

Week One
Sept. 7-9

Week Two
Sept. 12-14

St. Louis
Missouri



beyond
tomorrow
member information conference **2016**

Class Schedule

www.NISC-MIC.coop

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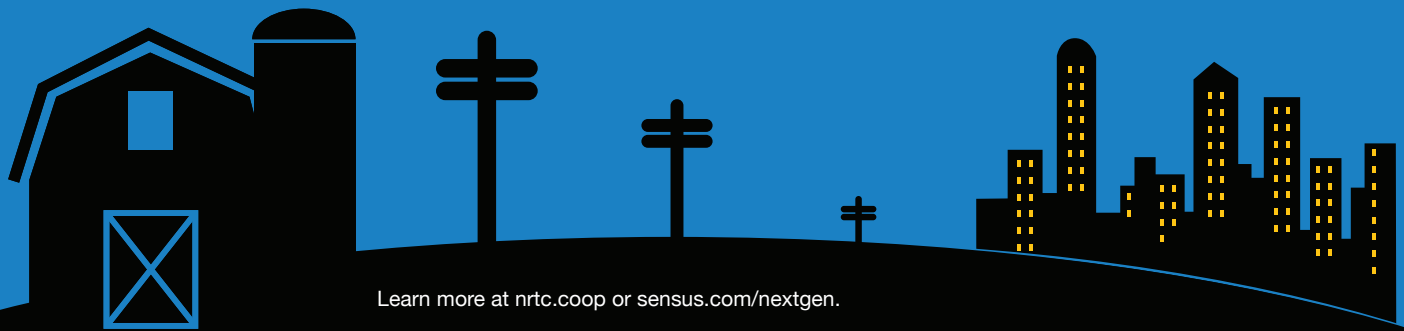
See Us at Booth #101

Presentations each week on Day Two, at 9:50-10:20 a.m., Room 106

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in the **World**



Booth #201

Agenda

WEEKS ONE & TWO

PRE-CONFERENCE

Tuesday, September 6 & Sunday, September 11

1:00 p.m. - 9:00 p.m.	Registration Opens	Marriott Grand
7:00 p.m. - 9:00 p.m.	Welcome Reception	Marriott Grand

DAY ONE

Wednesday, September 7 & Monday, September 12

7:00 a.m. - 8:00 a.m.	Registration Opens	America's Center
8:00 a.m. - 9:15 a.m.	Opening General Session	America's Center
9:15 a.m. - 5:00 p.m.	Partner Pavilion Opens	America's Center
9:45 a.m. - 11:40 a.m.	Concurrent Sessions	America's Center
10:50 a.m. - 11:55 a.m.	Utility General Session	America's Center
11:40 a.m. - 1:00 p.m.	Lunch Adjacent to Partner Pavilion	America's Center
12:45 p.m. - 1:50 p.m.	Telecom General Session	America's Center
1:00 p.m. - 4:00 p.m.	Concurrent Sessions	America's Center
4:00 p.m. - 5:00 p.m.	Partner Reception	Partner Pavilion
5:30 p.m. - 10:00 p.m.	Tours and Activities	Marriott Grand

DAY TWO

Thursday, September 8 & Tuesday, September 13

8:00 a.m. - 4:05 p.m.	Partner Pavilion Opens	America's Center
8:30 a.m. - 11:45 a.m.	Concurrent Sessions	America's Center
11:45 a.m. - 1:05 p.m.	Lunch Adjacent to Partner Pavilion	America's Center
1:05 p.m. - 4:05 p.m.	Concurrent Sessions	America's Center
6:00 p.m. - 10:00 p.m.	MICFest at City Museum	City Museum

DAY THREE

Friday, September 9 & Wednesday, September 14

7:30 a.m. - 9:00 a.m.	Breakfast	Marriott Grand
8:15 a.m. - 8:45 a.m.	MIC Member Experience Awards	Marriott Grand
9:00 a.m. - 10:00 a.m.	John O'Leary - Closing Session	Marriott Grand
10:00 a.m. - 10:30 a.m.	Prizes and Closing Comments	Marriott Grand
11:00 a.m. - 4:00 p.m.	Advisory Committee Meetings	Marriott Grand

At the 2016 MIC, you'll find sessions that will help you not only get the most out of today, but understand what's on the horizon that will help take you beyond tomorrow. Our Member-led sessions have been an anchor for the MIC. The 2016 MIC will once-again feature a variety of sessions that are taught from the perspective of iVUE users. These sessions feature tips, tricks and hints that NISC Members have picked up along the way that help them gain more efficiencies in their daily tasks. The 2016 MIC will also feature NISC subject matter experts providing the latest and greatest updates on NISC, iVUE and technology solutions to issues facing the industries we serve. New this year you'll notice, all sessions in the Accounting and Business Solutions area provide the opportunity to earn a CPE credit in a NASBA specified field of study. Recently approved as a member on the National Registry of CPE Sponsors, we're happy to be able to provide this benefit to NISC Members. Join us at the 2016 MIC and learn to take your NISC solutions beyond tomorrow!

- The Marriott St. Louis Grand is located directly across Washington St. from the America's Center, the site of the 2016 MIC.
- Advisory Committee Meetings and the pre-conference Networking Social will take place at the Marriott St. Louis Grand.
- The 2016 MIC Registration office will be located on the Landmark Ballroom level of the Marriott Grand during the preconference events, and it will be located in the America's Center next to the entrance of Hall 1, adjacent to the Partner Pavilion on Day 1. The Closing Session with full buffet breakfast and keynote speaker will take place at the Marriott St. Louis Grand on Day 3.



NISC is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.learningmarket.org

8:00 a.m. - 9:15 a.m.

Opening General Session

Opening General Session

Telecom & Utility Ferrara Theater

At NISC, we are always moving forward in order to stay ahead of the latest industry trends and technological innovations. This year at the Member Information Conference (MIC) NISC isn't just looking to the future, we're going beyond tomorrow. It all starts with the Opening General Session the morning of Day One. NISC President and CEO Vern Dosch and members of the NISC Executive Team will set the tone for the week ahead by discussing some of the latest, exciting projects at NISC. The group will also give you a glimpse of some things that will be showcased during the 2016 MIC and provide some important details to help you get the most out of your MIC experience. While NISC has some exciting things to share, the Opening General Session not only discusses what's happening here at NISC, but covers the latest trends in the telecom and utility industries and highlights important innovations in technology that can help us go Beyond Tomorrow together.

9:45 a.m. - 10:35 a.m.

Material Inventory - Barcoding and Material Vendor Integration

ABS-100

Telecom & Utility Room Rooms 101/102

Week 1: Pioneer Electric, KS | **Week 2:** Delta Montrose, CO & Reservation Telephone

Are you curious how ABS integrates with various material vendors as well as material barcoding? This session is for you! Learn how to eliminate double data entry through integration! Join us to see the common integration points with Material Inventory, Purchase Orders, Accounts Payable and Work Orders.

Learning Objectives

- Describe the various iVUE ABS interfaces available for integration with material vendors
- List the iVUE ABS Web Service integrations (Barcoding)
- Explain the interface options for Consigned Inventory/Vendor Managed Inventory

Knowledge, Program & CPE Credit

- This is an overview session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Production.

ABS Tips N Tricks*

ABS-101

Telecom & Utility Room 100

Ever wonder if there is a better way to navigate ABS? Here is your opportunity! In this session, learn tips and tricks to help you navigate ABS saving time with shortcuts and hot keys. We demonstrate how to gather information through inquiries and advance searches. Want to test something and see how it works in the software? Walk through updating a test company! Want to understand those icons at the top of the screen? Learn how to use them to gain valuable communications and even how to send detailed information to ABS Support regarding questions and issues.

Learning Objectives

- Navigate ABS more efficiently and effectively, saving time and energy
- Gather needed information through inquiries and advanced searches
- Use communication tools for contacting NISC and keep informed of current software information within ABS

Knowledge, Program & CPE Credit

- This is an overview session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Specialized Knowledge and Applications.

ABS Roadmap

ABS-102

Telecom & Utility Rooms 103/104

Learn about the innovations in Accounting and Business Solutions - from advanced features to increased functionality and mobility. We discuss NISC's new tools, technologies and features being researched and developed to improve your processes. This is one session you don't want to miss!

Learning Objectives

- Identify the newest features coming in the ABS solutions
- Define the business need around these enhancements
- Explain how these features can be implemented

Knowledge, Program & CPE Credit

- This is an update session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Specialized Knowledge and Applications.

Accounting & Business	Engineering & Operations	Tech Services	T Telecom Sessions Only
Customer Care & Billing	Enterprise	General	U Utility Sessions Only
Member Experience Sessions	Repeat Sessions	Partner Sessions	CPE Certified

Sessions

DAY ONE

9:45 a.m. - 10:35 a.m.

CONTINUED

Deposit Yourself into This Session and Write It Off into the Books!

CC&B-T 104

Telecom Only Room 225

Deposits, deposits and more deposits. Find answers to those deposit questions you have. What are the pros and cons to using an Account vs. Agreement Deposit? How do I transfer an Account Deposit to an Agreement Deposit? When is the best time to bill out a deposit? What are the steps needed to bill out a deposit? What is the process to refund a deposit? Are there any reports at billing time that will list out my deposits or mark my pending deposits as billed? Also, if time allows, we run through the collection process of writing off uncollectible accounts. See how the iVUE tools can track dollars written off and received down to the Revenue Group, Carrier/Jurisdiction and Taxing entity.

iVUE Roadmap - The Blueprint to Your Future

CC&B-T 105

Telecom Only Room 227

During this session, we will review the software enhancements scheduled to be included in the upcoming software development cycle. You will see how our commitment to enhancing the iVUE enterprise make you more efficient.

CC&B Utility Roadmap*

CC&B-U 107

Utility Only Rooms 220/221

This session showcases some of the newest enhancements to the NISC Customer Care and Billing Utility and SmartHub applications. You won't want to miss this session as we preview new features you can expect to use in your office in the near future.

Change, Change, Change: Preparing Employees for Implementation | Week 1 Only

ENT-U 108

Utility Only Room 222

Week 1: Peace River Electric Co-op

Employees at Peace River Electric (PRECO) were frustrated with the outdated technology that was utilized for the core billing and accounting software. PRECO was utilizing a number of additional in-house developed applications to support the billing and accounting functions. Many of these applications did not integrate with the core billing and accounting software. Employees realized software existed that would automate many of the manual procedures, reduce data entry and provide improved services for our members. Employees wanted 21st century technology and were receptive to a new integrated software system, but were they ready for the implementation process?

CC&B Utility Tips & Tools*

CC&B-U 109

Utility Only Rooms 228/229

This session provides the knowledge you need to navigate through the Customer Care & Billing - Utility iVUE system effectively. Included in the tips and tools is everything from quick keystrokes and shortcuts to hidden functionality and much more.

AppSuite 101 - Basics of AppSuite

E&O-T 111

Telecom Only Room 226

Join this session for a basic overview of AppSuite including: cloud security, app installation and core functionality.

Staying Informed on the Latest and Greatest in E&O

E&O-U 113

Utility Only Rooms 230/231

Learn how to stay connected with NISC's Engineering & Operations Solutions throughout the year to ensure you have the latest functionality and best practices in place. In this session, we'll share upcoming opportunities including Workshops, BiWeekly WebEx Trainings, Community Communications, Support Awarenesses and more.

Gaining Efficiencies with Meter Data Management - Distribution Analytics*

E&O-U 114

Utility Only Room 240

Make your Automated Metering Infrastructure (AMI) data work for you through better planning and analysis. See how NISC's Distribution Analytics can identify cost saving opportunities and provide tools to conduct voltage analysis, line loss and transformer loading.

 Accounting & Business
 Customer Care & Billing

 Member Experience Sessions

 Engineering & Operations
 Enterprise

* Repeat Sessions

 Tech Services
 General

 Partner Sessions

T Telecom Sessions Only
U Utility Sessions Only

 CPE Certified

Sessions

DAY ONE

9:45 a.m. - 10:35 a.m.

CONTINUED

Introduction & Overview of Document Vault

ENT 117

Telecom & Utility Room 105

Are you interested in implementing Document Vault or have you recently gone live with Vault? If so, this session is right for you! Attend this session for an overview of Document Vault, NISC's document imaging product, including the main features of Vault, different methods of attaching and searching for documents, as well as updating files.

10:50 a.m. - 11:55 a.m.

Answering Industry Issues with Innovation

Utility General Session

Utility Only Ferrara Theater

The 2016 MIC gives us a chance to go in-depth on important issues that are affecting the industries we serve. The 2016 Utility General Session dives into some of the challenges facing the utility industry and how we can solve these issues together. An interactive panel discussion, the Utility General Session features several of NISC's subject matter experts discussing the hot topics of the day and answering your questions via the official 2016 MIC app. Learn more about NISC products and solutions serving NISC's utility Members during the 2016 MIC at the Utility General Session.

10:50 a.m. - 11:40 a.m.

Introduction to NISC Accounting Solutions for Telecoms

ABS-T 200

Telecom Only Room 100

NISC's accounting products ensure that through the use of financial controls, you are on track with your telecom's financial goals. This session is a demonstration for NISC Members and Guests who are not familiar with NISC's accounting products. Gain a high-level introduction to the capabilities and features available to help your telecom utilize integration, work more efficiently and reduce data entry.

Learning Objectives

- List key benefits and features of iVUE Accounting solutions
- List integration capabilities available in iVUE Accounting solutions
- Describe general navigation and access in iVUE Accounting solutions

Knowledge, Program & CPE Credit

- This is an overview session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Business Management and Organization.

Miscellaneous Receivable Integration with SIS and Cash Register

ABS-T/CC&B-T 201

Telecom Only Rooms 101/102

This session identifies the key points of integration between Miscellaneous Receivables and the ability to take payments and create a counter-sale from Cash Register. In addition to Miscellaneous Receivables integration, the Service Order option of counter-sale and the impact to a customer's bill is explained. This session includes a brief overview of device integration between ABS and SIS.

Learning Objectives

- Identify requirements for integrating Miscellaneous Receivables and payments and counter-sales from Cash Register
- Describe Service Order option of counter-sale and impact to a customer's bill
- Describe device integration between ABS and SIS

Knowledge, Program & CPE Credit

- This is a basic session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Specialized Knowledge and Applications.

Pay It Your Way

CC&B-T 203

Telecom Only Room 222

Weeks 1 & 2: Norvado

Want to know the best way to take a credit card payment through the drive thru? Do you have several customers calling in to make their payments? During this session, explore the benefits of offering your customers convenient options for making payments in a PCI compliant manner without creating additional tasks for your staff.

Accounting & Business
Customer Care & Billing

Member Experience Sessions

Engineering & Operations
Enterprise

Repeat Sessions

Tech Services
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T Telecom Sessions Only
U Utility Sessions Only

CPE Certified

Sessions

DAY ONE

10:50 a.m. - 11:40 a.m.

CONTINUED

 **Tapping into Your Customer Marketing Toolbox**

CC&B-T 204

Telecom Only Room 227

Weeks 1 & 2: Midwest Energy - CLEC Telecom

This session will cover the various Marketing tools available within the iVUE software. See how one NISC Member has used these tools to expand their marketshare. Learn how loading market segmentation data from a third party can expand your marketing efforts.

Preparing for SwitchTalk² Install

E&O-T 206

Telecom Only Room 226

This session covers the attributes needed in iVUE to allow for SwitchTalk² to provision the various network components.

Security Best Practices for Your Remote Access Users

TECH 208

Telecom & Utility Room 105

In this day and age, protecting your organization's information has no boundaries. It used to be that your data was safe when it didn't leave the building. Present day, your employees demand 7 day X 24 hour access to data. Furthermore, this data needs to be available from any device beyond their desktop workstation. This can put a strain on keeping your network secure. Attend this session to hear a set of best practices that reduce risk and help ensure your organization's data is safe regardless of where your employees work and what devices they use. Special emphasis will be made on developing mobile device management strategies and policies.

12:45 p.m. - 1:50 p.m.

Taking Efficiency and Customer Service to the Next Level

Telecom General Session

Telecom Only Ferarra Theater

Do you have questions about the latest issues and trends in the telecom industry? NISC has answers during the interactive Telecom General Session. Join NISC subject matter experts as they discuss some of the latest NISC solutions and where the fit into the future of the telecom industry. Make sure you have the 2016 MIC app as this is an interactive discussion, allowing you to ask questions of the panel directly from your mobile device. Don't just look to the future at the 2016 MIC, join the Telecom General Session to find out how we can go Beyond Tomorrow.

1:00 p.m. - 1:50 p.m.

 **Introduction to NISC Accounting Solutions for Utilities**

ABS-U 300

Utility Only Room 100











NISC's accounting products ensure that through the use of financial controls, you are on track with your utility's financial goals. This session is a demonstration for NISC Guests and others who are not familiar with the accounting products. Gain a high-level introduction to the capabilities and features available to help your utility utilize integration, work more efficiently and reduce data entry.

Learning Objectives

- List key benefits and features of iVUE Accounting solutions
- List integration capabilities available in iVUE Accounting solutions
- Describe general navigation and access in iVUE Accounting solutions

Knowledge, Program & CPE Credit

- This is an overview session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Business Management and Organization.

 Accounting & Business	 Engineering & Operations	 Tech Services	T Telecom Sessions Only
 Customer Care & Billing	 Enterprise	 General	U Utility Sessions Only
 Member Experience Sessions	 Repeat Sessions	 Partner Sessions	 CPE Certified

Sessions

DAY ONE

1:00 p.m. - 1:50 p.m.

CONTINUED

 **Utility Integration: CC&B to ABS/Hot Topics**

ABS-U/CC&B-U 301

Utility Only **Rooms 101/102**

This session reviews a number of hot topics in the area of Customer Care & Billing - Utility to GL Integration. Join this open discussion about how, when and why journals open and close coming from CC&B, including the GL posting date assignment. Review the E-Payment Posting Options screen and how it can help in reconciling between CB&B and GL. Explore ways to help avoid CC&B/GL Accounting issues by using the GL Alias Accounting Validation Report. Learn the most common issues that can cause differences in the CC&B subsidiary accounts that show up on the CIS to GL Balancing Report.

Learning Objectives

- Define the action(s) of when a journal opens from Customer Care & Billing and how the iVUE software determines the GL post date assignment
- Explain the E-Payment posting options screen and how it can impact the task of balancing/reconciling Customer Care & Billing accounts receivable to General Ledger
- Discuss common balancing questions from the CIS to GL Balancing report and how the GL Alias Accounting Validation process can help avoid balancing discrepancies

Knowledge, Program & CPE Credit

- This is a basic session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Specialized Knowledge and Applications.

iVUE Connect: What's New*

CC&B-U 303

Utility Only **Rooms 220/221**

Last year NISC announced the launch of iVUE Connect. This session gives you an update on the development progress of the application, reviews new features and discusses what you can do to plan for your utility to use this new product.

SmartHub - What's New Since the Last Time We Met?*

CC&B-U 304

Utility Only **Room 222**

Since the last MIC, SmartHub has grown with the addition of many new features. This session touches on some of the new and exciting SmartHub features like scheduled payments, Service Order integration, usage cost, Round Up and more.

360 Degree Approach to Efficiency Resource Programs

CC&B-U 305

Utility Only **Room 223**

Is your utility involved in energy or water conservation programs, including load controller installations? You won't want to miss this session that explores the challenges with these programs and provides details on the NISC products that are solving these challenges.

MDMS Roadmap

CC&B-U/E&O-U 306

Utility Only **Rooms 228/229**

Join this session to learn the vision of NISC's Meter Data Management System product. This session showcases what's new with MDMS as well as features you can expect in the near future that help you plan how to get the most out of MDMS.

 **Boosting the Recovery of Delinquent Accounts**

CC&B-U 307

Utility Only **Room 227**

Week 1: Claverack REC, San Luis Valley REC & Transworld

Week 2: Holy Cross Energy, Northeast Oklahoma Electric & Transworld











Delinquent accounts are an issue for any utility. Trying to recover funds lost to delinquent accounts can be a real challenge, one that can take time and add a lot of stress. With Transworld's Profit Recovery, the fear of lost revenue and time to collect a delinquent account can be put at ease. In this session, an NISC Member discusses why they selected Transworld and the benefits they've experienced for their utility.

Introduction to Damage Assessment and How It Can Help in the Field

E&O 308

Telecom & Utility **Room 240**

Maximize your time in the field and back in the office through Damage Assessment. Learn how to leverage the tools to access asset damage and provide the details for office reporting.

 Accounting & Business	 Engineering & Operations	 Tech Services	T Telecom Sessions Only
 Customer Care & Billing	 Enterprise	 General	U Utility Sessions Only
 Member Experience Sessions	 Repeat Sessions	 Partner Sessions	 CPE Certified

Sessions

DAY ONE

1:00 p.m. - 1:50 p.m.

CONTINUED

Accessing Work Management in iVUE AppSuite*

E&O-U 309

Utility Only Rooms 230/231

Manage your work easily and efficiently from a single device. See demonstrations on where Work Management in iVUE AppSuite is today and what is being developed for tomorrow.

Introducing Continuous Vulnerability Management

TECH 311

Telecom & Utility Room 105

Protect sensitive information by identifying vulnerabilities and develop a plan to manage them. NISC has teamed up with Rapid7 to offer Members and Customers a unique, hosted, managed service to help you defend against the ever-evolving threat of a security breach. This session provides a demonstration of the product and outlines technical details required.

2:05 p.m. - 2:35 p.m.

How can you convince your organization to make an investment in HR technology?

HRMS

hrms

Telecom & Utility Room 106

In this session, we will discuss justification challenges from executives when investing in an HRIS. We will examine the top reasons Utility companies invest in a comprehensive HR technology solution to manage their workforces. Reviewing HR management areas such as automating performance reviews; tracking employee training, certifications and competencies; administering benefits; and streamlining your recruiting and onboarding processes. We understand the importance of your NISC investment, so we will cover how you can leverage all this 'hire-to-retain' HR functionality with seamless integration to iVUE Enterprise.

Founded in 2003, HRMS has enabled hundreds of companies to better manage, empower and optimize their workforce with leading cloud or on-premise Human Capital Management (HCM) and Talent Management solutions. We offer integrated solutions to NISC's iVUE® platform to provide members with core HR, recruiting, benefits, performance, compensation, training & development, self service and other essential HR management capabilities. Our business model provides utility and telecom companies with a choice of superior HR technology solutions, backed by an experienced team that delivers exceptional service sought after within the NISC community. If you are looking for a holistic end-to-end HCM solution, you have found the right company in HRMS Solutions.

2:05 p.m. - 2:55 p.m.

ABS Integration with Document Vault

ABS/MISC/TECH 400

Telecom & Utility Room 100

This session identifies core functionality between ABS and Document Vault. Learn how data captured in Document Vault provides additional value to your accounting system.

Learning Objectives

- Explain Document Vault administration and core functionality in relation to ABS integration
- Identify what can be seen in Document Vault from within ABS
- Describe what Document Vault uses in ABS when searching for different documents or images

Knowledge, Program & CPE Credit

- This is a basic session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Specialized Knowledge and Applications.

Accounting & Business
Customer Care & Billing

Member Experience Sessions

Engineering & Operations
Enterprise

*** Repeat Sessions**

Tech Services
General

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T Telecom Sessions Only
U Utility Sessions Only

CPE Certified

Sessions

DAY ONE

2:05 p.m. - 2:55 p.m.

CONTINUED



A Practical Guide to Utilizing iVUE Data with Excel to Showcase Your Company's Results!

ABS 401

Telecom & Utility Rooms 101/102

Weeks 1 & 2: Midwest Energy

This session shares techniques on utilizing advanced search criteria and reports in iVUE to gather information for reporting. When you need to compare information in two separate reports, learn how once the information is gathered and sent to a spreadsheet, you can use pivot tables, pivot charts, graphing options and automated repetitive tasks to help.

Learning Objectives

- Explain how to use pivot tables
- Describe how to use pivot charts
- Identify ways to use data from multiple iVUE reports in a single Excel report

Knowledge, Program & CPE Credit

- This is a basic session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Specialized Knowledge and Applications.



Latest Accounting Enhancements - What's New Since MIC 2015*

ABS 402

Telecom & Utility Rooms 103/104

This session provides a high-level overview of the latest enhancements that have been added to the ABS software in the past year. This includes enhancements that are in versions 2.34 through 2.36.

Learning Objectives

- Identify new features and functionality added to ABS from version 2.34 through 2.36
- Explain benefits of new features and functionality
- Strategically plan to implement new features that will be an asset to you and your company

Knowledge, Program & CPE Credit

- This is an update session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Specialized Knowledge and Applications.

Nothin' but the FAQs

CC&B-T 404

Telecom Only Room 225

Ever wonder if you're the only company calling on a certain issue? Attend this session to review common questions and answers from the Telecom CC&B and E-Solutions support lines. The most common support instances entering the support centers will be reviewed. This is a great opportunity to network with other NISC Members.

SmartHub Order Management New Customer Signup

CC&B-T 405

Telecom Only Room 227

Understand functionality offered within SHOM New Customer Signup for new customers for telephone, TV, internet and wireless services available at the customer's location. Learn about the minimum steps to implement/launch New Customer Signup when already having SHOM implemented for existing customers. This session will provide Member examples and activities, a demonstration of the product and a review of upcoming enhancements.

Introduction to Messenger

ENT 407

Telecom & Utility Room 223

Messenger has become the central hub for communication between NISC Member sites and their consumers, whether it is e-mail, text or letters. Multiple NISC applications use Messenger to create these notifications to customers so understanding the basics of how Messenger works is critical. This includes things like setting up notifications, controlling security for events and managing the events once they occur. In this session, you learn some of the best practices for dealing with errors, tips on how to best use the status/reports in Messenger and how to configure default subscription rules. You also get a glimpse of the new template tool that NISC has added to Messenger which makes creating custom templates much easier.

Accounting & Business
 Customer Care & Billing
 Member Experience Sessions

Engineering & Operations
 Enterprise
* Repeat Sessions

Tech Services
 General
 Partner Sessions

Telecom Sessions Only
 Utility Sessions Only
 CPE Certified

2:05 p.m. - 2:55 p.m.

CONTINUED

Prepaid Metering: The Road to Empowerment

CC&B-U 408

Utility Only Rooms 220/221

Week 2: Co-Mo Electric Cooperative | **Week 2:** Snapping Shoals EMC

The challenge: How to offer customers an alternative to high deposits but still lower write-off balances. Some say, "That's impossible!" while others say, "You're kidding! Right?" In 2010, NISC introduced Prepaid Metering and "The Road to Empowerment" began. NISC's Prepaid Metering solution gives end consumers the "power" to manage their balances at their convenience. In this session, we'll look at how NISC Members have implemented Prepaid Metering and lessons learned along the way.

Dealing with Impactful Change

ENT-U 409

Utility Only | **Week 1** Room 222

Week 1: Leavenworth-Jefferson EC

In October 2014, Leavenworth-Jefferson Electric's (LJEC) and Kaw Valley Electric's (KVE) Boards of Directors voted unanimously to form a cooperative alliance with the end goal of consolidation. LJEC and KVE share employees, equipment and resources. Consolidation benefited both cooperatives' members by yielding significant savings and stabilizing rates. LJEC and KVE were projecting rate increases within two years, but with the consolidation process in place the rate increase has been delayed. This session covers how the utilities managed the change, effectively communicated with members and ensure that during this challenging time both cooperatives are working together to make this consolidation a success.

Utility Only | **Week 2** Room 222

Week 2: Tri-County Electric Co-op

Over the past couple of years, Tri County Electric Cooperative has undergone a number of changes including an acquisition of several thousand IOU accounts, installing a solar community garden and most recently a merger with Hawkeye Electric Cooperative in Iowa. These changes could be disruptive, but the staff of these cooperatives managed this and communicated to their members. Learn how the Tri County Electric staff was able to deal with these impactful changes and how you can deal with big changes at your organization.

The New Month End - More Than Just a Better Looking Report

CC&B-U 410

Utility Only Rooms 228/229

A new and improved Month End Sales Report is now available! This session provides an overview of the new design - a cleaner layout with an explanation of important enhancements like streamlined information and steps for your utility to make a smooth transition to the new format.

Moving the Chains with MapWise Connectivity

E&O-T 412

Telecom Only Room 226

Join us for an overview of the strand connectivity feature that is available with iVUE 2.35.

Operational Efficiencies for Today and the Roadmap of Tomorrow

E&O 414

Telecom & Utility Rooms 230/231

Daily operations should be efficient, well communicated and streamlined, allowing you to quickly and safely react to unforeseen situations as they arise. NISC's Product Manager discusses new tools, technologies and features being researched and developed to improve your processes. This session discusses the bigger picture of iVUE and also helps you understand the value gained by continuously improving operational efficiencies.

Using CalltoOrder® to Simplify Your Board Meetings

ENT 416

Telecom & Utility Room 232

Are you ready to go "paperless" with your board meetings? If so, let's get you started using NISC's CalltoOrder® meeting app. Join this session to review the app's basic features and provide ideas on how to setup meetings and store documents that will best suit your needs. Learn how CalltoOrder can simplify the preparation of your board meetings!

iGEAR 101: From Annual Meeting Gifts to Safety Apparel, We've Got You Covered

ENT 417

Telecom & Utility Room 240

Learn more about iGEAR and our relationship with the NISC Membership, the advantages of promotional advertising and ways we can save you money. Learn about online employee clothing programs and take a peek at new and exciting products being released this fall. All iGEAR 101 attendees will receive a free gift.

Dell SonicWALL Products and Technology Roadmap

TECH 418

Telecom & Utility Room 105

Weeks 1 & 2: Dell SonicWALL

Representatives from Dell SonicWALL share updates on what the future holds for its next-generation security products and technologies.

Accounting & Business	Engineering & Operations	Tech Services	T Telecom Sessions Only
Customer Care & Billing	Enterprise	General	U Utility Sessions Only
Member Experience Sessions	Repeat Sessions	Partner Sessions	CPE Certified

Sessions

DAY ONE

3:10 p.m. - 3:40 p.m.

A Uniform Double Take

High Point Networks



Telecom & Utility Room 106

Social engineering – whether its via email, telephone, or in-person – is one of the biggest threats facing businesses today. For 15 years Corey Steele has been performing penetration tests on businesses throughout the United States, and in that time the single most common security flaw he finds in organizations is its people. In this talk, Steele covers the threat of social engineering, and what organizations can do to strengthen their staff against such attacks.

High Point Networks is a value-added reseller (VAR) of information technology providing solutions to both the SMB and enterprise level markets in the upper Midwest. We offer organizations best-in-class voice and data networking solutions, supported by the best professional services team in the region. Our core business solutions include: infrastructure, unified communications, data center, security and services.

3:10 p.m. - 4:00 p.m.

Purchase Orders - Understanding How the Procurement Process Can Work for You

ABS 500



Telecom & Utility Room 100

Whether your procurement process is simple or complex, iVUE possesses the tools to automate the process and save time and effort. This session identifies and explains how to streamline your procurement process. Learn how adopting authorizations and how pulling and reviewing information can help you effectively monitor your purchasing.

Learning Objectives

- Explain how authorization works
- Identify how the procurement process can save time and effort
- Pull information regarding purchase history and use it to help with purchasing decisions

Knowledge, Program & CPE Credit

- This is a basic session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Production.



Preparing for an Audit - Tools and Best Practices

ABS 501

Telecom & Utility Rooms 101/102

Week 1: To be determined | **Week 2:** Southwest Louisiana EMC

Auditing is a complicated process - so make sure you know all the ins and outs to simplify your auditing process year round. Join us to learn and identify helpful information and how to implement small tasks that make a huge difference when preparing for an audit.

Learning Objectives

- Discuss daily/monthly processes and best practices to aid in the year end audit
- Gather helpful information to have at your fingertips during the audit
- Identify key balancing reports

Knowledge, Program & CPE Credit

- This is a basic session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Auditing.

Accounting & Business	Engineering & Operations	Tech Services	T Telecom Sessions Only
Customer Care & Billing	Enterprise	General	U Utility Sessions Only
Member Experience Sessions	Repeat Sessions	Partner Sessions	CPE Certified

Sessions

DAY ONE

3:10 p.m. - 4:00 p.m.

CONTINUED

 **Business Intelligence Reporting***

ENT 502

Telecom & Utility **Rooms 103/104**

Learn how to adopt NISC's newest product offering! This session focuses on how you can use your data to make better decisions for your organization. We explain the available features in the solution, identifying standard visualizations and dashboards while empowering you to create custom versions.

Learning Objectives

- List common features of NISC's Business Intelligence product
- Identify standard visualizations and dashboards available
- Apply key concepts to develop custom visualizations and dashboards

Knowledge, Program & CPE Credit

- This is an update session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Computer Science.

Eny Meeny Miny Moe...Which Report Should I Go?

CC&B-T 504

Telecom Only **Room 225**

Did you know the iVUE Customer Care and Billing module contains over 300 standard reports with many options? Attend this session to delve into some of the most commonly used and powerful tools. Discover how these reports can place powerful decision-making data at your finger tips.

 **How Suite It Is! AppSuite Annual Meeting with a Side of Service Orders**

CC&B-T 505

Telecom Only **Room 227**

Week 1: NISC | **Week 2:** South Slope Cooperative Telephone Co

Want to simplify your Annual Meeting registration process and be able to run an SIS report to get your meeting's registration totals? Attend this session for a demonstration on setting up Cloud security for the meeting, setting up the Annual Meeting, using AppSuite to register members and run a report that can be saved and referred to at any time. If time allows, we'll also take a peek into what service orders look like in AppSuite with the ESOM flag turned on.

RemitPlus Remittance Processing Solution

CC&B/TECH 507

Telecom & Utility **Room 223**

NISC and ProfitStars® have collaborated to bring the benefits of Check 21 Electronic Check Conversion to NISC Members and customers! In this session, discover how RemitPlus, an affordable, turnkey automated check-posting system, allows you to capture images of checks submitted for payments and post these payments to your customers' accounts with efficiency and accuracy. This session also discusses the technical details of the server and client setup options.

Messenger: Fast and Engaging Consumer Communication*

CC&B-U 508

Utility Only **Rooms 228/229**

Do you need to send many forms of communication to your customers in quick but professional formats? Instead of learning how to write HTML, learn how Messenger's new template tools enable you to easily create professional consumer communications whether they're texts, e-mails or even letters. Also hear how other utilities use Crystal reports and/or the On Demand Messaging tool to create content for these Messenger notifications. So when there's still that need to send the consumer a good old fashioned mailer, Messenger has you covered.











 **Broadband in Utilities**

CC&B-U 509

Utility Only **Room 222**

Weeks 1 & 2: Co-Mo Electric Cooperative

In the 21st century, a new technology is emerging: broadband Internet. This new technology is transforming lives and bringing economic development to the areas that adopt it. Co-Mo Comm, a subsidiary of Co-Mo Electric, began a pilot project in 2010 to determine if it could bring all of their members a state-of-the-art, fiber-to-the-home communications network. In June 2012, the Co-Mo Comm Board of Directors announced it would extend the pilot project to the entire Co-Mo Electric service territory through a four-phase plan that is anticipated for completion in 2016. Co-Mo Comm has also extended its services to some additional surrounding communities that they don't electrically serve. Co-Mo Connect services include Gigabit Ultra Broadband, High Definition Television and Crystal Clear Telephone. Attend this session to hear from Co-Mo staff about the challenges, solutions and benefits they've found in offering broadband.

 Accounting & Business	 Engineering & Operations	 Tech Services	T Telecom Sessions Only
 Customer Care & Billing	 Enterprise	 General	U Utility Sessions Only
 Member Experience Sessions	 Repeat Sessions	 Partner Sessions	 CPE Certified

Sessions

DAY ONE

3:10 p.m. - 4:00 p.m.

CONTINUED

Using the Power of MDMS Data for Business Information

CC&B-U/E&O-U 510

Utility Only Room 232

This session describes some of the advanced analytical and reporting capabilities of NISC's Meter Data Management System (MDMS). We'll cover virtual meters, efficiency programs and other areas where MDMS data can help you make important business decisions and improve customer engagement.

Introduction to NISC's Customer Care and Billing Solutions for Utilities

CC&B-U 511

Utility Only Room 240

This session is intended for NISC Members and Guests who are not familiar with the Customer Care & Billing - Utility suite of applications that NISC offers Members. This session provides an overview of the applications used to manage your customers. You'll also have an opportunity to ask questions to learn more about key areas.

Trouble Management Unleashed

E&O-T 512

Telecom Only Room 226

In this session, learn and experience the new features in Trouble Management including Messenger.

Engineering and Field Efficiencies for Today and the Roadmap of Tomorrow

E&O 514

Utility Only Rooms 230/231

Having the tools you need for Engineering and in the field is important to ensure you are planning for today and prepared for tomorrow. See what NISC's MapWise, Outage Management and Meter Data Management System-Distribution Analytics (MDMS-DA) has in store to prepare for the road ahead.

When Did We Get That Feature?

ENT-U 516

Utility Only Rooms 220/221

Week 1: Delaware Electric, East Central Energy & LaPlata Electric

Week 2: Lumbee River EMC, Sumter Electric & Trico Electric

Do you wish for a software feature and later find it's already available? Join this session to hear tips and tricks from other utilities about processes and tools used to stay informed and how to take advantage of new features.

Enterprise Security with the Cooperative Cloud and AppSuite


TECH 518

Telecom & Utility Room 105

Best practices and recipes for success when managing the security of your enterprise will be reviewed.

 Accounting & Business

 Customer Care & Billing

 Member Experience Sessions

 Engineering & Operations

 Enterprise

* Repeat Sessions

 Tech Services

 General

 Partner Sessions

T Telecom Sessions Only

U Utility Sessions Only

 CPE Certified

Sessions

DAY TWO

8:30 a.m. - 9:00 a.m.



The ONLINE Utility Exchange - We Eliminate Bad Debt

ONLINE Utility Exchange

Telecom & Utility Room 106

The ONLINE Utility Exchange is the total solution for utilities who want to eliminate their bad debt. With our proprietary Exchange Data™, Red Flag compliance solutions, and professional collection services, the ONLINE Utility Exchange is the leader in bad-debt elimination and recovery for the utility industry.

The ONLINE Utility Exchange has revolutionized the way Utilities screen new service applicants. Our Risk Assessment Tool allows Utilities to set their deposit at an appropriate level to protect themselves against Bad Debt. Our solution is integrated into your NISC software, making it easy and quick for you to make a deposit decision. In addition, ONLINE provides Utility specific Bad Debt Collection Services that consistently recovers more Bad Accounts than any other Agency.

8:30 a.m. - 9:20 a.m.



New Member Panel

ABS 600

Telecom & Utility Room 100

Week 1: Mason County PUD No. 3 & Peace River Electric
Week 2: McPherson Board of Public Utilities & West Central Telephone

In this session, some of NISC's newest Members offer their insights on the ABS new Member conversion process. Learn some Do's and Don'ts as well as valuable advice for a successful ABS conversion. This session focuses on assisting NISC's Guests or individuals who are interested in moving to ABS.

Learning Objectives

- Identify potential challenges within the conversion process
- Adopt successful conversion standards
- Manage your resources effectively during the conversion

Knowledge, Program & CPE Credit

- This is an overview session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Computer Science.



How to Gain Efficiency with Employee Self Serve and AppSuite

ABS 601

Telecom & Utility Rooms 101/102

Week 1: United Electric, MO | **Week 2:** Copper Valley Telecom & Great Plains Communications

Save time and effort by training employees to enter their own time instead of payroll personnel, while still maintaining full control of time keyed! Learn about ABS AppSuite and how it can work for you. Get a demonstration on AppSuite and how to do time approvals and enter time tracking.

Learning Objectives

- Describe the functions and benefits of Employee Self Serve
- Demonstrate current and upcoming AppSuite features such as time approval and time tracking
- List additional features in Employee Self Serve such as templates, copy to crew, and time distribution to gain efficiency

Knowledge, Program & CPE Credit

- This is an overview session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Specialized Knowledge and Applications.



Business Intelligence Reporting*

ENT 602

Telecom & Utility Rooms 103/104

Learn how to adopt NISC's newest product offering! This session focuses on how you can use your data to make better decisions for your organization. We explain the available features in the solution, identifying standard visualizations and dashboards while empowering you to create custom versions.

Learning Objectives

- List common features of NISC's Business Intelligence product
- Identify standard visualizations and dashboards available
- Apply key concepts to develop custom visualizations and dashboards

Knowledge, Program & CPE Credit

- This is an update session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Computer Science.

Accounting & Business	Engineering & Operations	Tech Services	T Telecom Sessions Only
Customer Care & Billing	Enterprise	General	U Utility Sessions Only
Member Experience Sessions	Repeat Sessions	Partner Sessions	CPE Certified

Sessions

DAY TWO

8:30 a.m. - 9:20 a.m.

CONTINUED

Movin' On Up with Messenger

CC&B-T 604

Telecom Only Room 227

Experience all the features of Messenger through setting up the option for customers to schedule payments. Also learn how your company can notify customers through text messages and emails and customize those messages.

Orders, Orders Everywhere - Can't I Get Just One?*

CC&B-T 605

Telecom Only Room 225

Join this session for a tour of the enhanced service orders and look at creating ONE service order that does multiple actions per agreement. Also see how you can split that ONE service order into multiple individual service orders. We'll review some features the Enhanced Service Order Management (ESOM) ON function has to offer and cover workflow changes and new concepts that have been incorporated.

Telecom Capital Credit Pointers

CC&B-T/ABS-T 606

Telecom Only Room 232

This session covers the Member Share Process for billing and refunding membership fees, different general retirement options and how to apply capital credit balances to uncollectible balances.

Prepaid Implementation

CC&B-U 608

Utility Only Rooms 220/221

Prepaid billing can offer many benefits to both the utility and customers in dealing with usage tracking and payment management. Learn how NISC Members have experienced a win/win solution by giving customers control over their usage monitoring and payments. We'll also discuss the steps to implementing and the impact prepaid has on utility day-to-day challenges.

Using SmartHub to Resolve & Reduce High Bill Complaints

CC&B-U 609

Utility Only Room 222

Week 1: NISC | **Week 2:** Nolin RECC

Each day, you receive various types of high-bill complaints. How do you resolve each one? This session covers how SmartHub can help you resolve different types of high bill complaints, including diagnosing heat pump problems, water heater malfunctions, customers with seasonal properties and other problems that SmartHub can uncover. This session also covers using the budget meter and power usage alerts to head off high bill complaints.

It's a Big AMI Project & NISC Is Here to Help

CC&B-U/E&O-U 610

Utility Only Room 223

Moving to AMI meters can be a challenging task, but NISC is here to help. In this session, hear about the shared process between NISC and Members when the Member adds an AMI system. Learn how NISC can proactively help you prepare for the transition to AMI before your meters are even installed.

Proactively Creating Engagement with Your Customers

CC&B-U 612

Utility Only Rooms 228/229

From load forecasting and consumer engagement to measurement and verification, there's a new series of features coming to the Cooperative Cloud to help modernize your enterprise. This session helps you prepare for what lies ahead by taking a proactive approach with your customers. See the latest innovation from NISC's Research and Development!

 Accounting & Business
 Customer Care & Billing

 Member Experience Sessions

 Engineering & Operations
 Enterprise

* Repeat Sessions

 Tech Services
 General

 Partner Sessions

T Telecom Sessions Only
U Utility Sessions Only

 CPE Certified

Sessions

DAY TWO

8:30 a.m. - 9:20 a.m.

CONTINUED

Work Order Round Trip

E&O-T 613

Telecom Only Room 226

Join this session to maximize the integration to iVUE Work Orders with the MapWise Staking feature.

Mobile Map for Viewing Switching Feeder Options | Week 1 Only

E&O-U 615

Utility Only Rooms 230/231

Week 1: Hendricks Power Cooperative uses a map on mobile devices for the line crew to indicate options available for the SCADA system in the office for switching feeders. Through bookmarks, simplification and labeling of 3 phase reclosers only, Hendricks has found efficiency and accuracy in displaying this map within AppSuite and as a web map under NISC MapViewer. Find out how you can too!

Tackle Big Projects with Ease through Work Management

E&O-U 616

Utility Only Room 240

Got a tedious project coming up? Don't stress because Work Management has you covered! Learn how to streamline your tasks and processes while ensuring important stakeholders are kept in the loop.

Drone Revolution | Week 2 Only

ENT 617

Telecom & Utility Room 241/242

Week 2: South Slope Cooperative Telecom This informational session discusses how "drones" are being utilized in both the telecom and utility industries and those we work with on a daily basis. Session includes a quick overview and footage from drones, mapping, FLIR, inspection, etc. and time for questions at the end.

iVUE System Administrator's Survival Guide, Part 1

TECH 618

Telecom & Utility Room 105

Presented by the front lines of our iVUE Technical Support team, this session covers the top support opportunities iVUE system administrators face. This topic is so popular and full of good discussion, we've split it into two parts! Part 1 focuses on iVUE system monitoring and maintenance, backups and printing.

9:50 a.m. - 10:20 a.m.

Impact of Natural Disasters to AMI Communication | Week 1

Sensus

Telecom & Utility Room 106

When natural disasters strike, that's when you must rely on metering, distribution, alarm and restoration data. How will your AMI communication system respond? Learn what to expect during tornados, ice storms, hurricanes and other disasters.

Sensus is a leading clean technology solutions company offering smart meters, communication systems, software and services for the electric, gas, and water industries. Sensus technology helps utilities drive operational efficiency and customer engagement with applications that include advanced meter reading, data acquisition, demand response, distribution automation, home area networking and outdoor lighting control. Customers worldwide trust the innovation, quality and reliability of Sensus solutions for the intelligent use and conservation of energy and water. To follow Twitter updates from Sensus, visit <http://twitter.com/sensusmartgrid>.



Leveraging AMI Data for System Operations and Planning | Week 2

NRTC

Telecom & Utility Room 106

Implementation use case of how NRTC assists its members in gaining value from the AMI investment by using the meter events for identifying actionable items such as power quality, theft of service, and high temperature.

The National Rural Telecommunications Cooperative (NRTC) represents the advanced telecommunications and information technology interests of 1,500 rural utilities and affiliates in 48 states. We help rural electric and telephone utilities strengthen their businesses with solutions uniquely suited to the needs of rural consumers. NRTC provides products and services developed specifically to meet the needs of rural utilities and their customers, such as high-speed Internet access via satellite, full service Internet access and support, integrated smart grid technologies and energy efficiency solutions, wireless technologies, long distance programs, mobile phone service, IP backbone services and programming distribution rights for video providers.

-  **Accounting & Business**
-  **Engineering & Operations**
-  **Tech Services**
- T Telecom Sessions Only**
-  **Customer Care & Billing**
-  **Enterprise**
-  **General**
- U Utility Sessions Only**
-  **Member Experience Sessions**
-  *** Repeat Sessions**
-  **Partner Sessions**
-  **CPE Certified**

Sessions

DAY TWO

9:50 a.m. - 10:40 a.m.

 **Budget Basics**

ABS 700

Telecom & Utility Room 100

In this session, you receive a basic overview of the different options available for creating a new budget within iVUE and learn how these different methods can be used together to produce a final budget. You also learn about common features and how to use these features during the budget process.

Learning Objectives

- Provide a high-level explanation of the different budget building options available within iVUE
- Explain the budget workflow in iVUE
- Explain your approach to introduce a new budget building method

Knowledge, Program & CPE Credit

- This is a basic session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Finance.

 **Material Inventory Best Practices - Keeping Real-Time Inventory**

ABS 701

Telecom & Utility Rooms 101/102

Weeks 1 & 2: To be determined

Join us as we analyze the benefits of the iVUE ABS Material Inventory system! How do we maintain the "right" inventory level? We show you the multiple parts to inventory tracking from analyzing the ins and outs to forecasting what is needed in the future based on estimated commitments. Identify the benefits of real-time inventory to have iVUE be that first point of reference!

Learning Objectives

- Manage item commitments
- Identify the benefits of maintaining real-time inventory
- Improve inventory control

Knowledge, Program & CPE Credit

- This is a basic session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Production.

 **Miscellaneous Receivable - Overview of Features to Improve Processes**

ABS 702

Telecom & Utility Rooms 103/104

This session demonstrates a variety of ways to improve and streamline processes in Miscellaneous Receivable. Recent features and upcoming enhancements are explained. Join this session to learn how to implement e-mail capability, sales analysis and more!

Learning Objectives

- Utilize e-mail capabilities for invoices and statements
- Identify Reverse Write-Off and Reverse Account Credit
- Analyze sales data with the Line Item Inquiry screen

Knowledge, Program & CPE Credit

- This is an overview session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Specialized Knowledge and Applications.

NISC Telecom iVUE Enterprise Demo

ENT-T 704

Telecom Only Room 225

Make the Enterprise do the work for you - This session shows the power of the iVUE enterprise. See how NISC's complete iVUE enterprise solution works together to provide efficiencies to your office. You will not want to miss this session.











 **Get Smart with SmartHub**

CC&B-T 705

Telecom Only Room 227

Weeks 1 & 2: Norvado

Hear how Norvado is working smarter with SmartHub. By allowing customers to manage their accounts online and providing CSRs quicker access to important customer information, SmartHub has streamlined customer service, boosted efficiency and more!

 Accounting & Business	 Engineering & Operations	 Tech Services	T Telecom Sessions Only
 Customer Care & Billing	 Enterprise	 General	U Utility Sessions Only
 Member Experience Sessions	 Repeat Sessions	 Partner Sessions	 CPE Certified

Sessions

DAY TWO

9:50 a.m. - 10:40 a.m.


CONTINUED

 **Equifax - Using Alternative Data for More Intelligent Strategies** **CC&B 707**

Telecom & Utility Room 222 **Week 1:** Equifax & Southeastern Indiana REMC | **Week 2:** Equifax & Mahaska Communications
Leveraging Equifax credit data helps to mitigate risk by verifying identities and establishing deposits based on customer credit ratings. Listen to NISC Member testimonials as to how they use credit checks. Learn about Equifax's new Advanced Energy Plus Credit Scoring which improves an already great solution.

CC&B Utility Roadmap* **CC&B-U 708**

Utility Only Room 223
This session showcases some of the newest enhancements to the NISC Customer Care & Billing Utility and SmartHub applications. You won't want to miss this session as we preview new features you can expect to use in your office in the near future.

 **Improving Customer Service with iVUE** **CC&B-U 709**

Utility Only Rooms 220/221 **Weeks 1 & 2:** People's Electric Cooperative
There are a variety of skill sets across your organization, from baby boomers to recent college graduates. Each of them have a different way of learning and helping your customers. No matter your skill level, this session helps all attendees learn how to use iVUE to tackle tough customer questions, promote various products and services and wow with excellent service through a fun, interactive session that features movies and TV show characters. Learn customer service skills, but also learn how to take those skills to the next level with iVUE.

SmartHub - What's New Since the Last Time We Met?* **CC&B-U 710**

Utility Only Rooms 228/229
Since the last MIC, SmartHub has grown with the addition of many new features. This session showcases some of the new and exciting SmartHub features like scheduled payments, Service Order integration, usage cost, Round Up and more.

SmartTrack - Give Your Dispatcher the Day Off **E&O-T 712**

Telecom Only Room 226
Streamline your dispatching processes by utilizing the auto-assign functionality in SmartTrack.

Reviewing the Latest Functionality with NISC CallCapture **E&O 714**

Telecom & Utility Room 240
Empower yourself and your customers through NISC CallCapture. Explore how NISC CallCapture integrates with several iVUE products to streamline communications to and from your customers, reducing time spent making and answering calls.

Maximize Field Operations through NISC's Inspection Solution **E&O-U 715**











Utility Only Rooms 230/231
Learn how to perform inspections in the field and tie them back to your Geographic Information System (GIS) data. We'll also review best practices and how other utilities are leveraging this solution on a regular basis.

Utility - Your AMS Solutions **CC&B-U/MISC-U 717**

Utility Only Rooms 232
This session covers using ActivTrace for tracking mail and scheduling print jobs. Also learn about options for full color bills and hear about enhancements and expansions in printing and inserting equipment at the NISC office.

iVUE System Administrator's Survival Guide, Part 2 **TECH 718**

Telecom & Utility Room 105
Presented by the front lines of our iVUE Technical Support team, this session covers the top support opportunities iVUE system administrators face. This topic is so popular and full of good discussion, we've to split it into two parts! Part 2 focuses on iVUE client, ASP, and user settings such as password rules. Plus, as more NISC Members are deploying inline security devices, we will discuss the outbound traffic requirements for iVUE and Cloud applications.

 Accounting & Business	 Engineering & Operations	 Tech Services	T Telecom Sessions Only
 Customer Care & Billing	 Enterprise	 General	U Utility Sessions Only
 Member Experience Sessions	 Repeat Sessions	 Partner Sessions	 CPE Certified

Sessions

DAY TWO

10:55 a.m. - 11:25 a.m.



GMS Partner Session

GMS

Telecom & Utility Room 106

GMS provides the best data collection and mapping services in the industry. We strive to be one step ahead and respond to the changing demands of a data rich GPS and GIS technological world. GMS provides the most accurate and complete data collection possible in the least amount of time and cost.

10:55 a.m. - 11:45 a.m.



Work Order Estimating and Assembly Units

ABS 800

Telecom & Utility Room 100

This session demonstrates how to create and edit a job estimate out of the Work Order system. Learn about the value of managing the details within assembly units, even if you don't use this process. By leveraging assembly units through standardized construction methods, you can speed up data entry. If you are currently using or would like to start using job estimating out of the work order module, this session is for you!

Learning Objectives

- Identify ways to streamline the data entry process
- Provide your customer with an accurate job estimate
- Manage your actual vs. estimated costs of projects

Knowledge, Program & CPE Credit

- This is a basic session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Specialized Knowledge and Applications.



Budget Projects

ABS 801

Telecom & Utility Rooms 101/102

Week 1: Decatur Utilities | Week 2: Salem Electric

During this session, hear from a multi-divisional utility customer that started using the Budget Project feature within iVUE to track their capital projects. Gain a working understanding of how to approach setting up the budget administration needed to build and break down the cost and accounting on the budget projects. Learn how an NISC Member uses iVUE reporting to manage and review budgeted projects throughout the year.

Learning Objectives

- Identify budget Administration features needed to build and breakdown costs
- Explain how to establish budget projects that will better enable you to manage project performance
- Review project costs by period, over several months or that may span over multiple years

Knowledge, Program & CPE Credit

- This is a basic session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Finance.



Underutilized Accounts Payable Features

ABS 802

Telecom & Utility Room 103/104

This session identifies and explains the underutilized features in Accounts Payable. Learn the latest efficiency tools within Accounts Payable to streamline your work. Increase productivity across all aspects of Accounts Payable from credit card functionality to invoices and everything in-between!

Learning Objectives

- Explain the positive impact of AP Workflow on the invoicing process.
- Describe how credit card functionality can be utilized in the system
- Set up and use underutilized functions in iVUE to improve your efficiencies

Knowledge, Program & CPE Credit

- This is an overview session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Specialized Knowledge and Applications.



Accounting & Business



Customer Care & Billing



Member Experience Sessions



Engineering & Operations



Enterprise



Repeat Sessions



Tech Services



General



Partner Sessions



Telecom Sessions Only



Utility Sessions Only




CPE Certified

Sessions

DAY TWO

10:55 a.m. - 11:45 a.m.

CONTINUED

 **New Member Conversion Panel**

CC&B-T 804

Telecom Only Room 225

Week 1: Hart Telephone & Alaska Power & Telephone

Week 2: Craw-Kan Telephone & West Carolina Rural Telephone

This session is for new Members converting to iVUE Telecom Customer Care and Billing (Subscriber Information System). It provides an opportunity to learn more about iVUE and begin preparing for your data conversion, training, validation and iVUE software implementation.

The Lifeline Reform Juggernaut: Practical and Legal Implications for Your Company

CC&B-T 805

Telecom Only Room 227

The Lifeline program has undergone significant changes in the last year and will continue to change in the coming years. From the addition to broadband, to the recent changes to document retention and support claims, to the coming National Verifier, keeping up with the changes is a herculean feat. To help reduce the burden, Davis Wright Tremaine's Danielle Frappier (Partner) and Tanea Foglia (Client Service Manager) discuss the major reforms, when they become effective and what you need to do to remain compliant from both a practical and legal perspective.

Complying with Payment Security Requirements

CC&B/TECH 807

Telecom & Utility Rooms 228/229

This session walks you through everything you need to ensure your organization is PCI Compliant and what that means for your customers. Your organization can provide customers comprehensive yet secure payment solutions using NISC's various payment channels including customer self-service options as well as full-service Verifone card terminals with support of EMV chip-based cards.

iVUE Connect: What's New*

CC&B-U 808

Utility Only Rooms 220/221

Last year NISC announced the launch of iVUE Connect. This session gives you an update on the development progress of the application, reviews new features and discusses what you can do to plan for your utility to use this new product.

 **Work Management: Contact Tracking & Service Orders**

CC&B-U 809

Utility Only Room 222

Weeks 1 & 2: Co-Mo Electric Cooperative

Work Management is often an underutilized functionality of the iVUE Enterprise and plays a key role in improving communication between departments and improving customer service for Co-Mo Electric members. Many utilities still rely on the "Notes" function for customer calls and struggle with the steps to start down the road of Work Management allowing them to incorporate Contact Tracking. Since Work Management is the backbone of mobile functionality, concepts in this session will enable attendees to better manage and improve their iVUE AppSuite utilization. This Member-led session discusses how to get started with Work Management to help your organization improve communication and efficiency. It will share real examples of how Co-Mo is using iVUE tools to improve efficiency in key areas including service orders and contact tracking.

 **New Member Symposium**

CC&B-U 810

Utility Only Room 223

Week 1: Austin Utilities & Mason County PUD No. 3 | **Week 2:** Clatskanie People's Utility & Peace River Electric

Are you new to NISC? Do you want to know what you can expect from your technology partner? This session helps you get acquainted with NISC, understand what we do and how we can help you meet your organizational goals. Stop by and get to know us better!

 **AppSuite Winning the Votes in November**

E&O-T 812

Telecom Only Room 226

Weeks 1 & 2: Farmers Telecommunications

Attend this session and see a Member's real work scenarios of how they use AppSuite.











 **Using Inspections in the Field**

E&O 814

Telecom & Utility Rooms 230/231

Week 1: Callaway Electric | **Week 2:** Sawnee EMC

Implementing inspections may seem challenging at first. Join this session to get a first-hand account of one Member's experience on how they are leveraging inspections in the field.

 Accounting & Business	 Engineering & Operations	 Tech Services	T Telecom Sessions Only
 Customer Care & Billing	 Enterprise	 General	U Utility Sessions Only
 Member Experience Sessions	 Repeat Sessions	 Partner Sessions	 CPE Certified

Sessions

DAY TWO

10:55 a.m. - 11:45 a.m.

CONTINUED

Telecom - Your AMS Solutions

CC&B-T/MISC-T 817

Telecom Only Room 232

This session covers using ActivTrace for tracking mail and scheduling print jobs. Also learn about options for full color bills and hear about enhancements and expansions in printing and inserting equipment at the NISC office.

Information Security Incident Response Planning

TECH 818

Telecom & Utility Room 105

An information security incident is any incident which could compromise sensitive information or disrupt your organization's services. Learn key steps that make up an Incident Response Plan: classifying, detecting, preventing, responding and containing incidents.

1:05 p.m. - 1:35 p.m.



SupplyTrax Warehouse Management - ABS Barcode Integration

Border States Electric

BORDER STATES
Supply Chain Solutions

Telecom & Utility Room 106

Learn how barcoding can streamline your daily material management processes from NISC's original barcoding partner. We will cover the application, hardware, services offered, and how we can get started to move your company into the future.

Border States provides supply chain solutions to streamline material management regardless of your supply source. Our SupplyTrax® application utilizes bar code scanners to integrate your warehouse and work order functions seamlessly with iVUE. Let our experience and unique partnership with NISC help you reduce inventory expense and improve performance.

1:05 p.m. - 1:55 p.m.



Payroll Best Practices to Streamline the Year-End

ABS 900

Telecom & Utility Room 100

Join this Payroll/Labor Year-End session to review recommended best practices you can apply for a streamlined Year-End! This session covers information that should be reviewed and balanced with Year-End and throughout the year. Learn to adopt the Mass Change processes for setting up deductions and benefits for the coming year. Recent and upcoming changes and how they can assist you with your payroll routines will also be covered as well as an update on Affordable Care Act reporting. Bring your Year-End questions for an open discussion at the end of the session.

Learning Objectives

- Identify Best Practices to apply to your Year-End workflow
- Utilize Mass Change screens
- Explain Year-End changes and enhancements

Knowledge, Program & CPE Credit

- This is an overview session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Accounting.



Bank Reconciliation - Overview of Features

ABS 901

Telecom & Utility Rooms 101/102

Week 1: Hill County Telephone | **Week 2:** NISC

This session identifies pertinent information for existing Bank Reconciliation users. Learn the benefits of using Deposit Management, review in-depth Void Payment options and hear about recent enhancements.

Learning Objectives

- Explain Void Payment options
- Describe recent enhancements such as Reverse Reconciliation and Reverse General Retirement Void Payment.
- Utilize Deposit Management

Knowledge, Program & CPE Credit

- This is an overview session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Specialized Knowledge and Applications.

Accounting & Business	Engineering & Operations	Tech Services	T Telecom Sessions Only
Customer Care & Billing	Enterprise	General	U Utility Sessions Only
Member Experience Sessions	Repeat Sessions	Partner Sessions	CPE Certified

Sessions

DAY TWO

1:05 p.m. - 1:55 p.m.

CONTINUED

 **Balancing Subsidiary ABS Modules to General Ledger**

ABS 902

Telecom & Utility Room 103/104

Join us as we identify the various reports used to balance ABS subsidiary ledgers such as Accounts Payable and Work Orders to the General Ledger. We demonstrate how to best identify out of balance conditions and how to research potential balancing issues.

Learning Objectives

- Identify key balancing reports in each subsidiary module
- Identify common out of balance conditions
- Identify processes for reconciling out of balance conditions

Knowledge, Program & CPE Credit

- This is an overview session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Accounting.

That'll Make Life Easier! Tips & Tricks in iVUE SIS*

CC&B-T 904

Telecom Only Room 225

Learn some tips and tricks to share to help navigate and operate iVUE more efficiently. Look at shortcuts in the system, ways to customize iVUE, some beneficial features and more!

 **Lead Agent with Real-Time Integration to iVUE**

CC&B-T 905

Telecom Only Room 227

Week 1: To be determined | **Week 2:** Adams Telephone

See how LeadAgent can seamlessly transition your sales leads to service orders using SmartHub Order Management (SHOM), share important sales documents with iVUE users through Document Vault and update sales with real-time data while on the road.

 **Verifone/Cash Register**

CC&B 907

Telecom & Utility Room 222

Weeks 1: Johnson County REMC & LYNXX

Week 2: Johnson County REMC & Mid-Rivers Telephone

The Verifone card readers are a convenient and secure means to take credit card payments at your office. During this session, NISC Members describe the benefits and security they've seen after installing and using the Verifone solution at their organizations. NISC provides information on support of Verifone in Cash Register and iVUE Connect, as well as chip-based cards and contactless payment options such as ApplePay.

 **Connecting Your Touchstone Web Builder with SmartHub**

CC&B-U 908

Utility Only Rooms 220/221

Weeks 1 & 2: Touchstone Energy

This session focuses on Members using the Touchstone Energy Co-op Web Builder application. We discuss how to seamlessly integrate your SmartHub login into the Web Builder application and, in greater detail, how to create a better and more engaging user experience.

NISC the Enterprise: Like Star Trek, but Better

ENT-U 909

Utility Only Room 223











Don't worry, Captain! You don't need to be a doctor to attend this session. You'll learn how NISC's integrated applications for the enterprise can improve upon your efficiencies and provide robust and real-time integration between your customer care, accounting and operational tools.

A Day in the Life of MDMS

CC&B-U/E&O-U 910

Utility Only Rooms 228/229

NISC's Meter Data Management System (MDMS) can help you leverage your data to make meaningful business decisions. This session walks through a day with the MDMS. You'll learn how to make sure the data is getting into the solution properly and how to get it ready for customer presentment - the full daily cycle of MDMS.

 Accounting & Business	 Engineering & Operations	 Tech Services	T Telecom Sessions Only
 Customer Care & Billing	 Enterprise	 General	U Utility Sessions Only
 Member Experience Sessions	 Repeat Sessions	 Partner Sessions	 CPE Certified

Sessions

DAY TWO

1:05 p.m. - 1:55 p.m.

CONTINUED

Facility Management - Inside the Park Home Run

E&O-T 912

Telecom Only Room 226

Join this session to see a 360-degree view of Facility Management! Learn about some new enhancements and brush up on some existing features.

Accessing Work Management in iVUE AppSuite*

E&O-U 914

Utility Only Rooms 230/231

Manage your work easily and efficiently from a single device. See demonstrations on where Work Management in iVUE AppSuite is today and what is being developed for tomorrow.

Leveraging OMS Switching and Fault Location to Manage Outages Efficiently

E&O-U 915

Utility Only Room 240

Improve outage response times with new fault location capabilities, whether in the office or in the field. Learn how to leverage Outage Management System (OMS) switching and properly track the consumer minutes out of power.

The Top 10 Ways to Make the NISC Community & Pathways Work for You

ENT 917

Telecom & Utility Room 232

Attend this session to explore the top 10 ways you can leverage the knowledge and collaboration opportunities of nearly 23,000 Community users and more than 1,000 Pathways online learning resources.

Understanding Your iVUE Environment

TECH 918

Telecom & Utility Room 105

If you're a new NISC Member or QDS site looking to implement iVUE soon, this session is for you. If you're a current iVUE user and want to implement a new technology, or you just want to understand the nuts and bolts of how iVUE works, you'll also benefit from attending this session. Learn about the technology that makes up your iVUE system, including hardware, server virtualization, operating systems and database technologies. Discover how these technologies are used for iVUE, Document Vault, CallCapture, ArcGIS, SmartHub and iVUE AppSuite Enterprise.

2:10 p.m. - 2:40 p.m.

Honeywell Elster Partner Session

Honeywell Elster

Telecom & Utility Room 106

Elster is now a part of Honeywell. The exclusive smart grid solution provider to APPA Hometown Connections, Elster Solutions delivers the vital connections utilities need to achieve the greatest possible value from their meter data. From smart meters to AMI, MDM, and pre-integrated applications leveraging meter data, Elster solutions help utilities improve system reliability, enhance operational efficiency, foster customer choice and meet conservation goals.

2:10 p.m. - 3:00 p.m.

Payroll/Labor - New Features and What They Can Do For You and Your Company

ABS 1000

Telecom & Utility Room 100

This session covers the recent enhancements added to the Payroll/Labor solution. A sampling of the enhancements include: recurring pays, work schedules and pay validations. Join us to see how these new enhancements can benefit you!

Learning Objectives

- Identify the new features available for Payroll/Labor
- Define how the new features benefit you and your company
- Manage the implementation and/or adoption of these new features in your office

Knowledge, Program & CPE Credit

- This is an update session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Specialized Knowledge and Applications.


 Accounting & Business
 Customer Care & Billing

 Engineering & Operations
 Enterprise

 Tech Services
 General

T Telecom Sessions Only
U Utility Sessions Only

 Member Experience Sessions

 Repeat Sessions

 Partner Sessions

 CPE Certified

Sessions

DAY TWO

2:10 p.m. - 3:00 p.m.

CONTINUED

 **Accounts Payable Expense Tracking**

ABS 1001

Telecom & Utility **Rooms 101/102**

This session explains the Expense Tracking feature added in the iVUE 2.34 release. Expense Tracking helps manage credit card charges, cash advances and cash reimbursements. Along with the setup in iVUE, this session demonstrates how this process works within AppSuite.

Learning Objectives

- Identify the different ways that Expense Tracking can be used in iVUE
- Set up Expense Tracking in ABS iVUE
- Describe the Expense Tracking feature within AppSuite

Knowledge, Program & CPE Credit

- This is a basic session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Specialized Knowledge and Applications.

 **Better Manage Your Fleet**

ABS 1002

Telecom & Utility **Rooms 103/104**

If someone asks you how many times the brakes have been repaired on a particular vehicle, how would you find out? Could you access the information on a screen in iVUE or would you sift through a file cabinet? Do you know when your vehicles need an oil change, tire rotation or inspection? By using iVUE's Service/Maintenance Codes in Fleet Management, you can research repairs, determine when scheduled services are due and much more! This session identifies how to better manage your fleet whether you currently use Service/Maintenance Codes or not.

Learning Objectives

- Determine when service work needs to be performed on vehicles
- Research repair work done on vehicles
- Analyze the cost to maintain your fleet

Knowledge, Program & CPE Credit

- This is a basic session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Finance.

Orders, Orders Everywhere - Can't I Get Just One?*

CC&B-T 1004

Telecom Only **Room 225**

Join this session for a tour of the enhanced service orders and look at creating ONE service order that does multiple actions per agreement. Also see how you can split that ONE service order into multiple individual service orders. We'll review some features the Enhanced Service Order Management (ESOM) ON function has to offer and cover workflow changes and new concepts that have been incorporated.

 **Get the Most out of Your C&C's**

CC&B-T 1005

Telecom Only **Room 227**

Week 1: NISC | **Week 2:** South Slope Cooperative Telephone Co.

Unleash the power of your C&C's. See how an NISC Member is using optional features available from the Products and Services Catalog to make life easier for their CSRs. We cover restricting products and services, organizing your products and services into catalog classifications, using C&C Bill Print Groups and more.

Telephone Consumer Protection Act (TCPA) Requirements

CC&B 1007

Telecom & Utility **Rooms 220/221**

Does TCPA have you confused? Are you unsure of what it means for your organization? You're not alone. NISC has been watching this subject very closely over the past year. This session reviews the ins and outs of the TCPA changes, including reviewing what NISC is doing to address this regulation.











 **Rate Study through Virtual Metering**

CC&B-U 1008

Utility Only **Room 222**

Week 1: NISC | **Week 2:** Northwestern RECA

With NISC's Virtual Metering tool, Northwestern REC was able to save the organization significant dollars on our power bill. This session discusses some of the challenges we faced - significant issues with heat and hot water tanks - and the MDMS and Virtual Metering solutions that solved them.

 Accounting & Business	 Engineering & Operations	 Tech Services	T Telecom Sessions Only
 Customer Care & Billing	 Enterprise	 General	U Utility Sessions Only
 Member Experience Sessions	 Repeat Sessions	 Partner Sessions	 CPE Certified

Sessions

DAY TWO

2:10 p.m. - 3:00 p.m.

CONTINUED

CC&B Utility Tips & Tools*

CC&B-U 1010

Utility Only Rooms 228/229

This session provides the knowledge you need to navigate through the Customer Care & Billing - Utility iVUE system effectively. Included in the tips and tools is everything from quick keystrokes and shortcuts to hidden functionality and much more.

Utility Capital Credit Tips N Tricks

CC&B-U/ABS-U 1011

Utility Only Room 232

This session reviews several topics about Utility Capital Credits. Join this open discussion for an overview on balancing before and after certain processes, balancing to the General Ledger (reports to use), adjusting or not adjusting year end credits, Company Controls (Administration) and voiding checks and mass voids.

SwitchTalk² - Beyond the Audit

E&O-T 1013

Telecom Only Room 226

Utilize SwitchTalk² to ensure that your customers are receiving what they pay for and that you are delivering what they are paying for.

Keeping Your Customers Informed During Outages

E&O-U 1015

Utility Only Rooms 230/231

Learn how to leverage Messenger and SmartHub to communicate with customers and employees during outages.

Gaining Efficiencies with Meter Data Management - Distribution Analytics*

E&O-U 1016

Utility Only Room 240

Make your Automated Metering Infrastructure (AMI) data work for you through better planning and analysis. See how NISC's Distribution Analytics can identify cost saving opportunities and provide tools to conduct voltage analysis, line loss and transformer loading.

In-Depth Look at Document Vault

ENT 1018

Telecom & Utility Room 105

Join this session if you have Vault installed at your office and want to learn more about a few key features in Vault. An in-depth look at the functionality with Send Reports to Vault, setting reminders on documents, custom lists, and setting preferred folders are covered along with enhancements coming in future releases.

3:15 p.m. - 3:45 p.m.

Canon Partner Session

Canon



Telecom & Utility Room 106

Canon's extensive product line enables businesses and customers worldwide to capture, store and distribute information with an impressive high-speed document scanner line-up. Our award winning scanners include Personal, Workgroup, Departmental, Production and Network scanners as well as Check Transport scanners. Our document scanners offer high-performance solutions at affordable prices.

- Accounting & Business
- Customer Care & Billing
- Engineering & Operations
- Enterprise
- Tech Services
- General
- T Telecom Sessions Only
- U Utility Sessions Only
- Member Experience Sessions
- ✱ Repeat Sessions
- Partner Sessions
- CPE Certified

Sessions

DAY TWO

3:15 p.m. - 4:05 p.m.

 **ABS Tips N Tricks***

ABS 1100

Telecom & Utility **Rooms 101/102**

Ever wonder if there is a better way to navigate ABS? Here is your opportunity! In this session, learn tips and tricks to help you navigate ABS saving time with shortcuts and hot keys. We demonstrate how to gather information through inquiries and advance searches. Want to test something and see how it works in the software? Walk through updating a test company! Want to understand those icons at the top of the screen? Learn how to use them to gain valuable communications and even how to send detailed information to ABS Support regarding questions and issues.

Learning Objectives

- Navigate ABS more efficiently and effectively, saving time and energy
- Gather needed information through inquiries and advanced searches
- Use communication tools for contacting NISC and keep informed of current software information within ABS

Knowledge, Program & CPE Credit

- This is an overview session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Specialized Knowledge and Applications.

 **Latest Accounting Enhancements - What's New Since MIC 2015***

ABS 1101

Telecom & Utility **Rooms 103/104**

This session provides a high-level overview of the latest enhancements that have been added to the ABS software in the past year. This includes enhancements that are in versions 2.34 through 2.36.

Learning Objectives

- Identify new features and functionality added to ABS from version 2.34 through 2.36
- Explain benefits of new features and functionality
- Strategically plan to implement new features that will be an asset to you and your company

Knowledge, Program & CPE Credit

- This is an update session and requires no advanced preparation or prerequisites and qualifies for 1 CPE in Specialized Knowledge and Applications.

That'll Make Life Easier! Tips & Tricks in iVUE SIS*

CC&B-T 1103

Telecom Only **Room 225**

Learn some tips and tricks to share to help navigate and operate iVUE more efficiently. Look at shortcuts in the system, ways to customize iVUE, some beneficial features and more!











 **Broadband Measured Service**

CC&B-T 1104

Telecom Only **Room 227**

Week 1: Emery Telecom | **Week 2:** NISC

Learn how NISC Members are using the data collected by NISC's measured broadband software to manage networks and improve their customer service experience.

 Accounting & Business	 Engineering & Operations	 Tech Services	T Telecom Sessions Only
 Customer Care & Billing	 Enterprise	 General	U Utility Sessions Only
 Member Experience Sessions	 Repeat Sessions	 Partner Sessions	 CPE Certified

Sessions

DAY TWO

3:15 p.m. - 4:05 p.m.

CONTINUED

In Case You Missed It!

CC&B-U 1107

Utility Only Rooms 220/221

Miss a MIC session? Don't worry, this session takes the best highlights of the two days of sessions and condenses them into one power-packed session. Grab a seat, strap in and get ready as we fly through the highlights!

Messenger: Fast and Engaging Consumer Communication*

CC&B-U 1108

Utility Only Rooms 228/229

Do you need to send many forms of communication to your customers in quick but professional formats? Instead of learning how to write HTML, learn how Messenger's new template tools enable you to easily create professional consumer communications whether they're texts, e-mails or even letters. Also hear how other utilities use Crystal reports and/or the On Demand Messaging tool to create content for these Messenger notifications. So when there's still that need to send the consumer a good old fashioned mailer, Messenger has you covered.

To Roll or Not To Roll

CC&B-U 1109

Utility Only Room 222

Weeks 1 & 2: Peace River Electric Cooperative

To roll a truck or not to roll a truck...that is the question. Fortunately for Peace River Electric Cooperative (PRECO), the answer to that question is made easier. In this session, PRECO staff discuss their soft disconnect process/report and their continuous service agreement (CSA) functionality. These processes have helped them increase efficiency by reducing the number of times a truck is rolled for a disconnect, especially in the case of the CSA for landlord situations.

AppSuite - What Isn't New?

E&O-T 1110

Telecom Only Room 226

Join this session to see all the power packed features that have been added to AppSuite since the 2015 MIC.

Taking Your GIS Beyond Your Daily Routine

E&O 1112

Telecom & Utility Room 240

Realize the many benefits of getting in-depth data analysis through a clean integration in your Geographic Information System (GIS). See how you can leverage the iVUE Enterprise, including Customer Care & Billing (CC&B), Accounting & Business Solutions (ABS), Outage Management System (OMS) and Distribution Analytics.

Learn about DEW and How to Analyze Your Engineering Data for the Future

E&O-U 1113

Utility Only Rooms 230/231

Get an introduction to the Distributed Engineering Workstation (DEW) and a new day-to-day planning tool for Engineering that will help take your data to the next level today and in the future.

Panel: Information Security Roundtable











TECH 1115

Telecom & Utility Room 105

Weeks 1: Nueces Electric, Trico Electric & Cobb EMC

Weeks 2: Cass County Electric, Flathead Electric & Rappahannock Electric

In this session, NISC Members lead an open discussion exploring key information security challenges we all face. Be prepared for an interactive and engaging discussion for all audience members. Topics may include user awareness and training, information security policies and procedures, ranking and prioritizing security vulnerabilities and guarding sensitive information.

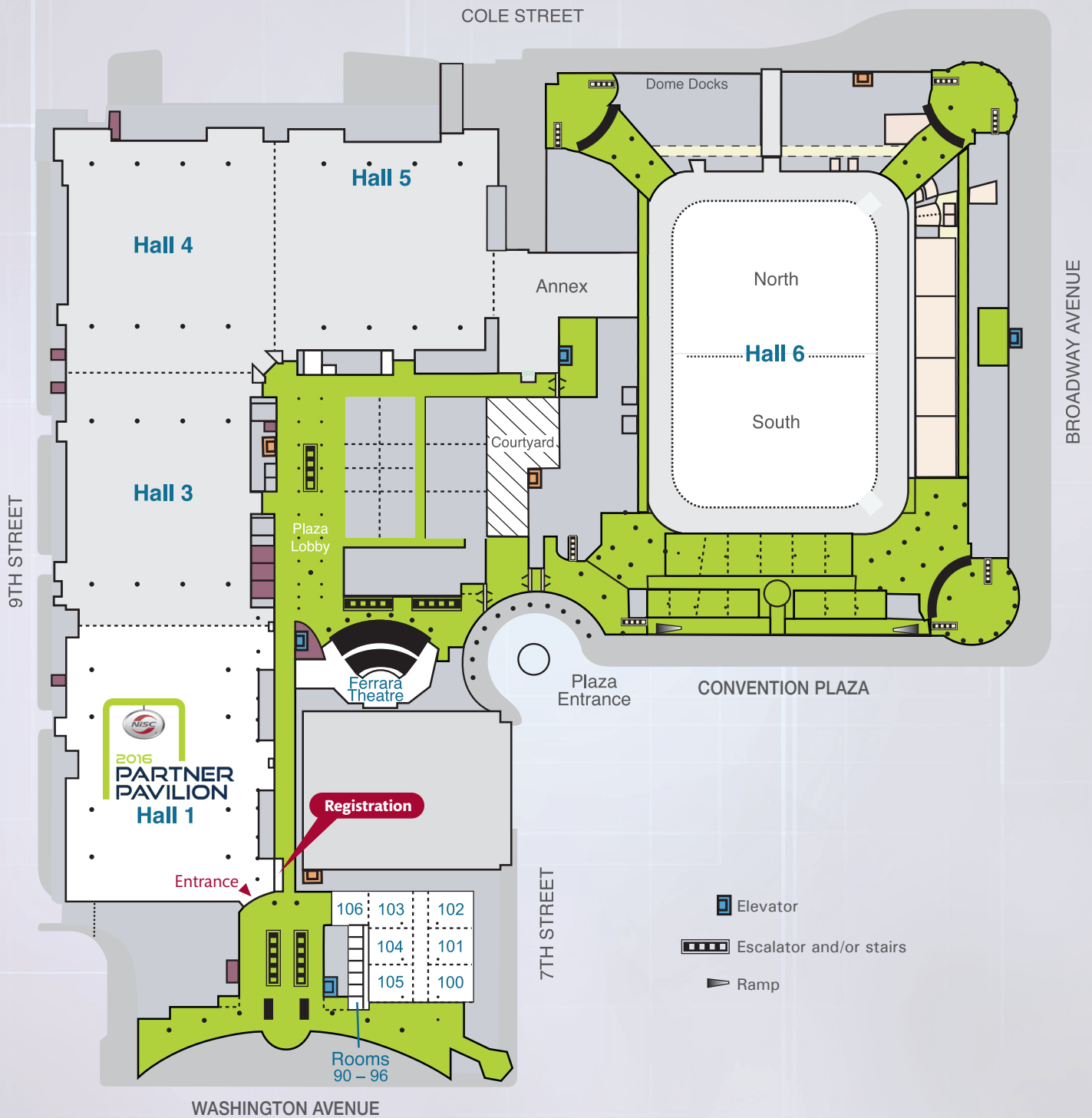
 Accounting & Business	 Engineering & Operations	 Tech Services	T Telecom Sessions Only
 Customer Care & Billing	 Enterprise	 General	U Utility Sessions Only
 Member Experience Sessions	 Repeat Sessions	 Partner Sessions	 CPE Certified

America's Center, Level 1

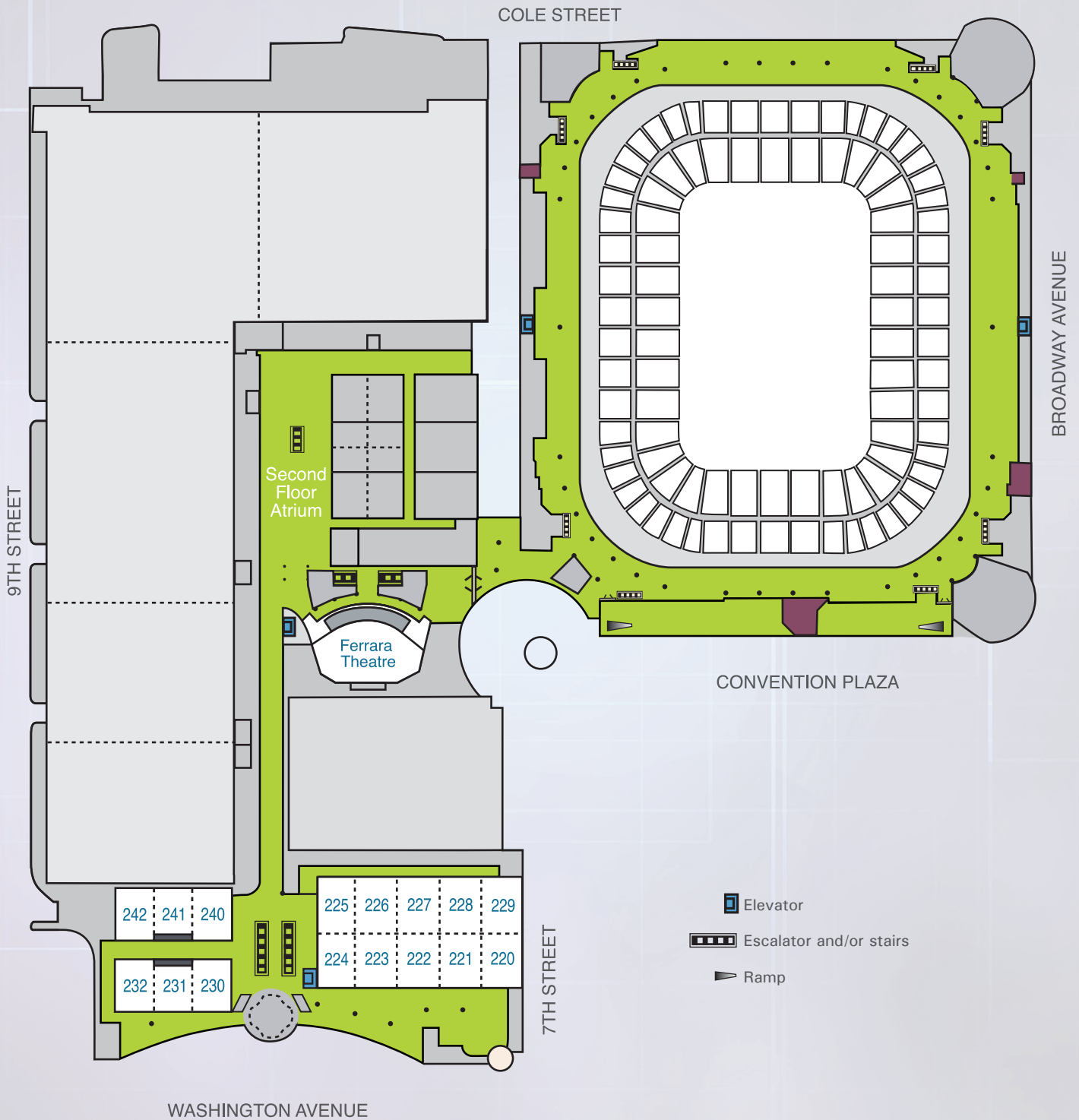
Week One
Sept. 7-9

Week Two
Sept. 12-14

St. Louis
Missouri

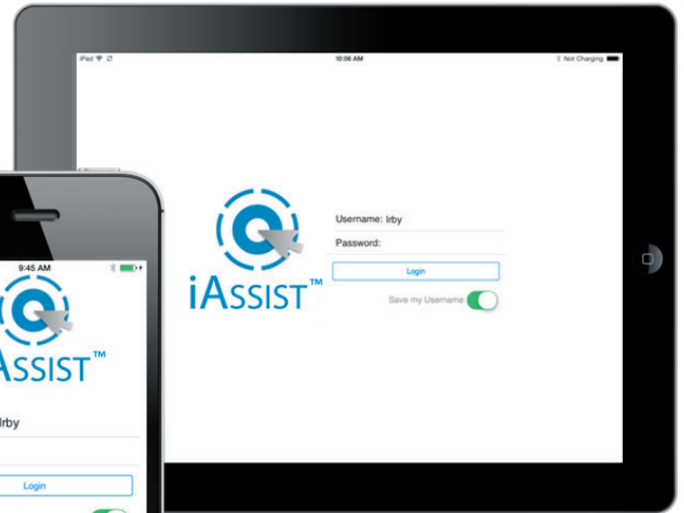


America's Center, Level 2





Automated Inventory Assistant



Collect and send transactions from your warehouse and field locations to have them directly entered into your ERP in real time with iAssist™.

FEATURES AND BENEFITS

- Manage your warehouse locations and turn inventory faster.
- Quickly pull the quantity-on-hand from any of your locations for any item.
- Works with your ERP System in real-time.
- Perform/collect multiple transactions at once to be batched to your system.
- Manage item serial numbers.

TRANSACTION TYPES

- Charge Out
- Adjustments
- Physical Inventory
- Transfer In/Out
- Salvage
- Receipt
- Place Order (to Irby)
- Vendor (non-Irby) Order

Booth
106

Stop by our booth for more information and to register for our special conference giveaways.

For questions, comments or more information, contact your Irby Sales Representative or call 866.687.4729 or email sales@inventory-assistant.com.

www.iassistirby.com



Partner Pavilion

- 101 NRTC / Sensus
- 102 ONLINE Utility Exchange
- 103 Eaton's Cooper Power System
- 104 Basin Electric Power Cooperative
- 105 ProfitStars
- 106 Irby
- 107 Survalent Technology
- 108 High Plains Technology
- 109 Sellenriek Construction
- 110 Survey & Ballot Systems
- 111 ISPN Network Services
- 200 iGEAR
- 201 NISC Community, Pathways & CalltoOrder
- 202 Border States Electric
- 203 High Point Networks
- 204 Aclara
- 205 Milsoft Utility Solutions
- 206 Nighthawk Control
- 207 ID Solutions
- 208 First Data
- 209 Tantalus
- 210 Verifone
- 211 Equifax
- 301 NISC Giveaway
- 302 HRMS Solutions
- 303 Canon USA
- 304 Cooperative Response Center, Inc. (CRC)
- 305 SPIDA Software
- 306 Transworld Systems
- 307 Landis+Gyr
- 308 Dell OEM
- 309 Alden Systems
- 310 KIOSK Information Systems
- 311 Rural Electric Supply Cooperative (RESCO)
- 401 NISC
- 402 Honeywell Elster
- 403 Global Mapping Solutions
- 404 NISC Usability Testing
- 405 NISC Consulting

NISC Innovations Lab

- 406 Engineering & Operations - Utility
- 407 Engineering & Operations - Telecom
- 408 Meter Data Management
- 409 Customer Care & Billing - Utility
- 410 Customer Care & Billing - Telecom
- 411 Automated Mailroom Services
- 412 iVUE Tech Services, Network Infrastructure
- 413 Document Vault
- 414 Crystal Reports
- 415 Enterprise Solutions
- 416 Chillax Area

