CITY MANAGER'S REPORT
MARCH 11, 2024 CITY COUNCIL REGULAR MEETING

ITEM:	**APPROVE OUT-OF-STATE TRAVEL FOR TWO CITY STAFF TO ATTEND THE TYLER CONNECT 2024 CONFERENCE**
RECOMMENDATION:	**Adopt a Resolution Authorizing Out-of-State Travel for the Senior Management Analyst and Customer Service Supervisor to Attend the Tyler Connect 2024 Conference in Indianapolis, Indiana From May 19-22, 2024**

SUMMARY:

The Tyler Technology Connect 2024 (Connect 24) is the annual user conference for the City's comprehensive Enterprise Resource Planning (ERP) software. This conference is for Tyler Technology clients only and provides insight into best practices as well as unique opportunities to improve our services by making full use of our financial, billing, human resources, licensing and budget software. Connect 2024 offers wide-ranging workshop options, product training, technical applications, and business best practices. This event will give staff opportunities to discover new ways to learn of software enhancements, tips and tricks, and advanced product uses to improve City performance and efficiencies.

Aligned with the goals of keeping City staff informed and up-to-date on the latest technology, Staff requests approval for the City's Senior Management Analyst and Customer Service Supervisor to attend the Connect 24 Conference to be held in Indianapolis, Indiana from May 19, 2024 through May 22, 2024. Tyler Connect 2024 is exclusively for Tyler clients to interact and learn directly from Tyler experts and Tyler user communities, and will assist the City with making better use of our technology investment in daily work. Staff that will be attending will attend sessions that will benefit the Department and the City as a whole. Staff will then take a train the trainer's approach upon return by updating the rest of the Department's on lessons learned from the experts in the usage of the ERP system

Staff requests City Council approve the out-of-state travel for the City's Senior Management Analyst and Customer Service Supervisor to attend the Connect 2024 Conference in Indianapolis, Indiana from May 19, 2024 to May 22, 2024. The estimated cost is $7,000. Sufficient funds were allocated in the approved FY 2023-24 budget to cover the cost of the training and travel.

BACKGROUND:

Since 2012, the City has been utilizing New World Systems (NWS) Enterprise Resource Planning (ERP) software for various functions including Financial Management, Human Resources, Utility Management, and Community

Development. In 2015, Tyler Technologies acquired NWS software. The ERP system has supported City staff in the delivery of government services and improved the efficiency and effectiveness of the City's customer service and business practices.

Over time, Tyler Technologies has created online content and regional training programs providing opportunities for City staff to enhance their skills and knowledge of the ERP system.

This spring, Tyler Technologies will be holding their annual user conference in Indianapolis, Indiana. Tyler Connect 2024 (Connect 24) is the City of Lathrop Financial System's annual user conference. Connect 2024 provides extensive workshop options, product training, technical applications, and business best practices. This event will provide staff with opportunities to explore new ways to learn about software updates, tips and tricks, advanced product use to improve performance and efficiency, and learn from Tyler experts and Tyler user communities.

Staff recommends that City Council approve the out-of-state travel for the City's Senior Management Analyst and Customer Service Supervisor to attend the Connect 2024 Conference in Indianapolis, Indiana from May 19, 2024 to May 22, 2024. The estimated cost is $7,000.

REASON FOR RECOMMENDATION:

This event will give staff opportunities to discover new ways to learn software enhancements, tips and tricks, and advanced product use to help improve performance and efficiencies. Staff that will be attending will attend sessions that will benefit the Department and the City as a whole. Staff will then take a train the trainer's approach upon return by updating the rest of the Department's on lessons learned from the experts in the usage of the ERP system. Additionally, per the City of Lathrop's Travel Policy, Staff requires City Council's approval for out-of-state travel.

FISCAL IMPACT:

The estimated total cost of attending the Tyler Connect 2024 Conference is $7,000. Sufficient funds were allocated in the approved FY 2023-24 budget as approved by City Council.
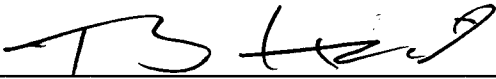
ATTACHMENTS:

A.   A Resolution to Authorize Out-of-State Travel for the Senior Management Analyst and Customer Service Supervisor to Attend the Tyler Connect 2024 Conference in Indianapolis, Indiana.

B.   Tyler Connect 2024 Conference Information and Agenda

MARCH 11, 2024 CITY COUNCIL REGULAR MEETING
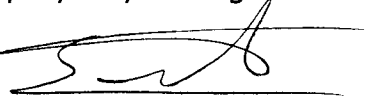**APPROVE OUT-OF-STATE TRAVEL FOR TWO CITY STAFF TO ATTEND THE TYLER CONNECT 2024 CONFERENCE**

APPROVALS:

_____   _3/5/2024_
Cari James   Date
Finance Director

_____   _3/5/2024_
Thomas Hedegard   Date
Deputy City Manager

_____   _3·5-2024_
Salvador Navarrete   Date
City Attorney

_____   _3·6·24_
Stephen J. Salvatore   Date
City Manager

RESOLUTION NO. 24-

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF LATHROP TO AUTHORIZE OUT-OF-STATE TRAVEL FOR THE SENIOR MANAGEMENT ANALYST AND CUSTOMER SERVICE SUPERVISOR TO ATTEND THE TYLER CONNECT 2024 CONFERENCE IN INDIANAPOLIS, INDIANA FROM MAY 19-22, 2024

WHEREAS, since 2012, the City has been utilizing New World Systems (NWS) Enterprise Resource Planning (ERP) software for various functions including Financial Management, Human Resources, Utility Management, and Community Development; and

WHEREAS, the ERP system has supported City staff in the delivery of government services and improved the efficiency and effectiveness of the City's customer service and business practices; and

WHEREAS, the Tyler Connect 2024 (Connect 24) Conference is the City of Lathrop Financial System's annual user conference for Tyler clients only and providing a unique opportunity to improve our services by fully utilizing our New World Systems ERP software; and

WHEREAS, the Connect 24 offers comprehensive workshops options, product training, technical applications, and business best practices; and

WHEREAS, this event will give staff opportunities to discover new ways to learn of software enhancements, tips and tricks, and advanced product use to help improve performance and efficiencies; and

WHEREAS, staff is requesting out-of-state travel for the Senior Management Analyst to attend at the Tyler Connect 2024 Conference; and

WHEREAS, aligned with the goals of keeping City staff informed and up-to-date on the latest technology, Staff requests approval for the Senior Management Analyst and Customer Service Supervisor to attend the Tyler Connect Conference to be held in Indianapolis, Indiana from May 19, 2024 through May 22, 2024; and

WHEREAS, the estimated cost is $7,000 and sufficient funds have been allocated in the approved FY 2023-24 budget.

NOW, THEREFORE, BE IT RESOLVED, that the City Council of the City of Lathrop authorizes the out-of-state travel for the Senior Management Analyst and Customer Service Supervisor to attend the Tyler Connect 2024 Conference in Indianapolis, Indiana from May 19, 2024 to May 22, 2024.

The foregoing resolution was passed and adopted this 11th day of March 2024, by the following vote of the City Council, to wit:

AYES:

NOES:

ABSTAIN:

ABSENT:

_____
Sonny Dhaliwal, Mayor

ATTEST: APPROVED AS TO FORM:

_____   _____
Teresa Vargas, City Clerk   Salvador Navarrete, City Attorney

CONNECT 24

Tyler Connect 2024

"Transforming for Tomorrow"

Join us May 19-22, 2024, in Indianapolis, Indiana.

Our annual Tyler Connect user conference is essential to our mission of empowering the public sector to help create safer, strong communities. Join us at Connect 2024 where you not only get to see our mission in action, but you get to be a part of it.

New to Connect? Visit our Connect 101 information page.

(**Register Now**)

GENERAL INFO

When & Where

May 19-22, 2024
Indianapolis, Indiana
Indiana Convention Center

Registration Fees

Early Bird (ends 3.22.24) $1,199
Standard (begins 3.23.24) $1,449
See Conference Info for more details

Helpful Info

Code of Conduct
ROI Planning Document
FAQs

CONNECT24

Full Conference Agenda

All times listed are Eastern

Sunday, May 19

**Registration &
Solutions Hub Open**
12:00 p.m.–6:00 p.m.

Workshops
1:00 p.m.–5:00 p.m.

Monday, May 20

**Registration &
Solutions Hub Open**
7:30 a.m.–4:30 p.m.

**Session 1
(Opening & Keynote)**
8:30 a.m.–9:30 a.m.

Break
9:30 a.m.–10:00 a.m.

Session 2
10:00 a.m.–11:00 a.m.

Break
11:00 a.m.–11:30 a.m.

Session 3
11:30 a.m.–12:30 p.m.

Lunch
12:30 p.m.–2:00 p.m.

Session 4
2:00 p.m.–3:00 p.m.

Break
3:00 p.m.–3:30 p.m.

Session 5
3:30 p.m.–4:30 p.m.

Client Happy Hours
4:30 p.m.–6:00 p.m.

Tuesday, May 21

**Registration &
Solutions Hub Open**
8:00 a.m.–4:30 p.m.

Session 6
8:30 a.m.–9:30 a.m.

Break
9:30 a.m.–10:00 a.m.

Session 7
10:00 a.m.–11:00 a.m.

Break
11:00 a.m.–11:30 a.m.

Session 8
11:30 a.m.–12:30 p.m.

Lunch
12:30 p.m.–2:00 p.m.

Session 9
2:00 p.m.–3:00 p.m.

Break
3:00 p.m.–3:30 p.m.

Session 10
3:30 p.m.–4:30 p.m.

Client Appreciation Event
7:30 p.m.–10:30 p.m.

Wednesday, May 22

Registration Open
8:00 a.m.–12:00 p.m.

Session 11
8:30 a.m.–9:30 a.m.

Break
9:30 a.m.–10:00 a.m.

Session 12
10:00 a.m.–11:00 a.m.

Break
11:00 a.m.–11:30 a.m.

Session 13
11:30 a.m.–12:30 p.m.

PAGE LEFT INTENTIONALLY BLANK