

# iCON User Event: Introduction to CentralSquare

## DETAILED AGENDA

Updated 9/24/19 - Subject to change

**Wednesday, October 16, 2019**  
 4:00 PM - 8:00 PM EARLY REGISTRATION IN NOBSKA  
 6:00 PM - 8:00 PM WELCOME RECEPTION IN OCEAN VIEW ROOM

**Thursday, October 17, 2019**  
 7:45 AM - 5:00 PM REGISTRATION IN NOBSKA  
 7:45 AM - 8:45 AM BREAKFAST IN OCEAN VIEW ROOM / SHUTTERS

Start Time	End Time	Session Title	Presented By	Location	Abstract / Session Description
9:00 AM	9:45 AM	Opening General Session	CentralSquare Leadership	Nauset III, IV, V	Get the latest on CentralSquare and IMC from CentralSquare leadership

Start Time	End Time	Session Title	Presented By	Location	Abstract / Session Description
9:45 AM	10:45 AM	General Session: Cyber Security and Your Agency	Lt. Eric Yelle, Rhode Island State Police	Nauset III, IV, V	Presented by the Rhode Island State Police Computer Crimes Unit and the Joint Cyber Task Force, this session will provide insight into what your agency needs to know about cyber security crimes. Learn more about the challenges to cybersecurity and how public safety is working to combat problems like ransomware, hackers, phishing and other vulnerabilities.

**10:45 AM - 11:00 AM REFRESHMENT BREAK IN NAUSET FOYER**

Start Time	End Time	Session Title	Presented By	Location	Abstract / Session Description
11:00 AM	12:00 PM	General Session: The Opioid Crisis - How are Agencies Responding to it Today?	Plymouth County, MA Project Outreach and RISP Project HOPE	Nauset III, IV, V	Learn how customers are utilizing IMC to respond to the opioid crisis in this country. This session will detail how departments collect information to work with local clinicians and recovery coaches to identify individuals at risk of overdosing and guide them on the path to recovery.

**12:00 PM - 1:00 PM LUNCH IN OCEAN VIEW ROOM / SHUTTERS**

Start Time	End Time	Session Title	Presented By	Location	Abstract / Session Description
1:00 PM	1:50 PM	Systems Management Part I IMC 6.9 - What's new in IMC	John D'Alfonso Sunny Covington	Ballroom I Nauset III	Provides system administrators with vital information that they would need to know about the IMC software, the database engine (Pervasive/Actian), current hardware specifications, common errors encountered and what the error signifies and information on how to keep the software running in an optimal state. Join our product management team for an overview of features added to the IMC suite in the last 12 months.
1:00 PM	1:50 PM	Exporting Attendance Data	Nelson Taylor	Nauset IV	If you have a need to export your attendance data, this session will review the features of the Attendance File Exporter. Whether it's for import into your municipal payroll system, or you don't want to hand enter data into a spread sheet, during this block we will review the configuration and manipulation of your attendance data.
1:00 PM	1:50 PM	Attendance and Time off tracking	Rich Fortin	Nauset V	How much time off do I have or how much have I used? This session will take you through the setup of the IMC software for tracking employees' time accruals. From Sick and Vacation time to Comp time, keep up to date records as part of your daily attendance process.
1:00 PM	1:50 PM	CentralSquare CAD-to-CAD with IMC	Jonathan Mitchell	Chatham	When emergencies occur, every second matters. CentralSquare CAD-to-CAD provides intelligent, automated information sharing of incidents between Communication Centers and agencies regardless of existing boundaries. Learn how this technology is integrated with IMC today.
1:00 PM	1:50 PM	Public Safety Pro Suite	Alex Smith	Nauset II	Demonstration of Public Safety Pro Suite

**1:00 PM - 5:00 PM CUSTOMER SUPPORT IN NAUSET I**

Start Time	End Time	Session Title	Presented By	Location	Abstract / Session Description
2:00 PM	2:50 PM	Systems Management Part 2	John D'Alfonso	Ballroom I	Provides system administrators with vital information that they would need to know about the IMC software, the database engine (Pervasive/Actian), current hardware specifications, common errors encountered and what the error signifies and information on how to keep the software running in an optimal state.
2:00 PM	2:50 PM	IMC Product Roadmap for 6.10	Sunny Covington	Nauset III	Join our product management team for an overview of the IMC roadmap for future releases.
2:00 PM	2:50 PM	NFIRS Reporting	Nelson Taylor	Nauset IV	During this session we will review the available NFIRS forms, proper data entry, error checking, and submissions.
2:00 PM	2:50 PM	Crime Analysis in IMC	Rich Fortin	Nauset V	My numbers don't match! Why do my numbers change? How can I tell that my numbers are correct when I report out my monthly/yearly data to my City/Town officials as well as the citizens that I protect? The numbers are right. If you do not feel that they are, then this session is for you. You will find out why your numbers are different and why they aren't wrong.
2:00 PM	2:50 PM	CentralSquare FieldOps and IMC - What's new	Dennis Noe	Chatham	Responders are safer and better prepared when armed with Field Ops. Field Ops provides insight into active and pending calls, comments from dispatch, hazard/caution information, notification of assigned CFS, and more. Whether on-duty or off-duty, responders and those who supervise them have better insight – are better prepared – and save time with Field Ops.
2:00 PM	2:50 PM	Public Safety Pro Suite	Alex Smith	Nauset II	Demonstration of Public Safety Pro Suite

**2:50 PM - 3:00 PM REFRESHMENT BREAK IN NAUSET FOYER**

Start Time	End Time	Session Title	Presented By	Location	Abstract / Session Description
3:00 PM	3:50 PM	Mobile Basic and Mobile Trouble Shooting Part 1	John D'Alfonso	Ballroom I	Provide an understanding of the IMC Switch configuration, an understanding of how the mobiles connect and various troubleshooting steps to be taken depending on the issue.
3:00 PM	3:50 PM	IMC Product Roundtable	Sunny Covington	Nauset III	We invite our users to participate in a round table discussion with sales and product management regarding any issues.
3:00 PM	3:50 PM	Fire Calendar & Journal	Nelson Taylor	Nauset IV	Do you still have a hand-written logbook on the desk of your alarm room? This session will review the fire calendar and journal and how it can quickly collect and present data, tracking your daily activities.
3:00 PM	3:50 PM	Documenting Personnel and Training	Rich Fortin	Nauset V	What can I add to an officer's personnel file? How do I document training both in house and external training? In this session you will see how you can document items in an officer's personnel file, as well as documentation of training for each officer by category or hours per officer.

Start Time	End Time	Session Title	Presented By	Location	Abstract / Session Description
3:00 PM	3:50 PM	IQ and Community Data Platform - Sharing your IMC data	Scott Panacek	Chatham	The Community Data Platform is CentralSquare's data sharing warehouse. By participating in data sharing, agencies receive access to IQ Search and CrimeMapping technology at no cost.
3:00 PM	3:50 PM	Public Safety Pro Suite	Alex Smith	Nauset II	Demonstration of Public Safety Pro Suite
Start Time	End Time	Session Title	Presented By	Location	Abstract / Session Description
4:00 PM	4:50 PM	Mobile Trouble Shooting Part 2	John D'Alfonso	Ballroom I	Provide an understanding of the IMC Switch configuration, an understanding of how the mobiles connect and various troubleshooting steps to be taken depending on the issue.
4:00 PM	4:50 PM	IMC Product Roundtable	Sunny Covington	Nauset III	We invite our users to participate in a round table discussion with sales and product management regarding any issues.
4:00 PM	4:50 PM	Personnel and Security Rights Management	David Bourbonniere	Nauset IV	Keeping your data secure from unauthorized users is critical to your agency. During this session, we will review methods of managing user and group access to your CAD and RMS systems along with things you need to consider when sharing a system, whether in a multi-agency environment or in a combined police/Fire system.
4:00 PM	4:50 PM	Property Management	Rich Fortin	Nauset V	Many departments do not maintain their property room on a regular basis. Many departments do not have the manpower to dedicate full time people in the evidence room. Using the IMC Property management system can minimize the issues that have been brought to the surface. You will learn to create your property/evidence rooms, as well as how to manage your property/evidence rooms to keep accurate records which you can track all property in and out of your department. You will also learn how to inventory your evidence manually and with a barcode scanner. If you are a new evidence officer, or just need a refresher on property management, then this session is for you.
4:00 PM	4:50 PM	CentralSquare CAD-to-CAD with IMC	Jonathan Mitchell	Chatham	When emergencies occur, every second matters. CentralSquare CAD-to-CAD provides intelligent, automated information sharing of incidents between Communication Centers and agencies regardless of existing boundaries. Learn how this technology is integrated with IMC today.
4:00 PM	4:50 PM	Public Safety Pro Suite	Alex Smith	Nauset II	Demonstration of Public Safety Pro Suite
<b>5:30 PM - 8:30 PM CLOSING EVENT IN OUTDOOR COURTYARD</b>					