

# 2019 CivicSummit

KANSAS CITY

APRIL 14-17, 2019 | [CIVICPLUS.COM/CIVICSUMMIT](http://CIVICPLUS.COM/CIVICSUMMIT)

## AGENDA

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**APRIL 14-17, 2019**

Downtown Marriott, Kansas City, MO  
[civicplus.com/civicsummit](http://civicplus.com/civicsummit)



# Sunday

4/14/2019

7:30 a.m. – 10:30 p.m.

9:00 a.m. - 5:00 p.m.

## Registration Open

**LOCATION:**

Registration Desk Hotel Lobby

7:30 a.m. - 8:30 a.m.

## Breakfast for Training Attendees

**LOCATION:**

Training Rooms A & B

8:30 a.m. - 12:30 p.m.

## Morning Training Session

### **CIVICREC® 101**

An Introduction to CivicRec for the uninitiated. Come see the basics of CivicRec and how it can support your organizational goals.

### **CIVICENGAGE® 101**

An Introduction to CivicEngage. Come and learn tips and tricks for getting the most out of your Web CMS.

**LOCATION:**

Training Rooms A & B

12:30 p.m. - 1:30 p.m.

## Lunch for Training Attendees

**LOCATION:**

Training Rooms A & B

1:30 p.m. - 4:00 p.m.

## Afternoon Training Session

### **CIVICREC 201**

#### **Activity Centers and Aquatic Facilities**

An overview of the different functions within CivicRec that can help you better manage your activity centers.

### **CIVICENGAGE 201**

#### **For experienced web users**

(Agenda Center, Form Center, CRT)

**LOCATION:**

Training Rooms A & B

4:00 p.m. - 6:00 p.m.

## Break

6:00 p.m. - 10:00 p.m.

## Opening Night Reception

**LOCATION:**

Muehlebach Hotel Lobby

# Monday

4/15/2019

7:30 a.m. – 10:00 p.m.

7:30 a.m. - 5:00 p.m.

## Registration Open

**LOCATION:**

Registration Desk Hotel Lobby

7:30 a.m. - 8:30 a.m.

## Breakfast for Conference Attendees

8:30 a.m. - 11:00 a.m.

## Opening Keynote

The CivicPlus® Executive and Product Teams will unveil the latest innovations from CivicPlus.

**LOCATION:**

Imperial Ballroom

11:00 a.m. - 11:30 a.m.

## Break

11:30 a.m. - 12:20 p.m.

## Breakout Sessions

### ENGAGE 6 - A DEEP DIVE (CIVICENGAGE)

Learn about Engage 6 and the immense opportunities it represents, presented by CivicPlus Product Management.

**LOCATION:**

Imperial Ballroom

### THE POWER OF AN API-FIRST MASS NOTIFICATION SYSTEM (CIVICREADY®)

APIs open up a whole new world of mass notifying capabilities. Find out more about that power here.

**LOCATION:**

Truman A

### WHAT IS THE INTEGRATED PLATFORM? (CIVICPLUS® PLATFORM)

Curious about this Platform thing? Join us to learn what the CivicPlus Platform is and why it matters.

**LOCATION:**

Colonial

### CREATING AN INNOVATION CULTURE (INNOVATION)

Learn tips and tricks for creating and sustaining an innovation culture.

**LOCATION:**

Truman B

# Monday

4/15/2019

7:30 a.m. – 10:00 p.m.

12:30 p.m. - 1:30 p.m.

## Lunch

1:30 pm - 2:20 pm

## Breakout Sessions

### MEET CIVICCLERK®

(CIVICCLERK)

Moving from Agenda Center to CivicClerk. Take your legislative process to the next level. More automation without sacrificing control.

**LOCATION:**

Imperial Ballroom

### THRIVING WITH THE CHANGING GOVERNMENT WORKFORCE

(CIVICHR®)

With 35% or more of staff retirement eligible, how are organizations preparing for the atypical turnover and the next generation of leaders? Learn the impact of changing demographics and tangible strategies.

**LOCATION:**

Truman A

### CP CONNECT™

(CIVICPLUS PLATFORM)

The next evolution in citizen request management. Learn about new ways to communicate with and engage your citizens.

**LOCATION:**

Colonial

1:30 p.m. - 2:20 p.m.

## Breakout Sessions

### DIVE INTO DRUPAL WITH CIVICCMS®

(CIVICCMS)

Learn from the experts at CivicCMS how to leverage Drupal for your community.

**LOCATION:**

Truman B

2:30 p.m. - 3:20 p.m.

## Breakout Sessions

### USABILITY TESTING

(CIVICENGAGE)

How to launch a website your residents actually want.

**LOCATION:**

Imperial Ballroom

### NEW AND IMPROVED CIVICREADY

(CIVICREADY)

Take a tour of the recently released new version of CivicReady. Learn how it is set apart from other mass notification solutions.

**LOCATION:**

Truman A

# Monday

4/15/2019

7:30 a.m. – 10:00 p.m.

2:30 p.m. - 3:20 p.m.

## Breakout Sessions

### HOW YOUR LOCAL GOVERNMENT CAN BECOME AND REMAIN ACCESSIBLE

(INNOVATION)

Learn from accessibility experts and the CivicPlus team what it takes to become and remain accessible.

**LOCATION:**

Colonial

### DYNAMIC SITE IMPROVEMENT (CIVICENGAGE)

Learn from our consultants and your peers about utilizing web analytics and other tools to optimize your website and the user experience.

**LOCATION:**

Truman B

11:00 a.m. - 11:30 a.m.

## Break

4:00 p.m. - 4:50 p.m.

## Breakout Sessions

### BETA TESTING 6 (CIVICENGAGE)

Chris Coleman from James City County talks about his experience as an Engage 6 Beta Tester.

**LOCATION:**

Imperial Ballroom

### OPEN SESSION - TBD

**LOCATION:**

Truman A

### WE'RE ENGAGED! (CIVICREC)

Recreation management is about much more than just staff capabilities. In the age of information, it's never been more important for organizations to engage their public. They just need the right tools.

**LOCATION:**

Colonial

### OPEN SESSION - TBD (INNOVATION)

**LOCATION:**

Truman B

# Monday

4/15/2019

7:30 a.m. – 10:00 p.m.

5:00 p.m. - 5:50 p.m.

## Breakout Sessions

### OPEN SESSION

(CIVICCLERK)

**LOCATION:**

Imperial Ballroom

### WHAT'S NEXT FOR GOV HR TECH?

(CIVICHR)

The government HR software landscape is increasingly outdated and fractured. Learn what agencies and CivicPlus are doing about it and be the first to see a secret reveal from CivicHR.

**LOCATION:**

Truman A

### TECHNOLOGY AND RECREATION

(CIVICREC)

Round table discussion about how technology can be used by recreation organizations to better serve their communities. Let's share our best ideas for running efficient organizations and improving the citizen's experience.

**LOCATION:**

Colonial

### CIVICCMS CASE STUDY

(CIVICCMS)

**LOCATION:**

Truman B

6:00 p.m. - 7:00 p.m.

## Break

7:00 p.m. - 10:00 p.m.

## Small Group Events and Optional KCMO Innovation Tour

**LOCATION:**

Truman A

# Tuesday

4/16/2019

7:30 a.m. – 10:00 p.m.

7:30 a.m. - 5:00 p.m.

## Registration Open

**LOCATION:**

Registration Desk Hotel Lobby

7:30 a.m. - 8:30 a.m.

## Breakfast for Conference Attendees

**LOCATION:**

Training Rooms A & B

8:30 a.m. - 10:00 a.m.

## Innovation Keynote – Brian Elms

Former Director of the Denver Peak Academy, government innovator, and author of “Peak Performance” – first 350 registered attendees will receive a signed copy of Brian’s book.

**LOCATION:**

Imperial Ballroom

10:00 a.m. - 10:30 a.m.

## Break

10:30 a.m. - 11:20 a.m.

## Breakout Sessions

### MEETING AI & CITIZEN ENGAGEMENT

(CIVICCLERK)

Using AI and integrations to delight citizens with proactive engagement.

**LOCATION:**

Imperial Ballroom

### FEMA’S EMERGENCY ALERT

(CIVICREADY)

90% of local governments are not tapping into this life-saving tool. Don’t be one of them.

**LOCATION:**

Truman A

### CIVICREC UNLEASHED

(CIVICREC)

Most people just use the basic capabilities within CivicRec. Let’s take a look at a few of the time-saving features you may be missing.

**LOCATION:**

Colonial

### CREATING AN INNOVATION CULTURE

(INNOVATION)

How Kitsap County uses SixSigma to drive innovation and increase efficiencies.

**LOCATION:**

Truman B

# Tuesday

4/16/2019

7:30 a.m. – 10:00 p.m.

11:30 a.m. - 12:20 p.m.

## Breakout Sessions

### CP MOBILE (CIVICENGAGE)

**LOCATION:**  
Imperial Ballroom

### ASK AN HR EXPERT (CIVICHR)

Join a panel of active government HR leaders to ask the questions you want to ask peer organizations the questions you've always wanted to ask, and those you have been too afraid to. Leaders outside of the HR role are encouraged to participate.

**LOCATION:**  
Truman A

### APIs AND WEBHOOKS (CIVICPLUS PLATFORM)

Learn how to break down data silos and kickstart innovation.

**LOCATION:**  
Colonial

### USING INTRANET PERSONAS TO ENHANCE EMPLOYEE ENGAGEMENT (CIVICENGAGE)

Presented by Jefferson Co, CO.

**LOCATION:**  
Truman B

12:30 a.m. - 1:30 p.m.

## Lunch

1:30 pm - 2:20 pm

## Breakout Sessions

### LIFECYCLE OF THE BOARD MEMBER (CIVICCLERK)

Managing the transition from an engaged citizen to an elected or appointed official. See CivicClerk's vision for the future.

**LOCATION:**  
Imperial Ballroom

### NEW AND IMPROVED CIVICREADY (CIVICREADY)

Take a tour of the recently released new version of CivicReady. Learn how it is set apart from other mass notification solutions.

**LOCATION:**  
Truman A

### BE COMMUNICATION SUPERHEROES (CIVICREC)

CivicRec is implementing some big enhancements to its messaging capabilities. Come see how we're improving communication between staff and your citizens.

**LOCATION:**  
Colonial



# Tuesday

4/16/2019

7:30 a.m. – 10:00 p.m.

1:30 p.m. - 2:20 p.m.

## Breakout Sessions

### SMALL BUT MIGHTY

(CIVICCMS)

What your community can accomplish with CivicCMS.

**LOCATION:**

Truman B

2:30 p.m. - 3:20 p.m.

## Breakout Sessions

### FOOLPROOF PLANNING

(CIVICENGAGE)

Triple your website hits on launch day, presented by Jefferson County, CO.

**LOCATION:**

Imperial Ballroom

### WHAT IS AN HR ECOSYSTEM?

(CIVICHR)

Join us in exploring the growing marketplace of HR applications and witness the next level of integrated possibilities.

**LOCATION:**

Truman A

2:30 p.m. - 3:20 p.m.

## Breakout Sessions

### WHAT IS A HCMS AND WHY SHOULD YOU CARE?

(CIVICPLUS PLATFORM)

See how CivicPlus can enable content as a service (CaaS) for Local Governments.

**LOCATION:**

Colonial

### CAB PANEL

(CIVICENGAGE)

Hear from our Client Advisory Board (CAB) members about exciting projects, interesting use cases, and how they are impacting the CivicPlus roadmap.

**LOCATION:**

Truman B

10:00 a.m. - 10:30 a.m.

## Break

# Tuesday

4/16/2019

7:30 a.m. – 10:00 p.m.

4:00 p.m. - 4:50 p.m.

## Breakout Sessions

### CHANGING SYSTEMS

(CIVICCLERK)

Managing the transition process to a new agenda system. Strategies to reduce the impact of agenda system transition on internal staff and board members.

**LOCATION:**

Imperial Ballroom

### WHY AREN'T YOU USING YOUR MASS NOTIFICATION SYSTEM?

(CIVICREADY)

Hear how others are fully maximizing their solutions to create a better connected and well communicated local government.

**LOCATION:**

Truman A

### WELL, WHAT DO YA KNOW (ABOUT RECREATION)?

(CIVICREC)

Maybe you've heard of the old quiz show on NPR. We will be having our own quiz show about recreation. This will be a light segment to show how smart (and fun!) we are in our industry.

**LOCATION:**

Colonial

4:00 p.m. - 4:50 p.m.

## Breakout Sessions

### INNOVATION—THE HARD WORK OF MAKING THE MAGIC HAPPEN

(INNOVATION)

**LOCATION:**

Truman B

5:00 p.m. - 5:50 p.m.

## Breakout Sessions

### ENGAGE 6 - A DEEP DIVE

(CIVICENGAGE)

Learn about Engage 6 and the immense opportunities it represents, presented by CivicPlus Pproduct Management.

**LOCATION:**

Imperial Ballroom

### GIVE ME PURPOSE

(CIVICHR)

Driving performance by understanding what motivates people and how government can have a strong competitive edge in retaining high performing people.

**LOCATION:**

Truman A

# Tuesday

4/16/2019

7:30 a.m. – 10:00 p.m.

5:00 p.m. - 5:50 p.m.

## Breakout Sessions

### **SECURE, COMPLIANT, EASY- INTRODUCING CP PAY™ (CIVICPLUS PLATFORM)**

Learn about CP Pay, the payment gateway and merchant solution from CivicPlus.

**LOCATION:**

Colonial

### **CIVICCMS PANEL DISCUSSION**

**(CIVICCMS)**

Hear from CivicCMS staff and clients about how and why they use the system to power their citizen engagement.

**LOCATION:**

Truman B

6:00 p.m. - 7:00 p.m.

## Break

7:00 p.m. - 10:00 p.m.

## Client Appreciation Party

**LOCATION:**

TBD

# Wednesday

4/17/2019

7:30 a.m. – 1:00 p.m.

7:30 a.m. - 8:30 a.m.

## Breakfast for Conference Attendees

8:30 a.m. - 10:00 a.m.

## Motivation Keynote – Janine Shepherd

A former Olympic cross-country skier, Janine suffered horrendous injuries in a cycling accident that left her partially paralyzed. Her story of triumph in the face of devastating circumstances has made her a globally sought-after speaker.

### LOCATION:

Imperial Ballroom

10:00 a.m. - 10:30 a.m.

## Break

10:30 a.m. - 11:20 a.m.

## Breakout Sessions

### THE CITIZEN WHISPERER (CIVICENGAGE)

Using analytics for your website to respond to what your visitors want, presented by Tim Cox.

### LOCATION:

Imperial Ballroom

10:30 a.m. - 11:20 a.m.

## Breakout Sessions

### CRISIS COMMUNICATION IN AN ACTIVE SHOOTER SITUATION (CIVICREADY)

Active Shooter incidents are on the rise and can happen in any community. Learn more about how to be better prepared to communicate effectively if it should happen locally.

### LOCATION:

Truman A

### CIVICREC CASE STUDY (CLIENT-LED) (CIVICREC)

Listen while a client takes us through their process from implementation to full use of CivicRec. We will hear about successes and failures as well as advice to ensure you are making the most of your system. This will be a great chance to learn and share best practices for success with CivicRec.

### LOCATION:

Colonial

### USING INTRANET PERSONAS TO ENHANCE EMPLOYEE ENGAGEMENT (CIVICENGAGE)

Presented by Jefferson County, CO.

### LOCATION:

Truman B

# Wednesday

4/17/2019

7:30 a.m. – 1:00 p.m.

11:30 a.m. - 12:20 p.m.

## Breakout Sessions

### FROM VISION TO EXECUTION

(CIVICCLERK)

Strategic planning and meetings. Track how agenda items improve the success and management of your strategic plans.

**LOCATION:**

Imperial Ballroom

### THE BATTLE FOR TOP TALENT

(CIVICHR)

It's a candidate's market again. Learn how to recruit for government careers in today's competitive landscape.

**LOCATION:**

Truman A

### SECURITY AND COMPLIANCE

(CIVICPLUS PLATFORM)

Yes, we take these seriously.

**LOCATION:**

Truman A

### CIVICCMS CASE STUDY

(CIVICCMS)

**LOCATION:**

Truman B

12:30 p.m. - 1:00 p.m.

## Closing Remarks

**LOCATION:**

Imperial Ballroom