**2017 SPSS USERS CONFERENCE AGENDA** | Sunday, October 1

<table>
<thead>
<tr>
<th>TIME</th>
<th>TRACK/TITLE</th>
<th>ABSTRACT</th>
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<tbody>
<tr>
<td>8:30am – 12:30pm</td>
<td>PremierOne CAD/ Mobile Provisioning FUN–damental Refresher</td>
<td>Provisioning a PremierOne CAD and/or Mobile system is a skillful art that requires pre–planning, and a clear understanding of the destination. The system is highly configurable and can often be re–configured to meet changing business needs. This class will provide a high level overview of a wide variety of provisioning topics. The instructors will present topics and encourage group discussion on lessons learned and best ways to approach provisioning. The class will conclude with an interactive game designed to test attendees provisioning knowledge.</td>
</tr>
<tr>
<td>8:30am – 12:30pm</td>
<td>PremierOne Records – Advanced Configuration Tool – Advanced Class</td>
<td>This session will be a progressive overview of the PremierOne Records Advanced Configuration Tool and its use to tailor PremierOne Records to meet your agency’s needs. This lab–based training will focus on leveraging the Advanced Configuration tool to add fields to existing forms, create agency–specific modules and create more complex calculations. After you have seen the power of the Advanced Configuration Tool, learn how to leverage it for your department, share modules with other agencies and learn best practices to make you deployments successful. Attendees should have previous experience/knowledge with the ACT tool. This session’s target audience is for PremierOne Records Administrators, who would be responsible for ACT development.</td>
</tr>
<tr>
<td>8:30am – 12:30pm</td>
<td>SSRS Reporting with PremierOne CAD and Mobile</td>
<td>Data can enhance the vision into your agency’s operations and becoming more proactive. This hands on training session will help you learn how to use Microsoft® Reporting Services and Report Builder to meet your agency’s reporting needs for secure scheduled and ad hoc statistical reports. The training will also explore building of custom dashboards. This will be a lab environment to provide attendees with first hand experience to help foster learning and application of the materials. Attendees should have base knowledge of reporting and the type of reports that are needed by your agencies.</td>
</tr>
<tr>
<td>8:30am – 12:30pm</td>
<td>PremierOne Detailed Technical System Administration, Troubleshooting and System Monitoring</td>
<td>Strap on your technical glasses and get a first hand view of the System Administrator practical techniques and responsibilities within the PremierOne lifecycle. This includes having a knowledge of HP hardware including SAN technology, Fortigate firewall and router, installation and upgrade of Computer Aided Dispatch (CAD) and public safety Mobile Data applications, create/update system diagrams and ‘as built’ diagrams, assist in the troubleshooting efforts associated with the implementation/upgrade including entering, tracking and managing issues and conduct a system audits. The System Administrator will take direction from system notifications for the daily/weekly/monthly maintenance/administration of the application databases. This course will be technical and targeted for system administrators.</td>
</tr>
<tr>
<td>1:00pm – 5:30pm</td>
<td>PremierOne CSR Advanced Configuration and Report Training</td>
<td>This interactive session will review some common configuration pitfalls as well as explore some advanced configuration techniques. The session will also cover some reporting techniques to help you create powerful reports which result in better decision making by easily identify trends in your data. NOTE: Attendees are required to bring their own laptops to participate in this session.</td>
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</table>
| 1:00pm – 5:30pm | Advanced Fire Recommendations | *One engine is easy, but what happens when you need:*  
- 7 engines, 2 ladders, a quint, a battalion, 4 tankers, and the dog  
- You can also only take them from odd numbered stations, but if it is the 3rd Saturday you must use Station 71  
- You have an accident on the expressway but can’t confirm the direction  
- There is a water rescue, you must get the boat to the ramp, but what ramp  
Tony and Andy will answer this and more; to include new features found in 4.2. We will be reaching out to attendees before the Summit to hear what they need help with.* |
<p>| 1:00pm – 5:30pm | SSRS Reporting with PremierOne Records and Jail | Data can enhance the vision into your agency’s operations and becoming more proactive. This hands on training session will help you learn how to use Microsoft Reporting Services and Report Builder to meet your agency’s reporting needs for secure scheduled and ad hoc statistical reports. This will be a lab environment to provide attendees with first hand experience to help foster learning and application of the materials. Attendees should have base knowledge of reporting and the type of reports that are needed by your agencies. |
| 1:00pm – 5:30pm | You Can Do It! Design Customer Training Materials to Enhance Your Training Program. | <em>Customized training materials are essential for successful training leading to Go–Live and for continuing training after Go–live and beyond. In just four hours attendees will learn adult learning concepts, create documents that include lesson plans, workbooks and PowerPoints for PremierOne CAD and Mobile for use at their agency. Be prepared for a high energy and fun course that will allow you to walk away with the tools needed to create or enhance your training program. Yes! You can do it!!!</em> |
| 8:30am – 9:30am | Solutions Showcase Grand Opening | Come explore our Technology Showcase where you can visit with our Business Partners, learn about their solutions as well as see many of the Motorola products and solutions available. |</p>
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<tbody>
<tr>
<td>8:30AM – 10:00AM</td>
<td>Welcome &amp; Opening</td>
<td>The opening of the 2017 SPSS SUMMIT will Enhance The Vision for your agency with Motorola and followed by our Dynamic Keynote Speaker who will engage and enlighten you and prepare you for a great conference.</td>
</tr>
<tr>
<td>10:15AM – 11:15AM</td>
<td>PremierOne Solution Update</td>
<td>As Motorola Solutions continues to make advancements in the PremierOne Products, listen to our Product Management team as they give line of sight to how our solutions are keeping up with the vision of your agencies.</td>
</tr>
<tr>
<td>11:30AM – 12:30PM</td>
<td>User Experience Workshop: Radio Console</td>
<td>Join our user interface design team and give us your feedback on the redesign of our Radio Console user interface (MCC 7500 &amp; 7100). A functional proof–of–concept will be presented that: improves workflow and flexibility for agency configuration and end–user customization, utilizes Windows 10 design patterns, and provides a modular framework that allows for distributed functionality across monitors. This is an interactive session and so console users are encouraged to attend. This session is offered three times to provide an opportunity for all customers to attend who are interested.</td>
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<tr>
<td>11:30AM – 12:30PM</td>
<td>PremierOne CAD V4.3 Feature Highlights</td>
<td>Join Product Management to get a view into what is coming PremierOne’s 4.3 release.</td>
</tr>
<tr>
<td>11:30AM – 12:30PM</td>
<td>CallWorks Solution Update</td>
<td>The capabilities of CallStation benefits over one hundred PSAP’s to address current and future 9-1-1 needs and challenges, As CallWorks products evolve providing solutions for the challenges facing agencies today, our Product Management team will provide a view of the products evolution and how our users insights are informing our direction.</td>
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<tr>
<td>11:30AM – 12:30PM</td>
<td>Command Central Solution Update</td>
<td>Motorola’s CommandCentral platform provides agencies with a powerful suite of products that allow them to operate for faster decision–making and safer outcomes. Data, systems and technologies are transformed into actionable intelligence for increased situational awareness and improved workflows throughout an agency’s operational lifecycle. In this session, we will provide insights into the future of CommandCentral.</td>
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<tr>
<td>11:30AM – 12:30PM</td>
<td>PMDC 2017 Feature Highlights (v6.6.1 &amp; v7.0)</td>
<td>Showcase of the 2017 PMDC releases (v6.6.1 &amp; v7.0) including ATMM the PMDC Mapping Solution. Overview of the newest PMDC features, followed by an interactive conversation to collect ideas on future product improvements.</td>
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<tr>
<td>11:30AM – 12:30PM</td>
<td>Life in the Fast Lane: Mobile Functions Work for Dispatchers</td>
<td>Efficiency driven by technology is the key to increased retention and reducing stress to your dispatchers. Features such as one button traffic stop, status changes and self–dispatching to incidents are available on PremierOne Mobile and can actually help the dispatcher do their job more effectively rather than hinder it. This session will explain how alerts can be provisioned to notify the dispatcher of Mobile activity and explain how these functions can improve officer safety and limit unnecessary radio traffic. Count on a fun and interactive session while we take a look at how CAD users and Mobile users can get the most out of functionality that allows them to work together as a team.</td>
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<tr>
<td>11:30AM – 12:30PM</td>
<td>PremierOne CSR New Features &amp; Service Offerings</td>
<td>Learn about the latest features and service offerings for PremierOne CSR.</td>
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<tr>
<td>11:30AM – 12:30PM</td>
<td>Understanding IBR Reporting</td>
<td>Understanding how the PremierOne Records system works with IBR compliancy checking, and how state reporting is done, are critical to your operation. This session will explore what the IBR check process actually checks, and what doesn’t it look for. We will also explore how address issues the state has sent back to your agency.</td>
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<tr>
<td>11:30AM – 12:30PM</td>
<td>Case Management in PremierOne Records</td>
<td>Demonstration, explanation, and conversation regarding current Case Management processes and best practices.</td>
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<tr>
<td>11:30AM – 12:30PM</td>
<td>Virtual Desktops</td>
<td>Use of virtualized desktops can be a significant benefit in the management of workstations throughout your enterprise. In this session you will hear examples from fellow agencies on their usage of virtualized desktops and from Motorola on where we see specific potential for use of virtual desktops with PremierOne.</td>
</tr>
<tr>
<td>12:00PM – 2:00PM</td>
<td>Lunch &amp; Solutions Showcase</td>
<td>Come back to the Technology Showcase to get any answers you didn’t get on Sunday evening, or to visit with Business Partners you may have missed.</td>
</tr>
<tr>
<td>2:00PM – 3:00PM</td>
<td>User Experience Workshop: CommandCentral Analytics &amp; Predictive</td>
<td>Join our user interface design team and give us your feedback on the current CommandCentral Analytics and Predictive products and provide insights to guide the next generation designs. These tools help analyze an agency’s incident trends and inform manpower distribution plans. The workshop is a facilitated group discussion around the presentation of CommandCentral Analytics and Predictive features and new concepts. This session is offered three times to provide an opportunity for all customers to attend who are interested.</td>
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## 2017 SPSS USERS CONFERENCE AGENDA | Monday, October 2

<table>
<thead>
<tr>
<th>TIME</th>
<th>TRACK COLOR</th>
<th>TRACK NAME</th>
<th>SESSION DESCRIPTION</th>
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<tbody>
<tr>
<td>2:00pm – 3:00pm</td>
<td>Back to the Future: Preparing for CAD and Mobile</td>
<td>CJIS</td>
<td>Whether you just kicked off your project and preparing to migrate to PremierOne from a Legacy PremierCAD or legacy mobile platform or thinking about a future migration, this session will walk you through a migration checklist to prepare you for the PremierOne CAD and Mobile Provisioning. The session will outline a configuration comparison between PremierOne and PremierCAD and look at some functionality differences to prepare for the transition. The session will also discuss the implementation of P1 Mobile and the migration involving whether coming from PMDC or another mobile platform.</td>
</tr>
<tr>
<td>2:00pm – 3:00pm</td>
<td>Workflow and Process of Text to 9-1-1</td>
<td>ECW</td>
<td>As agencies look to expand their 9-1-1 vision into receiving text messaging, this session will walk you through some best practices in implementing text to 9-1-1. The FCC standards will be discussed in the context of Text to 9-1-1.</td>
</tr>
<tr>
<td>2:00pm – 3:00pm</td>
<td>Searching for a Social Solution</td>
<td>ILPS</td>
<td>Social Media is a hot topic for agencies today. A vast amount of information flows through various social media outlets, but social media sites have shown a great deal of reluctance to the use of user data by public safety agencies. In this session experts will discuss the challenges in regulation and access that agencies face in harnessing the power of social media.</td>
</tr>
<tr>
<td>2:00pm – 3:00pm</td>
<td>Citations and Field Reports on Smart Devices</td>
<td>CSR</td>
<td>How do your officers issue citations today? Join this session for an introduction to Motorola Solutions’ new Citation and Field Based Reporting solution for Android and iOS. We will provide an overview of the Citation features including integration to Records and Court Systems. We will also discuss FBR options and workflow for Smart Devices.</td>
</tr>
<tr>
<td>2:00pm – 3:00pm</td>
<td>Jail Provisioning and Management</td>
<td>CAD</td>
<td>Learn how to configure your jail housing, classifications, weekend Schedules, time served, and more.</td>
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<tr>
<td>2:00pm – 3:00pm</td>
<td>How the Feature Request Management (FRM) Can Help Your Agency</td>
<td>ONE-ON-ONE</td>
<td>Gain an understanding of the overall Feature Request Management (FRM) process, roles and responsibilities, and how it can benefit your agency.</td>
</tr>
<tr>
<td>2:00pm – 3:00pm</td>
<td>Cartography – Making Maps with a WOW Factor and the Future of Map Display</td>
<td>IT-NETWORK INFRASTRUCTURE</td>
<td>Discussion will center on making efficient beautiful maps, including symbology, labeling, general map layout. Tips on using annotation layers, aerials, and ways to help make the maps draw better and faster. A review of the future of map services.</td>
</tr>
<tr>
<td>2:00pm – 3:00pm</td>
<td>PremierOne CSR Citizen Mobile – New Features &amp; Update</td>
<td>PRE-CONFERENCE TRAINING</td>
<td>Mobile technology has become a standard in delivering service to citizens. Come and learn about the most recent improvements to the PremierOne CSR Citizen Mobile Application.</td>
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<tr>
<td>3:15pm – 4:15pm</td>
<td>User Experience Workshop: CommandCentral Aware</td>
<td>COMMON THEME</td>
<td>Join our user interface design team and give us your feedback on the next generation CommandCentral Aware system. CommandCentral Aware is a real-time crime investigative tool used for monitoring. The system supports operations from the command center by integrating voice, video, data and video into a single, real–time intelligence position. The workshop is a facilitated group discussion around the presentation of the Next Generation CommandCentral Aware. This session is offered three times to provide an opportunity for all customers to attend who are interested.</td>
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<tr>
<td>3:15pm – 4:15pm</td>
<td>Deployment Considerations of Implementing Text to 9-1-1</td>
<td>NEW DESIGN USABILITY</td>
<td>This session will focus on key operational considerations when implementing a Text to 9-1-1 solution, and also provide an update on where PSAP’s are today in terms on Text to 9-1-1 adoption, some case studies, and what’s upcoming in Text to 9-1-1.</td>
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<tr>
<td>3:15pm – 4:15pm</td>
<td>Maximizing the Value of Maps in DispatchStation® and CallStation®</td>
<td>MOBILE SOLUTIONS &amp; DEVICES</td>
<td>Maps are a key part of the CallWorks’ DispatchStation® and CallStation® products. In this session CallWorks customers will learn from product experts and customers how to gain the greatest benefit from the map functionality exploring best practices.</td>
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<tr>
<td>3:15pm – 4:15pm</td>
<td>CommandCentral Analytics: The View You Need to Prevent, Reduce Solve Crime</td>
<td>SOLUTION TECHNOLOGY/GIS/QUERY</td>
<td>The introduction of Command Central into an Agency promises significant benefits, but aligning all the internal operational and technical resources to ensure excellence in execution can be a struggle. This session will focus on practical advice and tactics that help get everyone in your agency moving in the same direction.</td>
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<tr>
<td>3:15pm – 4:15pm</td>
<td>Next Generation Mobile Apps: Smartphone based applications for Public Safety</td>
<td>VOICE OF CUSTOMER</td>
<td>New session to introduce Motorola’s Suite of Public Safety mobile apps for use on Android and iOS devices. The session will include apps launching in 2017 as well as a look at the plans for adding to the apps eco–system 2018 and beyond.</td>
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<tr>
<td>3:15pm – 4:15pm</td>
<td>Leadership vs. Management</td>
<td>RECORDS/JAIL</td>
<td>This leadership material is designed to assist public safety executives and managers in developing skills that identify what success looks like and the outcomes that will determine success. The difference between leadership and management will be discussed, as well as how to identify when each characteristic is needed within your organization.</td>
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<tr>
<td>3:15pm – 4:15pm</td>
<td>PremierOne Technology Platform Update &amp; System Planning Overview</td>
<td>TRACK COLOR LEGEND</td>
<td>Join this session to hear about the latest updates to the PremierOne technology platform. Review the current platform and learn about upcoming inclusion and support for new versions of 3rd party components. Share experiences and observations about the technology platform and discuss the philosophy for future evolution.</td>
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<td>Time</td>
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<tr>
<td>3:15pm – 4:15pm</td>
<td>PremierOne CSR Field Worker Mobile Update</td>
<td>Respond to service requests quicker, more efficiently, and improve your overall performance using mobile technology in the field. This session will explore the most recent developments of the PremierOne CSR Field worker Application.</td>
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<tr>
<td>3:15pm – 5:30pm</td>
<td>PremierOne Records – Advanced Configuration Tool – Basic Class</td>
<td>In this Introductory session, learn how to tailor PremierOne Records to meet your agency’s needs. This session is a broad overview of the tool, how it affects PremierOne Records, and best practices surrounding ACT. We will review how to properly gather requirements for agency specific additions. This lab–based training will focus on leveraging the Advanced Configuration tool to create agency–specific additional fields and modules.</td>
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<tr>
<td>3:15pm – 5:30pm</td>
<td>PremierOne CAD Feature Prioritization</td>
<td>During this session we will work review the items we committed to develop in the 2016 FRM process, and work through your prioritization of the list of all customer feature requests included in the 2017 PremierOne CAD FRM process.</td>
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<tr>
<td>4:30pm – 5:30pm</td>
<td>Tis the Season to be Stealing</td>
<td>Take an in-depth look at how CommandCentral Analytics and Predictive help agencies increase effectiveness during the busy holiday season.</td>
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<td>4:30pm – 5:30pm</td>
<td>All–in–One Installer Training</td>
<td>Attend this session to see the latest advancements with the All–in–One Tool. Learn new tips and techniques to improve your client deployment process and get information on obtaining the latest AIO version.</td>
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<tr>
<td>4:30pm – 5:30pm</td>
<td>User Experience Workshop: CommandCentral Vault</td>
<td>Join our user interface design team and give us your feedback on the current CommandCentral Vault system and upcoming features. CommandCentral Vault is a digital evidence management tool used for viewing, editing, storing, analyzing and redacting multimedia files. The workshop is a facilitated group discussion around the presentation of CommandCentral Vault and new features. This session is offered three times to provide an opportunity for all customers to attend who are interested.</td>
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<tr>
<td>4:30pm – 5:30pm</td>
<td>PremierOne Mobile Lab</td>
<td>Experience PremierOne Mobile in this hands–on lab as we explore a mix of basic and advanced features with an emphasis on the latest 4.2 functionality.</td>
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<td>4:30pm – 5:30pm</td>
<td>“I Thought You Were Doing That…” System Administration vs. Technical Support</td>
<td>“A PremierOne system has many components, from hardware and OS software at the macro level down to individual services at the micro level. All along this continuum there are proactive and reactive system administration responsibilities that are crucial to maximizing overall performance and minimizing risk of an outage or degradation of service. Some responsibilities lie clearly with Motorola Solutions Support, some lie clearly with the on–site System Administrators, and there are some tasks and responsibilities that are less clear. It is important for both Support and System Administrators to clearly understand the separation of these responsibilities to prevent confusion, overlap, gaps, and increased risk. This session will provide clarity about the separation of System Administration responsibilities and provide a forum for discussion between Motorola Support and System Administrators. Attend this session to enhance your partnership with Motorola Solutions Support to get the most out of your PremierOne system.”</td>
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<td>4:30pm – 5:30pm</td>
<td>PremierOne CSR Configuration Tips &amp; Tricks</td>
<td>There is often more than one way to configure PremierOne CSR and this session will review some Tips &amp; Tricks as well as best practices to help you get things right so you get the best value from your configuration.</td>
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<td>4:30pm – 5:30pm</td>
<td>Radio Multi-Select from Your CAD Client</td>
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<tr>
<td>6:30pm – 8:30pm</td>
<td>Solutions Showcase – Networking Reception</td>
<td>Last chance to visit with our Technology Partners and get the information you need to help your organization.</td>
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<td>8:30AM – 9:30AM</td>
<td>CAD/Mobile/Handheld Interactions</td>
<td>Have you wondered what happens to the incident once it has been dispatched? Join this Product Management led session to see how Field Units are always connected with Dispatch from both in and out of the vehicle using PremierOne Handheld and Mobile.</td>
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<tr>
<td>8:30AM – 9:30AM</td>
<td>Get the Right Location – Right Now!</td>
<td>Join us for an in–depth look at how CallWorks integrates precise wireless location from RapidSOS to enhance emergency response from the beginning of a call. Early adopter lessons learned for improving workflow responsiveness and related topics will be discussed in this interactive session with RapidSOS and Motorola Solutions.</td>
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<td>8:30AM – 9:30AM</td>
<td>How to Revolutionize the Command Staff Meeting</td>
<td>Explore powerful ways agencies have and are increasing effectiveness of the Command staff meeting.</td>
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<tr>
<td>8:30AM – 9:30AM</td>
<td>PremierOne Records Review of New Features &amp; Functions</td>
<td>Join us for this update on the exciting new features being developed for PremierOne Records 4.3, and how your agency’s input through FRM has shaped our roadmap for 2017.</td>
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<tr>
<td>8:30AM – 9:30AM</td>
<td>NOPD’s Officer Assistance Program – A Customer Experience</td>
<td>The NOPD Officer Assistance Program is a free, confidential In–House mental health program for Recruits, Officers and/or family members. This program began approximately two years ago in response to an ever-growing need for mental health services to be provided to this population. To date, the Officer Assistance Program has responded to approximately 170 Officers’ and/or family members. We provide 24/7 Mental health crisis assistance, in–house counseling, relationship counseling, addiction counseling, behavior modification and advocacy on behalf of those seeking assistance. The results are hard to tally, yet since its inception there has been a dramatic decrease in Use Of Force incidents and Public Integrity Bureau Referrals. The officers who have utilized this program say… why have we not had this before?</td>
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<tr>
<td>8:30AM – 9:30AM</td>
<td>CJIS 101</td>
<td>Overview of the FBI CJIS Division’s major systems and any initiatives we are prioritizing for the current year. Some very important programs in the pipeline this year are the development of the next generation of the National Crime Information Center, crime data modernization efforts to have all law enforcement agencies transition to the National Incident Based Reporting system (aka NIBRS) and collection of Use of Force statistics, and the continuation of CJIS Tribal and State Regional Conferences.</td>
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<td>8:30AM – 9:30AM</td>
<td>Virtualization (Servers)</td>
<td>With Release 4.0, PremierOne standard configurations shifted to virtualization based designs. The move to virtualized configurations enables a variety of optimizations to PremierOne deployments. This session will provide updates on the virtual machine designs for PremierOne R4.3 and a discussion of the positive experiences we’ve had with virtualized deployments.</td>
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<tr>
<td>8:30AM – 9:30AM</td>
<td>PremierOne CAD Advanced Lab – Fire</td>
<td>Do you want to see through eyes of a Fire Dispatcher? Do you want to play with fire trucks? Join Product Management and your application specialists to experience PremierOne’s Fire functionality in this interactive Hands–on session.</td>
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<tr>
<td>8:30AM – 9:30AM</td>
<td>PremierOne CSR Product Lab</td>
<td>This interactive session will provide an opportunity to use PremierOne CSR in a hands–on environment. The session will explore configuration and other topics in a combination of instructor led and active hands on activities using PremierOne CSR.</td>
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<td>8:30AM – 9:30AM</td>
<td>User Experience Workshop: Radio Console</td>
<td>Join our user interface design team and give us your feedback on the redesign of our Radio Console user interface (MCC 7580 &amp; 7100). A functional proof–of–concept will be presented that: improves workflow and flexibility for agency configuration and end–user customization, utilizes Windows 10 design patterns, and provides a modular framework that allows for distributed functionality across monitors. This is an interactive session and so console users are encouraged to attend. This session is offered three times to provide an opportunity for all customers to attend who are interested.</td>
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<tr>
<td>8:30AM – 9:30AM</td>
<td>CallWorks – Support Tools &amp; Troubleshooting</td>
<td>In this session the CallWorks team and fellow customers will share and discuss the various support tools and troubleshooting tips.</td>
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<tr>
<td>8:30AM – 9:30AM</td>
<td>CallWorks and RapidSOS Usability</td>
<td>Join our Product Management team and give us your feedback for the next generation CallWorks system. CallWorks is an emergency call taking and event integration system. CallWorks supports NG–9–1–1 standards such as NENA i3 and other innovative integrations such as RapidSOS to provide enhanced location information. The workshop is a facilitated group discussion and presentation of mid–term to long term futures for CallWorks. This session is offered four times to provide an opportunity for all customers to attend who are interested. This session is being offered at four different times to allow customers to attend.</td>
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<tr>
<td>8:30AM – 9:30AM</td>
<td>Building your own Project Greenlight</td>
<td>Detroit PD has used the aware counsel to create an award winning project establishing a public/private partnership to utilize cameras around the city to reduce crime and increase community safety. This session will focus on the success of the Detroit project and provide insight on how to bring this type of solution to your communities. Tactical and Strategic advice for building community support</td>
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<tr>
<td>8:30AM – 9:30AM</td>
<td>PremierOne Handheld 2017 Highlights</td>
<td>Enhance your Vision of the future as Product Management shares the latest PremierOne Handheld news, including the introduction of PremierOne Handheld for iOS and an overview of the 2017 Android features. We will also compare and contrast the iOS and Android products.</td>
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<tr>
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<th>Session Title</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>9:45 AM –</td>
<td>Configuration of Document Workflows</td>
<td>Training on how to build a workflow. Starting with the most basic to the more advanced workflows and options associated with them.</td>
</tr>
<tr>
<td>10:45 AM</td>
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<tr>
<td>9:45 AM –</td>
<td>Crisis Intervention Training – A Look Inside with the New Orleans Police</td>
<td>In August 2015 the New Orleans Police Department completed their first CIT graduation class of 25 officers. We now have completed seven (7) CIT certification classes with a total of 161 officers being certified in CIT. The training curriculum consists of recognizing the signs and symptoms of mental illness, substance abuse, extensive verbal de-escalation techniques, role-playing and visiting mental health facilities. Part of the federal consent decree was for NOPD to have 20% of their patrol bureau certified in crisis intervention by August 2016. That mandate was met and we stay at about 25% or higher moving forward. CIT certification classes are offered about every three months. Basic CIT training is also taught during in-service classes, recruit classes and Communications Division classes. NOPD has noticed a significant change within the department since the inception of CIT. To date we have had only one minor injury to officer and use of force with this population has been below 5%.</td>
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<tr>
<td>10:45 AM</td>
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<tr>
<td>9:45 AM –</td>
<td>CJIS Policy Update – New Requirements for Version 5.5</td>
<td>As your agency prepares for CJIS Security Policy 5.5, this session will help you prepare for the latest security mandates. This newest version has significant impacts to your IT and operational environments.</td>
</tr>
<tr>
<td>10:45 AM</td>
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<tr>
<td>11:00 AM –</td>
<td>User Experience Workshop: CommandCentral Analytics &amp; Predictive</td>
<td>Join our user interface design team and give us your feedback on the current CommandCentral Analytics and Predictive products and provide insights to guide the next generation designs. These tools help analyze an agency’s incident trends and inform manpower distribution plans. The workshop is a facilitated group discussion around the presentation of CommandCentral Analytics and Predictive features and new concepts. This session is offered three times to provide an opportunity for all customers to attend who are interested.</td>
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<tr>
<td>12:00 PM</td>
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<tr>
<td>11:00 AM –</td>
<td>Un–Clicking Believable! The Wonders of Right Click.</td>
<td>“Status monitors serve many purposes and have many features. One of the most helpful features is right clicks. Right clicks can be used for a multitude of different purposes. This class will highlight some of the most popular and highly used right clicks, as well as introduce some less commonly used ones. This class will be presentation based with opportunities for open discussion. The instructors will display many different screen shots of both the finished right clicks and how to provision them. At the end of class, attendees will have an opportunity to highlight right clicks they have implemented that weren’t covered in class, as well as ask any questions they might have.”</td>
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<td>12:00 PM</td>
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<tr>
<td>11:00 AM –</td>
<td>Advanced Resource Fire Management</td>
<td>Does your agency’s fire personnel staff multiple pieces of equipment? Do you need to know when your stations are less that fully staffed? Would you like to see this information on demand? This session will cover PremierOne’s features that provide the dispatcher with staffing levels of units and stations providing real time information to effectively manage resources for maximized incident response. Optimize your fire resources in this instructional class to take advantage of Cross Staffing and Station Staffing features and functionality.</td>
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<tr>
<td>12:00 PM</td>
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<tr>
<td>11:00 AM –</td>
<td>Excellence in Reporting and Compliance in E9-1-1 Call Centers</td>
<td>Solid reporting and ensuring compliance are critical to operating a E9-1-1 center. This session will focus on best practices in reporting and compliance in E9-1-1 call centers.</td>
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<tr>
<td>12:00 PM</td>
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<tr>
<td>11:00 AM –</td>
<td>Operationalizing ILPS with Command Central</td>
<td>Pick up tips and tricks for turning the promise of ILPS and the Command Central platform into an operational reality. Agencies and Motorola Professional Services team will lead this interactive session focused on the operational considerations for an CommandCentral Deployment.</td>
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<tr>
<td>12:00 PM</td>
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<tr>
<td>11:00 AM –</td>
<td>PMDC Hands–On Experience Zone</td>
<td>“Hands–on” lab to experience and learn about select PMDC features and capabilities. Designed for both PMDC end–users (First Responders) and Administrators</td>
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<tr>
<td>12:00 PM</td>
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<tr>
<td>11:00 AM –</td>
<td>Security Groups Best Practices</td>
<td>Struggling to keep your securities straight in your system? Attend this class for a review our PremierOne RMS security options and some best practices surrounding them.</td>
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<tr>
<td>12:00 PM</td>
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<tr>
<td>11:00 AM –</td>
<td>Redesigning Your Workplace for the Millennial Generation</td>
<td>It seems that every day there’s a new article circulating LinkedIn about Millennials — half of them contradictory. What’s fact and what’s fiction? And how can you apply this knowledge to your workplace to better recruit new talent, get the most value from your employees, and improve employee retention?</td>
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<td>12:00 PM</td>
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<tr>
<td>11:00 AM –</td>
<td>Prepare for your CJIS Technical Audit</td>
<td>This roundtable session will allow you to discuss and confer with fellow customers on how to best prepare for your CJIS Technical Audit. This includes assuring your technical environments meet the CJIS security policies regarding hardware and software systems and access. You’ll want to attend this session to prepare for when the FBI comes to your department.</td>
</tr>
<tr>
<td>12:00 PM</td>
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<tr>
<td>12:00 PM –</td>
<td>Lunch</td>
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<tr>
<td>1:30 PM</td>
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</table>
### 2017 SPSS USERS CONFERENCE AGENDA | Tuesday, October 3

<table>
<thead>
<tr>
<th>TIME</th>
<th>SESSION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:30pm – 2:30pm</td>
<td>User Experience Workshop: CommandCentral Aware</td>
<td>Join our user interface design team and give us your feedback on the next generation CommandCentral Aware system. CommandCentral Aware is a real-time crime investigative tool used for monitoring. The system supports operations from the command center by integrating voice, data, and video into a single, real-time intelligence position. The workshop is a facilitated group discussion around the presentation of the Next Generation CommandCentral Aware. This session is offered three times to provide an opportunity for all customers to attend who are interested.</td>
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<tr>
<td>1:30pm – 2:30pm</td>
<td>Latest on NG9-1-1 and How it Affects your PSAP</td>
<td>As NG9-1-1 continues to evolve more is being learned and new advancements are occurring at a rapid pace. Many of those changes can and do effect the agency PSAPs. In this session Motorola experts will provide the most up-to-date information on NG9-1-1 and discuss the impact of these advancements on PSAPs.</td>
</tr>
<tr>
<td>1:30pm – 2:30pm</td>
<td>Integrating AWARE into your Operations</td>
<td>Have Command Central AWARE or Considering it? This session will focus on how agencies can make the most of their investment in AWARE. Learn tips, tricks and best practices.</td>
</tr>
<tr>
<td>1:30pm – 2:30pm</td>
<td>Real World SSRS Reporting With PremierOne Records/Jail</td>
<td>See how to utilize SSRS Reporting with your PremierOne Records information to create powerful reports resulting in more efficient decision making.</td>
</tr>
<tr>
<td>1:30pm – 2:30pm</td>
<td>New Era of Community Policing</td>
<td>The class material will present the foundational principles of developing leadership teams, create clarity for the department's vision and mission, along with transforming the executive/management staff away from the process of law enforcement and toward the outcome of Quality of Life. The discussion will attempt to cut through the government rut that creates a culture of stonewalling and feet-dragging. The takeaway will demonstrate that leaders at every level can build a culture of productivity and accomplishment.</td>
</tr>
<tr>
<td>1:30pm – 2:30pm</td>
<td>The CJIS Security Policy Update with Latest Technology Implementations</td>
<td>This session will help your agency prepare in understanding the CJIS policy as it applies to deployment of public safety systems with the latest Technology Implementation Methods.</td>
</tr>
<tr>
<td>1:30pm – 2:30pm</td>
<td>Recalculating - How to Make the Routing Directions More Accurate</td>
<td>Improving routing capabilities by enhancing attribute data – i.e. Elevations, one-ways, speeds, etc. How to test routes before and after publishing to the server. Learn troubleshooting techniques to determine why routes may be incorrect.</td>
</tr>
<tr>
<td>1:30pm – 2:30pm</td>
<td>PremierOne CSR Reporting Tips &amp; Tricks</td>
<td>This session is back by popular demand and will explore some common techniques to assist you in developing effective and efficient reports.</td>
</tr>
<tr>
<td>1:30pm – 3:45pm</td>
<td>PremierOne CAD Advanced Lab - Law Enforcement</td>
<td>&quot;Copy a Call&quot; Respond to ... Get some experience with PremierOne led by Product Management and your Application Specialists in this interactive, hands on session and play with the latest CAD features.</td>
</tr>
<tr>
<td>1:30pm – 3:45pm</td>
<td>PremierOne Mobile Feature Prioritization</td>
<td>During this session we will review the items we committed to develop in the 2016 FRM process, and work through your prioritization of the list of all customer feature requests included in the 2017 PremierOne Mobile FRM process.</td>
</tr>
<tr>
<td>2:45pm – 3:45pm</td>
<td>User Experience Workshop: CommandCentral Vault</td>
<td>Join our user interface design team and give us your feedback on the current CommandCentral Vault system and upcoming features. CommandCentral Vault is a digital evidence management tool used for viewing, editing, storing, analyzing and redacting multimedia files. The workshop is a facilitated group discussion around the presentation of CommandCentral Vault and new features. This session is offered three times to provide an opportunity for all customers to attend who are interested.</td>
</tr>
<tr>
<td>2:45pm – 3:45pm</td>
<td>What are NG9-1-1 Core Services</td>
<td>Making the move to NG9-1-1 can be confusing at times and the language can add to the confusion. Motorola experts discuss and explain the NG9-1-1 core services, in this engaging session built for those trying to gain a broader understanding of NG9-1-1.</td>
</tr>
<tr>
<td>2:45pm – 3:45pm</td>
<td>CallWorks and RapidSOS Usability</td>
<td>Join our Product Management team and give us your feedback for the next generation CallWorks system. CallWorks is an emergency call-taking and event integration system. CallWorks supports NG-9-1-1 standards such as NENA i3 and other innovative integrations such as RapidSOS to provide enhanced location information. The workshop is a facilitated group discussion and presentation of mid-term to long term futures for CallWorks. This session is offered four times to provide an opportunity for all customers to attend who are interested.</td>
</tr>
<tr>
<td>2:45pm – 3:45pm</td>
<td>Writing SOPs and Preparing for CALEA Accreditation Review</td>
<td>Industry professionals will share insights on writing SOPs for new technologies like Body Worn Cameras and data tools being introduced to the agency. A CALEA auditor provides support and guidance on preparing for CALEA accreditation and audit</td>
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</table>
### 2017 SPSS USERS CONFERENCE AGENDA

**Tuesday, October 3**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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</tr>
</thead>
<tbody>
<tr>
<td>2:45 pm – 3:45 pm</td>
<td><strong>Making the MOST of your Query Responses</strong></td>
<td>“Field units rely on query responses and the ability to access critical information quickly. Formatting these responses in a way that will allow users to quickly see pertinent information quickly may increase responder safety by highlighting important aspects. This session will provide configuration tips and tools for provisioning administrators to meet the wants and needs of the field personnel.”</td>
</tr>
<tr>
<td>2:45 pm – 3:45 pm</td>
<td><strong>Q &amp; A Roundtable Discussion with CJIS Auditor and ISO Representatives</strong></td>
<td>This session will provide an opportunity to discuss the CJIS Policy and ask any questions you may have relative to the Policy, a Technical Audit, or any new requirements relative to version 5.5.</td>
</tr>
<tr>
<td>2:45 pm – 3:45 pm</td>
<td><strong>Optimal PSAP Architecture &amp; Cyber Security</strong></td>
<td>IT systems are critical to the operations of your PSAP. A robust system architecture and positioning for cyber security are critical for your IT systems. This session will discuss key considerations for the architecture and cyber security of your PSAP’s IT systems and environment.</td>
</tr>
<tr>
<td>2:45 pm – 5:00 pm</td>
<td><strong>PremierOne Mobile &amp; Mobile Records Product Lab</strong></td>
<td>“Attendees will learn how the PremierOne Mobile and Mobile Records Suite improves officer efficiency for Field Based Reporting within your agency. This lab session will allow you to test drive the integrated solution and assumes that attendees are already experienced PremierOne Mobile users.”</td>
</tr>
<tr>
<td>2:45 pm – 5:00 pm</td>
<td><strong>PremierOne CSR – Service Offerings</strong></td>
<td>Explore the latest service offerings including Resource Management, SR Configuration Assistance, Enhanced Interface Support, EZ Map Services, GIS Maintenance Efficiencies, Service Delivery Cost Reporting and EZ Event Monitoring as well as Process Improvements to support the PremierOne CSR Mobile Apps.</td>
</tr>
<tr>
<td>4:00 pm – 5:00 pm</td>
<td><strong>Increasing your Strategic Horsepower with Professional Services</strong></td>
<td>Motorola professional services are built into most engagements in this session you will meet the professional from the Motorola team and hear how they are helping agency’s get the most value from their investment in CommandCentral. Customers will share their success stories engaging with the professional services team.</td>
</tr>
<tr>
<td>4:00 pm – 5:00 pm</td>
<td><strong>Offender Management with PremierOne Jail</strong></td>
<td>This conference session will provide an overview of PremierOne Jail offender management. The session will start with a discussion on the configuration of your jail (housing, weekend schedule configurations, good time configuration, and application). This will include a review of which code tables in list management need to completion by your agency. A discussion will take place on the numbering of your inmates.</td>
</tr>
<tr>
<td>4:00 pm – 5:00 pm</td>
<td><strong>Ensure Solution Continuity &amp; Operational Excellence through Support Services</strong></td>
<td>Maximize your agency’s administrative technical minutes, mitigate pain points all while enabling peace of mind. Our Support Services organization can help you lead solution sustainment with the outcomes you expect in your mission critical environments. Come and learn how new Support Service Packages and Professional Services can: Minimize and eliminate service disruptions &amp; unplanned downtime, Ensure networks, devices &amp; apps are running smoothly, Keep technology current and maintain compatibility of systems, devices and apps, Plug CJIS &amp; Cybersecurity gaps &amp; harden systems for reliability, Get greater visibility to system performance, services requests and product development information, Utilize Motorola resources to offset agency labor or capability shortages.</td>
</tr>
<tr>
<td>4:00 pm – 5:00 pm</td>
<td><strong>Essentials for Integrating with PremierOne CAD and Records</strong></td>
<td>This session will cover what you need to know about integrating with PremierOne CAD &amp; Records. By attending this session, you will gain an insight into Motorola’s Standard Integrations, Contracting for New Interfaces, Motorola’s Existing APIs, Suite Level Integration, and an overview of CSI. And, what it all means to you.</td>
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<tr>
<td>TIME</td>
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<td>ABSTRACT</td>
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<tr>
<td>8:30AM – 9:30AM</td>
<td>The Benefits of Host–Remote Virtual Consolidation</td>
<td>Learn about the exciting and practical benefits of Host–Remote Virtual Consolidation. Major benefits include Cost Savings, Disaster Recovery and Interoperability. Consolidating infrastructure into a shared environment can yield a substantial Cost Savings on back Balcony equipment. Geographically diverse host equipment enables more robust Disaster Recovery capabilities including shared backup PSAPs and real–time User mobility. A shared back Balcony can provide significant improvements in Interoperability through data sharing capabilities.</td>
</tr>
<tr>
<td>8:30AM – 9:30AM</td>
<td>Leveraging your Community – CrimeReports.com</td>
<td>The CrimeReports.com come learn how to best utilize your activate your community and hear best practices and how other agencies are finding success.</td>
</tr>
<tr>
<td>8:30AM – 9:30AM</td>
<td>Citations Experience Zone</td>
<td>This lab offers users hands–on access to our new Citation and Field Reporting solutions for Android and iOS, including a live demonstration of modifying the Citation and FBR reports in PremierOne Records ACT tool and dynamically updating the forms on the handheld clients.</td>
</tr>
<tr>
<td>8:30AM – 9:30AM</td>
<td>RMS Data Management and How to Fix User Errors</td>
<td>What an administrative user within your agency can do to fix user errors without reaching out to support and how to clean up your data that was entered incorrectly due to user error/fat fingering. This session will also provide users an understanding on how master data is linked to each document and what you can do to make sure your data is linked correctly.</td>
</tr>
<tr>
<td>8:30AM – 9:30AM</td>
<td>Tips &amp; Tricks – Making ArcGIS Help You Thrive – GIS Preparation &amp; Best Practices for PremierOne</td>
<td><em>See some of the tips, tricks and techniques that will help you succeed with your GIS configuration resulting in improved dispatching, more accurate maps and improved routing which will save time. Topics will include ArcGIS shortcuts for editing, creating supplemental tables, building and troubleshooting models and understanding ArcGIS versions with PremierOne Import Tools. Participants are encouraged to bring any tips they have created to streamline their GIS processes for PremierOne.</em></td>
</tr>
<tr>
<td>8:30AM – 9:30AM</td>
<td>CSR System Administration Configuration</td>
<td>This session will explore some common configuration in System Administration and identify some key steps to ensure you get your system set up correctly – right from the beginning – or when you are revisiting configuration for a rework of specific SR Types.</td>
</tr>
<tr>
<td>8:30AM – 12:00PM</td>
<td>PremierOne CAD/ Mobile Advanced Lab</td>
<td>Come see some exciting capabilities of the SSRS Reporting tool which will help your agency create powerful, informative, and meaningful reports resulting in improved efficiency and better decision making. This session will be a combination of instructor led information followed by some examples from customers who can share their experiences.</td>
</tr>
<tr>
<td>9:45AM – 10:45AM</td>
<td>User Experience Workshop: Radio Console</td>
<td>Join our user interface design team and give us your feedback on the redesign of our Radio Console user interface (MCC 7500 &amp; 7100). A functional proof–of–concept will be presented that: improves workflow and flexibility for agency configuration and end–user customization, utilizes Windows 10 design patterns, and provides a modular framework that allows for distributed functionality across monitors. This is an interactive session and so console users are encouraged to attend. The session is offered three times to provide an opportunity for all customers to attend who are interested.</td>
</tr>
<tr>
<td>9:45AM – 10:45AM</td>
<td>CAD: Opening the World of Analytics</td>
<td>Come see some exciting capabilities of the SSRS Reporting tool which will help your agency create powerful, informative, and meaningful reports resulting in improved efficiency and better decision making. This session will be a combination of instructor led information followed by some examples from customers who can share their experiences.</td>
</tr>
<tr>
<td>9:45AM – 10:45AM</td>
<td>NG9-1-1 Operational Interfaces – Beyond the Standards</td>
<td>Compliance with standards ensures the features, functionality and interoperability promised in NG9-1-1 systems. Requiring adherence to the standards is an important aspect of any RFP, however, many operational interfaces are not specified in the standards. The functionality and ease of use of these interfaces is critical to the management of an NG9-1-1 system yet they do not receive nearly as much “ink” in RFPs as they deserve. This session will cover key NG9-1-1 operational interfaces not covered in the standards and how they impact the ongoing operations and therefore success of NG9-1-1 systems.</td>
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<tr>
<td>9:45AM – 10:45AM</td>
<td>Vault/ Body Worn Cameras 101 – Developing Your Agency Strategy</td>
<td>Vault and Body Worn 101: Developing Your Agency Strategy for developing, implementing and managing a body worn camera system. Selecting a vendor is the easy part, how to implement it and manage the data requires a thoughtful approach. Review some of the best practices and considerations for entering the world of body worn.</td>
</tr>
<tr>
<td>9:45AM – 10:45AM</td>
<td>Basic Case Reporting with PremierOne Records</td>
<td>Overview of how Case Reports are used on a daily basis to document criminal and/or non–criminal events with an overview of IBR/UCR reporting.</td>
</tr>
<tr>
<td>9:45AM – 10:45AM</td>
<td>“Cloud Computing in Public Safety – A Secure Approach”</td>
<td>Empowering your agency to intelligently and rapidly use the vast amounts of information available to avert, respond to and resolve incidents can be a daunting task for traditional IT systems. Cloud based solutions can make this task less daunting, but how do you ensure that these new solutions are always secure, always available, and meet your data protection standards (e.g. CJIS, ISO, etc.), Motorola Solutions will discuss our approach to ensuring that public safety agencies can take full advantage of everything that cloud has to offer, while also ensuring that the requirements for security, availability and data protection are met.</td>
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<tr>
<td>9:45AM – 10:45AM</td>
<td>Publishing Data to the Public – Dealing with Open Records Request in CSR</td>
<td>Learn from your peers in a roundtable discussion focused on sharing municipal service request information with the public. Discover how they respond to requests under the Freedom of Information and sharing data using tools such as Socrata.</td>
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### 2017 SPSS USERS CONFERENCE AGENDA | Wednesday, October 4

#### TRACK COLOR LEGEND

<table>
<thead>
<tr>
<th>ALL ATTENDEES</th>
<th>PRE-CONFERENCE TRAINING</th>
<th>COMMON THEME</th>
<th>NEW DESIGN USABILITY</th>
<th>MOBILE SOLUTIONS &amp; DEVICES</th>
<th>SOLUTION TECHNOLOGY/ GIS/QUERY</th>
<th>VOICE OF CUSTOMER</th>
<th>RECORDS/JAIL</th>
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<tr>
<td></td>
<td></td>
<td>CJIS</td>
<td>ECW</td>
<td>ILPS</td>
<td>CSR</td>
<td>CAD</td>
<td>ONE-ON-ONE</td>
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<td>IT-NETWORK INFRASTRUCTURE</td>
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<td>Join our user interface design team and give us your feedback on the current CommandCentral Analytics and Predictive products and provide insights to guide the next generation designs. These tools help analyze an agency’s incident trends and inform manpower distribution plans. The workshop is a facilitated group discussion around the presentation of CommandCentral Analytics and Predictive features and new concepts. This session is offered three times to provide an opportunity for all customers to attend who are interested.</td>
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<td>11:00 AM – 12:00 PM</td>
<td>CallWorks and RapidSOS Usability</td>
<td>NG9-1-1 standards provide the foundation for enhanced features for our citizens and visitors. Text and Real Time Text to 9-1-1, call routing based on the exact location of a caller as opposed to approximate location, and submission of data, photos and even video are all supported in the standards. However, to fully realize the vision of NG9-1-1, Originating Service Providers (OSPs) have an important role to play. This session will cover the role OSPs are currently playing and the impact on available NG9-1-1 functionality.</td>
</tr>
<tr>
<td>11:00 AM – 12:00 PM</td>
<td>Realizing the Full Potential of NG9-1-1: The Role of Originating Service Providers</td>
<td>Public sector managers face the challenge of recruiting and retaining workers with the right skills to provide government services effectively and efficiently. This need has been heightened by the economic recession and recovery, an aging workforce, and changing preferences concerning benefits and job mobility among younger workers. Several issues that are consistent across the country, including concerns about designing a compensation package that attracts younger workers and proper recognition and retention plans for the public sector. Meet with your peers to hear how they are handling this best and discuss plans that human resource experts state are acceptable.</td>
</tr>
<tr>
<td>11:00 AM – 12:00 PM</td>
<td>Getting ducks in the Same Pond</td>
<td>The introduction of Command Central into an Agency promises significant benefits, but aligning all the internal operational and technical resources to ensure excellence in execution can be a struggle. This session will focus on practical advice and tactics that help get everyone in your agency moving in the same direction resulting in a successful implementation of CommandCentral AWARE, Predictive, Analytics.</td>
</tr>
<tr>
<td>11:00 AM – 12:00 PM</td>
<td>Advanced Case Reporting with PremierOne Records</td>
<td>Understanding the fundamentals of case reporting elements is critical to assuring your responders are using PremierOne Records most effectively. This session will help you understand the use of Case Folders, Case Report and Officer Reports and Supplements to fully document the case through the investigative process.</td>
</tr>
<tr>
<td>11:00 AM – 12:00 PM</td>
<td>“I have a Mapping Problem”</td>
<td>“Troubleshooting map display, address validation, and when your map displays white, common map issues and how to fix. The session will cover multiple situations with solutions to fix. A Q&amp;A will be provided at the end of class.”</td>
</tr>
<tr>
<td>11:00 AM – 12:00 PM</td>
<td>Leveraging Your PremierOne CSR Cloud Services Team To Solve Business Challenges</td>
<td>Learn how to engage the cloud services team to transform and enable additional processes to solve business challenges that are outside of the scope of the core PremierOne CSR application. The discussion will include examples that customers are currently utilizing and how the process adds value to their municipality.</td>
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<tr>
<td>12:00 PM – 1:00 PM</td>
<td>Lunch</td>
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<td>1:00 PM – 2:00 PM</td>
<td>Preparing for a PremierOne Deployment</td>
<td>Upgrading versions, moving from PCAD, migrating from a different vendor: we do it all, you’ve likely done one. We have suggestions and experience, as do you. Let’s learn from each other to make subsequent deployments easier and smoother for everyone.</td>
</tr>
<tr>
<td>1:00 PM – 2:00 PM</td>
<td>NG9-1-1 Policy Routing Function – Planning for Natural and Manmade Disasters</td>
<td>The NG9-1-1 Policy Routing Function, defined in the NENA standards, provides a powerful and flexible tool to address the diversion of 9-1-1 calls during planned and unplanned PSAP closures. The functionality goes well beyond the capabilities of today’s selective routers to re-route calls and can be directly accessible by the properly trained and authorized public safety staff. This session will cover how and where the PRF is implemented, how it can be used for diverting calls in routine circumstances and how it can be used as a planning tool for natural and man-made disasters.</td>
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<tr>
<td>1:00 PM – 2:00 PM</td>
<td>ILPS Strategy Trends – Industry Experts and Agencies Share Trends in ILPS</td>
<td>Intelligence Led Policing is a concept creating significant buzz. Motorola industry experts share trends in Intelligence led policing and the problems agencies are seeking to solve through investments in technology.</td>
</tr>
<tr>
<td>1:00 PM – 2:00 PM</td>
<td>Provisioning List Management Efficiently</td>
<td>How to effectively create and maintain lists (code tables) in P1 Records.</td>
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## 2017 SPSS Users Conference Agenda Wednesday, October 4

<table>
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<tr>
<th>ALL ATTENDEES</th>
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<td>CAD</td>
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### 1:30 PM – 2:30 PM

#### How Agencies Are Integrating PremierOne CSR With Other Systems
Join an interactive roundtable discussion and see how customers integrate PremierOne CSR with other municipal systems in order to maximize the efficiency of both responding and reporting. How much effort does it really take to integrate with other systems? Customers will present their experiences and explain how the integrations have benefited their municipality.

### 1:30 PM – 3:45 PM

#### Deploying PremierOne Advanced Location Services with your ASTRO Radio System
This session will provide an overview of the advanced capabilities available with an integrated PremierOne CAD and ASTRO data solution. Topics will include PremierOne CAD Automatic Resource Location (ARL) and PremierOne Advanced Messaging Solution (AMS) features, ASTRO data system architecture and infrastructure requirements. ASTRO data capacity planning and PremierOne provisioning considerations.

#### PremierOne Handheld Experience Zone
This is a hands-on lab designed for EMS, Fire, and Law First Responders or Administrators, allowing users to experiment with PremierOne Handheld on Android and iOS.

#### PremierOne Records Feature Prioritization
During this session we will work review the items we committed to develop in the 2016 FRM process, and work through your prioritization of the list of all customer feature requests included in the 2017 PremierOne Records FRM process.

### 2:45 PM – 3:45 PM

#### User Experience Workshop: CommandCentral Vault
Join our user interface design team and give us your feedback on the current CommandCentral Vault system and upcoming features. CommandCentral Vault is a digital evidence management tool used for viewing, editing, storing, analyzing and redacting multimedia files. The workshop is a facilitated group discussion around the presentation of CommandCentral Vault and new features. This session is offered three times to provide an opportunity for all customers to attend who are interested.

#### Gettin’ Kooky with CAD – Innovative Ideas Discussion
“PremierOne CAD is functional using ‘out of the box’ settings. It is, however, highly customizable through provisioning. There are some common customizations that are made by multiple customers, and there are some highly unusual concepts that some customers deploy. This class will focus on some of the more unusual features of CAD. This can include the way we display data in a status monitor to having alarms sound for critical issues to different pop-ups that can appear. One of the main goals of this class is to use discussions amongst many customers to help other customers figure out solutions to similar questions or odd situational uses of the system they are looking for.

This class will be presentment of ideas from the CAD AS instructors, but largely be a facilitation of discussion between all the customers. This class will be as involved and knowledge filled for the participants as they allow it to be. We encourage participants to bring examples of these ideas to class so we can share them with others. The instructors will have examples to start the discussion, and will encourage additional ideas from the customers.”

#### CallWorks and RapidSOS Usability
Join our Product Management team and give us your feedback for the next generation CallWorks system. CallWorks is an emergency call taking and event integration system. CallWorks supports NG–9-1-1 standards such as NENA i3 and other innovative integrations such as RapidSOS to provide enhanced location information. The workshop is a facilitated group discussion and presentation of mid–term to long term futures for CallWorks. This session is offered four times to provide an opportunity for all customers to attend who are interested. This session is being offered at four different times to allow customers to attend.

#### ILPS User Forum
This will be a round table conversation for CommandCentral users to connect to each other and with Members of the Motorola Command Central Team.

#### RTF (Rich Text Format) Development in PremierOne Records
In this session you will learn how to create all the printouts you need for the various modules within PremierOne Records.

#### CSR User Group Business Meeting
Join your CSR Executive Committee and get involved by volunteering for vacant position on the Executive Committee. This session will be led by the Executive Committee chairperson.

### 4:30 PM – 5:00 PM

#### Closing Session
Come and see how all the information presented this week forms part of our overall SPSS Portfolio in this High Energy Wrap Up Presentation.

### 6:30 PM – 9:30 PM

#### Customer Appreciation Event
Now that the conference sessions are complete, come and enjoy an evening of relaxation, fun & interaction with your colleagues.
### 2017 SPSS USERS CONFERENCE AGENDA | One–on–One Opportunities (By Appointment)

**TRACK COLOR LEGEND**

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<tr>
<td>PCAD</td>
<td>Would you like information on a 7.0 upgrade? Do you have questions on your outstanding issues? Sign up for a One–on–One session with Motorola personnel to discuss your situation.</td>
</tr>
<tr>
<td>PMDC One–on–One Consultation</td>
<td>This is your chance to participate in a one–on–one consultation with our PMDC Engineering Manager, Huberto Batiz Benet. Bring copies of your custom pack(s) and SETUP.ini files for on–the–spot modifications during your session.</td>
</tr>
<tr>
<td>IBR/UCR Reporting with PremierOne Records</td>
<td>Discuss either IBR or UCR reporting requirements with the Motorola experts. Get your questions answered if you are migrating from UCR Reporting to IBR Reporting.</td>
</tr>
<tr>
<td>PremierOne CAD</td>
<td>Meet with Motorola personnel to discuss specific PremierOne needs whether you are currently using PremierOne or are looking to migrate.</td>
</tr>
<tr>
<td>PremierOne Mobile One–on–One Consultation</td>
<td>Have questions about optimizing your Mobile UI Customization? Schedule a one–on–one session with a Mobile Application Specialist to learn more about Provisioning Options to improve your User Experience with PremierOne Mobile.</td>
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<tr>
<td>CJIS Compliance with the FBI</td>
<td>Come meet with the FBI to discuss your CJIS compliance.</td>
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<td>PremierOne Records</td>
<td>Schedule a one–on–one session with one of our PremierOne Records experts.</td>
</tr>
<tr>
<td>PremierOne HandHeld One–on–One discussion</td>
<td>Interested in learning how PremierOne Handheld could work in your environment? Schedule a breakfast or after–hours session to meet with the Handheld Product Manager.</td>
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<tr>
<td>All–In–One Deployment Tool</td>
<td>Sign–up for a 1–hour All–in–One Installer consultation with Mario Lopez where you can discuss topics unique to your environment.</td>
</tr>
<tr>
<td>Usability Studies</td>
<td>Meet one–on–one with a member of the PremierOne Human Factors Engineering team to review, use and provide usability and design input on different areas of the CommandCentral Applications. Signups on the different product areas will be available at the registration desk.</td>
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If you have already signed up for one of these sessions online, please go to the registration desk to confirm the day and time. If you wish to sign up for one of these sessions, please see one of the staff members at the registration desk for assistance.