Day One - Tuesday, Sept. 11

8:00 – 8:30 a.m.

Get the Most Out of MIC 2018- The Power of Possibility
ENT 100-113
Get your Member Information Conference journey off to a great start by meeting your NISC Regional Business Manager (RBM) and fellow Members from your region. Your NISC RBM will provide important updates and an overview of what's happening at the 2018 MIC and offer suggestions on how to get the most out of the conference. Both first time MIC attendees and MIC veterans will find value in this session.

ENT-U 100 │ *Room 101/102*
Regions: Indiana, Michigan, Ohio, West Virginia

ENT-U 101 │ *Room 103/104*
Regions: Alabama, Kansas, Kentucky, Mississippi, Nebraska, Tennessee

ENT-T 102 │ *Room 220/221*
Regions: Alaska, Arizona, California, Colorado, Hawaii, Iowa, Nebraska, Nevada, New Mexico, Oklahoma, Oregon, Texas, Utah, Washington

ENT-T 103 │ *Room 222/223*
Regions: Alabama, Arkansas, Connecticut, Delaware, Florida, Georgia, Idaho, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Mississippi, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, South Carolina, Tennessee, Virginia, West Virginia

ENT-T 104 │ *Room 227*
Regions: Indiana, Illinois, Michigan, Missouri, Montana, Wisconsin, Wyoming

ENT-U 105 │ *Room 228/229*
Regions: Alaska, Arizona, Hawaii, New Mexico, Texas

ENT-U 106 │ *Room 105*
Regions: California, Idaho, Oregon, Washington

ENT 107 │ *Room 230/231*
Regions: Minnesota, North Dakota, South Dakota

ENT-U 108 │ *Room 240/241*
Regions: Cobb EMC, GA; Jackson EMC, GA; Lee County Electric, FL; Middle Tennessee EMC, TN; Pedernales Electric, TX; Rappahonnock Electric, VA; Sawnee EMC, GA;

ENT-U 109 │ *Room 242*
Regions: Illinois, Iowa, Wisconsin

ENT-U 110 │ *Room 121/122*
Regions: Colorado, Montana, Nevada, Utah, Wyoming

ENT-U 111 │ *Room 123/124*
Regions: Arkansas, Louisiana, Missouri, Oklahoma

ENT-U 112 │ *Room 120/127*
Regions: Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, North Carolina, Pennsylvania, Rhode Island, Vermont, Virginia

ENT-U 113 │ *Room 106*
Regions: Florida, Georgia, South Carolina

8:45 – 10:00 a.m.

Opening General Session
GS1 | Hall 2
NISC President and CEO Vern Dosch kicks off the 2018 MIC with an inspirational and exciting Opening General Session focused on NISC's 50-year history of innovation and Member service. Join us as Vern takes us back to where it all began and forges on with his expectations for NISC in the future.

10:30 – 11:20 a.m.

Be Notified with ABS Messenger*
ABS 201 | Room 101/102
Have you ever forgotten to complete your timesheet? Do you wish you could know when Aid to Construction has been paid on a work order? Want an email or text to remind you of tasks you need to take action on? Gone are the days when you're out of the loop when important events occur!

Learning Objectives
- Explain how Messenger can benefit you and your organization
- Utilize text message and email for notification
- Identify key events as they occur or change in ABS

Knowledge, Program & CPE Credit
- This session is an Update session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Latest Accounting Enhancements - What's New Since MIC 2017*
ABS 202 | Room 103/104
This session provides a high-level overview of the latest enhancements added to the ABS software in the past year. This includes enhancements that are in iVUE versions 2.40 through 2.42.

Learning Objectives
- Identify new features and functionality added to ABS from versions 2.40 through 2.42
- Explain key 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 session is an Update session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Integration CC&B-Utility to ABS/Hot Topics
ENT-U 200 | Room 100
This session will review a number of hot topics in the area of CC&B-Utility to GL integration. Topics include using the CIS to GL Balancing Report to track credit AR balances and also a review of journal hyperlinks from CC&B screens and what the journal status dialog provides. Some recent enhancements will also be reviewed: the Uncollectable Accounts screen and how journals are being created based on user activity; searching by Miscellaneous Receivables invoice in Cash Register; populating the extended reference within a journal based on comments on the Drawer Entry screen.

Telecom Tips & Tricks - Increasing Your Efficiency as a New CSR*
CC&B-T 200 | Room 240/241
This session is a great place for newer telecom CSRs to learn Subscriber Information System (SIS) shortcuts in their journey to becoming as efficient as possible. In this session, you'll learn tips and tricks from NISC staff and have the opportunity to share your tips.

Equifax's Credit Check Solution

CC&B 201 │ Room 227

This session highlights the features of the Equifax credit check solution and reviews the benefits of the National Consumer Telecom and Utility Exchange (NCTUE).

iVUE Connect - Service: Preparing for Implementation

CC&B-U 202 │ Room 220/221

Are you ready to start using iVUE Connect? Are you curious what you need to do to get ready? Are you familiar with Cloud Security? Are you wondering if it's the right time to start using iVUE Connect? If you're pondering any of these questions, join us for a great session that will give you the answers to get you ready to use iVUE Connect.

Hey! 2012 Called - It Wants Its Templates Back!

CC&B-U 203 │ Room 228/229

Messenger is the central hub for communication between you and your customers, but what are you choosing to do with it? You have the power to create and manage events from lists you generate out of CC&B. Let's review some exciting opportunities to communicate with your customers and what you might be missing out on.

You Can't Spell AMI Without N-I-S-C

CC&B-U 204 │ Room 105

Are you about ready to spend millions of dollars on an AMI project (pilot or not)? Contracting an AMI vendor and perhaps a third-party meter exchange company is only half of the project equation. Find out how the importance of engaging NISC as early as possible, even in the evaluation stage, will start your implementation in the right direction. Learn how to leverage NISC's relationships and experience to ensure a successful AMI deployment.

Utility Broadband: NISC's Solution

CC&B-U 205 │ Room 224

Learn how NISC can support your utility's broadband offering through iVUE Connect - Service. We'll take a deep dive into how this tool supports broadband service and preview a few enhancements on the roadmap.

(Mass) Change is Good

E&O-T 200 │ Room 120/127

Have you been searching for efficiency tools in Facility Management to streamline your daily processes? Look no further. This session will show features within Facility Management that allow you to provide global updates or changes to your plant equipment, saving you time.

Mbr Exp - Streamline Your Work Order Process

E&O-U 201 │ Room 123/124

Learn how to make your mapping process a breeze by eliminating duplicate keying, using WO groups for default values and configuring MultiSpeak!

Telecom Product Roadmap

ENT-T 200 │ Room 130/131/132

Join us for a discussion focusing on the iVUE Enterprise System. We'll look ahead at the challenges facing the telecom industry and how the roadmap for NISC's solutions will meet and surpass those challenges.

Mbr Exp - Burst the (Thought) Bubble*

ENT 201 │ Room 222/223

Only one thing stands between you and successful communication. It isn't experience. It isn't talent. The secret to successful communication is learning to connect with people. In this session we'll burst the invisible thought bubbles of members, executives, and your Board to discover if what you're saying is what they're hearing (and how to fix it if not!). Join Allyson McElroy as she engages and entertains participants on how to make every communication an opportunity for powerful connection. *Not responsible for the likely improved communication with spouses and offspring.

Optimizing the Member Engagement Experience
ENT 202 | Room 232
Engagement is key to happy end users! This fast-paced session will give you a high-level overview of the Engagement Product Package, including tips and tricks to help you connect with your end users using SmartHub, SmartHub Marketing, Messenger, Automated Mailroom Services, CalltoOrder, PrePaid, the Annual Meeting App and the NISC Community.

Maintaining Reliable Access to NISC's Cooperative Cloud with Ecessa ISP Load Balancing
TECH 200 | Room 230/231
Learn how Ecessa products can grow with your IT needs. As more and more organizations rely on critical Cloud applications for their computing needs, Ecessa solutions can deliver reliable business Internet connectivity to maximize the availability of your Cloud applications, including those available via the NISC Cooperative Cloud.

12:50 – 1:40 p.m.

Be Notified with ABS Messenger*
ABS 301 | Room 101/102
Have you ever forgotten to complete your timesheet? Do you wish you could know when Aid to Construction has been paid on a work order? Want an email or text to remind you of tasks you need to take action on? Gone are the days when you're out of the loop when important events occur!

Learning Objectives
  • Explain how Messenger can benefit you and your organization
  • Utilize text message and email for notification
  • Identify key events as they occur or change in ABS

Knowledge, Program & CPE Credit
  • This session is an Update session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Latest Accounting Enhancements - What's New Since MIC 2017*
ABS 302 | Room 103/104
This session provides a high-level overview of the latest enhancements added to the ABS software in the past year. This includes enhancements that are in iVUE versions 2.40 through 2.42.

Learning Objectives
  • Identify new features and functionality added to ABS from versions 2.40 through 2.42
  • Explain key 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 session is an Update session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Telecom CC&B to Accounts Payable Integration
ENT-T 300 | Room 100
Attend this session to learn about integrating Telecom CC&B with Accounts Payable (AP) from start to finish. Control record set up, deposit refunds and credit balance refunds will be reviewed along with how AP Workflow can affect these refund processes.

50 Years of New Features! Here's the Latest in Telecom!
CC&B-T 300 | Room 240/241
For 50 years we've been developing enhancements to help NISC Members in their daily duties. This session will focus on the newest features added to iVUE SIS over the last three releases: 2.40, 2.41 and 2.42. We'll focus on features that can help make a CSR's day flow a little better and make the software easier to use! Join us if you're a CSR looking to learn about the newest features you can use in SIS!

Telecom CC&B Roadmap - Reaching New Destinations

CC&B-T 301 │ *Room 242*
During this session, Mark Momerak, NISC Product Line Manager for Customer Care & Billing-Telecom, will take you on a journey to review Telecom software enhancements scheduled in upcoming software development cycles. You'll see how NISC's commitment to enhancing the iVUE enterprise will make you more efficient and help you reach your destination. Fasten your seatbelt and enjoy the journey!

E&O Telecom Enterprise Integration
E&O-T 300 │ *Room 120/127*
How do all of the E&O Telecom software modules work together to help you manage your day-to-day operations? Come to this session and learn how Facility Management (FA), Trouble Management (TM), SmartTrack, iVUE AppSuite, and MapWise can work together to streamline processes and help you gain efficiencies in your operations.

Utility Product Roadmap
ENT-U 300 │ *Room 130/131/132*
Join us for a discussion focusing on the iVUE Enterprise System. We'll look ahead at the challenges facing the utility industry and how the roadmap for NISC's solutions will meet and surpass those challenges.

Mbr Exp - NISC Data Replication Service Powered by Veeam
TECH 300 │ *Room 230/231*
NISC is a Veeam Cloud Service Provider (VCSP) and can provide data protection for any Member Windows or Linux-based system via industry leading Veeam Backup and Replication software. Learn how your critical data can be backed up via an on-premise Veeam appliance and replicated to NISC's Veeam Cloud repository. Also learn how this service can complement an existing on-premise Veeam backup solution. Plus we will cover NISC's Backup as a Service (BaaS) option. Joining us will be two Members, one who implemented this service with their existing Veeam solution and another who uses the BaaS option.

2:00 – 2:50 p.m.

Mbr Exp - Count More, Stress Less!
ABS 400 │ *Room 100*
Is physical inventory a dreaded challenge? Does physical inventory cause tension between departments in your office? Are you writing off more inventory than you are comfortable with? Find out how Kandiyohi Power solved all of these issues and more! They have implemented cycle counting, serial and reel items, and barcoding. This session will focus on the benefits cycle counting has provided: improved interoffice relationships, significantly reduced inventory adjustments, and saved a ton of time!

Learning Objectives
- Define cycle counting
- List benefits of implementing cycle counting
- Describe how counting fewer items, more often can save money

Knowledge, Program & CPE Credit
- This session is an Overview session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Production.

ABS Roadmap
ABS 401 │ *Room 101/102*
Learn about the upcoming features in the Accounting and Business Solutions application. This user update will cover new features in iVUE, upcoming mobility functionality in AppSuite and future plans for iVUE Connect Financials. This is one session you don't want to miss. NISC's ABS Product Manager John Weber discusses new tools, technologies and features being researched and developed to improve your processes.

Learning Objectives
- Identify the newest software features available in ABS
- Define the business need for each enhancement
- Explain to decision makers how these features can be implemented

Knowledge, Program & CPE Credit
- This session is an Update session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Gaining ABS Efficiencies with AppSuite*
ABS 402 | Room 103/104

Are you wondering what ABS AppSuite is and what it can do for you? Join us for an overview of its functionality, including some features only available with AppSuite. Did you know that you can now enter your expenses through your own device, even take a picture of the receipt, and send it straight to accounts payable for payment? How about the ability to track and enter time on the go? Out of the office and need to do approvals so that products can be ordered or invoices paid? Want to keep a more real time inventory with on the go charge, salvage, and location transfers? Not a problem, with AppSuite you can!

Learning Objectives
- Explain the benefits of ABS AppSuite and where to find online training, software releases and upcoming planned features
- Discuss ABS AppSuite's current functionality, including time off requests, time approval and time tracking, and AP/PO approvals
- Outline ABS AppSuite's newest feature, Material Charge, salvage, and location transfers.

Knowledge, Program & CPE Credit
- This session is an Overview session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Telecom Service Order Central
CC&B-T 400 | Room 240/241

Check into Service Order Central! In this session we'll keep it real. Really straightforward that is. If you're new to service orders, this is the session for you. Wondering what all those tabs are about? We'll cover from creating the service order all the way to validate and close.

Telecom Capital Credits New Features and Q&A
CC&B-T 401 | Room 242

Learn about new features in Telecom Capital Credits and participate in an open Q&A and get all of your capital credit questions answered.

Processing Credit Card Payments with Verifone Terminals
CC&B 403 | Room 222/223

Payment processing has come a long way, and there are exciting things coming in the future. Join us to follow the journey from where we were, where we currently are, and where we are headed with credit card payment processing.

New & Next: iVUE Connect - Service & More Roadmap
CC&B-U 402 | Room 220/221

iVUE Connect continues to grow and change along with the industry. This session will cover what's been built into iVUE Connect, including all of the latest updates, and discuss where the product is headed over the next 18 months.

New & Next: MDMS Roadmap
CC&B-U 405 | Room 105

Join this session to learn about the features included in the last several MDMS releases, along with new features that you'll be able to start using as soon as you return to the office. We'll also look into the future to see what's coming in future releases of MDMS.

Mbr Exp - Increase Customer Engagement with LeadAgent
CC&B-U 406 | Room 227

Come learn how LeadAgent is being used by Cobb EMC to better engage their members. Up until this point LeadAgent was largely used by NISC Telecommunication Members, but this new endeavor leveraging both LeadAgent and Claritas will help increase your communication strategy with your customers, run campaigns and segment your customer base. In a changing and dynamic world of rates, programs and efficiency products, the ability to better target and communicate to your customers has become increasingly important.

Mbr Exp - How to Maximize CallCapture's Potential
CC&B-U 408 | Room 228/229
NISC's CallCapture IVR has dramatically increased Corn Belt Energy's efficiencies. From reductions in customer complaints and disconnects to handling more automated payments offsetting 200 - 250 calls per week to communications about outages, capital credit retirements, and more, Corn Belt will share their experiences and statistics supporting their improvements.

A Technician's View of AppSuite
E&O-T 400 | Room 121/122
Learn the ins and outs of AppSuite from a technician's viewpoint.

E&O Utility Roadmap: MapWise, Outage Management & Operations Analytics
E&O-U 401 | Room 120/127
Sometimes it can be hard to stay on top of all Engineering and Operations product updates. Join us as we walk through what you have today, the enhancements coming in the near future and the high-level initiatives of the future.

Introduction & Overview of Document Vault
ENT 400 | Room 230/231
Maybe you are interested in implementing Document Vault or you recently went live with Vault. If so, this session is right for you! Join us for an overview of Document Vault, NISC's document imaging product. You'll learn about the main features of Vault including different methods of attaching and searching for documents, as well as updating files.

10 Things Everyone Needs to Know About Their Customer
PART 402 | Room 106
The best way for your company to adopt a sales culture is to educate your staff and your customers. In order to sell the right-sized broadband package to each and every customer, you must gather some key information about them. In this session we will educate you on how to learn what your customer needs.

3:10 – 4:00 p.m.

Introducing the NEW iVUE Connect Employee Self-Serve*
ABS 501 | Room 101/102
Join this session to learn about the new and improved features available with iVUE Connect Financials focusing on employee self-serve and employee information! Learn how the new Employee Self-Serve product enables you to gain efficiency, improve accuracy, reduce paperwork and empower your employees. As a Payroll and/or Human Resource Administrator, learn about the improved options you have for tracking and maintaining employee information, including many exciting new features that are a direct result of input from you, our Members!

Learning Objectives
  • Demonstrate new Employee Self-Serve features available for employees, supervisors and payroll administrators
  • Explain how new features related to employee information and administration can add value to your organization
  • Explain NISC's implementation approach and process for taking advantage of new solution

Knowledge, Program & CPE Credit
  • This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

ABS Product Utilization*
ABS 502 | Room 103/104
Ever wonder how much (or little) of ABS iVUE you are using? Come to this session to find out how ABS iVUE can assist your company in being more efficient.

Learning Objectives
  • Analyze products and/or processes your organization uses
  • Determine additional products and/or processes your organization can use to increase efficiency
  • Identify key areas and/or reports to implement in the near future

Knowledge, Program & CPE Credit
- This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Simplify Your Service Orders with SwitchTalk²

CC&B-T/E&O-T 500 | Room 240/241

This session will cover the life of a Triple-Play service order from start to finish with SwitchTalk² Provisioning.

End User Billing (EUB) Tips & Tricks

CC&B-T 501 | Room 242

Enhancements made to the End User Billing process including reports, audit and verification, and tips on improving efficiencies in the end of month billing process will be covered in this session.

New & Next: CC&B-Utility & SmartHub Roadmap*

CC&B-U 503 | Room 220/221

Join us for an informative and exciting session about the new features coming to iVUE Customer Care & Billing and SmartHub. SmartHub empowers your customers to manage their own accounts, and it's perhaps the only interaction you have with your customers. Have you been keeping up with all the newest features? This session covers what you might have missed and how your site can further encourage your customers to be in control of their own account. Features out with the latest iVUE 2.42 release as well as what's slated for 2.43 and beyond will be reviewed.

Utility Capital Credits Retirement Enhancements

CC&B-U 504 | Room 227

With the move of Capital Credits from Cobol to Java, numerous enhancements have been made in each of the Retirement processes: General, Estate, Senior, Final, Certificate, Special, and Early as well as in Retirement Checks, and Check Rewrite processes. Attend this session for an overview of the changes and learn the steps needed for you to start using all of the new enhancements.

Using iVUE CC&B to Create Efficiencies in Your Company

CC&B-U 505 | Room 228/229

Since iVUE was released in the early 2000's there have been hundreds of enhancements that can improve your overall efficiency. In this session learn about some of the most powerful features iVUE and SmartHub have to offer that can save your company money and help you improve customer service.

MDMS: A Day in the Life

CC&B-U 506 | Room 105

The data you collect from your AMI system is the basis for an increasing amount of business decisions along with billing. Join us to learn how to use MDMS to review the daily processes and exceptions to verify you are providing quality information to the departments that use this data.

Simplify Your Service Orders with SwitchTalk²

E&O-T/CC&B-T 500 | Room 240/241

This session will cover the life of a Triple-Play service order from start to finish with SwitchTalk² Provisioning.

Roadmap: Work Management Solutions

E&O 501 | Room 120/127

Join Product Manager Tracy Langston as she discusses the upcoming roadmap items for NISC's Work Management Solutions. Discover new Work Management tools and features that can add simplicity and improve efficiencies for SmartTrack and iVUE AppSuite users.

Maximizing OMS Functionality When It's Truly Needed

E&O-U 502 | Room 123/124

Join us as we discuss OMS functionality that can help utilities make it through the next big storm efficiently. We will focus on some major switching improvements as well as looking at brand new functionality regarding Sticky Notes.

iVUE Mosaic - The Key to Visual Communication
ENT 500 | Room 225/226

The best visualizations answer a question or help solve a business need. This session provides a high-level overview of NISC's cloud-based, enterprise solution for business intelligence, iVUE Mosaic. Learn how data visualization can provide insightful information to better support your business decision-making.

Learning Objectives
- Explain how iVUE Mosaic fits into your Enterprise solution
- List key types of information available within Mosaic
- Explain key benefits of business intelligence and analytics

Knowledge, Program & CPE Credit
- This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

New Member Implementation Tool Kit*
ENT 501 | Room 232

Explore the project tools and methodology that are common to all new NISC Member projects across all products implemented. Use this information to better understand discussions held at the individual product New Member Implementation Panel sessions.

Mbr Exp - Utilizing iVUE Solutions to Turn Your Office into a Profitable Store
ENT 502 | Room 100

You provide the latest technology to your customers so why not provide the complete solution? Smithville Fiber has used iVUE's ABS and Cash Register solutions to sell wireless routers, cellular accessories, and home automation products to customers. This one-stop-shop solution creates value and adds trust to the relationship with their customers. Several options, including the ability to charge merchandise to the next statement, help Smithville remain competitive and increase sales and profitability. Extensive reports in ABS provide quick snapshots on inventory and profitability, and the Purchase Order process ensures the inventory acquisition to sales process moves smoothly. You have walk-in locations, why not make some money while providing the complete solution to your customers?

Learning Objectives
- Gain awareness on ease of reporting and inventory control in ABS
- Gain awareness of how this will increase customer loyalty while also increasing profitability
- Identify steps for settings up a store

Knowledge, Program & CPE Credit
- This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Mbr Exp - Using NISC Solutions for Annual Meeting Customer Engagement
ENT 503 | Room 222/223

When it comes to using NISC tools to encourage member engagement, after this session even the smallest of co-ops will think, "Hey we can do that!" Join Stephanie Johnson from Jasper County REMC as she relays their experience integrating technology and messaging into their co-op's Annual Meeting using iVUE AppSuite Annual Meeting app, SmartHub, Messenger, AMS and bill messaging.

NISC's CyberSecurity Services
TECH 500 | Room 230/231

NISC's solutions leverage operational data to help you run your organization more efficiently and serve your customers more effectively, but what is your organization doing to protect its vital information and sensitive systems from a cyberattack? You can no longer assume it won't happen to you. The unfortunate reality is that it's no longer a question of IF you will be attacked, but WHEN as we all face multiple threats daily. The negative consequences of a data breach or other security incident can go beyond monetary losses, impacting your reputation and customers' trust. NISC's Cybersecurity Services can help you protect your organization from attack by training your employees, scanning for vulnerabilities, protecting your perimeter, and detecting intrusions.

Day Two - Wednesday, Sept. 12

8:30 – 9:30 a.m.

General Session 2: Shirley Bloomfield, Chief Executive Officer of NTCA-The Rural Broadband Association
GS2 │ Hall 2
Day Two of the MIC will feature executives and thought leaders in the telecom and utility industries. Shirley Bloomfield, Chief Executive Officer of NTCA–The Rural Broadband Association, has more than 30 years of experience in the independent telecom market will have a special address for NISC Telecom Members. Kirk Johnson, Senior Vice President of Government Relations for NRECA, and his quarter-century of energy policy, advocacy and association leadership will address the NISC Utility Members.

10:20 – 11:10 a.m.

Mbr Exp - How to Make Paying Your Credit Cards a Breeze
ABS 600 │ Room 100
Do you issue company credit cards? Can this process be cumbersome or even overwhelming to keep track of? In this session, learn how to import your credit card transactions through the Expense screen. We'll look at the expense import process from start to finish and everything in between.

Learning Objectives
  • Discuss setup required for the expense import
  • Demonstrate the expense import process
  • Explain the credit card reconciliation process and creation of the AP invoice

Knowledge, Program & CPE Credit
  • This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

ABS Tips & Tricks*
ABS 602 │ Room 103/104
Whether you are a new user or a seasoned veteran, gain some tips and tricks to use ABS more effectively, saving time and energy. Learn how to make screens work for you and use advanced searches to gather information from ABS. Better understand your report options and how Job Manager works. Learn how to schedule reports to run and how to use saved jobs to retain those reports.

Learning Objectives
  • Use iVUE's navigation features to assist you in problem solving and communication to ABS support
  • Modify iVUE screens for maximum efficiency
  • Gather needed information through inquiries and advanced searches

Knowledge, Program & CPE Credit
  • This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Mbr Exp - Marketing That Works: Creating Promotions, Campaigns & Tracking Results
CC&B-T 600 │ Room 240/241
This session focuses on how to select successful promotions using available data and tools, creative methods to launch and communicate your campaign both externally and internally, and how to track success and take rates using tools in iVUE. This session will touch on ABS Purchase Orders, SIS Query Builder, and Campaign Manager as well as promotions, campaigns and communication.

Mbr Exp- Telecom New Member Conversion Panel
CC&B-T 601 │ Room 242
NISC Members, who recently completed a Telecom Customer Care and Billing (CC&B) implementation, share their experiences of what worked well, what was challenging and what they would do differently. They will answer your questions to help you prepare for your implementation.

Communicating with Customers: Journey into a Galaxy Far, Far Away
CC&B-U 602 │ Room 220/221
Back by popular demand, we will continue our discussion on journey mapping as well as delve into the minds of the consumers. Don't worry, we will only use Jedi Mind Tricks for good. This will be a great session to discover tools you can use to help you better communicate with your customers without having to use the Force.

What's Up with U.S. Payments Kiosks?
CC&B-U 604 │ Room 227
Do you currently use NISC payment kiosks? If you do, then this session is for you. NISC has begun migrating our existing kiosk hardware to our new kiosk partner, U.S. Payments. Join us to learn more about U.S. Payments and our partnership and the process of migrating existing kiosks. Also hear from an NISC Member about using U.S. Payments kiosk solutions.

Mbr Exp - Delinquent & Collection Processes with iVUE Connect - Service
CC&B-U 605 │ Room 228/229
Employees at Wake EMC will share their experience serving as iVUE Connect Development Partners for the Delinquent/Collections persona. Learn how you can use these new tools to look differently at your delinquent accounts and run processes in a more streamlined and efficient way.

Mbr Exp - How We Get Value from MDMS
CC&B-U 606 │ Room 105
NISC Members utilizing MDMS will share their experiences on how they gain insight from the product and make decisions based on those findings.

Mbr Exp - Did Someone Say "Member Surveys?" with Messenger? Really?
CC&B-U 607 │ Room 222/223
Getting information from newly-connected members is important, and San Isabel Electric in Colorado wanted to find out about our member's experience by sending a survey. This session will show how easy NISC made the survey process through the service order. Our future plan is to utilize the process from the service order to send different surveys for different types of service orders. For us, paper is becoming a thing of the past as technology continues to advance with NISC.

Supercharge Your SwitchTalk² Functionality!
E&O-T 600 │ Room 121/122
Learn how to update and leverage your Facility Management records and processes to maximize your SwitchTalk² functionality.

Mbr Exp - Deploying Broadband with NISC's E&O Solutions
E&O-U 601 │ Room 120/127
Broadband is quickly becoming a household term, and more and more utilities are considering providing broadband services for their customers. Learn how NISC solutions including AppSuite, Work Management Solutions and MapWise converge with broadband to save you time and improve efficiencies.

Harnessing the Power of Granular Data with NISC Operations Analytics
E&O-U 602 │ Room 123/124
Explore how NISC Operations Analytics (OA) uses the power of real data to help you build your energy models and how EDD's Distributed Engineering Workstation (DEW) turns that data into easy to understand reports. Hear firsthand from NISC Members saving costs and improving efficiencies with OA.

Mbr Exp - Mosaic Panel
ENT 600 │ Room 101/102
Learn how NISC Members are using Mosaic to provide insights into their data and drive their business decisions.

Learning Objectives
  • List ways Mosaic has helped NISC Members analyze data
  • Explain how NISC Members implemented Mosaic
  • Identify how Mosaic is used in the "real world"

Knowledge, Program & CPE Credit
- This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Hit a Hole in One with the NISC Community & CR Portal
ENT 601 | Room 232

Learning how to hit the long drive when you need it most can be crucial to your success. Just like a golfer stepping up to the tee and choosing the right club, the NISC Community and CR Portal offer you the ability to drive straight to the answers you need when you know how to navigate effectively. Join this session to learn how the NISC Community and CR Portal can improve efficiencies and help you hit a hole in one.

Get Out the VOTE: How Cooperatives Can Double Voter Participation!
PART 600 | Room 106

See how cooperatives across the country manage candidate nominations, petitions and voting. Join Tony Hoff, Marketing Manager for Survey & Ballot Systems and discover effective tactics to increase member engagement and boost voter participation. From simplifying voting through the integration of SmartHub® and DirectVote®, to securely collecting online petition signatures. We'll also discuss voter participation trends, the growth of mobile voting and how to effectively promote your next election.

iVUE System Administration Survival Guide
TECH 600 | Room 230/231

Presented by the front lines of NISC's iVUE Technical Support team, this session provides a unique approach in covering the top support opportunities iVUE System Administrators face. Discussion topics include iVUE system monitoring and maintenance, understanding key services, iVUE client, and performance troubleshooting. We'll review the iVUE System Administrator's Survival Guide, our technical repository, arming you with the information and training tools needed to manage your iVUE systems.

11:25 a.m. – 12:15 p.m.

Mbr Exp - Moving the Inventory Accuracy Needle with Barcoding
ABS 700 | Room 100

Do you have confidence that quantity on hand in Material Inventory is accurate? Are you using paper for material transactions to be entered at a later date? Barcoding creates transactions at the "point of activity". Omitting dual entry, creating timely transactions and managing inventory stock are all activities that move the needle toward accuracy and give you confidence your warehouse has adequate stock.

Learning Objectives
- List the benefits of a barcoding integration
- Analyze your inventory processes, identify bottlenecks and create efficiency
- Successfully implement your barcoding project

Knowledge, Program & CPE Credit
- This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Production.

Budget Goals, What Are You Trying to Achieve?
ABS 701 | Room 101/102

This session will help you decipher all of the options available in the Budget module, from basic to advanced. Do you have a great process outside of the system but want to be able to report on those budget amounts? Do you need to create a basic budget with a few general changes from last year? Would you like to implement a very detailed budget and compare it to actuals? Maybe you would like to track a few large projects. The budget module is very flexible and can help you with any of these goals and many others!

Learning Objectives
- Identify functionality of the Budget module applicable to your needs
- Describe how different pieces of the Budget module can be used separately or in conjunction with one another
- Decide which pieces of the Budget module to use to improve budgeting efficiency

Knowledge, Program & CPE Credit
- This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Finance.

Introducing the NEW iVUE Connect Employee Self-Serve*
ABS 702 │ Room 103/104
Join this session to learn about the new and improved features available with iVUE Connect Financials focusing on employee self-serve and employee information! Learn how the new Employee Self-Serve product enables you to gain efficiency, improve accuracy, reduce paperwork and empower your employees. As a Payroll and/or Human Resource Administrator, learn about the improved options you have for tracking and maintaining employee information, including many exciting new features that are a direct result of input from you, our Members!

Learning Objectives
- Demonstrate new Employee Self-Serve features available for employees, supervisors and payroll administrators
- Explain how new features related to employee information and administration can add value to your organization
- Explain NISC's implementation approach and process for taking advantage of new solution

Knowledge, Program & CPE Credit
- This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Mbr Exp - New Member ABS Panel
ABS 703 │ Room 232
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 also 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 session is an Overview session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Click Continue to Make Your Telecom Work Flow!
CC&B-T 700 │ Room 240/241
Not sure where to go in your service order? Workflow can help direct you! Need to follow up with a new customer? Workflow can help with that too! Attend this session to see how you can make sure nothing is missed on your orders.

Mbr Exp - Find Efficiency & Automation Using NISC LeadAgent for Your Sales Processes
CC&B-T 701 │ Room 242
This Member-led session will take you on a journey from a customer prospect all the way through the service order creation in iVUE to closing the sale. Along the way, we'll touch on automations, integrations, quoting, contracts, campaigns, e-signatures, fiber management and more for your residential or business sales. Join us to learn how NISC LeadAgent can improve the efficiency, performance and standardizations in your organization's sales processes.

What's New with NISC Payment Gateway
CC&B 702 │ Room 227
This session will discuss recent enhancements to the payment gateway including changes to daily reports, the online banking interface (OBI), processing voids and merchant accounts.

Mbr Exp - Breaking into Broadband – Consumer Driven Tools
CC&B-U 703 │ Room 220/221

How can you allow your customers to be in the driver's seat when it comes to broadband? Let's discuss how NISC's tools allow you to market and track interest to help you determine what areas your site should build out service to first. Once service is available, let's walk through the customer ordering process for products, services and packages available based on their service address.

From the Workshop: Cutoffs & Remote Disconnects
CC&B-U 704 │ Room 222/223

Once the Cutoff process has run, how can you then work your non-pay accounts and get them disconnected? We'll cover the Delinquent Collections screen and how it works with both your remote and non–remote metered accounts.

Mbr Exp - At Last, Request Service Online!
CC&B-U 705 │ Room 228/229

Eliminate miskeying and data duplication and clear the clutter off your desk with Online Service Request. Sound too good to be true? Come see this session to find out how this service order application process can work for your site.

Mbr Exp - Lessons Learned & Still Learning with Residential Demand Rates
CC&B-U 706 │ Room 105

Time for a 21st century rate design? Considering a three-part or other complex rate at your organization? This session will explore why these complex rates need to be considered for the future of your utility. Tim Jarrell, Associate Vice President of Power Supply at Cobb EMC, will share their experiences in designing and deploying their residential demand rate called the Smartchoice rate. Come hear about why Cobb developed a demand rate and the innovative communication tools they used to educate their members and employees about the Smartchoice rate. He'll also talk big data, sharing analytics that show how Cobb's members are responding to a rate where they are encouraged to use the same power, but at different hours and more.

Help Us Build the Billing Persona in iVUE Connect - Service
CC&B 707 │ Room 225/226

Billing Coordinators/Managers: Join us for this limited-capacity session where we'll preview new tools and features we're building for the Billing persona in iVUE Connect - Service. Then in breakout groups, we'll ask you to help us understand your needs and share your ideas about how we can build efficiencies and enhancements into what we're building next (e.g. rate management, equipment exchanges, etc.).

Trouble Management: Overview & New Features
E&O-T 702 │ Room 121/122

Looking to brush up on your Trouble Management skills? Join us to learn about the basic functionality of Trouble Management and review some recently added new features.

Staying on Track with NISC's SmartTrack
E&O-U 700 │ Room 123/124

See firsthand some of the new features NISC's SmartTrack offers: block scheduling, limiting search results, improved optimization and much more!

MapWise Updates in AppSuite
E&O 701 │ Room 120/127

Join us as we discuss some major improvements being made to map viewing in AppSuite. We will also go through updates on some major projects including MapWise Staking in AppSuite.

Cooperative Cloud Security Best Practices
TECH 700 │ Room 230/231

Attend this session to learn how your organization can secure access to the Cooperative Cloud. Topics include multi-factor cloud authentication, enforcing strong passwords, and AppSuite device management using Cloud Portal device provision. Learn about the inbound and outbound network traffic needed to gain access between the Cooperative Cloud and your iVUE system. Plus you'll hear about the new Cloud Portal functionality supporting IP Address whitelists that will provide even a higher level of secure access.

1:30 – 2:20 p.m.

Mbr Exp - Preparing for an Audit – Tools & Best Practices
ABS 800 │ Room 100
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 session is an Overview session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Auditing.

Mbr Exp - Increased Efficiency & Productivity in ABS
ABS 802 │ Room 103/104
Southwest Louisiana EMC presents how they have implemented different parts of ABS to increase efficiency and productivity. They'll highlight how their use of Accounts Payable (AP) Workflow, credit card reconciliation, AppSuite for AP approvals and time entry, and Miscellaneous Receivables (MR) invoicing with emailing has provided benefits to their organization.

Learning Objectives
- Gain awareness of products available
- Identify efficiencies available
- Increase productivity

Knowledge, Program & CPE Credit
- This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Telecom - Deposits, Deposits, Deposits
CC&B-T 800 │ Room 240/241
How do you remove a deposit? How do you refund a deposit that hasn't been billed yet? In this session, learn not only about adding deposits, but also take a look at scenarios for canceling, refunding or adjusting a deposit.

See How Commission Calculations Can Change Your Sales Behavior
CC&B-T 801 │ Room 242
NISC LeadAgent - Incentive Compensation Management (ICM) is an end-to-end configurable solution that can manage your incentive compensation process from sales order to payment for your sales force and partners. The solution can suit your business process to meet fast changing market scenarios, reduce errors, align sales to corporate goals, and help you spend your compensation budget wisely. During this Member-led session, hear firsthand how ICM makes incentive compensation management a fast, easy and accurate process. Learn more about how ICM delivers complete transparency and control over past, present and future compensation payments, enabling you to make the right business decisions with powerful dashboards, prepackaged reports and robust modeling.

Maximizing the Impact of iVUE Connect - Service
CC&B-U 802 │ Room 220/221
Learn 20 tips and tricks that will help you get the most out of this application, from integrations with other tools to business rules that put the system to work for you.

From the Workshop: Reconnect DNP
CC&B-U 803 │ Room 222/223
Your account is turned off, now what? Once an account has been disconnected for non–pay, what needs to happen for an account to be reconnected? This session will cover the different methods of reconnection and the settings that control these methods.

Mbr Exp - Prepay: Everything You Wish For & More
CC&B-U 804 | Room 227
At K.C. Electric in Colorado successful marketing of the Prepay Program has drastically reduced the numbers of disconnects for non-pay, final bill amounts and write-offs. Consumers love the ease of managing their prepay account using the free app which allows them to monitor their daily usage. Join this session to learn how K.C. Electric marketed their Prepay Program and how you can implement some of these techniques at your organization.

MDMS: What Can MDMS Do for Me?
CC&B-U 806 | Room 105
Are you wondering how MDMS can provide business value to your utility? Come review examples and scenarios where MDMS can aggregate and report on data to provide helpful information to your utility.

Mbr Exp - Birds of a Feather with Member Advisory Group
CC&B-U 807 | Room 225/226
Last year CC&B-Utility Member Advisory Group conducted a speed dating session. Back by popular demand with more focused time, this session allows attendees to spend time with Advisory Members on their favorite subjects. Attendees will have an opportunity to listen to best practices, share ideas and learn from others who have a similar passion for delinquents, billing, work management, operational efficiencies and much more. This session is like no other and is guaranteed to be one of your favorites. Attendance is limited to the first 120 participants.

Mbr Exp - New Member CC&B - Utility Implementation Symposium
CC&B-U 808 | Room 232
This session is intended for Members who have recently signed with NISC or who may be evaluating NISC as a future technology provider. A panel of Members will share best practices and lessons learned from recently completed implementations.

Mbr Exp - It's Not You, It's Me – Electronic Signatures
CC&B-U 809 | Room 228/229
We live in a fast-paced world and your customers expect service like yesterday. Electronic signature integration allows you to send documents via email or text to your customers, so they don't have to come to you. Let's walk through the integration and see how your site can take advantage today.

Turning on the Light with Calix
E&O 800 | Room 120/127
Attend this session to learn more about the future direction and integration of NISC and Calix.

New Document Vault Functionality with NISC's E&O Offering*
E&O 801 | Room 123/124
Explore how Document Vault is a powerful tool to assist in your Engineering and Operations needs. With new functionality, mass uploading and uploading files collected from drone flights are available in MapWise, as well as Vault Viewing, Geolocation searching and more are supported in Document Vault.

Mbr Exp - Day in the Life of a Staking Engineer
E&O-U 802 | Room 121/122
Learn how East Central Energy is utilizing CIS, SmartTrack, AppSuite, Vault and MapWise, and how it's used daily in their staking department.

Mosaic...The Next Level
ENT 800 | Room 101/102
Sure, you can create a simple chart or report in Mosaic, but can you take it to the next level? In this session you'll see how to create Drill Downs, Defined Fields, Dynamic Parameters and use a new tool called Insight. Even if you haven't used Mosaic before, you'll be able to see the power of this valuable business information solution.

Learning Objectives
- Use dynamic parameters and drill downs to see detail behind your chart or report
- Explain how to use defined fields to allow for customized fields in Mosaic
- Use the insight feature to make a standard chart dynamic with on the fly data selections

Knowledge, Program & CPE Credit
- This session is an Overview session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Barcoding Integration with ABS
PART 801 │ *Room 106*

Barcoding provides a means to efficiently track your inventory. Learn how you can use Border States' SupplyTrax Warehouse Management application to save time and money in your daily warehouse processes.

Understanding Your iVUE Environment
TECH 800 │ *Room 230/231*

Whether you're a new NISC Member implementing iVUE soon, 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 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. We'll also cover keeping your iVUE system up to date with current security patches.

2:35 – 3:25 p.m.

Mbr Exp - 5 Incredibly Unexpected ABS Solutions
ABS 900 │ *Room 100*

We're all looking for ways to be efficient and maintain accurate information. Michael Whiddon of Holy Cross Energy will share five unexpected ways to use ABS that have benefited his organization. Learn how Holy Cross uses Asset Management (AM) to amortize prepaid expenses; streamlined their employee reimbursements with the use of recurring pays; accumulates monthly invoices into one annual check...and two more unexpected ways to use ABS.

Learning Objectives
- Reduce manual journal entry posting
- Use ABS for tracking rather than spreadsheets
- Increase efficiency

Knowledge, Program & CPE Credit
- This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Managing Open Purchase Orders
ABS 901 │ *Room 101/102*

Ever have a purchase order (PO) that was received but the invoice was never entered? What about old POs that were never completed automatically by the system? Maybe you wonder about the best way to analyze POs that you're awaiting for parts on vs. POs that just need to be closed? Join this session to learn how to get your open purchase orders under control! We will discuss how to clean up those pesky old POs as well as how to use features in the software to analyze or even prevent POs from staying open beyond their use!

Learning Objectives
- Demonstrate ways to make the status field available so purchase orders can be closed
- Explain features that can help close purchase orders automatically
- Analyze open purchase orders for missing parts or late deliveries

Knowledge, Program & CPE Credit
- This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Production.

Hot Topics: Underutilized Integration Points in ABS
ABS 902 │ Room 103/104

Do you feel sometimes there must be an easier way to do something? Or, that it seems like there are a lot of hands doing duplicate work and they shouldn't have to? Come check out this session and learn how Accounts Payable (AP) and Miscellaneous Receivables (MR) integrate to simplify entry and cut out duplicate work for billing insurance to directors/retirees. You'll also learn how Payroll/Labor (PL) can interface with MR for employee payments on purchases and/or loans and how using the PL to AP integration can save time and duplication for paying taxes and/or deductions.

Learning Objectives
- Explain how integration within ABS modules will add efficiencies
- Demonstrate how integration points reduce duplication
- Identify the key balancing areas for review to validate integation

Knowledge, Program & CPE Credit
- This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Telecom E-Solutions - What Don't You Know?
CC&B-T 900 │ Room 240/241

As the saying goes, "You don't know what you don't know." During this session learn helpful hints and insights into frequently asked questions and topics our Telecom E-Solutions support team encounters. Be prepared for light bulb moments and tricks of the trade to take home and help you on the job.

Telecom Tips & Tricks - Increasing Your Efficiency as a New CSR*
CC&B-T 901 │ Room 242

This session is a great place for newer telecom CSRs to learn Subscriber Information System (SIS) shortcuts in their journey to becoming as efficient as possible. In this session, you'll learn tips and tricks from NISC staff and have the opportunity to share your tips.

Mbr Exp - Effective Marketing Strategies for Broadband
CC&B-U 902 │ Room 220/221

Many NISC Members are in the process of building out fiber, creating a business case or have already been delivering broadband services to their customers. Offering broadband provides an enhanced level of engagement with your customers, including the need to communicate and educate those customers on your services. Marketing broadband may require a new mixture of tools, and NISC has been busy at work to deliver a solution. Come here how an NISC Telecom Member markets to their customers in a competitive environment and participate in a review of the tools that can help make you successful.

From the Workshop: Prepaid
CC&B-U 903 │ Room 222/223

Join us for a comprehensive overview of our Prepaid Meter Billing Solution. This session will give you the details you need to know about Prepaid including Administration controls, calculation of prepaid amounts, SmartHub display and other related areas across iVUE.

New & Next: CC&B-Utility & SmartHub Roadmap*
CC&B-U 904 │ Room 227

Join us for an informative and exciting session about the new features coming to iVUE Customer Care & Billing and SmartHub. SmartHub empowers your customers to manage their own accounts, and it's perhaps the only interaction you have with your customers. Have you been keeping up with all the newest features? This session covers what you might have missed and how your site can further encourage your customers to be in control of their own account. Features out with the latest iVUE 2.42 release as well as what's slated for 2.43 and beyond will be reviewed.

Mbr Exp - Best Practices Implementing & Setting Up Rate Schedules
CC&B-U 906 │ Room 105

This session will give an overview of what areas in the system control various parts of the Rate Schedule Billing, where to go when making yearly or seasonal updates, and things to consider when designing a new Rate Schedule.

Mbr Exp - Using Messenger to Communicate with Our Co-op's Members
CC&B-U 907 │ Room 228/229

Hendricks Power is trying to engage with members as much as possible. A key tool to their success is using Messenger as much as possible for member notifications. With Messenger, they've integrated engagement tools in service orders to send their membership application. Once the service order is complete, a follow-up email is sent promoting services. Through integration with Crystal Reports, Hendricks' members were notified of a P.O. box and bank change – both with email and letters through their process. Attend this session to hear more about their process and notifications they're working on for NSF check, member account changes and employee notifications.

Philosophy of Work Management
E&O-T 901 │ Room 120/127

Raise your hand if you could use a refresher on Work Management. In this session you'll learn how adjusting your workflow to account for different iVUE features can streamline your operations.

Utilizing Damage Assessments & Inspections in the Field
E&O 900 │ Room 123/124

Learn more about utilizing inspections and damage assessments, and keeping your GIS up-to-date!

Color by Design: How to Make Your Bills Mean More*
ENT 900 │ Room 232

Dive into the world of full color bill statement printing and learn about all of the products and services AMS offers. See our latest cutting edge bill print designs and features, including new broadband and telecommunications statements. We will also demo our interactive online application, ActivTrace, review the latest USPS changes and updates, and see what AMS has planned for the future.

Vault Enhancement Highlights Since MIC 2017
ENT 901 │ Room 230/231

Join us for this session if you have NISC's Document Vault installed at your office and want to learn more about a few of Vault's key features. We'll take a look at new features since MIC 2017 and discuss the roadmap for Document Vault in the future.

Mbr Exp - Using iVUE to Improve Processes
ENT 902 │ Room 121/122

Two years ago, Jackson Energy in Kentucky, embarked on a process improvement initiative. They have formalized their process, providing measurements for tracking and regularly reporting to the Executive Team. Employees have embraced the initiative, and Jackson has found many improvements can be made through using iVUE. Attend this session to hear about their process reporting framework and examples of how they've used iVUE to make their processes more efficient.

iGEAR – Quality Products at Cooperative Prices. Complete Promotional, Corporate & Safety Apparel Solutions
PART 903 │ Room 106

Learn about iGEAR and our relationship with NISC Members, the advantages of promotional advertising, and ways iGEAR can save you $$$$$. Learn about online employee clothing programs and take a peek at new and exciting products being released this fall. ALL ATTENDEES RECEIVE A FREE GIFT.

3:40 – 4:30 p.m.

Plant Accounting - Did You Know?
ABS 1000 │ Room 101/102

Improve your iVUE skills by learning some of the lesser known and often underutilized features within the Plant suite of modules, such as Fleet Management, Work Orders and Asset Management.

Learning Objectives
- Use Work Order Cost Redistribution to automatically move construction labor to retirement
- Explain how Work Order Groups and Material Inventory Location can speed up data entry
- Identify key iVUE features to increase efficiency and make your work easier

Knowledge, Program & CPE Credit
- This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Finance.

Learn to Fish – Being Resourceful with ABS
ABS 1001 | *Room 103/104*
Did you know that those icons at the top of your iVUE screen contain valuable resources? You'll see how to use them, how they can provide information at your fingertips, and cool features like loading your own personalized training docum into iVUE, viewing software release information, accessing a quick WebEx link to join an NISC Support represative when you're on a call, and even how to create your own CR (Change Request) for support assistance. In this session we'll also review valuable resources on the Community with an ABS focus. Do you have a new employee who needs to learn iVUE? Let us point you in the direction of online training resources.

Learning Objectives
- Utilize iVUE icons to access helpful information
- Explain tools to improve your support experience
- Demonstrate helpful Community resources focused on ABS

Knowledge, Program & CPE Credit
- This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Mbr Exp - ABS Best Practice Speed Dating
ABS 1002 | *Room 225/226*
During this action-packed session, you'll first meet the members of the ABS Member Advisory Committee. They will then lead multiple mini sessions, and you'll visit them speed-dating style. Learn about projects they've tackled, process improvems they've made and best practices that can benefit your company. This session is limited to the first 120 participants.

Learning Objectives
- Evaluate process improvems for your operations
- Idify best practices to consider impleming
- Explain project requirems for a variety of improvements

Knowledge, Program & CPE Credit
- This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Keeping Up with the Cash Register - Troubleshooting Tips for the Telecom CSR
CC&B-T 1000 | *Room 240/241*
Attend this session for some terrific tips on taking payments through Cash Register. Learn more about how you, as a CSR, can troubleshoot issues and make this application work to your advantage.

SmartHub Order Management Admin
CC&B-T 1001 | *Room 242*
Are you interested in getting the most out of SmartHub Order Management (SHOM)? Whether you are looking to get started with SHOM, or you already have it installed, this session is good for you. We will discuss many different features that can be enabled, as well as where you can configure them.

iVUE Connect: Service Orders
CC&B-U 1002 | *Room 220/221*
iVUE Connect has created significant efficiencies for NISC Members. This session details how iVUE Connect has helped streamline the service order process. Current features as well as some of the new enhancements available to help you enhance your service order process will be discussed.

NISC Payment Solutions Overview & New Alternative Cash Payment Options
CC&B-U 1003 | Room 222/223
Are you fully automating payment processing? Get an overview of all of the NISC payment channels including web, smartphone, phone call, front counter, kiosk and alternative remote real-time cash payment solutions that can take your payment processing to the next level.

Mbr Exp - iVUE Connect for Broadband, Everything You Need to Know
CC&B-U 1004 | Room 228/229
When Ozarks Electric first implemented fiber to the home, they had to find ways to make the electric software work for telecom services. Many of the processes were cumbersome and manual, and even involved hiring an extra programmer to make everything work. With the implementation of iVUE Connect Service with broadband functionality, most of these processes and workarounds are now handled by the system, and Ozarks projects they may potentially gain the equivalent of two FTEs! Attend this session to hear about Ozarks Electric and other NISC Member experiences in using iVUE Connect for their communication service needs.

Getting More from MDMS Data Using Mosaic
CC&B-U 1005 | Room 105
You use it for SmartHub displays and bill investigations, but how can you get at the rest of your AMI data stored in the MDMS? Utilities have terabytes of data stored in the MDMS and Excel® just won't do. Explore how Mosaic can help you maximize your MDMS data.

SmartTrack Is Changing - Are You Ready?
E&O-T 1000 | Room 123/124
See firsthand some of the new features NISC's SmartTrack offers: block scheduling, limiting search results, improved optimization and much more!

Web Map Survival Guide
E&O 1001 | Room 120/127
Topics covered in this session include the benefits of having a good MXD, the process for publishing in ArcMap, how to use ArcGIS Manager, how to edit what you see in AppSuite and much more!

Mbr Exp - Extending MapWise for a Maintenance Plan - Successes & Challenges
E&O-U 1002 | Room 121/122
Powder River Energy has begun a system-wide maintenance plan. They've divided their very large territory into 12 approximately equal yearly polygon regions. Each year they'll pole-test one of those regions and line-patrol (drive-by visual inspection) another. Through their use of a host of NISC solutions as well as a other applications, Powder River has had great success and a few challenges. Attend this session and take home valuable lessons from their experiences to help you in your maintenance plans and projects.

Mbr Exp - Let's Play Games While Training iVUE!
ENT 1000 | Room 224
Do you ever find yourself struggling to keep your iVUE users engaged and awake during training? Well fret not! COFFEE is the answer! Not exactly, but you will see the correlation after having your cup of Caffeinated Learning! Come play games and learn to design rich, robust training for all your iVUE needs, all while having fun in this interactive session! Be prepared to get engaged!

Color by Design: How to Make Your Bills Mean More*
ENT 1001 | Room 232
Dive into the world of full color bill statement printing and learn about all of the products and services AMS offers. See our latest cutting edge bill print designs and features, including new broadband and telecommunications statements. We will also demo our interactive online application, ActivTrace, review the latest USPS changes and updates, and see what AMS has planned for the future.

Silos Are for Grain: Enterprise Workflows Are for You
ENT 1002 | Room 227
Are you tired of tracking down the status of work? Do you often have to scramble around finding who is currently working on a job? Attend this session and learn how iVUE features help streamline your work. We'll look at the service order process, from the initiation of the work electronically by the customer, all the way through to the job being completed in the field.

Benefits to American Express/NISC Utility Partnership
PART-U 1003 │ Room 106
Come join our Amex partners as they discuss benefits of our new partnership, share implementation best practices and answer Member questions.

The 2018 Phishing Trip
TECH 1000 │ Room 230/231
The goal of our 2018 Phishing Trip is to give you the knowledge needed to better educate your employees about password security and phishing awareness. We'll discuss the inner workings of passwords from creation to storage in a company's database and look at the password sharing taboo that's plaguing the world of IT. We'll dissect emails to determine what's real and identify key factors in an email that can blow the door off the hinges of even the finest of "cyber wizardry". All of this information is pointless if we can't relate it back to employees in the workplace. We'll end our trip with insight into implementing a positive security awareness culture within a business. Packed with passwords, emails, and hacking attempts, this will be one phishing trip you will not want to miss!

Day Three - Thursday, Sept. 13

8:30 – 9:20 a.m.

Gaining Efficiency in Bank Reconciliation
ABS 1100 │ Room 100
In this session, take a look at Positive Pay and auto reconciliation and the benefits they provide. This session will also review voiding payments and additional actions that can be used as well as various reports to assist in retrieving information.

Learning Objectives
  • Utilize Positive Pay and Auto Reconciliation in Bank Rec
  • Discuss setup required to use Positive Pay and Auto Reconciliation in Bank Rec
  • Determine the void payment additional actions to use in various situations

Knowledge, Program & CPE Credit
  • This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Payroll Best Practices to Streamline the Year-End
ABS 1101 │ Room 101/102
Feeling unprepared for Payroll year-end? Learn about ways to stay ahead of the game and simplify your W-2 and ACA Reporting processes within iVUE. This session will cover common items that need to be reviewed, how the ABS group communicates any changes to the current processes, and an overview of what to expect when closing out Payroll year-end.

Learning Objectives
  • Apply best practices to your Year End workflow
  • Access information to assist you when using the NISC Community
  • Summarize key items and processes expected during the Year End workflow

Knowledge, Program & CPE Credit
  • This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

ABS Tips & Tricks*
ABS 1102 │ Room 103/104
Whether you are a new user or a seasoned veteran, gain some tips and tricks to use ABS more effectively, saving time and energy. Learn how to make screens work for you and use advanced searches to gather information from ABS. Better understand your report options and how Job Manager works. Learn how to schedule reports to run and how to use saved jobs to retain those reports.

Learning Objectives
- Use iVUE's navigation features to assist you in problem solving and communication to ABS support
- Modify iVUE screens for maximum efficiency
- Gather needed information through inquiries and advanced searches

Knowledge, Program & CPE Credit
- This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Mbr Exp - Query Builder - It's Easier Than You Think
CC&B-T 1100 │ *Room 240/241*
Does Query Builder overwhelm you? Don't let it! In this session learn about basic queries and how to use Query Builder for solving your reporting and data mining needs. You'll be surprised at how easy and handy this tool is!

Review, Refresh, Renew - Optimizing SmartHub Admin for Telecoms
CC&B-T 1101 │ *Room 242*
Has it been awhile since you revisited SmartHub Admin in the Cooperative Cloud? Check out this Telecom session to hear about the latest updates to this feature. This review will help make your SmartHub website more effective.

The Role PCI Plays in Your Business Today & Every Day
CC&B/TECH 1102 │ *Room 220/221*
As ambiguous and confusing as PCI seems to be, it can be understood. Learn about each element of the PCI picture, what PCI means to you and how each requirement can fit into your daily operation to simplify the annual qualification and make a PCI Compliant business life less daunting in general. NISC's Cybersecurity offerings can play a major role in helping to satisfy many of the PCI requirements as well.

Mbr Exp - Advanced Contact Tracking: Using iVUE to Manage Member Programs & Projects
CC&B-U 1103 │ *Room 227*
Come and learn how Cherryland used the various tools in iVUE to streamline their Member programs. Cherryland will discuss how they defined their goals for this project, analyzed the various tools available in the iVUE system and developed a streamlined process that used contact tracking questionnaires, workflows, CIS alerts, Messenger and Crystal Reports to effectively manage a program involving repeat contact with over 3,800 members and involved an outside contractor.

From the Workshop: Tips & Tools in Customer Care & Billing Utility
CC&B-U 1104 │ *Room 222/223*
Whether you are a new iVUE user or a seasoned veteran, this CC&B Tips and Tools session will showcase navigation shortcuts and helpful features that will create efficiencies to positively impact the way you work each day.

Demand & Complex Rates Using MDMS
CC&B-U 1106 │ *Room 105*
You don't need to invest in smart meters - dumb ones work just fine. Explore how you can use the MDMS to supply data for complex rates like Time of Use, coincident demand and non-coincident demand using interval data instead of expensive meters.

E&O Telecom Roadmap: You're in the Driver's Seat
E&O-T 1100 │ *Room 120/127*
As an NISC Member, your feedback is crucial to the success of our Telecom E&O Product line. Join us as we go over the current direction of NISC's Telecom E&O solutions.

Mbr Exp - Making Work Management Solutions Work for You
E&O-U 1101 │ *Room 121/122*
Join us to discuss the building blocks of Work Management Solutions and hear from a Member-led panel on how to use WMS to be more effective!

Making the Most of Your E&O Investment, Part 1
E&O-U 1102 │ Room 123/124
In this two-part session, we'll walk through a best practice review. We'll move from contact with the customer to service order creation, task assignments, work order creation and designing the job in MapWise. You'll learn best practices to help you maximize your E&O investment including how workflows can be streamlined using iVUE integrations, adding efficiency to your efforts. Plenty of time will be provided for discussion.

Ditch the Board Books & Go with CTO (CalltoOrder)
ENT 1100 │ Room 232
CalltoOrder, NISC's meeting app, provides an easy, automated way to provide meeting agendas and all of the associated documents to support a meeting. This session will review the app's basic features and annotation tools that help simplify the preparation and delivery of your board documents. Stop the copying, the sorting, the filing and the binding of your board meeting materials and "Go with CTO!"

Disaster-Proof Your Critical iVUE Data
TECH 1100 │ Room 230/231
Data loss can be catastrophic if you don't have a sound data backup and disaster recovery plan in place. First understand the key data components that need to be backed up on each iVUE Server. Then, learn about the wide range of options to archive these backups, including tape, network attached storage using NFS, third party remote backup agent, or VM based backup tools. Plus discover how NISC Disaster Recovery Services or onsite Disaster Recovery real-time replication servers can augment this backup strategy to meet your Recovery Point (RPO) and Recovery Time (RTO) objectives.

The Role PCI Plays in Your Business Today & Every Day
TECH/CC&B 1102 │ Room 220/221
As ambiguous and confusing as PCI seems to be, it can be understood. Learn about each element of the PCI picture, what PCI means to you and how each requirement can fit into your daily operation to simplify the annual qualification and make a PCI Compliant business life less daunting in general. NISC's Cybersecurity offerings can play a major role in helping to satisfy many of the PCI requirements as well.

9:35 – 10:25 a.m.

The Paperless Office - Increase Accounting Efficiencies
ABS 1201 │ Room 101/102
This session will cover how to create efficiencies in your office by decreasing paper handling. We will explore time-saving features of iVUE like imports, AP Workflow and email options. Retention and automatic archiving features of Document Vault will also be covered.

Learning Objectives
   • Outline several iVUE features that can decrease the use of paper in your office
   • Demonstrate key ways the paperless features in iVUE can save time and resources
   • Explain methods to achieve greater efficiency by reducing the use of paper

Knowledge, Program & CPE Credit
   • This session is an Overview session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Gaining ABS Efficiencies with AppSuite
ABS 1202 │ Room 103/104
Are you wondering what ABS AppSuite is and what it can do for you? Join us for an overview of its functionality, including some features only available with AppSuite. Did you know that you can now enter your expenses through your own device, even take a picture of the receipt, and send it straight to accounts payable for payment? How about the ability to track and enter time on the go? Out of the office and need to do approvals so that products can be ordered or invoices paid? Want to keep a more real time inventory with on the go charge, salvage, and location transfers? Not a problem, with AppSuite you can!

Learning Objectives
- Explain the benefits of ABS AppSuite and where to find online training, software releases and upcoming planned features
- Discuss ABS AppSuite's current functionality, including time off requests, time approval and time tracking, and AP/PO approvals
- Outline ABS AppSuite's newest feature: material charge, salvage and location transfers

Knowledge, Program & CPE Credit
- This session is an Overview session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Leveraging Messenger for Telecoms - Lifting Notifications to New Heights
CC&B-T 1200 │ Room 240/241
This Telecom session will take an in-depth look at the latest processes and notifications available through Messenger. Learn the newest ways to notify your customers through email, text messages and more about events happening with your company.

Mbr Exp - So Many Service Orders, So Little Time
CC&B-T 1201 │ Room 242
Did you know you can create mass service orders in the Subscriber Information System (SIS)? Connects, Disconnects, Reconnects, Generals and more! In this session, we'll also cover other Mass processes available to you like adding, stopping and deleting C&Cs and updating service addresses.

Taking Payments with iVUE Connect - Cashiering
CC&B-U 1202 │ Room 220/221
iVUE Connect - Service can help in many areas of the office. This session will go in-depth with the Cashier persona, showing how the tool helps with taking in-person payments from your customers through the built in payment entry and drawer management tools.

From the Workshop: Community Solar
CC&B-U 1203 │ Room 222/223
Is your utility adding a Community Solar install or working with a third party to offer monthly billing credits? In this session, we will shed some light on how to setup iVUE to accommodate this growing interest.

Prepaid: NISC's Solution & Implementation Best Practice
CC&B-U 1204 │ Room 228/229
A prepaid program can not only help your customers but can improve your utility's bottom line. Join us to review what you can do to prepare for a prepaid implementation and learn some tips and tricks to getting the most out of the Prepaid Metering solution.

TOU Generation - What Were You Thinking?
CC&B-U 1205 │ Room 105
Come join us for a discussion about meters that report consumption, generation and/or net and how MDM Time of Use fits in the picture.

Amplifying AppSuite with Advanced Features
E&O-T 1201 │ Room 121/122
This session will cover the advanced features within AppSuite that allow your technicians more functionality and validation in the field. Some features that will be covered include: provisioning in the field, task alerts, adding charges to an existing ticket or order, adding tasks, viewing workflow tasks, updating plant records and more!

New MapWise Communications Functionality is Here!
E&O 1200 │ Room 120/127
Learn more about new communications connectivity features in MapWise including patch panel changes and changes in network connectivity.

Making the Most of Your E&O Investment, Part 2
E&O-U 1202 │ Room 123/124
In this two-part session, we'll walk through a best practice review. We'll move from contact with the customer to service order creation, task assignments, work order creation and designing the job in MapWise. You'll learn best practices to help you maximize your E&O investment including how workflows can be streamlined using iVUE integrations, adding efficiency to your efforts. Plenty of time will be provided for discussion.

Mosaic Portals
ENT 1200 | Room 100
Attend this session and learn how to create a Collaborative Portal that allows users to view multiple charts and reports in one place.

Learning Objectives
- Use the new page creation tool to combine a variety of Mosaic content to use on a portal
- Learn how a Portal Page is your gateway to a successful portal
- Create a portal providing quick and easy access to multiple charts and reports with the click of a button

Knowledge, Program & CPE Credit
- This session is an Overview session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

New Member Implementation Tool Kit*
ENT 1201 | Room 232
Explore the project tools and methodology that are common to all new NISC Member projects across all products implemented. Use this information to better understand discussions held at the individual product New Member Implementation Panel sessions.

Mbr Exp - Managing Milestone Growth with NISC Solutions
ENT 1202 | Room 227
Since launching NISC products across Pedernales Electric Cooperative (PEC) in 2015, the cooperative has experienced exceptional growth--on average, more than 13,000 new accounts per year. In late 2017, the cooperative surpassed 300,000 active accounts, and in March 2018, surpassed 300,000 active meters in the field. NISC's smart solutions have allowed PEC to be nimble during this period of growth while also providing new member-focused solutions that have increased PEC member satisfaction. This presentation focuses on how a large, growing cooperative can easily and quickly succeed with NISC's engaging platforms.

Deep Dive into NISC CyberScan & CyberProtect
TECH 1200 | Room 230/231
Here's your chance to dive in and learn how to swim with the sharks! This session will be a live demo of NISC CyberScan and NISC CyberProtect. CyberScan, powered by Rapid7's NEXPOSE, makes vulnerability management less labor intensive and more effective, thus reducing your risk. CyberDetect, powered by Rapid7's Insight IDR, is a fully-managed and monitored service designed to detect threats and respond immediately.

10:40 – 11:30 a.m.

Divisions, Departments, Activities, New Company: What Can They Do for You?
ABS 1300 | Room 100
Do you have a need to have more detailed tracking in your general ledger, but you don't want your chart of accounts to grow? Alternatively, would you like to shorten your chart of accounts, while maintaining the detail and adding reporting capabilities? Do you have another business entity with separate financial statements that you are accounting for today or will be tomorrow? Come to this session to learn about the flexibility within General Ledger to help you achieve your financial tracking needs.

Learning Objectives
- Explain the advantages and contrast the differences between activities and departments
- Explain the advantages and contrast the differences between a division and company
- Demonstrate the financial reporting abilities with divisions, activities and departments

Knowledge, Program & CPE Credit
- This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Finance.

Budget Advanced Features
ABS 1301 | Room 101/102
Attend this session for a high-level overview and a look at the features of Projects/Requests and CFC Budget Pro. Each of these advanced features can be used separately or combined to give a robust and detailed budget. CFC Budget Drafts use existing historical information as the basis point for your budget. Discover how Budget Projects and Requests can be linked to a CFC Budget Draft. See the reporting options to compare actual expenditures to your budget predictions.

Learning Objectives
- Describe historical information that can be used to develop a CFC Budget Draft
- Compare and contrast budget projects and requests
- Examine which budget pieces to implement to retrieve meaningful budget reports

Knowledge, Program & CPE Credit
- This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Finance.

ABS Product Utilization*
ABS 1302 | Room 103/104
Ever wonder how much (or little) of ABS iVUE you are using? Come to this session to find out how ABS iVUE can assist your company in being more efficient.

Learning Objectives
- Analyze products and/or processes your organization uses
- Determine additional products and/or processes your organization can use to increase efficiency
- Identify key areas and/or reports to implement in the near future

Knowledge, Program & CPE Credit
- This session is a Basic session and requires no advanced preparation or prerequisites. This session qualifies for 1 CPE in Computer Software & Applications.

Gather 'Round the Table, Let's Talk Telecom
CC&B-T 1300 | Room 240/241
Join your fellow NISC Members to share how you've handled various SIS, Facility Management, Trouble Management, SwitchTalk[2] topics and questions. Help everyone learn by asking a related question and win a prize!

CABs Industry Update
CC&B-T 1301 | Room 242
This session highlights industry updates as well as new features and functionality within the CABs software. We'll also review what's available in the software and tips and tricks to get the most out of the system.

From the Workshop: CallCapture Secure Payments
CC&B-U 1302 | Room 222/223
There are times when consumers call in to report that the IVR system is not working as it should. Did you know there is a powerful tool in CallCapture Secure Payments through the Gateway to help determine the problem? Find out some of the most common challenges consumers face when utilizing the IVR system along with advice on how to coach them through the scenarios.

Rediscover Customer Care & Billing
CC&B-U 1303 | Room 228/229
NISC wants to ensure you always have access to the latest information, but more importantly, we want you to know how and where to access that information. Rediscover Customer Care and Billing through a review of where you can get the latest product information from the Community, CIS, and iVUE Connect. We'll also cover some of the release highlights and enhancements since the last MIC.

Mbr Exp - Preparing for Your E&O Implementation
E&O 1300 | Room 121/122
Is your organization prepared for implementation? Learn some tips and tricks to ensure the process goes as smoothly as possible.

New Document Vault Functionality with NISC's E&O Offering*
E&O 1301 | Room 123/124
Explore how Document Vault is a powerful tool to assist in your Engineering and Operations needs. With new functionality, mass uploading and uploading files collected from drone flights are available in MapWise, as well as Vault Viewing, Geolocation searching and more are supported in Document Vault.

Mapping Your Way to a Better Workday with NISC MapWise!
E&O 1302 │ *Room 120/127*
Learn a few tips and tricks such as setting assembly defaults, using queries to ensure you're getting the most out of your MapWise solution and more!

Mbr Exp - Burst the (Thought) Bubble*
ENT 1300 │ *Room 220/221*
Only one thing stands between you and successful communication. It isn't experience. It isn't talent. The secret to successful communication is learning to connect with people. In this session we'll burst the invisible thought bubbles of members, executives, and your Board to discover if what you're saying is what they're hearing (and how to fix it if not!). Join Allyson McElroy as she engages and entertains participants on how to make every communication an opportunity for powerful connection. *Not responsible for the likely improved communication with spouses and offspring.

Learning Resources - When & Where You Need Them
ENT 1301 │ *Room 105*
Whether you're new to an NISC solution, need a refresher on a feature, or wanting to know about recent software changes, NISC provides resources to help you. Attend this session for an overview of what's available, including how you can upload your own resources to iVUE, and provide your suggestions and ideas on how we can enhance resources to meet your needs.

Creating a Culture of Security Awareness in Your Organization
TECH 1300 │ *Room 230/231*
A culture of security awareness starts with establishing a clear and effective Information Security Policy, a set of policies issued by the organization ensuring all information technology users within the organization or its networks comply with rules and guidelines related to the security of digitally stored information stored in the network or within the organization's boundaries of authority. Learn how an Information Security Policy can apply to areas such as acceptable use, email, passwords, data breach, security and incident response, wireless access, database credentials, logging, and desktop software installation.

11:30 a.m. – 1:30 p.m.

Closing General Session
GS3 │ *Hall 2/3*
Following a robust morning of concurrent sessions on Day 3, we'll close the 2018 MIC with lunch and two dynamic speakers - Author Michael Haigwood Goodroe and Executive Vice President of Baseball Operations for the Oakland A's Billy Beane. We'll also present our MIC Member Experience Awards and door prizes.