*Next Generation Public Safety Software*

## 2023 Training Sessions – Brief Description

**All classes are available to all Conference Participants** – It is only *recommended* that Users with certain roles follow the tracks designed to assist them in their understanding of new and advanced functionality of the Phoenix Suite of Products, and according to their expertise. Any User may choose any topic of interest or any session to attend. Due to numerous topics being presented, there will be very few duplicated sessions, please plan accordingly. We want you to get the most of your training during this Conference!

## For ALL Attendees:

**Opening Session**    *Tuesday, 8:30-10:30*
Opening remarks, Keynote Speaker, staff introduction, and a quick review of the newest enhancements that will be available in Phoenix 2024 and detailed in various sessions throughout the conference.

**Conference Closing**    *Thursday, 11:00-11:30*
Brief recap of the Conference and announcement of dates for 2024.

## General Sessions – All Phoenix Applications included

**Advanced Geo Batch Updating Addresses/Creating Map Layers**  *Wednesday, 8:30-9:30*
Review of batch update and ability to update addresses using the map. Thorough review of set up that should be included in geo for statistical reports, queries, and mapping. Geo fencing, road closures, heat maps and adding map layers.

**CAD to WDA to RMS LIVE Demo – double session**    *Tuesday, 10:45-11:45 and continuing 12:30-1:30*
A live presentation of everything from a 911 call through submitting charges to the prosecutor.  See how Phoenix CAD interacts with call takers, dispatchers, and mobile users.  The presentation continues with report writing in the police unit through approval process and submitting reports to the prosecutor. Whether you are new to Phoenix or an experienced user, this presentation has something for everyone!  All enhancements from the latest versions are included to demonstrate how they fit in with your daily workflow while increasing efficiency and officer safety.

**Computer Lab & Drop-in Q&A**  *Tuesday 10:45-2:30 and Wednesday, 8:30-4:30*
Back by popular demand, the computer lab is the place to try new features hands-on. ProPhoenix staff will also be available for questions about any of the applications in a first come-first served basis.

**Dashboards**  *Thursday, 10:00-11:00*
Learn how to connect to the database through the Power BI builder and then selecting the tables you want to use to get the data. How to select and create the visuals, creating a background and saving it to use on dashboards, and how to incorporate the dashboards into ProPhoenix including how to schedule the data updates. **This is applicable to CAD, RMS, FRMS and CMS.**

**Document Management**   *Wednesday, 8:30-9:30 and repeated Wednesday, 3:45-4:45*

Take your agency to the next level in formal document management. We will show you how to build documents, distribute them for review, assign them to employees, and track when someone reads them. Also, how employees can take notes, how to add tests/quizzes to document accountability, and searching the assignment status.  **This module is available in all applications: CAD, RMS, FRMS and CMS.**

**Field Training Office (FTO) Module (New)**  *Tuesday, 3:45-4:45 and repeated Wednesday, 1:30-2:30*

A new module for Phoenix 2024 RMS for officers, communicators, promotional positions and more.  This new feature is designed with an "out-of-the-box" FTO program and can be fully customized for your agency.  We will review the setup, DORs, scoring, evaluations, reporting and FTO dashboards.  **This module is applicable for all applications: CAD, RMS, FRMS and CMS.**

**Inventory Module**   *Tuesday, 12:30 – 1:30 & repeated Wednesday 3:45-4:45*

A review of entering, updating, replacing, and deactivating fixed assets and expendables. Learn now to set up automatic triggers for maintenance due, set up service and set up replacement cycles. This session will also show you how to assign inventory to personnel, units, and stations on a permanent or temporary basis. Learn how this module is integrated with the Activity Log and Personnel modules. **This module is available in all applications: RMS, FRMS, and CMS and can be used uniquely by each agency within a multi-juris setting.**

**QA Forms Creation**   *Wednesday, 3:45-4:45 and repeated Thursday, 9:00-10:00*

Learn how your agency can create custom forms that can be inserted into ProPhoenix and attached to many of the system modules and screens.  These forms can also be mapped to the SQL tables so that information populates the forms helping your agency to become virtually paper free. **This class is applicable to CAD, RMS, FRMS and CMS.**

**Personnel Module**   *Wednesday, 2:45-3:45*

In depth look at the Personnel Module, how it integrates with other modules, and tabs of information within a personnel record. Learn how to set up a new employee, how to assign roles and deactivating employees who have left employment. Learn what is confidential for supervisors only as well as what the employee or other employees can view. **The module is available in all applications: RMS, FRMS, and CMS and can be used uniquely by each agency within a multi-juris setting**.

**Special Needs Registry (New)**  *Wednesday, 12:30-1:30 and repeated Thursday, 10:00-11:00*

ProPhoenix has added functionality to the Citizen Services Portal (CSP) to assist agencies on identifying persons with special needs who may require special accommodations in public safety interactions. Citizens can identify these persons in the CSP, and the data collected is visible in CAD, WDA, and RMS. This course will be a demonstration of this new functionality. Information can be communicated to Fire agencies for manual update in their Names Module.

**Training Module**   *Tuesday, 3:45-4:45 and repeated Wednesday, 1:30-2:30*

A review of the features and benefits of tracking training records, integration with the Personnel Module and Home Module as well as creating courses, classes, course materials, tracking instructors, locations, costs, tests, and certifications are covered. **The module is available in all applications: RMS, FRMS, and CMS and can be used uniquely by each agency within a multi-juris setting.**

**Under Utilized Features of Phoenix Applications – double session**  *Wednesday, 8:30-10:30*

This session was an attendee favorite in 2022! We are back with more features that you may have learned in training but that was months (or years) ago. See how these tips will enrich the efficiency of your Phoenix experience. The first section will focus on general (all application) item and RMS items and then we will concentrate on CAD and WDA features. Additional time has been added in case this session runs long (10:45-

11:45). There is so much to show you! This class is especially beneficial if you have not been to formal training in months (or years) and you are an experienced user.
Note: Items for FRMS and CMS are being presented as separate sessions in those tracks.


# Computer Aided Dispatch (CAD) Sessions

### Advanced CAD  *Wednesday, 3:45-4:45*
CAD operations in a public safety agency is one of the most important technological aspects of Call Taking and Dispatching. ProPhoenix CAD is intuitive, innovative, and can enhance performance when used to its fullest capabilities. Advanced CAD functionality are enhancements and progressive features to create more efficient workflow.

### Advanced Geo Batch Updating Addresses/Creating Map Layers  *Wednesday, 8:30-9:30*
Review of batch update and ability to update addresses using the map. Thorough review of set up that should be included in geo for statistical reports, queries, and mapping. Geo fencing, road closures, heat maps and adding map layers.

### Building Unit Recommendations - Fire/EMS  *Wednesday, 10:45-11:45*
Fire and EMS are unique dispatching disciplines due to their multiple type of unit responses to calls for service. ProPhoenix CAD has the capabilities to organize and make recommendations for specific apparatus during Dispatching. CAD Unit Recommendation Fire & EMS can be utilized to structure a dispatch response more efficiently.

### Building Unit Recommendations - Law  *Wednesday, 9:30-10:30*
Today, Law Enforcement operations greatly depend on technology. Utilizing ProPhoenix software is a reliable way to combine technology and Dispatching. CAD Unit Recommendation for LAW is a great feature in CAD to automatically assign units to calls for improved officer safety.

### CAD to WDA to RMS LIVE – double session    *Tuesday, 10:45-11:45 and continuing 12:30-1:30*
A live presentation of everything from a 911 call through submitting charges to the prosecutor.  See how Phoenix CAD interacts with call takers, dispatchers, and mobile users.  The presentation continues with report writing in the police unit through approval process and submitting reports to the prosecutor. Whether you are new to Phoenix or an experienced user, this presentation has something for everyone!  All enhancements from the latest versions are included to demonstrate how they fit in with your daily workflow while increasing efficiency and officer safety.

### CAD 2024 – What's New    *Tuesday, 1:30-2:30 and repeated Wednesday, 8:30-9:30*
CAD is the heartbeat of public safety operations technology. It is ever evolving to keep up with the demands of changing workflow within public safety agencies. What's New CAD showcases the continued advancement of CAD functionality to better serve agencies and the public.

### CAD Flags   *Wednesday, 10:45-11:45*
Learn how to create, update, and expire flags. This session is especially helpful for new CAD users and new CAD Administrators.

### CAD Quality Assurance (New)   *Wednesday, 12:30-1:30*
One of the best ways to engage in successful procedures in the workplace is to monitor performance and provide feedback for improvement. Creating a Quality Assurance/Improvement program will significantly impact the performance in a Communications Center. CAD Quality Assurance is a new module that will provide the tools and resources needed to manage QA for Call Taking and Dispatching.

### CAD Special Functions  *Wednesday 12:30-1:30*

There is more to CAD than meets the eye. A review of "special functions" that may not be used every day.

### CAD to WDA to RMS LIVE – double session  *Tuesday, 10:45 and continuing 12:30-1:30*

A live presentation of everything from a 911 call through submitting charges to the prosecutor.  See how Phoenix CAD interacts with call takers, dispatchers, and mobile users.  The presentation continues with report writing in the police unit through approval process and submitting reports to the prosecutor. Whether you are new to Phoenix or an experienced user, this presentation has something for everyone!   All enhancements from the latest versions are included to demonstrate how they fit in with your daily workflow while increasing efficiency and officer safety.

### Customizing CAD Screens  *Wednesday, 1:30-2:30*

All public safety agencies have unique operational needs. The workflow in CAD should be seamless to best fulfill the needs of each customer. Customizing CAD Screens is an optimal way to use technology to organize operational flow within each Communication Center.

### Dashboards-CAD  *Wednesday, 2:45-3:45*

Learn how to connect to the database through the Power BI builder and then selecting the tables you want to use to get the data. How to select and create the visuals, creating a background and saving it to use on dashboards, and how to incorporate the dashboards into ProPhoenix including how to schedule the data updates. This is applicable to CAD, RMS, FRMS and CMS.

### Document Management  *Wednesday, 8:30-9:30 and repeated Wednesday, 3:45-4:45*

Take your agency to the next level in formal document management. We will show you how to build documents, distribute them for review, assign them to employees, and track when someone reads them. Also, how employees can take notes, how to tests/quizzes to document accountability, and searching the assignment status. We will also demonstrate how to manage Accreditation requirements for Law Enforcement agencies. This module is available in all applications: CAD, RMS, FRMS and CMS.

### Field Training Office (FTO) Module **(New)**  *Tuesday, 3:45-4:45 and repeated Wednesday, 1:30-2:30*

A new module for Phoenix 2024 RMS for officers, communicators, promotional positions and more.  This new feature is designed with an "out-of-the-box" FTO program and can be fully customized for your agency.  We will review the setup, DORs, scoring, evaluations, reporting and FTO dashboards.  This module is applicable for all applications: CAD, RMS, FRMS and CMS.

### Law Ideas for the Future – double session  *Thursday, 9:00 – 11:00*

Bring your ideas!  We want the software to assist you with the most efficient operation of your department and for your users. This is the time to brainstorm what Phoenix should consider developing for the next version of CAD, WDA and RMS.

### New Technology for CAD & RMS  *Wednesday, 1:30-2:30*

### QA Forms Creation  *Wednesday, 3:45-4:45 and repeated Thursday, 9:00-10:00*

Learn how your agency can create custom forms that can be inserted into ProPhoenix and attached to many of the system modules and screens.  These forms can also be mapped to the SQL tables so that information populates the forms helping your agency to become virtually paper free. This class is applicable to CAD, RMS, FRMS and CMS.

**Personnel Module**   *Wednesday, 2:45-3:45*
In depth look at the Personnel Module, how it integrates with other modules, and tabs of information within a personnel record. Learn how to set up a new employee, how to assign roles and deactivating employees who have left employment. Learn what is confidential and for supervisors only as well as what the employee or other employees can view.

**RMS 2024 – What's New?**   *Tuesday, 1:30-2:30 and repeated Wednesday, 2:45-3:45*
This session will cover the major enhancements and why you should upgrade to the latest version of LAW RMS.  See how the newest enhancements will assist with your department's efficiency and workflow.

**Special Needs Registry (New)**   *Wednesday, 12:30-1:30 and repeated Thursday, 10:00-11:00*
ProPhoenix has added functionality to the Citizen Services Portal (CSP) to assist agencies on identifying persons with special needs who may require special accommodations in public safety interactions. Citizens can identify these persons in the CSP, and the data collected is visible in CAD, WDA, and RMS. This course will be a demonstration of this new functionality.

**Systems Administrator Review – CAD**   *Wednesday, 1:30-2:30*
A thorough review of the CAD coded tables, CFS codes, Disposition Codes and CAD Parameter settings available to all CAD Administrators. Creating and updating role permissions will be discussed.

**Training Module**   *Tuesday, 3:45-4:45 and repeated Wednesday, 1:30-2:30*
The module is available in all applications (CAD, RMS, FRMS, CMS) and can be used uniquely by each agency within a multi-juris setting. A review of the features and benefits of tracking training records, integration with the Personnel Module and Home Module as well as creating courses, classes, course materials, tracking instructors, locations, costs, tests, and certifications are covered.

**Under Utilized Features of Phoenix Applications – double session**   *Wednesday, 8:15 – 9:45*
This session was an attendee favorite in 2022!  We are back with more features that you may have forgotten about that will enrich the efficiency of Phoenix software. The first section will focus on general (all application) and RMS items and then we will concentrate on CAD and WDA features. Additional time has been added in case this session runs over. There is so much to show you! This class is especially beneficial if you have not been to formal training in months (or years) and you are an experienced user.
Note: Items for FRMS and CMS are being presented as separate sessions in those tracks.

**WDA 2 – Fire/EMS**   *Tuesday, 2:45-3:45*
We will look at the new client version of WDA from a fire perspective. We will review the non-emergency functions available. We will then show a demonstration of an emergency run.


# Corrections Management System (CMS) Sessions

**Cell Check**   *Tuesday, 3:45-4:45*
ProPhoenix is developing an application to track inmate cell checks, tours and log entries, utilizing handheld computers and scanners. This course will demonstrate a prototype of this new application, and discuss setup and anticipates uses. Discussion will be held for user input.

**CMS Ideas for the Future/Open Forum**   *Wednesday, 10:45-11:45*
Bring your ideas!  We want the software to assist you with the most efficient operation of your facilities and for your users. This is the time to brainstorm what Phoenix should consider developing for the next version of CMS.

## CMS Under Utilized Features  *Wednesday, 9:30-10:30*

This session includes features and functionality that is being under utilized by CMS Administrators and Users.

## Dashboards  *Thursday, 10:00-11:00*

Learn how to connect to the database through the Power BI builder and then selecting the tables you want to use to get the data. How to select and create the visuals, creating a background and saving it to use on dashboards, and how to incorporate the dashboards into ProPhoenix including how to schedule the data updates. This is applicable to CAD, RMS, FRMS and CMS.

## Document Management  *Wednesday, 8:30-9:30 and repeated Wednesday, 3:45-4:45*

Take your agency to the next level in formal document management. We will show you how to build documents, distribute them for review, assign them to employees, and track when someone reads them. Also, how employees can take notes, how to tests/quizzes to document accountability, and searching the assignment status. This module is available in all applications: CAD, RMS, FRMS and CMS.

## Field Training Office (FTO) Module  *Tuesday, 3:45-4:45 and repeated Wednesday, 1:30-2:30*

A new module for Phoenix 2024 RMS for officers, communicators, promotional positions and more.  This new feature is designed with an "out-of-the-box" FTO program and can be fully customized for your agency.  We will review the setup, DORs, scoring, evaluations, reporting and FTO dashboards.  This module is applicable for all applications: CAD, RMS, FRMS and CMS.

## Inventory Module  *Tuesday, 12:30– 1:30 & repeated Wednesday 3:45 - 4:45*

This module is available in all applications (RMS, FRMS, CMS) and can be used uniquely by each agency within a multi-juris setting. A review of entering, updating, replacing, and deactivating fixed assets and expendables. Learn now to set up automatic triggers for maintenance due, set up service and set up replacement cycles. This session will also show you how to assign inventory to personnel, units, and stations on a permanent or temporary basis. Learn how this module is integrated with the Activity Log and Personnel modules.

## Medical Module  *Tuesday, 2:45-3:45*

A review of the set up and use of the enhanced Medical Module. Learn how to track medical and dental service providers, inmate requests for care, medical visits, formulary, and medical passes.

## Personnel Module  *Wednesday, 2:45-3:45*

In depth look at the Personnel Module, how it integrates with other modules, and tabs of information within a personnel record. Learn how to set up a new employee, how to assign roles and deactivating employees who have left employment. Learn what is confidential and for supervisors only as well as what the employee or other employees can view.

## Pre-Booking Queue  *Wednesday, 8:30-9:30*

This web service is available to all Jails that accept arrestees from multiple law enforcement agencies within their area. It can be used by one or more law enforcement agencies regardless of whether they are also using Phoenix RMS to complete their arrest reports. Once the data is in the pre-arrival queue, the CMS user can download the data to eliminate duplicate data entry for the booking process.

## QA Forms Creation  *Wednesday, 3:45-4:45 and repeated Thursday, 9:00-10:00*

Learn how your agency can create custom forms that can be inserted into ProPhoenix and attached to many of the system modules and screens.  These forms can also be mapped to the SQL tables so that information populates the forms helping your agency to become virtually paper free. This class is applicable to CAD, RMS, FRMS and CMS.

### Special Needs Registry (New)  *Wednesday, 12:30-1:30*
ProPhoenix has added functionality to the Citizen Services Portal (CSP) to assist agencies on identifying persons with special needs who may require special accommodations in public safety interactions. Citizens can identify these persons in the CSP, and the data collected is visible in CAD, WDA, and RMS. This course will be a demonstration of this new functionality.  CMS users will be able to view information in the Name record.

### Systems Administrator Review - CMS  *Tuesday, 1:30-2:30*
A thorough review of all CMS coded tables, workflow, and parameter settings available to a CMS Administrator. Also included is the creation and updating of role permissions.

### Training Module   *Tuesday, 3:45-4:45 and repeated Wednesday, 1:30-2:30*
The module is available in all applications (RMS, FRMS, CMS) and can be used uniquely by each agency within a multi-juris setting. A review of the features and benefits of tracking training records, integration with the Personnel Module and Home Module as well as creating courses, classes, course materials, tracking instructors, locations, costs, tests, and certifications are covered.


## Fire Records Management System (FRMS) Sessions

### Accounting/Permits/Invoices  *Wednesday, 12:30-1:30*
A look at the Accounting Module. A review of how to set up fees and invoices. A demonstration of how it integrates with the Inspection module.

### Activity Log for FRMS   *Tuesday, 3:45-4:45*
Review of all functionality associated with the Fire Activity Log to document all tasks and responsibilities not associated with an incident, how to set up Categories and Activity Types, learn about search, alerts, and reporting features.

### Building Unit Recommendations - Fire/EMS  *Wednesday, 10:45-11:45*
Fire and EMS are unique dispatching disciplines due to their multiple type of unit responses to calls for service. ProPhoenix CAD has the capabilities to organize and make recommendations for specific apparatus during Dispatching. CAD Unit Recommendation Fire & EMS can be utilized to structure a dispatch response more efficiently.

### Dashboards - FRMS   *Wednesday, 1:30-2:30*
Learn how to connect to the database through the Power BI builder and then selecting the tables you want to use to get the data. How to select and create the visuals, creating a background and saving it to use on dashboards, and how to incorporate the dashboards into ProPhoenix including how to schedule the data updates. This is applicable to CAD, RMS, FRMS and CMS.

### Document Management   *Wednesday, 8:30-9:30 and repeated Wednesday, 3:45-4:45*
Take your agency to the next level in formal document management. We will show you how to build documents, distribute them for review, assign them to employees, and track when someone reads them. Also, how employees can take notes, how to tests/quizzes to document accountability, and searching the assignment status. This module is available in all applications: RMS, FRMS and CMS.

### Field Training Office (FTO) Module (New)  *Tuesday, 3:45-4:45 and repeated Wednesday, 1:30-2:30*
A new module for Phoenix 2024 RMS for officers, communicators, promotional positions and more.  This new feature is designed with an "out-of-the-box" FTO program and can be fully customized for your agency.  We

will review the setup, DORs, scoring, evaluations, reporting and FTO dashboards.  This module is applicable for all applications: CAD, RMS, FRMS and CMS.

## Fire Investigations   *Wednesday, 9:30-10:30*

A look at the Fire Investigation feature of the NFIRS module. We will show the records and see how it integrates with NFIRS.

## FRMS Dashboards   *Wednesday, 1:30-2:30*

Learn how to set up and use dashboards for a quick and easy view of day to day, month to month or year to year statistics.

## FRMS Ideas for the Future   *Wednesday, 2:45-3:45*

Bring your ideas!  We want the software to assist you with the most efficient operation of your department and for your users. This is the time to brainstorm what Phoenix should consider developing for the next version of FRMS.

## FRMS System Admin Review   *Tuesday, 10:45-11:45*

A quick review of all FRMS coded table maintenance, parameter settings, and FCFS codes for the FRMS Administrator.  Also included is the creation and updating of role permissions.

## Inspections Set Up   *Tuesday, 12:30-1:30*

A thorough review of set up and configuration for all inspection related records and resources including Code Books, Inspection Checklists, Permits, Registration records (properties), and Contact Group

## Inspections – Remote Mobile   *Tuesday, 12:30-1:30*

Demonstration and discussion of Mobile Inspections via tablet use in the field; tracking violations and processing notices of violations, abatement, and re-inspections and how to sort inspections due to maximize productivity.

## Inventory Module   *Tuesday, 12:30 – 1:30 & repeated Wednesday 3:45-4:45*

This module is available in all applications (RMS, FRMS, CMS) and can be used uniquely by each agency within a multi-juris setting. A review of entering, updating, replacing, and deactivating fixed assets and expendables. Learn now to set up automatic triggers for maintenance due, set up service and set up replacement cycles. This session will also show you how to assign inventory to personnel, units, and stations on a permanent or temporary basis. Learn how this module is integrated with the Activity Log and Personnel modules.

## Personnel Module   *Wednesday, 2:45-3:45*

In depth look at the Personnel Module, how it integrates with other modules, and tabs of information within a personnel record. Learn how to set up a new employee, how to assign roles and deactivating employees who have left employment. Learn what is confidential and for supervisors only as well as what the employee or other employees can view.

## QA Forms Creation   *Wednesday, 3:45-4:45 and repeated Thursday, 9:00-10:00*

Learn how your agency can create custom forms that can be inserted into ProPhoenix and attached to many of the system modules and screens.  These forms can also be mapped to the SQL tables so that information populates the forms helping your agency to become virtually paper free. This class is applicable to CAD, RMS, FRMS and CMS.

## System Administrator Review for FRMS   *Tuesday, 10:45-11:45*

A quick look at all FRMS coded table maintenance, parameter settings and FCFS codes for an FRMS Administrator. Also included is the creation and updating of role permissions.

### Training Module    *Tuesday, 3:45-4:45 and repeated Wednesday, 1:30-2:30*
The module is available in all applications (RMS, FRMS, CMS) and can be used uniquely by each agency within a multi-juris setting. A review of the features and benefits of tracking training records, integration with the Personnel Module and Home Module as well as creating courses, classes, course materials, tracking instructors, locations, costs, tests, and certifications are covered.

### Under Utilized Features    *Wednesday, 8:30-9:30*
This session includes features and functionality that is being under utilized by FRMS Administrators and Users.

### WDA 2 – Fire/EMS    *Tuesday, 2:45-3:45*
We will look at the new client version of WDA from a fire perspective. We will review the non-emergency functions available. We will then show a demonstration of an emergency run.

## Information Technology (IT) Professionals

### Advanced Geo Batch Updating Addresses/Creating Map Layers  *Wednesday, 8:30-9:30*
Review of batch update and ability to update addresses using the map. Thorough review of set up that should be included in geo for statistical reports, queries, and mapping. Geo fencing, road closures, heat maps and adding map layers.

### AWS CAD Connect  *Wednesday, 12:30-1:30*

### AWS Law Cloud Implementation    *Tuesday, 1:30-2:30*
Implementing Amazon Web Services (AWS) Government Cloud with Phoenix software and database.  A review of the architecture and a disaster recovery demonstration.

### Cyber Security    *Tuesday, 3:45-4:45*
A discussion regarding forms of cyber attack, how we handled the ransom attack and the tools that have been implemented. Tips for prevention of cyber threats will also be shared.

### Dashboards  *Thursday, 9:00-10:00*
Learn how to connect to the database through the Power BI builder and then selecting the tables you want to use to get the data. How to select and create the visuals, creating a background and saving it to use on dashboards, and how to incorporate the dashboards into ProPhoenix including how to schedule the data updates. This is applicable to CAD, RMS, FRMS and CMS.

### IT Tools  *Wednesday, 2:45-3:45*

### Open Forum/Round table    *Wednesday, 3:45-4:45*
Bring your ideas, bring your questions, and bring your knowledge. A round table discussion that will be facilitated by ProPhoenix but designed for open discussion by users to help each other with IT related configurations, issues, and recent technology.

### New Technology for CAD & RMS  *Wednesday, 1:30-2:30*

### Phoenix Services    *Thursday, 9:00-10:00*
Architecture review for Text 2 Dispatch, LiveStream, CAD2CAD, CSP, eSignature, attachments, 2FA and others.

**SQL Server & DR**  *Wednesday, 9:30-10:30*

**Windows Server/Azure AD**  *Tuesday, 2:45-3:45*

**Why AWS & CJIS Security**  *Tuesday, 12:30-1:30*
Presentation by AWS regarding CJIS security in the cloud and why AWS is the answer into the future.

**Zero Trust**  *Wednesday, 10:45 – 11:45*
Presentation by Mass Systems regarding cyber attacks and prevention.

# Records Management System (RMS) Sessions – Law Enforcement

**Advanced Geo Batch Updating Addresses/Creating Map Layers** *Wednesday, 8:30-9:30*
Review of batch update and ability to update addresses using the map. Thorough review of set up that should be included in geo for statistical reports, queries, and mapping. Geo fencing, road closures, heat maps and adding map layers.

**Animal Control Module**  *Tuesday, 12:30-1:30*
A look at this underutilized module will include animal registration & licensing, fee tracking and licensing history.  We will also cover animal case tracking, bite reporting with a quarantine tacking feature and documenting lost and/or found animals.

**Building Unit Recommendations - Law**  *Wednesday, 9:30-10:30*
Today, Law Enforcement operations greatly depend on technology. Utilizing ProPhoenix software is a reliable way to combine technology and Dispatching. CAD Unit Recommendation for LAW is a great feature in CAD to automatically assign units to calls for improved officer safety.

**CAD to WDA to RMS LIVE – double session**  *Tuesday, 10:45-11:45 and continuing 12:30-1:30*
A live presentation of everything from a 911 call through submitting charges to the prosecutor.  See how Phoenix CAD interacts with call takers, dispatchers, and mobile users.  The presentation continues with report writing in the police unit through approval process and submitting reports to the prosecutor. Whether you are new to Phoenix or an experienced user, this presentation has something for everyone!   All enhancements from the latest versions are included to demonstrate how they fit in with your daily workflow while increasing efficiency and officer safety.

**Case Management & Victim Notifications**  *Tuesday, 1:30-2:30 and repeated Wednesday, 2:45 – 3:45*
Review cases with reports, assign cases to Case Management, build tasks, and assign to Officers/Investigators, track history of efforts, write supplemental reports, add attachments (audio, video, photos, witness statements, search warrants). Review of confidentiality features within this module. Learn about supervisor tools and case dispositions. Review of **new Victim notifications tab** and its functionality

**Citizen Services Program (CSP) Workflow**  *Tuesday, 12:30-1:30 and repeated Wednesday, 12:30-1:30*
Demonstration of the use of both the Citizen Services module within RMS for Law Enforcement and the interaction with the citizen services portal for on-line reporting of minor, non-criminal incidents, house/vacation check requests and extra attention complaints. Learn how to set up automatic push for selected cases to crime map and review of account approvals.

## Custom Incident Reports **(New)**   *Tuesday, 3:45-4:45*

Instruction on how to create custom Incident Reports to replace the standard Incident Reports.  You will learn new features enabled to organize the incident report customize what is shown.  We will show how you can mark reports as confidential and how confidential names are displayed on the report.

## Dashboards - RMS   *Tuesday, 2:45-3:45*

Learn how to connect to the database through the Power BI builder and then selecting the tables you want to use to get the data. How to select and create the visuals, creating a background and saving it to use on dashboards, and how to incorporate the dashboards into ProPhoenix including how to schedule the data updates. This is applicable to CAD, RMS, FRMS and CMS.

## Document Management   *Wednesday, 8:30-9:30 and repeated Wednesday, 3:45-4:45*

Take your agency to the next level in formal document management. We will show you how to build documents, distribute them for review, assign them to employees, and track when someone reads them. Also, how employees can take notes, how to tests/quizzes to document accountability, and searching the assignment status. We will also demonstrate how to manage Accreditation requirements for Law Enforcement agencies. This module is available in all applications: RMS, FRMS and CMS.

## Field Training Office (FTO) Module **(New)**   *Tuesday, 3:45-4:45 and repeated Wednesday, 1:30-2:30*

A new module for Phoenix 2024 RMS for officers, communicators, promotional positions and more.  This new feature is designed with an "out-of-the-box" FTO program and can be fully customized for your agency.  We will review the setup, DORs, scoring, evaluations, reporting and FTO dashboards.  This module is applicable for all applications: CAD, RMS, FRMS and CMS.

## Internal Affairs   *Tuesday, 10:45-11:45 and repeated Wednesday, 10:45-11:45*

Demonstration of the IA Module functionality and database security.

## Inventory Module   *Tuesday, 12:30 – 1:30 & repeated Wednesday 3:45 - 4:45*

This module is available in all applications (RMS, FRMS, CMS) and can be used uniquely by each agency within a multi-juris setting. A review of entering, updating, replacing, and deactivating fixed assets and expendables. Learn now to set up automatic triggers for maintenance due, set up service and set up replacement cycles. This session will also show you how to assign inventory to personnel, units, and stations on a permanent or temporary basis. Learn how this module is integrated with the Activity Log and Personnel modules.

## K-9 Module with Geo Enhancements   *Wednesday, 9:30-10:30*

Entry of K9 personnel, track medical history, log training, certifications, and awards. Discussion of writing K9 reports and attaching to RMS incidents.  Learn how to manage Citizen Police Academy, other demonstrations, and public education.  There will be a demonstration of enhancements to the geographical tracking process used for training and search incidents.

## Law Ideas for the Future – double session   *Thursday, 9:00 – 11:00*

Bring your ideas!  We want the software to assist you with the most efficient operation of your department and for your users. This is the time to brainstorm what Phoenix should consider developing for the next version of CAD, WDA and RMS.

## Lead Management Module **(New)**   *Tuesday, 2:45-3:45 and repeated Wednesday, 12:30-1:30*

Demonstration of this new Module. Receive and manage leads for active investigations as well as Anonymous tips from the Citizen Services Portal. Review, assign, and manage intelligence and case leads from this new module which integrates with the existing case Management module.

### New Technology for CAD & RMS  *Wednesday, 1:30-2:30*

### NIBRS Q&A  *Tuesday, 2:45-4:45*
Discussion driven by user questions NIBRS related issues facilitated by ProPhoenix.

### Personnel Module  *Wednesday, 2:45-3:45*
In depth look at the Personnel Module, how it integrates with other modules, and tabs of information within a personnel record. Learn how to set up a new employee, how to assign roles and deactivating employees who have left employment. Learn what is confidential and for supervisors only as well as what the employee or other employees can view. Each agency in a multi-juris or multi-agency setting maintains their own unique personnel files and data.

### Phoenix Automated Property Reporting (PAPR) (New) *Tuesday 3:45-4:45 and repeated Wed. 1:30-2:30*
A national web-based portal for reporting and tracking pawned, scrap metal and second-hand property. The system was designed for both Phoenix and Non-Phoenix Customers. The PAPR portal connects merchants and law enforcement through a robust web browser-based application that allows merchants to enter pawned, scrap metal or second-hand property into the portal, and law enforcement to search, flag, hold, and set alerts for stolen property. Phoenix customers get the added advantage of PAPR interfacing directly with the RMS Property Module.

### Pre-Booking Queue  *Wednesday, 8:30-9:30*
This web service is available to all Jails that accept arrestees from multiple law enforcement agencies within their area. It can be used by one or more law enforcement agencies regardless of whether they are also using Phoenix RMS to complete their arrest reports. RMS users complete their arrest report and transfer data to the queue. Once the data is in the pre-arrival queue, the CMS user can download the data to eliminate duplicate data entry for the booking process.

### Property Report Entry  *Wednesday, 8:30-9:30*
Review of property report entry and approvals.   Demonstration of creating barcodes, printing, and attaching the labels.

### Property Room Management  *Wednesday, 9:30-10:30*
In-depth look at the Property Room Manager's role in moving property to permanent storage, check out/in for outside agency analysis, and attorney/courtroom viewing. Demonstration of chain of custody transactions. Learn how to dispose of property and perform audit checks.

### QA Forms Creation  *Wednesday 3:45-4:45 and repeated Thursday, 9:00 – 10:00*
Learn how your agency can create custom forms that can be inserted into ProPhoenix and attached to many of the system modules and screens.  These forms can also be mapped to the SQL tables so that information populates the forms helping your agency to become virtually paper free. This class is applicable to CAD, RMS, FRMS and CMS.

### RMS Best Practices  *Tuesday, 2:45 - 3:45 and repeated Thursday, 10:00-11:00*
Designed for your supervisors, administrators and system admins, our ProPhoenix instructor will review program features designed for professional police management. Topics will cover underutilized features in Personnel, Employment Applications,  BI Dashboards, Detail Work, Fleet & Inventory, CSP, Accounting, and Document Management. This overview class will discuss best practices to maximize the features in ProPhoenix for professional police management.

### Report Writing – double session   *Tuesday, 1:30-3:45*

A full review of all report writing features and entries. Arrest entry, charges and CFS entry with proper IBR data, names, narratives, property entries, vehicles, field interviews, how to submit for approval, how to reject and add notes. Review of Domestic Violence module.

### RMS 2024 – What's New?   *Tuesday, 1:30-2:30 and repeated Wednesday, 2:45-3:45*

This session will cover the major enhancements and why you should upgrade to the latest version of LAW RMS.  See how the newest enhancements will assist with your department's efficiency and workflow.

### Special Needs Registry (New)   *Wednesday, 12:30-1:30 and repeated Thursday, 10:00-11:00*

ProPhoenix has added functionality to the Citizen Services Portal (CSP) to assist agencies on identifying persons with special needs who may require special accommodations in public safety interactions. Citizens can identify these persons in the CSP, and the data collected is visible in CAD, WDA, and RMS. This course will be a demonstration of this new functionality.

### System Administrator Review - double session   *Tuesday, 10:45-11:45 and resuming 12:30-1:30*

Whether you are a newly assigned agency System Admin or have been administering our Police RMS system for years, this session will be very useful. A thorough system review will include maintenance of coded tables, Security Roles/Permissions, System Parameters, Personnel management, Fleet vs Terminal setup, Property room location set up, and much more.

### Training Module   *Tuesday, 3:45-4:45 and repeated Wednesday, 1:30-2:30*

The module is available in all applications (RMS, FRMS, CMS) and can be used uniquely by each agency within a multi-juris setting. A review of the features and benefits of tracking training records, integration with the Personnel Module and Home Module as well as creating courses, classes, course materials, tracking instructors, locations, costs, tests, and certifications are covered.

### Under Utilized Features of Phoenix Applications – double session   *Wednesday, 8:30-10:30*

This session was an attendee favorite in 2022! We are back with more features that you may have forgotten about that will enrich the efficiency of your Phoenix experience. The first section will focus on general (all application) and RMS items and then we will concentrate on CAD and WDA features. Additional time has been added in case this session runs long (10:45-11:45). There is so much to show you!

Note: Items for FRMS and CMS are being presented as separate sessions in those tracks.