



# Inside Civic

Fall 2007

The Quarterly Newsletter of Civic Systems: Strong Software. Strong Community.



Happy Holidays from the Civic Team!



## Civic Systems 7<sup>th</sup> Annual Symposium a Success!

Civic Systems 2007 Symposium had a turnout of over 150 customers who spent two days in September networking with other users, learning how to better utilize their Caselle software, and learning all about our new product releases. Civic Systems team members led 16 separate classes covering a variety of topics including report writing, budgeting, the exciting new release of Caselle's Clarity suite of software, and our SIRE document and agenda management software.

After the first day of classes concluded, everyone relaxed at the Customer Appreciation Social featuring a retro theme. Attendees were encouraged to break out their favorite retro or bowling shirts. In fact, the entire Civic staff threw back the clock by wearing matching green bowling shirts with retro names printed on them. The social echoed through the atrium with laughter as clients attempted to prove their hula hoop and karaoke skills.

The Civic team is excited about the addition of 20 new clients, a growing staff, and new product offerings. We couldn't do it without you, our valued clients!

If you missed this year's Symposium, mark your calendars for next year! Civic Systems 2008 Symposium will be held September 9 - 10, 2008 at the Madison Marriot.

## Organization Changes

Civic Systems has gone through some organization changes over this past year. These changes were made to ensure that as we grow as an organization, we continue to provide a high level of service to our clients.

We are proud to introduce two new positions that we have created within our organization. Carol Quinn has moved into the role of Lead Analyst – Financials and Brian Smith has moved into the role of Lead Analyst – Utility Billing. These two individuals are well deserving of their promotions as evidenced by their industry and software knowledge and dedication to client service.

We also have some new faces on our Caselle team. Alan Weber has joined our organization as an Applications Developer. In addition, Mary Smith is filling the role of Solutions Manager – Caselle. Mary's primary focus is making sure that we are providing a high level of service to our clients.

We appreciate everyone's patience as we make these changes within our organization.



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Technical information in this newsletter is presented in generalized form; professional advice should be obtained prior to implementing specific ideas.

# SIRE Technologies Redefines Technology

Civic Systems is proud to offer a new technology to make it easier for state and local government to broadcast meetings and other public events via the internet. With our document and agenda management partner, SIRE Technologies, Video Plus allows constituents to access their government anytime with nothing more than a computer and Internet access. Meetings can easily be streamed as they happen or recorded and published to your website with the meeting agenda, supporting materials, and minutes – all in searchable format. Constituents are able to quickly locate recorded meeting segments through key word searches – eliminating the need to fast forward through hours of video. Video Plus allows clients to set user access rights, organize their media library as they see fit by specific criteria and a configurable web template that easily fits into your existing website. Both local and offsite hosting of web content and video is available.

Of course, Video Plus is platform independent and provides better security than the competition by working with most common security / virus protection software. It supports Multicast Broadcasting and allows you to limit the video stream as low as 128k, if needed.

## Features

- Live or delayed streaming on your website.
- Video linked to agenda items, minutes and supporting materials.
- Jump to feature.
- 24/7 access.
- Customizable web interface.
- Local or offsite hosting.
- Secure backup.



**Mary's public and private sector accounting career goes back 23 years. But in the beginning she was also a florist and a musician!**

## Meet Mary Smith

Mary Smith joined the Civic team at the end of August as Solutions Manager – Caselle. She is responsible for managing the conversion, training and support functions for Civic Systems' financial and utility billing software, and serves as project manager for numerous software conversions.

Mary is a Certified Public Accountant who has specialized in systems design and implementation for much of her accounting career. She has successfully converted large ERP systems as well as small financial reporting systems for a diverse client base.

Mary also has a keen understanding of local government issues. She was finance director for a large local government unit, and has extensive experience in providing auditing and accounting services to governments and other entities. She combines her knowledge of information systems, governmental accounting and auditing, to assist clients in redesigning their processes and effectively integrating existing software and systems with new software applications.

Mary was born and raised in Marshfield, WI and attended the UW-Madison, studying Liberal Arts. She and her husband moved to Seattle after college where her three sons were born. Mary earned her accounting degree at the University of Washington-Seattle and spent twelve years in Seattle with her family. They transferred back to the Midwest and spent sixteen years in Elgin, IL, which is a suburb of Chicago. Today, Mary is happy to be back in Madison closer to her family and friends. Mary enjoys reading, playing the guitar and piano and walking her dog.

## Welcome New Clients!

We want to extend a hearty welcome to the clients who have recently joined the Civic Systems family!

Clinton, MI

Clive, IA

Commonfields of Cahokia  
Water District, IL

Delavan Lake Sanitary  
District, WI

East Moline, IL

Grosse Pointe Woods, MI  
Hastings, MI

Kennett City Light, Gas &  
Water, MO

Lancaster, WI

Monroe, WI

Salem, IL

Sault Ste. Marie, MI

Stoughton, WI

West Frankfort, IL

# Symposium Sound-Bites



**Kevin Gargano**

Hibbing  
Public Utilities  
Minnesota

“My first experience with Civic Systems was by chance when I was on my way to visit my sister in Reedsburg, WI. I knew Civic Systems was close by in Madison.

We stopped in off of the street, without an appointment and met with Chad, he made such an impression. He showed us around and introduced us to staff members. The staff in Civic goes the extra mile to satisfy the customer. Civic has the know for hiring those kinds of people.

When you attend the Symposium it seems like you were here last week, because of the relationships and network we have formed. We are more than business associates and for a small town utility that is huge.”



**Cindy Gosse**

Lake City  
Minnesota

“The support that Civic Systems gives us is incredible.

We initially were in the middle of interviewing several different companies when Civic Systems asked if they could take 30 minutes of our time to show us how their program could help us.

We ended up with Civic Systems. They were the only windows based software there.

Our support team is always there and at events like the Symposium you can bounce ideas off of each other.”

## Useful Tip



**Rick Yttri;**  
Civic Systems Support  
and Training Analyst  
608.240.2367

## Metered Entry Icons

Icons can make data entry and inquiry easier and more efficient. In the Utility Billing Metered Entry screen, icons are especially valuable for certain “on the fly” changes and inquiries.

Do you know how these icons can be used?



### Change Prior Read icon

Click the icon to change prior read of the current meter displayed. This is actually the only way to change a prior read without changing usage and billed amounts. (To correct prior usages and billed amounts, go to the Correct Prior Readings/Usages screen.)



### Meter Activity icon

Click this to see detailed current activity and prior read activity for meter displayed.



### Multi Meter Summary icon

If service has multiple meters attached, the current activity for the meters will be displayed.



### Meter Change Out icon

Click to install, remove, replace, or record other activity.

## Upcoming Events: Civic on the Road

December 12  
February 11-13  
March 4-6

Minnesota Government IT Symposium, River Center – St. Paul, MN  
Iowa Rural Water Conference, Marriott Hotel – Des Moines, IA  
Minnesota Rural Water Conference, St Cloud Civic Center, MN