	Are you experiencing challenges with CityView Cashiering, fee configuration, spatial queries, licensing or scheduled processes? Andy is your go-to expert! Visit him at table 1 to get the solutions and insights you need.	Andy Burrows
Table 2	Business rules, workflow configuration, problem solving with configuration	Struggling with business rules or workflow configuration? Jatinder's extensive knowledge in these areas will help you overcome any hurdles. Find him at table 2 to get back on track.	Jatinder Chadha
Table 3	Word Add-in, CityView Mobile, CityView Portal	If Word Add-in, CityView Mobile or CityView Portal are on your mind, Kevin is here to assist. Drop by table 3 for expert advice on these technical aspects.	Kevin Halldorson



Table #	Topic	Description	Resident Expert
Table 4	CityView Desktop, integrations (document management, payment gateways)	Dealing with CityView Desktop, document management or payment gateway integrations and configurations? Mark is ready to guide you through these functionalities. Meet him at table 4 for tailored support.	Mark Atkinson
Table 5	Document Management, Mapping, AI, Virtual Inspections, CityView Assistant	Need assistance with document management, mapping, AI, Virtual Inspections or CityView Assistant? Yuliya and Lorena are here to help! Stop by Table 5 to get expert guidance on these topics and ensure you're making the most of CityView's capabilities.	Yuliya Melnyk and Lorena Castaneda