

CityView

2024 CityView Customer Conference Agenda



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OTTAWA-GATINEAU AGENDA

Monday, September 9

Session Time	Session Title	Session Description
4-6 p.m.	Welcome & Registration	Welcome everyone to the 2024 CityView Customer Conference! Stop by the registration desk to check-in, collect your name tag, and network with staff members and peers.

Tuesday, September 10

Session Time	Session Title	Session Description
7:45-8:45 a.m.	Breakfast	Rise and shine
8:45-9:45 a.m.	Opening	Susan McCormick will share some of her thoughts on what the future holds for CityView.
9:45-11:15 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.	Sharing Applications in Portal & Managing Resource Groups	This 2-for-1 session covers two topics: First, learn how to invite developers and contractors to access CityView Portal applications without registration. Then, discover how to keep your CityView resource groups up to date, which is essential for managing staff turnover.
12:30-1 p.m.	CityView Community Engagement	As part of our drive to foster collaboration between and self-sufficiency of our users, join us for a roundtable discussion on enhancing CityView's community engagement; what works, what doesn't and where do we go from here. Join us for an open and innovative session!
1-2 p.m.	Lunch	Midday feast
2-3 p.m.	Questys Enterprise Content Management System	Susan will demonstrate Questys, a leading Electronic Document Management System (EDMS) that is now officially part of the CityView suite of solutions.
3-3:15 p.m.	Break	Perk up
3:15-4:15 p.m.	Scheduled Processes	Learn how to use scheduled processes to automate CityView tasks that are too time-consuming or too complex, or just need to be completed on a regular basis. You will also learn the various components that make up a scheduled process, as well as how processes can use business rules to perform actions on your CityView system.

Session Time	Session Title	Session Description
6-9 p.m.	Evening Event: Sugar Shack at Le Domaine	Meet in the lobby at 5:30 p.m. We'll visit the cabane à sucre (sugar shack) to witness maple syrup production while taking part in a Quebec culinary tradition: the sugar shack meal. We will feast, dance, listen to live traditional music and have a grand old time.



Wednesday, September 11

Session Time	Session Title	Session Description
7:45-8:45 a.m.	Breakfast	Morning bites
8:45-9:45 a.m.	Partial & Conditional Permits	Explore CityView's latest best practices on how to implement common requests such as partial and conditional permits.
9:45-11:15 a.m.	Team Trivia Challenge	Ready to put your knowledge to the test and have a blast with fellow conference-goers? Welcome to the Team Trivia Challenge – the ultimate fusion of fun, facts and friendly competition! This isn't just any trivia game; it's a vibrant mix of questions about CityView, sprinkled with a dash of general knowledge to keep you on your toes.
11:15-11:30 a.m.	Break	Take a breather
11:30 a.m.-12:30 p.m.	CityView Roadmap	What's in the pool? Warren will update us on the accomplishments of the past year and show us what's ahead on the CityView Roadmap.
12:30-1 p.m.	CityView Assistant	Learn how applicants and contractors can use CityView Assistant in the field to easily check the status of a permit application/inspection or request/cancel an inspection using their mobile device.



Session Time	Session Title	Session Description
1-2 p.m.	Lunch	Networking nosh
2-3 p.m.	Development Charges	Bill 23 has impacted the way most of our Ontario customers are having to track development charges. Learn how CityView has implemented this process in recent projects to maximize staff efficiency.
3-3:15 p.m.	Break	Afternoon boost
3:15-4:15 p.m.	AI Evolution: From Past Innovations to Future Solutions	This session takes a look at the progression of artificial intelligence over the decades and showcases the power of generative AI. We will also review what CityView has and is doing with AI, and what the future holds in our space.
6-8:30 p.m.	Evening Event: CASUAL ByWard	Meet in the lobby at 5:30 p.m. Experience an unforgettable ByWard Market food tour led by C'est Bon. Explore four food stopovers: 3 savory and 1 sweet. Along the way, we'll visit neighborhood sites and stories including the George Street Plaza Clock, the Ottawa Letters and more!



Thursday, September 12 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; click [here](#) for details.

Table #	Topic	Description	Resident Expert
Table 1	Cashiering, configuration tools, fees, licensing and scheduled processes, spatial queries	Are you experiencing challenges with CityView Cashiering, configuration tools, fees, licensing, scheduled processes or spatial queries? 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	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	Config Console, CityView Desktop, integration server, letters, CityView Mobile, Outlook Add-in, payments, CityView Portal, Word Add-in, Workspace or workflow, rules and expressions	If Config Console, CityView Desktop, integration server, letters, CityView Mobile, Outlook Add-in, payments, CityView Portal, Word Add-in, Workspace or workflow, rules and expressions are on your mind, Kevin is here to assist. Drop by table 3 for expert advice on these technical aspects.	Kevin Halldorson

CityView

Table #	Topic	Description	Resident Expert
Table 4	Activity Workflow, business rules, CityView Desktop, document management or payment gateway integrations and configurations, or storage and security	Dealing with activity workflow, business rules, 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	Database, infrastructure, mapping, Outlook Add-in, public API, security	Need help with database management, infrastructure issues, mapping, Outlook Add-In, public API or security concerns? Tom's expertise covers these topics thoroughly. Head to Table 5 to get comprehensive support.	Tom Hart