

2019 CivicSummit

KANSAS CITY

APRIL 14-17, 2019 | CIVICPLUS.COM/CIVICSUMMIT

AGENDA

APRIL 14-17, 2019

Downtown Marriott, Kansas City, MO
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

Dinner provided

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 for Conference Attendees

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

3:30 p.m. - 4:00 p.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 Partner.

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 for Conference Attendees

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

THE OPEN DATA MOVEMENT (CIVICPLUS PLATFORM)

Come learn about open data and how Izenda and CivicPlus are joining forces.

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

3:30 p.m. - 4:00 p.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

ADA ACCESSIBILITY AND EMERGENCY PREPAREDNESS

(CIVICREADY)

Ensuring public safety preparedness and response programs are accessible to all Americans is a requirement of the Americans with Disabilities Act and a citizen expectation for public safety leaders.

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

Dinner provided

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