nis mic 23

MEMBER INFORMATION CONFERENCE

CLASS
SCHEDULE

AGENDA AT A GLANCE

Sunday, Sept. 17

10 a.m.	–	7 p.m.	Registration Open
4:30 p.m.	–	6:30 p.m.	Opening General Session & Kickoff
6:30 p.m.	–	8:30 p.m.	Welcome Reception/Partner Pavilion Grand Opening

Monday, Sept. 18

7 a.m.	–	7 p.m.	Registration Open
7:30 a.m.	–	8:30 a.m.	Continental Breakfast & Coffee with Colleagues
7:30 a.m.	–	5:30 p.m.	Partner Pavilion & Solutions Lab Open
8:30 a.m.	–	9:30 a.m.	Utility Industry Update & Concurrent 1 Sessions
10 a.m.	–	11 a.m.	Broadband Industry Update & Concurrent 2 Sessions
11:30 a.m.	–	12:20 p.m.	Concurrent 3 Sessions
12:20 p.m.	–	1:30 p.m.	Lunch
1:30 p.m.	–	2:20 p.m.	Concurrent 4 Sessions
2:40 p.m.	–	3:50 p.m.	Concurrent 5 Sessions
4 p.m.	–	5:30 p.m.	Reception in Partner Pavilion
6:30 p.m.	–	7:30 p.m.	Sunset Yoga (Ticket Required)
6:30 p.m.	–	8 p.m.	Paint the Rockies (Ticket Required)
6:30 p.m.	–	9 p.m.	Dinner & a Comedy Trio (Ticket Required)

Tuesday, Sept. 19

7:30 a.m.	–	7 p.m.	Registration Open
7:45 a.m.	–	9 a.m.	Continental Breakfast & Coffee with Colleagues
7:45 a.m.	–	4:30 p.m.	Partner Pavilion & Solutions Lab Open
9 a.m.	–	9:50 a.m.	Concurrent 6 Sessions
10:10 a.m.	–	11 a.m.	Concurrent 7 Sessions
11:20 a.m.	–	12:10 p.m.	Concurrent 8 Sessions
12:10 p.m.	–	1:20 p.m.	Lunch
1:20 p.m.	–	2:10 p.m.	Concurrent 9 Sessions
2:30 p.m.	–	3:20 p.m.	Concurrent 10 Sessions
3:20 p.m.	–	4:30 p.m.	Last Chance to visit Partner Pavilion & Solutions Lab
6 p.m.	–	10 p.m.	MICfest '23

Wednesday, Sept. 20

7:30 a.m.	–	12 p.m.	Registration Open
7:45 a.m.	–	9 a.m.	Breakfast
9 a.m.	–	11 a.m.	Closing General Session
11:30 a.m.	–	1 p.m.	Functional Sub-Committee Meetings **(Committee Members Only)***
1 p.m.	–	4 p.m.	Functional Sub-Committee Meetings **(Observers Allowed)***

* Functional Sub-Committee Meetings (formerly known as Member Advisory (MAC) Meetings) will be held 30-minutes following the Closing General Session due to the all-new Sunday Kickoff. Those who wish to observe these committee meetings are welcome to do so after 1 p.m.

NISCMIC 20 23
MEMBER INFORMATION CONFERENCE

KEY CONSIDERATIONS

At MIC 2023, more than 160 sessions will be offered to help you gain a better understanding of NISC solutions. You'll experience sessions led by NISC subject matter experts that will open the door to greater efficiency and understanding of the iVUE Enterprise System. The Member-led sessions are also key to the MIC. Hear first-hand what your fellow Members are experiencing and how they are leveraging technology to address their critical business needs and better serve their members and customers.

Continuing Professional Education (CPE) Credits
Once again, NISC will offer Continuing Professional Education (CPE) credits for several Financials (formerly ABS) sessions. Detailed information on CPE credits is available in the MIC sessions and in the NISC Community.
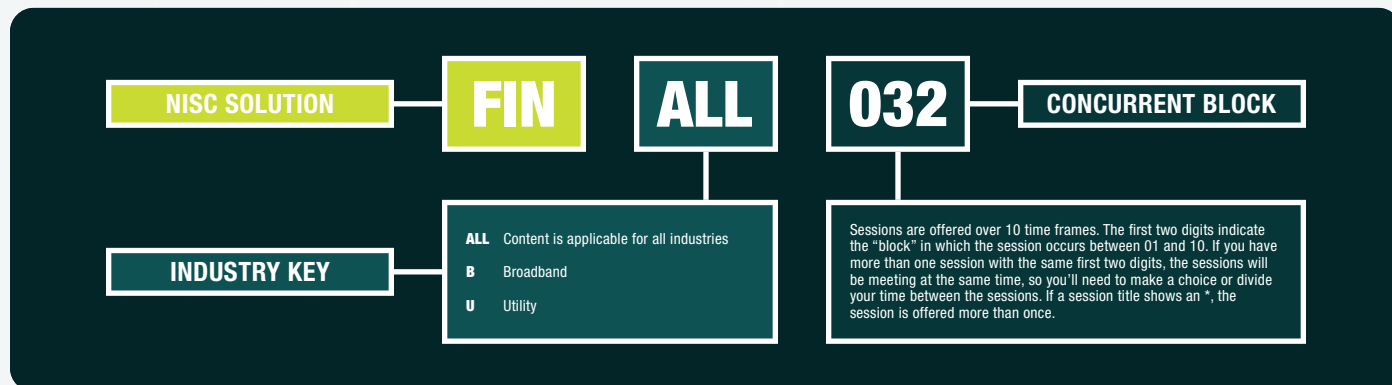
NISC is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: **www.nasba.org**.

2023 MIC Concurrent Sessions
Review the complete list of more than 160 breakout sessions planned for MIC 2023 or access the MIC website to review sessions by NISC solution or job role. During MIC, you'll be able to create a personal schedule in the Conference app of the sessions you plan to attend. Sessions are identified by each major NISC solution as follows.

ENTERPRISE labeled as ENT, includes resources helpful to all roles in your organization, such as Mosaic, NISC Community and Implementation topics

FINANCIALS labeled as FIN, formerly ABS

MARKETING labeled as MKT

OPERATIONS labeled as OPS, formerly E&O

SERVICE labeled as SERV (formerly CC&B), includes Customer Care & Billing, Payments, SmartHub, and Meter Data Management

TECHNICAL labeled as TECH, includes cyber security and IT administrator/specialist functions

NISC SOLUTION	FIN	ALL	032	CONCURRENT BLOCK

INDUSTRY KEY

ALL	Content is applicable for all industries
B	Broadband
U	Utility

Sessions are offered over 10 time frames. The first two digits indicate the "block" in which the session occurs between 01 and 10. If you have more than one session with the same first two digits, the sessions will be meeting at the same time, so you'll need to make a choice or divide your time between the sessions. If a session title shows an *, the session is offered more than once.

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MEMBER INFORMATION CONFERENCE

Spin the Wheel to Meet Mosaic*
ENT-ALL 011

LOCATION: Crest 3-4-5   **INDUSTRY:** All Industries   **EXPERIENCE:** Introductory

What is Mosaic and what can it do for me? Find out with a fun game of Spin the Wheel to see questions answered and business decisions made using Mosaic. This session goes through real world scenarios using the Mosaic Business Intelligence tool.

SOLUTION: Business Intelligence & Reporting

Utility Industry Outlook
ENT-U 012

LOCATION: Aurora Ballroom A   **INDUSTRY:** Utility Only   **EXPERIENCE:** All / Overview

Join us for the Utility Industry Outlook, where Members, industry experts and NISC product specialists will discuss the current state of the utility industry. We'll also explore some of the challenges NISC Members face every day and how we can face these challenges together.

SOLUTIONS: iVUE Connect - Marketing, iVUE Connect - Service, iVUE Connect - Operations

Financials Tips & Tricks*
FIN-ALL 011

LOCATION: Adams Ballroom B   **INDUSTRY:** All Industries   **EXPERIENCE:** All / Overview

Are you new to using iVUE Financials or iVUE Connect - Financials and want to learn a few shortcuts? Or maybe you have used iVUE for years and would like a refresher? Join us for tips and tricks to save you time and become more efficient.

SOLUTION: iVUE Connect - Financials, iVUE Financials (ABS)

Learning Objectives
- Demonstrate how to make changes to screens to be more efficient in iVUE Financials along with other basic navigation tips in iVUE Financials and iVUE Connect Financials.
- Manage information through inquiries and advanced searches in iVUE Financials and Data Search in iVUE Connect Financials.
- Discuss training opportunities that are available on the Community.

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 - Non-technical".

iVUE Connect - Financials Overview*
FIN-ALL 012

LOCATION: Cottonwood 6-7   **INDUSTRY:** All Industries   **EXPERIENCE:** All / Overview

In this session we showcase how iVUE Connect - Financials - HR can help your organization save time and access your HR solutions anywhere, anytime. As a Payroll Administrator and/or HR professional, discover features to help your supervisors efficiently view, manage and modify information for their team members. Learn how iVUE Connect - Financials can help develop, empower and inform employees. See its easy to access, web-based platform for administrators where they can create benefit offerings, package them, allow the employees to select their enrollments and push this data into payroll once the process is complete.

SOLUTION: iVUE Connect - Financials

Learning Objectives
- Access your Payroll/HR solutions anywhere, anytime.
- Discover features to view, manage and modify information for team members.
- Use iVUE Connect to complete financial tasks such as benefit enrollments.

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 - Non-technical".

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

Enterprise	Service
Financials	Operations
Marketing	Technical
* Repeat Session	CPE Course

Service Broadband & Financials Integration   FIN-B 013

LOCATION: Cottonwood 4-5   **INDUSTRY: Broadband Only**   **EXPERIENCE: All / Overview**

Join us as we review the Service to General Ledger Balancing Report, both from a design and purpose view. We explain where the information is coming from that displays on the report and explore troubleshooting tips that can be used to track down differences that appear within the Service subsidiary accounts.

SOLUTIONS: iVUE Financials (ABS), iVUE Service - Broadband (CC&B Telecom)

Learning Objectives
- Understand the purpose of the Service to GL Balancing Report.
- Leverage available reports to support balancing.
- Identify and Correct Out of Balance conditions.

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

iVUE Connect - Marketing Overview   MKT-U 011

LOCATION: Colorado Ballroom D   **INDUSTRY: Utility Only**   **EXPERIENCE: All / Overview**

iVUE Connect - Marketing is more than a marketing solution. It's an integrated solution to help you streamline interactions with your customers. Learn how you can leverage Marketing to enroll customers in various programs, rebates, and DERs, and how to effectively target and campaign to your customers to increase adoption.

SOLUTION: iVUE Connect - Marketing

Quickly Manage Customer Issues using iVUE Trouble Tickets, Scheduler, & AppSuite   OPS-B 011

LOCATION: Colorado Ballroom B   **INDUSTRY: Broadband Only**   **EXPERIENCE: All / Overview**

Join us as we walk through the full life cycle of a trouble ticket, from iVUE Service - Broadband to Scheduler to AppSuite. Learn how to get your subscriber's issues resolved by utilizing time saving features within Trouble Management and Work Management, improving the flow of information between your CSRs and field technicians.

SOLUTION: iVUE Operations (E&O)

New & Next: User Services System & TR-369   OPS-B 012

LOCATION: Colorado Ballroom C   **INDUSTRY: Broadband Only**   **EXPERIENCE: All / Overview**

NISC staff review new features added to User Services System, such as CAF-II enhancements up to 1G level, Cloud Portal SSO logins for staff and direct cut through from iVUE and iVUE Connect without logging in. We also cover major enhancements in Wi-Fi services management for the USS roadmap, including a new web UX for USS styled like iVUE Connect for a uniform operations experience for USS and iVUE Connect / iVUE staff. And see a preview and the roadmap for the next generation of standards-based, real time remote Wi-Fi management with TR-369/USP with USS.

SOLUTION: User Services System (USS), iVUE Operations (E&O)

Feature Utilization in iVUE Service Broadband Today Leads To A More Successful Future   SERV-B 011

LOCATION: Summit 8-9   **INDUSTRY: Broadband Only**   **EXPERIENCE: Prior Experience**

iVUE Service - Broadband has so many features available it can be hard to determine which will bring the most value to your company. This session helps you recognize which features will help you work efficiently today, and which will help you make strides towards the future.

SOLUTION: iVUE Service - Broadband (CC&B Telecom)

New & Next: iVUE Service Broadband   SERV-B 012

LOCATION: Maple 3-4-5   **INDUSTRY: Broadband Only**   **EXPERIENCE: All / Overview**

New enhancements are made available with every iVUE Service - Broadband release. In this session we review some of the most recent enhancements available now and what is coming in the next releases.

SOLUTION: iVUE Service - Broadband (CC&B Telecom)

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

- 🟧 Enterprise
- 🟩 Financials
- 🟦 Marketing
- ✳ Repeat Session
- 🟪 Service
- 🟥 Operations
- ⬛ Technical
- CPE Course

MON., SEPT. 18	CONCURRENT 1	8:30 – 9:30 A.M.

Tips & Tricks: iVUE Service Utility* — SERV-U 013

LOCATION: Adams Ballroom D **INDUSTRY: Utility Only** **EXPERIENCE: All / Overview**

This session is the ultimate guide to taking your iVUE Service - Utility skills to the next level. Whether you've used iVUE Service - Utility for years or you are new to it, there is plenty to learn within the application. Join us as we provide helpful pointers to optimize your experience and save you valuable time during your workday.

SOLUTION: iVUE Service - Utility (CC&B Utility)

Wide World of Document Management* — TECH-ALL 011

LOCATION: Juniper Ballroom A-B-C **INDUSTRY: All Industries** **EXPERIENCE: All / Overview**

In this session we focus on a variety of integration points with the iVUE Enterprise System and Document Management. Specifically, we discuss iVUE Connect - Financials HR integration and permissions, and iVUE AppSuite permissions. We round out the wide world of Document Management by highlighting features that can help with user productivity and efficiency.

SOLUTION: Document Management

MON., SEPT. 18	CONCURRENT 2	10 – 11 A.M.

How to Make Mistakes Well in Mosaic — ENT-ALL 021

LOCATION: Crest 3-4-5 **INDUSTRY: All Industries** **EXPERIENCE: Prior Experience**

Mistakes are a part of our daily routine and probably one of our best learning tools. Join us as we create content using the Designer tool in Mosaic. Let's see how we can make blunders together and grow from them as we help develop and maximize your troubleshooting skills. We'll also review common business intelligence errors you may encounter when creating content in Mosaic and discuss techniques to solve them, as well as, walk through choosing your data source.

SOLUTION: Business Intelligence & Reporting

Reporting on Meter Data Management with Mosaic — ENT-ALL 022

LOCATION: Summit 8-9 **INDUSTRY: All Industries** **EXPERIENCE: All / Overview**

NISC's product team has worked to bolster Meter Data Management reporting in Mosaic this past year. This session will review some of the new reporting options and explore new standard reports. You will learn how some of the new, recently exposed data source views are utilized to create ad hoc reports in Mosaic.

SOLUTIONS: Business Intelligence & Reporting, Meter Data Management

Broadband Industry Outlook — ENT-B 023

LOCATION: Aurora Ballroom A **INDUSTRY: Broadband Only** **EXPERIENCE: All / Overview**

Join us for the Broadband Industry Outlook, where Members, industry experts and NISC product specialists will discuss the current state of the broadband industry. We'll also explore some of the challenges NISC Members face every day and how we can face these challenges together.

SOLUTIONS: iVUE Connect - Marketing, iVUE Connect - Service, iVUE Connect - Operations

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

Enterprise	Service
Financials	Operations
Marketing	Technical
✴ Repeat Session	CPE Course

Financials Tips & Tricks*   FIN-ALL 021

LOCATION: Adams Ballroom B   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Are you new to using iVUE Financials or iVUE Connect - Financials and want to learn a few shortcuts? Or maybe you have used iVUE for years and would like a refresher? Join us for tips and tricks to save you time and become more efficient.

SOLUTIONS: iVUE Connect - Financials, iVUE Financials (ABS)

Learning Objectives
- Demonstrate how to make changes to screens to be more efficient in iVUE Financials along with other basic navigation tips in iVUE Financials and iVUE Connect Financials.
- Manage information through inquiries and advanced searches in iVUE Financials and Data Search in iVUE Connect Financials.
- Discuss training opportunities that are available on the Community.

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 - Non-technical".

iVUE Connect - Financials Overview*   FIN-ALL 022

LOCATION: Cottonwood 6-7   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

In this session we showcase how iVUE Connect - Financials - HR can help your organization save time and access your HR solutions anywhere, anytime. As a Payroll Administrator and/or HR professional, discover features to help your supervisors efficiently view, manage and modify information for their team members. Learn how iVUE Connect - Financials can help develop, empower and inform employees. See its easy to access, web-based platform for administrators where they can create benefit offerings, package them, allow the employees to select their enrollments and push this data into payroll once the process is complete.

SOLUTION: iVUE Connect - Financials

Learning Objectives
- How to access your Payroll/HR solutions anywhere, anytime.
- Discover features to view, manage and modify information for team members.
- Use iVUE Connect to complete financial tasks such as benefit enrollments.

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 - Non-technical".

Service Utility & Financials Integration   FIN-U 023

LOCATION: Cottonwood 4-5   **INDUSTRY: Utility Only**   **EXPERIENCE: All / Overview**

Join us as we review the Service to General Ledger Balancing Report, both from a design and purpose view. We explain where the information is coming from that displays on the report and explore troubleshooting tips that can be used to track down differences that appear within the Service subsidiary accounts.

SOLUTIONS: iVUE Financials (ABS), iVUE Service - Utility (CC&B Utility)

Learning Objectives
- Understand the purpose of the Service to GL Balancing Report.
- Leverage available reports to support balancing.
- Identify and Correct Out of Balance conditions.

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

NISCMIC
MEMBER INFORMATION CONFERENCE **2023**

- 🟧 Enterprise
- 🟩 Financials
- 🟦 Marketing
- 🟪 Service
- 🟥 Operations
- ⬜ Technical
- ✳ Repeat Session
- CPE Course

MON., SEPT. 18 — CONCURRENT 2 — 10 – 11 A.M.

How to Leverage NISC Marketing Products with Marketing Services — MKT-ALL 021

LOCATION: Colorado Ballroom D   **INDUSTRY:** All Industries   **EXPERIENCE:** All / Overview

Learn how Marketing Services can help you create marketing campaigns, allowing full utilization of your NISC marketing tools through education, consulting, strategic planning, targeted content production, and dynamic campaign reporting.

SOLUTIONS: Messenger, SmartHub, iVUE Broadband - LeadAgent, iVUE Connect - Marketing

What is Operations Analytics & How Can it Help Me? — OPS-U 021

LOCATION: Colorado Ballroom B   **INDUSTRY:** Utility Only   **EXPERIENCE:** Introductory

Join us for a discussion on the Operations Analytics web reporting tool. We cover the Operations Analytics features, functions, and use-cases that can benefit utilities by saving time and money.

SOLUTION: iVUE Operations (E&O)

New & Next: iVUE - Connect Service — SERV-U 021

LOCATION: Adams Ballroom A   **INDUSTRY:** Utility Only   **EXPERIENCE:** All / Overview

iVUE Connect - Service's capabilities grow with every update. This session helps ensure you won't miss any of the key enhancements and new features we released in the past year. We also preview the highlights of the next release and what's to come in the near future. Whether you directly serve customers or you support or manage those who do, join us to grow your understanding of what iVUE Connect - Service can do for you.

SOLUTION: iVUE Connect - Service

Wide World of Document Management* — TECH-ALL 021

LOCATION: Juniper Ballroom A-B-C   **INDUSTRY:** All Industries   **EXPERIENCE:** All / Overview

In this session we focus on a variety of integration points with the iVUE Enterprise System and Document Management. Specifically, we discuss iVUE Connect - Financials HR integration and permissions, and iVUE AppSuite permissions. We round out the wide world of Document Management by highlighting features that can help with user productivity and efficiency.

SOLUTION: Document Management

MON., SEPT. 18 — CONCURRENT 3 — 11:30 A.M. – 12:20 P.M.

New Service Workflow Process: Customer Engagement & Starting the Workflow — ENT-ALL 031

LOCATION: Summit 8-9   **INDUSTRY:** All Industries   **EXPERIENCE:** All / Overview

Join us in a session series to learn about the new service workflow from start to finish. In this session we cover specific topics regarding customer engagement and starting a new service workflow. After this session you will better understand best practices on how customers can use Smarthub and iVUE Connect - Service.

SOLUTIONS: Messenger, iVUE AppSuite, iVUE Connect - Financials, iVUE Connect - Service, iVUE Connect - Operations, iVUE Financials (ABS), iVUE Operations (E&O), iVUE Service - Utility (CC&B Utility)

Mbr Exp: RTC Communications Unleashing the Power of Mosaic — ENT-ALL 032

LOCATION: Crest 3-4-5   👥 Member Experience   **INDUSTRY:** All Industries   **EXPERIENCE:** All / Overview

Discover the untapped potential of Mosaic and unlock its power to transform your performance like RTC Communications. In this session they take you on their Mosaic journey of implementing best practices for data management and unifying their team's visibility into the company's performance. Thanks to Mosaic's customized and adaptable security permissions, RTC Communications effectively tracks product, system, program, and team performance, offering unparalleled insights into their performance and progress.

SOLUTION: Business Intelligence & Reporting

NISC MIC 2023
MEMBER INFORMATION CONFERENCE

■ Enterprise	■ Service
■ Financials	■ Operations
■ Marketing	■ Technical
✱ Repeat Session	CPE Course

Material Management Integration Options
FIN-ALL 031

LOCATION: Cottonwood 4-5 | **INDUSTRY:** All Industries | **EXPERIENCE:** All / Overview

Join this session to learn about the different Material Management integration options available with iVUE Financials. We cover topics including consignment inventory, vendor managed inventory, barcoding, web services, and material transactions through AppSuite. Learn about how these features work and the setup needed to utilize them.

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Explain the different material management integration features available with Financials.
- Identify benefits which could result from using material management integration.
- Determine if your organization should implement one of the material management integration features.

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 - Non-technical".

Exciting General Ledger Financial Statement Solution*
FIN-ALL 032

LOCATION: Adams Ballroom B | **INDUSTRY:** All Industries | **EXPERIENCE:** Introductory

Do you struggle preparing your monthly financial statements? Do you wish you had a solution that made preparation easy providing you more time to focus on analysis? During this session, NISC will highlight its newest financial statement report writing tool. This solution allows you to leverage your Excel knowledge to build the financial statements you need. This tool will replace the current iVUE Financials Excel Extract and Financial Designer reports. We will discuss the benefits of utilizing the solution, provide examples of financial statement reports, and explain how to get started.

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Leverage your Excel knowledge to build financial statements you need.
- Explain benefits of utilizing NISC's newest financial statements solution.
- Define the steps needed to start using NISC's newest financial statement solution.

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 - Non-technical".

Mbr Exp: How to Implement Expense Reporting
FIN-ALL 033

LOCATION: Cottonwood 6-7 | **Member Experience** | **INDUSTRY:** All Industries | **EXPERIENCE:** All / Overview

Join Pioneer Telephone to learn how to implement expense reporting! Are you incurring company expenses with a company credit card or a personal credit card for reimbursement? Traveling to a conference like the MIC? Filling a truck with fuel? Employee credit card expenses can be imported, or created by any user anytime from anywhere with AppSuite. Expenses can further be tied together with Expense Reports and Expense Events, allowing you to track and report everything from daily employee expenses, Board of Director expenses, or your organization's investment for an event, such as the NISC Member Information Conference!

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Describe and demonstrate Accounts Payable Expense Reporting features and capabilities.
- Discuss the benefits of Accounts Payable Expense Reporting, being paperless, increasing accuracy, and saving time.
- Get started with Accounts Payable Expense Reporting, find online training, and take home the Financials Launchpad Document for Accounts Payable Expense Reporting.

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 - Non-technical".

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

■ Enterprise	■ Service
■ Financials	■ Operations
■ Marketing	■ Technical
✶ Repeat Session	CPE Course

iVUE Connect - Marketing: Campaign Management 101   MKT-U 031

LOCATION: Colorado Ballroom D   **INDUSTRY: Utility Only**   **EXPERIENCE: All / Overview**

You've likely struggled with announcing new services, convincing existing customers to enroll in a program, or simply communicating a targeted message to a specific section of your customers. To help with all this and more, learn how to leverage our integrated Marketing solution's campaign management to send consistent, concise communication across your organization.

SOLUTION: iVUE Connect - Marketing

New & Next: Mapping & Staking   OPS-ALL 031

LOCATION: Colorado Ballroom A   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

The engineering and operations landscape is changing at a rapid pace. Join us as we discuss how NISC's GIS solution is evolving to meet your needs.

SOLUTIONS: iVUE Connect - Operations, iVUE Operations (E&O)

Mbr Exp: Discover the Power Behind iVUE Connect - Ticket Management   OPS-B 032

LOCATION: Colorado Ballroom C   👥 **Member Experience**   **INDUSTRY: Broadband Only**   **EXPERIENCE: All / Overview**

Do you want to learn more about why you should use, and how to best maximize, the Ticket Management System? If so, please join NISC Product Management, along with Midwest Energy & Communications, as we explore why Members choose to use the Ticket Management System, and explain how they maximize the core pieces of functionalities the Ticket Management System has to offer.

SOLUTION: iVUE Connect - Operations

Mbr Exp: Create Custom Safety Forms for the AppSuite Tailgates Feature   OPS-U 033

LOCATION: Colorado Ballroom B   👥 **Member Experience**   **INDUSTRY: Utility Only**   **EXPERIENCE: All / Overview**

The Tailgate Feature now includes a tool to customize the standard Safety Form! If you are interested in learning how to use the latest Form Builder tool to build your own version of the safety form, then be sure to attend this session to hear what you need to know to get the Form Builder tool and all the current functionality available as Tri-County Electric Co-op shows you how easy it is to make your own Custom Safety Form that meets your needs.

SOLUTIONS: iVUE AppSuite, iVUE Connect - Service, iVUE Connect - Operations, iVUE Operations (E&O), iVUE Service - Utility (CC&B Utility)

Broadband Reporting   SERV-B 031

LOCATION: Adams Ballroom C   **INDUSTRY: Broadband Only**   **EXPERIENCE: Prior Experience**

Using iVUE Connect for your Broadband business? Learn what's available for your reporting and business intelligence (BI) needs, including exception reporting, taxes, fiber build KPIs/cost/revenue, billed service count trends, service adoption take rates, charges, devices, marketing and operational KPIs and reports.

SOLUTION: iVUE Connect - Service

Mbr Exp: Paperless Billing & EFT Promotion through Marketing & Customer Service   SERV-B 032

LOCATION: Maple 3-4-5   👥 **Member Experience**   **INDUSTRY: Broadband Only**   **EXPERIENCE: All / Overview**

This session highlights the ways Triangle Communications has promoted paperless billing and EFT/Auto Pay via SmartHub, Marketing and Customer Service to help cut down on paper cost, non-pay disconnects, and minimize credit card fees. Creative examples and promotions compiled from additional companies are also shared.

SOLUTION: iVUE Service - Broadband (CC&B Telecom)

New & Next: Service - Utility Customer Engagement   SERV-U 033

LOCATION: Adams Ballroom A   **INDUSTRY: Utility Only**   **EXPERIENCE: All / Overview**

Join this session to discuss the status of SmartHub's new look and feel, the build out of Multi-Channel Messenger to offer inbound and outbound calls, and our latest updates to iVUE Connect - Marketing.

SOLUTIONS: Messenger, SmartHub & iVUE Connect - Marketing

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MEMBER INFORMATION CONFERENCE

🟧 Enterprise	🟪 Service
🟩 Financials	🟥 Operations
🟦 Marketing	⬛ Technical
✳ Repeat Session	CPE Course

Adjusting Balances in iVUE Service - Utility   SERV-U 034

LOCATION: Cottonwood 2-3   **INDUSTRY: Utility Only**   **EXPERIENCE: All / Overview**

No one is perfect, which is why pencils have erasers and why iVUE has the Billing History Auto and Manual Adjust tools. In this session we talk about how these screens can be used to correct billing errors and provide examples of when to use each one. We also highlight some of the helpful information found in Billing History that allow you to determine if charges were billed correctly or if an adjustment is needed.

SOLUTION: iVUE Service - Utility (CC&B Utility)

New & Next: Meter Data Management   SERV-U 035

LOCATION: Adams Ballroom D   **INDUSTRY: Utility Only**   **EXPERIENCE: All / Overview**

See enhancements included in the latest Meter Data Management (MDM) releases and preview what you can look forward to in the future of MDM.

SOLUTION: Meter Data Management

What's New in iVUE from a Technical Perspective   TECH-ALL 031

LOCATION: Juniper Ballroom A-B-C   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Please join us as we look into newer NISC software technical enhancements. This session will cover changes from AppSuite, Cloud Portal, iVUE, Backups and Xymon Monitoring.

SOLUTION: Technical Services

New Service Workflow Process: Internal Coordination of New Service Process   ENT-ALL 041

LOCATION: Summit 8-9   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Join us in a session series to learn about the new service workflow from start to finish. In this session we cover specific topics regarding service order to work order integration, staking the job and building the estimate. After this session you will have a greater understanding on how data can be automated between service, financials and engineering.

SOLUTIONS: Messenger, iVUE AppSuite, iVUE Connect - Financials, iVUE Connect - Service, iVUE Connect - Operations, iVUE Financials (ABS), iVUE Operations (E&O), iVUE Service - Utility (CC&B Utility)

Spin the Wheel to Meet Mosaic*   ENT-ALL 042

LOCATION: Crest 3-4-5   **INDUSTRY: All Industries**   **EXPERIENCE: Introductory**

What is Mosaic and what can it do for me? Find out with a fun game of Spin the Wheel to see questions answered and business decisions made using Mosaic. This session goes through real world scenarios using the Mosaic Business Intelligence tool.

SOLUTION: Business Intelligence & Reporting

Mbr Exp: Launching Multi-Channel Messenger's IVR Features   ENT-U 043

LOCATION: Colorado Ballroom D   👥 Member Experience   **INDUSTRY: Utility Only**   **EXPERIENCE: All / Overview**

Are you ready to transition inbound and outbound phone capabilities to Multi-Channel Messenger? Come to this session to learn more about how EnergyUnited moved from Secure Payments and CallCapture to utilizing the features within Multi-Channel Messenger.

SOLUTION: Messenger

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

Enterprise	Service
Financials	Operations
Marketing	Technical
✴ Repeat Session	CPE CPE Course

Add Value by Using Miscellaneous Receivable Orders — FIN-ALL 041

LOCATION: Cottonwood 4-5 | **INDUSTRY:** All Industries | **EXPERIENCE:** All / Overview

Do you ever wonder if you are using Miscellaneous Receivable Orders to their full potential? Are you not sure what a Miscellaneous Receivable Order is? Join this session as we take an in-depth look. Learn what they are, how they integrate with other modules, and how they can add value to your organization.

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Define what a Miscellaneous Receivable Order is.
- Identify modules which integrate with Miscellaneous Receivable Orders.
- Explain how Miscellaneous Receivable Orders can add value to your organization.

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 - Non-technical".

Accounts Payable Invoice Automation — FIN-ALL 042

LOCATION: Adams Ballroom B | **INDUSTRY:** All Industries | **EXPERIENCE:** All / Overview

Come hear about NISC's latest initiative on improving and streamlining the Accounts Payable Invoice Process. This session demonstrates how automation can help cut the cost of processing invoices, the implementation process and the opportunity to shift from data entry to data analysis.

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Define what Accounts Payable Automation is.
- Identify ways to improve accuracy and gain efficiency.
- Review best practices.

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 - Non-technical".

Mbr Exp: Budget Projects from Requests to Reporting — FIN-ALL 043

LOCATION: Cottonwood 6-7 | 👥 **Member Experience** | **INDUSTRY:** All Industries | **EXPERIENCE:** All / Overview

Join Salem Electric as they share why they decided to start using Budget Projects and explain the benefits they have discovered over the last several years. Find out how they track both capital and expense related projects and are constantly changing and improving their use of this feature. Recently they have started using it to help monitor purchases affected by supply chain issues. Join us to learn about this and other Budget Project examples.

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Analyze current needs for tracking and reporting of Budget Projects.
- Identify personnel involvement for developing Budget Request procedures.
- Explain the complete process starting with Budget Requests, then building Budget Projects, assigning actual transactions, and developing appropriate reporting.

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 - Non-technical".

NISC MIC 2023
MEMBER INFORMATION CONFERENCE

- 🟧 Enterprise
- 🟩 Financials
- 🟦 Marketing
- ✳ Repeat Session
- 🟪 Service
- 🟥 Operations
- ⬛ Technical
- CPE Course

New & Next: Work Management · OPS-ALL 041

LOCATION: Colorado Ballroom B · **INDUSTRY: All Industries** · **EXPERIENCE: All / Overview**

Join NISC Product Managers to hear about some of the latest and greatest Work Management and framework features added to the AppSuite application over the last year that can add simplicity and improve efficiencies to your field operations. We also highlight a few new features you can expect to see in the future.

SOLUTIONS: iVUE AppSuite, iVUE Connect - Service, iVUE Connect - Operations, iVUE Operations (E&O), iVUE Service - Broadband (CC&B Telecom), iVUE Service - Utility (CC&B Utility)

Provision iVUE Broadband New Connect Orders from SmartHub Order Management · OPS-B 042

LOCATION: Colorado Ballroom C · **INDUSTRY: Broadband Only** · **EXPERIENCE: All / Overview**

Being able to order new services online and activate them frees up staff while increasing order accuracy. Adding provisioning to the SmartHub New Connect ordering process provides a great experience for your end consumers to get their services activated immediately.

SOLUTIONS: SmartHub, iVUE Service - Broadband (CC&B Telecom)

New & Next: Outage Management · OPS-U 043

LOCATION: Colorado Ballroom A · **INDUSTRY: Utility Only** · **EXPERIENCE: All / Overview**

The engineering and operations landscape is changing at a rapid pace. Join us as we discuss how NISC's Outage Management solution is evolving to meet your needs.

SOLUTION: iVUE Operations (E&O)

Payment Solutions Overview · SERV-ALL 041

LOCATION: Cottonwood 2-3 · **INDUSTRY: All Industries** · **EXPERIENCE: All / Overview**

Get an overview of payment solutions, focusing on Fiserv's ClientLine tool, Multi-Channel Messenger IVR pay-by-phone, and Online Banking Interface now with Cass Bank sponsorship.

SOLUTIONS: iVUE Connect - Service, iVUE Service - Broadband (CC&B Telecom), iVUE Service - Utility (CC&B Utility)

Envisioning the Future in iVUE Service Broadband · SERV-B 042

LOCATION: Maple 3-4-5 · **INDUSTRY: Broadband Only** · **EXPERIENCE: Prior Experience**

Whether you want to work efficiently within iVUE Service - Broadband today or want to be prepared for an eventual move to iVUE Connect, the game plan is the same. Join us as we discuss steps you can do today that will lead to a simpler future.

SOLUTION: iVUE Service - Broadband (CC&B Telecom)

New & Next: iVUE Connect for Broadband · SERV-B 043

LOCATION: Adams Ballroom C · **INDUSTRY: Broadband Only** · **EXPERIENCE: All / Overview**

Join us as we review the broadband capabilities added to iVUE Connect - Service in the past year. And we preview the near-term releases so you can see what's coming next. This session is designed for Members already using iVUE Connect for their Broadband business and Utility Members who are considering a future in Broadband. Our Broadband Members who use iVUE Service - Broadband today are encouraged to attend SERV-B 042 and SERV-B 056, which are both specifically tailored to their needs and interests as they relate to iVUE Connect.

SOLUTION: iVUE Connect - Service

Mbr Exp: Preparing for Billing · SERV-U 044

LOCATION: Adams Ballroom A · 👥 Member Experience · **INDUSTRY: Utility Only** · **EXPERIENCE: All / Overview**

A lot of work goes into pulling off a successful billing. This Member shows you how to make all that work just a little easier by highlighting some best practices that can be used to find and correct any error conditions prior to running billing. Their prebilling tips and tricks will help you save time and hit 'Submit' on your next billing with confidence.

SOLUTION: iVUE Service - Utility (CC&B Utility)

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

- 🟧 Enterprise
- 🟩 Financials
- 🟦 Marketing
- ✳️ Repeat Session
- 🟪 Service
- 🟥 Operations
- ⬜ Technical
- CPE Course

MONDAY, SEPT. 18	CONCURRENT 4	1:30 – 2:20 P.M.

Mbr Exp: Engaging Consumers through a DERMS Program — SERV-U 045

LOCATION: Adams Ballroom D   Member Experience   **INDUSTRY: Utility Only**   **EXPERIENCE: All / Overview**

Are you considering a Distributed Energy Resource Management System (DERMS) initiative, but are unsure of the technology, cost, or value? Brunswick Electric began their DERMS journey in 2020, focused on member engagement and Behind-the-Meter (BTM) device controls for peak reduction. Join this session to learn about BEMC's evolving program, which now includes DERMS-to-DERMS connectivity to the G&T and partner collaboration with NISC in support of the new DERMS Integration Solution.

SOLUTIONS: Meter Data Management, iVUE Connect - Marketing

Mbr Exp: Cyber Incident Impact — TECH-ALL 041

LOCATION: Juniper Ballroom A-B-C   Member Experience   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Please join us as we explore the impacts that a cyber event can have on your organization. Reviewing a real life attack that affected this Member site, we discuss the incident, recovery, and long-term business impacts of an attack so that you can be prepared if a cyber incident affects your organization.

SOLUTION: Cyber Services

MONDAY, SEPT. 18	CONCURRENT 5A	2:40 – 3:50 P.M.

Round the World of Mosaic in 70 Minutes — ENT-ALL 055

LOCATION: Aurora Ballroom B   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Gain information in a short time on a variety of NISC solution topics, including Mosaic, that interest you. In this 'Round-the-World in 70 Minutes' session, you'll spend about 10 minutes at a table/topic and then move to another, participating in the topics you want.

SOLUTION: Business Intelligence & Reporting

Round the World of iVUE Financials in 70 Minutes — FIN-ALL 051

LOCATION: Aurora Ballroom B   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Gain information in a short time on a variety of Financials Topics that interest you. In this Round the World in 70 minutes session, you'll spend about 10 minutes at a table/topic and then move to another, participating in the topics you want including Financials Messenger, Budget Projects, Fleet Management Services, Accounts Payable Mass Vendor Inactivate, Bank Reconciliation Escheat Extract Process, Miscellaneous Receivable Price Groups, Payroll to Miscellaneous Receivable Integration, Material Inventory Cycle Counting, Purchase Order Quotations, and Abandoning vs. Manually Closing a Work Order.

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Identify ways to streamline financial processes throughout the enterprise.
- Understand the impact of underutilized features improving your daily activity.
- Discuss scenarios/best practices for implementing additional features across the enterprise.

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 - Non-technical".

Round the World of iVUE Operations - Mapping & Staking in 70 Minutes — OPS-ALL 051

LOCATION: Aurora Ballroom B   **INDUSTRY: All Industries**   **EXPERIENCE: Prior Experience**

In this Round the World in 70 minutes session, you'll spend about 10 minutes at a table/topic and then move to another, participating in the topics you want. Gain information in a short time on a variety of Mapping & Staking topics including best practices on creating equipment locations, data automation, NISC Mapping/Staking services and automated connectivity checks.

SOLUTION: iVUE Operations (E&O)

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

■ Enterprise	■ Service
■ Financials	■ Operations
■ Marketing	■ Technical
✱ Repeat Session	CPE CPE Course

Round the World of iVUE Operations - Work Management & AppSuite in 70 Minutes   OPS-ALL 052

LOCATION: Aurora Ballroom B **INDUSTRY: All Industries** **EXPERIENCE: All / Overview**

In this Round the World in 70 minutes session, you'll spend about 10 minutes at a table/topic and then move to another, participating in the topics you want. Gain information in a short time on a variety of Work Management topics including Messenger notifications, Scheduler Auto Assign Rules and managing Underground Locate Tasks within WMS. We'll also cover powerful AppSuite features such as Custom Filters and Geocoding from the Work Management feature.

SOLUTIONS: Messenger, iVUE AppSuite, iVUE Operations (E&O), iVUE Service - Broadband (CC&B Telecom), iVUE Service - Utility (CC&B Utility)

Take a Real Time Approach with Operations Analytics   OPS-U 053

LOCATION: Colorado Ballroom C **INDUSTRY: Utility Only** **EXPERIENCE: All / Overview**

With policies driving the adoption of DERs (including EVs) growing at a rapid pace, the needs to support a smarter grid are changing. Join us as we discuss how NISC is planning to extend our current platforms to help support these new complexities to the operating distribution system.

SOLUTIONS: Meter Data Management, iVUE Connect - Operations, iVUE Operations (E&O)

Round the World of Service in 70 Minutes   SERV-ALL 051

LOCATION: Aurora Ballroom B **INDUSTRY: All Industries** **EXPERIENCE: All / Overview**

Gain information in a short time on a variety of Service Topics that interest you. In this Round the World in 70 minutes session, you'll spend about 10 minutes at a table/topic and then move to another, participating in the topics you want, including SmartHub Redesign, Prepaid Billing, Multi-Channel Messenger Pay by Phone, and more.

SOLUTIONS: SmartHub, iVUE Connect - Service, iVUE Service - Utility (CC&B Utility)

Round the World of iVUE Service - Broadband in 70 Minutes   SERV-B 054

LOCATION: Aurora Ballroom B **INDUSTRY: Broadband Only** **EXPERIENCE: All / Overview**

Gain information in a short time on a variety of iVUE Service - Broadband Topics that interest you. In this Round the World in 70 minutes session, you'll spend about 10 minutes at a table/topic and then move to another, participating in the topics you want, including Job Manager, SmartHub Features, SHOM Tips & Tricks, and more.

SOLUTION: iVUE Service - Broadband (CC&B Telecom)

iVUE Connect Demo for Broadband Members   SERV-B 056

LOCATION: Maple 3-4-5 **INDUSTRY: Broadband Only** **EXPERIENCE: All / Overview**

Broadband members can join this session to see an overview of iVUE Connect from a Customer Service and an Operations perspective. See functionality such as payments, service orders, trouble tickets, facility updates, and much more! You also get a chance to preview near-term releases to see what is coming next for both Service and Operations. Updates are also provided for iVUE Connect implementations.

SOLUTION: iVUE Service - Broadband (CC&B Telecom)

Mbr Exp: Communicating with Customers through Broadband Service Orders in iVUE Connect   SERV-U 055

LOCATION: Adams Ballroom C **Member Experience** **INDUSTRY: Broadband Only** **EXPERIENCE: Introductory**

Hear from Oklahoma Electric on their experience using iVUE Connect for their Broadband service. They share how they communicate with customers throughout the lifecycle of service orders in iVUE Connect. They also cover how they've configured their Broadband offerings and set up business rules in iVUE Connect to add efficiencies to their service order processing.

SOLUTION: iVUE Connect - Service

Mbr Exp: Multi-Service Utilities   SERV-U 057

LOCATION: Adams Ballroom D **Member Experience** **INDUSTRY: Utility Only** **EXPERIENCE: All / Overview**

Hear from current NISC Member Panelists representing Multi-Service Utilities discuss their experience with the IVUE Software. Come prepared to ask questions of our member panelists on some of the challenges you encounter to understand a different perspective on business requirements processing for Multi-Service Utilities.

SOLUTIONS: iVUE Connect - Service, iVUE Service - Utility (CC&B Utility)

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

- Enterprise
- Financials
- Marketing
- Repeat Session
- Service
- Operations
- Technical
- CPE Course

PCI v4.0: The New Normal   TECH-ALL 051

LOCATION: Juniper Ballroom A-B-C   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

In April 2024, the PCI Council will release the first new version of PCI-DSS since 2018. PCI-DSS v4.0 will be the new normal. At NISC we have worked hard to decipher the new standard and understand the impact that it will have on your NISC card payment solutions. 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 compliance validation process, and make a PCI Compliant business life less daunting in general. Also NISC's Cybersecurity offerings can play a major role in helping to satisfy many of the PCI requirements.

SOLUTION: Technical Services

New Service Workflow Process: Operational Best Practices   ENT-ALL 051

LOCATION: Summit 8-9   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Join us in a session series to learn about the new service workflow from start to finish. In this session we cover specific topics regarding work management best practices, leveraging Scheduler and using AppSuite. After this session you will have a better understanding of how the NISC Operations Suite can save you time and money.

SOLUTIONS: Messenger, iVUE AppSuite, iVUE Connect - Financials, iVUE Connect - Service, iVUE Connect - Operations, iVUE Financials (ABS), iVUE Operations (E&O), iVUE Service - Utility (CC&B Utility)

New & Next: Mosaic   ENT-ALL 052

LOCATION: Crest 3-4-5   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

With Mosaic constantly advancing in functionality and features, take this opportunity to connect with the NISC product team to learn about some of the reports and data sources new to Mosaic and now available for your use. We also share a snapshot of the next big priorities on the roadmap. Join us for everything new and next in Mosaic.

SOLUTION: Business Intelligence & Reporting

Preparing for IRS Changes*   FIN-ALL 052

LOCATION: Aurora Ballroom B   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

The federal electronic filing threshold was reduced from 250 to 10 tax forms for the 2023 tax year. Attend this session for an overview of how this change impacts your organization. Learn what you can do now to prepare for electronic filing of 1098/1099s, W-2s, and 1095s. There are critical steps you may need to take prior to producing electronic files from iVUE. Learn what those steps are and when you can complete them to stay ahead of the year-end rush.

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Identify critical steps that must be taken prior to producing electronic tax files in iVUE.
- Locate resources available to assist with the completion of these steps.
- Develop a plan to ensure you are prepared to comply with the IRS changes for the 2023 tax year.

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 - Non-technical".

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

- Enterprise
- Financials
- Marketing
- Repeat Session
- Service
- Operations
- Technical
- CPE Course

Accounts Payable Security Groups*   FIN-ALL 053

LOCATION: Cottonwood 6-7   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Do you have sensitive vendors, such as hospitals, that not all users should be able to review? Join this session to learn about the new Accounts Payable Security Groups feature which allows you to control and secure who has access to certain vendors and their data. This can include inquiries, reports, and processing Accounts Payable Check Prints. Accounts Payable Security Groups can help manage and secure these sensitive vendors and any HIPAA information and invoices that should not be available to all users.

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Describe and demonstrate Accounts Payable Security Groups features and capabilities.
- Discuss the benefits of Accounts Payable Security Groups, and how this can impact more than just Accounts Payable.
- Get started with Accounts Payable Security Groups, find online training, and take home the Financials Launchpad Document for Accounts Payable Security Groups.

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 - Non-technical".

Voiding & Reissuing Capital Credit Checks   FIN-U 057

LOCATION: Cottonwood 4-5   **INDUSTRY: Utility Only**   **EXPERIENCE: All / Overview**

Join us to learn how to utilize the Void Payment (Financials/Bank Rec) process for Capital Credit checks and process a check rewrite to members (Service/Capital Credits). When Capital Credit checks have been returned to you by the post office due to an invalid address, misplaced by the customer, or stale date, these processes will allow you to mark them as voided in Bank Reconciliation and Capital Credits to reflect unclaimed.

SOLUTIONS: Capital Credits, iVUE Financials (ABS), iVUE Service - Utility (CC&B Utility)

Learning Objectives
- Understand how to void and reissue Utility Capital Credit Checks.
- Understand the accounting entries that are generated in this process.
- Understand the overall check rewrite process.

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 - Non-technical".

Marketing 101   MKT-ALL 051

LOCATION: Colorado Ballroom D   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Join us to learn the basics behind marketing. In this session we outline the difference between digital and traditional marketing and how or why you should use them together to leverage the best engagement from your end users.

SOLUTIONS: iVUE Broadband - LeadAgent, iVUE Connect - Marketing

Mbr Exp: Transworld Solutions Non-traditional Collections   SERV-ALL 052

LOCATION: Cottonwood 2-3   👥 **Member Experience**   **INDUSTRY: All Industries**   **EXPERIENCE: Introductory**

Learn how Transworld Solutions can automate your collections procedures using a non-traditional collection model so you can focus on serving your customers.

SOLUTIONS: iVUE Connect - Service, iVUE Service - Utility (CC&B Utility)

New Service Workflow Process: Completing the New Service Process   ENT-ALL 053

LOCATION: Summit 8-9   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Join us in a session series to learn about the new service workflow from start to finish. In this session we cover specific topics regarding as-built and closing processes. After this session you will have a better understanding of service order and work order closing best practices.

SOLUTIONS: Messenger, iVUE AppSuite, iVUE Connect - Financials, iVUE Connect - Service, iVUE Connect - Operations, iVUE Financials (ABS), iVUE Operations (E&O), iVUE Service - Utility (CC&B Utility)

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

- 🟧 Enterprise
- 🟩 Financials
- 🟦 Marketing
- ✳ Repeat Session
- 🟪 Service
- 🟥 Operations
- ⬛ Technical
- CPE Course

Mosaic Security from Cloud to Domain   ENT-ALL 054

LOCATION: Crest 3-4-5   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Join us for a session focused exclusively on enhancing the security of Mosaic. We delve into the intricacies of cloud roles and security center groups, providing a comprehensive understanding of their individual roles and how to effectively get them to work together. We equip you with the knowledge to maintain security that is both effective and easy to manage.

SOLUTION: Business Intelligence & Reporting

Preparing for IRS Changes*   FIN-ALL 054

LOCATION: Adams Ballroom B   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

The federal electronic filing threshold was reduced from 250 to 10 tax forms for the 2023 tax year. Attend this session for an overview of how this change impacts your organization. Learn what you can do now to prepare for electronic filing of 1098/1099s, W-2s, and 1095s. There are critical steps you may need to take prior to producing electronic files from iVUE. Learn what those steps are and when you can complete them to stay ahead of the year-end rush.

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Identify critical steps that must be taken prior to producing electronic tax files in iVUE.
- Locate resources available to assist with the completion of these steps.
- Develop a plan to ensure you are prepared to comply with the IRS changes for the 2023 tax year.

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 - Non-technical".

Accounts Payable Security Groups*   FIN-ALL 055

LOCATION: Cottonwood 6-7   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Do you have sensitive vendors, such as hospitals, that not all users should be able to review? Join this session to learn about the new Accounts Payable Security Groups feature which allows you to control and secure who has access to certain vendors and their data. This can include inquiries, reports, and processing Accounts Payable Check Prints. Accounts Payable Security Groups can help manage and secure these sensitive vendors and any HIPAA information and invoices that should not be available to all users.

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Describe and demonstrate Accounts Payable Security Groups features and capabilities.
- Discuss the benefits of Accounts Payable Security Groups, and how this can impact more than just Accounts Payable!
- How to get started with Accounts Payable Security Groups, where to find online training, and take home the Financials Launchpad Document for Accounts Payable Security Groups.

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 - Non-technical".

NISC MIC 2023
MEMBER INFORMATION CONFERENCE

Enterprise   Service
Financials   Operations
Marketing   Technical
Repeat Session   CPE Course

Broadband Capital Credit Member Information   FIN-B 056

LOCATION: Cottonwood 4-5   **INDUSTRY: Broadband Only**   **EXPERIENCE: All / Overview**

Attend this session to gather information on what the Member Information screen within Broadband Capital Credits provides. Learn how to change an address status, and how it will affect a member's retirement. See how a member's uncollectable balance is connected to their membership. Review other information like capital credit balances, transactions, and more.

SOLUTION: Capital Credits

Learning Objectives
- Identify what capital credit information is available about your members.
- Update a member address status as it pertains to the general retirement process.
- Recognize how an uncollectable balance is tied to a member as it pertains to paying out capital credit dollars.

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 - Non-technical".

How NISC Solutions Compliment your Relationship with Industry Leading Marketing Firms   MKT-ALL 052

LOCATION: Colorado Ballroom D   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Join this ession designed for Members utilizing NISC and Pioneer Utility Resources. Learn how NISC and PUR are working together to help you better utilize NISC Marketing solutions.

SOLUTIONS: iVUE Broadband - LeadAgent, iVUE Connect - Marketing

Mbr Exp: How NISC Members Benefit Using Equifax Credit Checks in Decisioning   SERV-ALL 053

LOCATION: Cottonwood 2-3   👥 **Member Experience**   **INDUSTRY: All Industries**   **EXPERIENCE: Introductory**

Find out how to check a new customer's credit to verify ID and set deposit amounts to reduce bad debts In iVUE Service, iVUE Connect and SmartHub.

SOLUTIONS: SmartHub, iVUE Connect - Service, iVUE Service - Broadband (CC&B Telecom), iVUE Service - Utility (CC&B Utility)

Implementation Toolkit & Project Timeline   ENT-ALL 061

LOCATION: Summit 6-7   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

If you've recently signed on as a new NISC Member, or are evaluating NISC as a future technology provider, join us for a high level overview of the tools NISC uses and what to expect during the implementation.

SOLUTIONS: iVUE Connect - Service, iVUE Connect - Operations, iVUE Financials (ABS), iVUE Operations (E&O), iVUE Service - Broadband (CC&B Telecom), iVUE Service - Utility (CC&B Utility)

Efficiently Deliver your Board Packets with CalltoOrder   ENT-ALL 062

LOCATION: Summit 8-9   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

In this CalltoOrder (CTO) session we review the basic features and annotation tools to help simplify the preparation and delivery of your board documents. Learn about the Web version of CTO and how your users can access their meeting documents on any device that connects to the Internet. So, get rid of your paper books and get on board with CTO!

SOLUTION: CalltoOrder

Mbr Exp: Making Business Decisions with Mosaic   ENT-ALL 063

LOCATION: Crest 3-4-5   👥 **Member Experience**   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Join Hendricks Power and McDonough Telephone Coop as they share ways they are using Mosaic to make business decisions.

SOLUTION: Business Intelligence & Reporting

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

- 🟧 Enterprise
- 🟩 Financials
- 🟦 Marketing
- ✳ Repeat Session
- 🟪 Service
- 🟥 Operations
- ⬜ Technical
- CPE Course

Financials Monthly Closing   FIN-ALL 061

LOCATION: Cottonwood 4-5   **INDUSTRY:** All Industries   **EXPERIENCE:** All / Overview

Do you always seem to be waiting for another iVUE Financials module to close so you can continue with your processes? In this session, find out the reasons why, and what steps don't need to wait. This is a high-level overview, from start to finish, of how each module affects the others with considerations and explanations of the monthly closing order.

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Identify interdependencies between Financials modules.
- Examine the closing order of the modules to gain understanding and increase efficiency.
- Build a monthly closing checklist.

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 - Non-technical".

Benefits of Utilizing Assembly Units   FIN-ALL 062

Adams Ballroom B   **INDUSTRY:** All Industries   **EXPERIENCE:** All / Overview

Join this session to learn the benefits of using Assembly Units. Understand the role they play in helping assign the needed items to your Work Order or to estimate the cost of a project. Find out how these assigned Items can be used to print a Pick List of the needed Items and will be used on the Item Commitment Report to help determine future required quantities. Discover how the estimate can be used to help predict the cost of a project or to analyze your estimated costs vs actual cost.

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Discover the benefits of using Assembly Units with assigned Items.
- Understand how the Assembly Unit is used to create an Estimate.
- Analyze estimates to actuals for your Work Orders.

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

Mbr Exp: iVUE Connect - Financials Benefit Enrollment   FIN-ALL 063

LOCATION: Cottonwood 6-7   **Member Experience**   **INDUSTRY:** All Industries   **EXPERIENCE:** Introductory

If you've implemented iVUE Connect Financials - HR and are ready to step into the world of benefit enrollment, attend this session to hear tips for a successful enrollment and lessons learned. Find out about all the setup options available to customize your benefit offerings for employees. Walk through an enrollment from an employee perspective and see how it's deployed from an administrator perspective.

SOLUTION: iVUE Connect - Financials

Learning Objectives
- Explain the benefit enrollment process.
- Describe the different benefit plans available and how they relate to the records created in Payroll.
- Establish best practices for a successful implementation.

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 - Non-technical".

Integrate Document Management with iVUE, iVUE Connect - Operations & AppSuite   OPS-ALL 061

LOCATION: Colorado Ballroom A   **INDUSTRY:** All Industries   **EXPERIENCE:** All / Overview

Explore how Document Management is a powerful tool to assist in your Engineering and Operations needs. We highlight some key benefits of using this integration with existing applications and review how AppSuite can play an important part in retrieving valuable documents for jobs, uploading proof of work and reporting new work needed while in the field.

SOLUTIONS: Document Management, iVUE AppSuite, iVUE Connect - Operations, iVUE Operations (E&O)

NISC MIC 2023
MEMBER INFORMATION CONFERENCE

■ Enterprise	■ Service
■ Financials	■ Operations
■ Marketing	■ Technical
✴ Repeat Session	CPE Course

Mapping & Staking - the Transition to ArcGIS Pro — OPS-ALL 062

LOCATION: Colorado Ballroom B — **INDUSTRY: All Industries** — **EXPERIENCE: All / Overview**

Part of NISC's role as a technology partner is to stay on top of trending technology and find ways to utilize new technology within the NISC Enterprise. Come take a peak into the future of how NISC is taking advantage of ArcPro's features in iVUE Connect Staking and Mapping 2.0 (iVUE Connect - Mapping).

SOLUTIONS: iVUE Connect - Operations, iVUE Operations (E&O)

Ease the Transition to iVUE Connect - Operations using iVUE Facilities Management — OPS-B 063

LOCATION: Colorado Ballroom C — **INDUSTRY: Broadband Only** — **EXPERIENCE: All / Overview**

You're getting closer to being able to transition from iVUE Facilities Management to iVUE Connect - Operations! Join us for a review of mass connectivity tools, equipment mass update, and data items to help get your site ready for conversion.

SOLUTION: iVUE Connect - Operations

Mbr Exp: Contact Tracking — SERV-ALL 061

LOCATION: Adams Ballroom A   **Member Experience** — **INDUSTRY: All Industries** — **EXPERIENCE: All / Overview**

Poudre Valley REA and Choctaw Electric share how they are using Contact Tracking at their office including their implementation experience and how it's helping them keep tabs on interactions they're having with their customers. Learn about the benefits of leveraging this functionality, regardless of whether you're using iVUE Service or iVUE Connect today. You'll leave with practical next steps you can take at your office, whether you are interested in implementing Contact Tracking or improving your current process and configuration.

SOLUTIONS: iVUE Connect - Service, iVUE Service - Utility (CC&B Utility)

Expanded Taxes — SERV-ALL 062

LOCATION: Adams Ballroom C — **INDUSTRY: All Industries** — **EXPERIENCE: All / Overview**

Non-Standard taxes are a growing need. If you have filled your standard tax options and need additional taxing options, Expanded Taxes are here to help you. In this session we show how Expanded Taxes have improved their taxing options from setup to reporting.

SOLUTION: iVUE Connect - Service

Mbr Exp: Leveraging Messenger for Premise Visit — SERV-B 063

LOCATION: Maple 3-4-5   **Member Experience** — **INDUSTRY: Broadband Only** — **EXPERIENCE: All / Overview**

Are you looking to remind your customers of their upcoming scheduled appointment? Learn how Endeavor Communications utilizes the Premise Visit Notification in Messenger. See how they use this unique template to accommodate their appointment windows.

SOLUTION: iVUE Service - Broadband (CC&B Telecom)

Mbr Exp: Launching SmartHub Redesign — SERV-U 064

LOCATION: Colorado Ballroom D   **Member Experience** — **INDUSTRY: Utility Only** — **EXPERIENCE: All / Overview**

With the help of Central Texas we talk about how you can enhance the SmartHub experience for your consumers with a redesigned look and feel. We discuss what this redesign looks like, what it takes to implement and how it looks to your end customers.

SOLUTION: SmartHub

iVUE Connect - Service Demo for Utility — SERV-U 065

LOCATION: Cottonwood 8-9 — **INDUSTRY: Utility Only** — **EXPERIENCE: All / Overview**

Join this demo as we log into iVUE Connect - Service and access customer accounts, research billing questions, create service orders, take payments, create contact tracking and more.

SOLUTION: iVUE Connect - Service

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

■ Enterprise   ■ Service
■ Financials   ■ Operations
■ Marketing   ■ Technical
✴ Repeat Session   CPE CPE Course

Interval Data Billing   SERV-U 066

LOCATION: Cottonwood 2-3   **INDUSTRY: Utility Only**   **EXPERIENCE: All / Overview**

Join us for an update to Interval Data Billing solutions. We focus on the new Calculated Units of Measure feature and what benefits it can bring your utility.

SOLUTIONS: Meter Data Management, iVUE Service - Utility (CC&B Utility)

Prepaid Billing Features & Processes   SERV-U 067

LOCATION: Adams Ballroom D   **INDUSTRY: Utility Only**   **EXPERIENCE: Introductory**

Considering starting a prepaid billing program? Learn the basics of how the solution works and can benefit both your utility and your customers.

SOLUTIONS: iVUE Connect - Service, iVUE Service - Utility (CC&B Utility)

What's New with NISC's Cyber Security Services   TECH-ALL 061

LOCATION: Juniper Ballroom A-B-C   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

With the ever changing landscape of cyber security, NISC continues to utilize new tools and implement enhancements to help protect Member infrastructure and data. Please join us as we explore new technologies and enhancements being utilized with NISC's Cyber Security product and service offerings.

SOLUTION: Cyber Services

Mbr Exp: Manage the Change that Comes with an Implementation   ENT-ALL 071

LOCATION: Summit 6-7   **👥 Member Experience**   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

If you've recently signed on as a new NISC Member or are evaluating NISC as a future technology provider, this session provides the opportunity to hear from the NISC Enterprise Project Management Team and from new Members about how they used change management through their implementation.

SOLUTIONS: iVUE Connect - Service, iVUE Connect - Operations, iVUE Financials (ABS), iVUE Operations (E&O), iVUE Service - Broadband (CC&B Telecom), iVUE Service - Utility (CC&B Utility)

Navigate the NISC Community   ENT-ALL 072

LOCATION: Summit 8-9   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Join us as we explore ways the NISC Community can help you sharpen your skills, discover important resources, collaborate with your peers, and stay in the know on the latest NISC news important to you.

SOLUTION: Community/Pathways

Create Intuitive Portals & Pages Using Mosaic   ENT-ALL 073

LOCATION: Crest 3-4-5   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Mosaic Portals improve reporting efficiency by organizing and condensing reports in one place, allowing you to access, analyze, and transform information into actionable insights. In this session, we share best practices for creating intuitive portals and pages, review different container types, and discuss security setup.

SOLUTION: Business Intelligence & Reporting

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

- 🟧 Enterprise
- 🟩 Financials
- 🟦 Marketing
- ✳ Repeat Session
- 🟪 Service
- 🟥 Operations
- ⬜ Technical
- CPE Course

Mbr Exp: Deposit Management   FIN-ALL 071

LOCATION: Cottonwood 4-5   👥 **Member Experience**   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Follow the Money! Join Ben Lomand Rural Telephone Cooperative as they follow payments from their members to the bank! Learn about the processes of balancing payments and managing deposits through Deposit Management to make Bank Reconciliation a breeze! Discover the tools and best practices to manage deposits, saving you time and money.

SOLUTIONS: iVUE Financials (ABS), iVUE Service - Broadband (CC&B Telecom), iVUE Service - Utility (CC&B Utility)

Learning Objectives
- Understand where customer payments originate and how to effectively use available tools for Deposit Management.
- Analyze customer payment and their relationship to Bank Deposits.
- Apply Deposit Management best practices for a successful Bank Reconciliation.

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

Preparing for Payroll Year-End   FIN-ALL 072

LOCATION: Adams Ballroom B   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Are you feeling unprepared for payroll year-end? Join us to learn ways to stay ahead of the game and simplify your W-2 and ACA Reporting processes within iVUE. Common items that need to be reviewed, tips on what can be done in advance to get a jump start on year-end, and a general overview of what to expect when closing out payroll will be covered.

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Apply best practices to year-end workflow.
- Summarize key items and processes of the year-end workflow.
- Identify resources to assist with year-end processes.

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 - Non-technical".

Depreciation Options   FIN-ALL 073

LOCATION: Cottonwood 6-7   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

This session will review the different Depreciation options available in the Asset Management module within Financials. Join us to gain a better understanding of the different depreciation methods, how to make adjustments to depreciation, and how to balance depreciation.

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Identify different Depreciation Methods.
- Explain how Depreciation can be adjusted.
- Demonstrate how to balance Depreciation.

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 - Non-technical".

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

- 🟧 Enterprise
- 🟩 Financials
- 🟦 Marketing
- ✳ Repeat Session
- 🟪 Service
- 🟥 Operations
- ⬜ Technical
- CPE Course

Special Retirements & How they can Benefit you   FIN-U 074

LOCATION: Spruce 3-4   **INDUSTRY: Utility Only**   **EXPERIENCE: All / Overview**

Join us to learn how to implement the Utility Special Retirement Process to payoff outstanding accounts receivable and uncollectable accounts by utilizing existing capital credits dollar amounts from Unclaimed, Retired No Check and Unretired. You will gain an understanding of the options to apply capital credit dollars to selected members or all members' outstanding balances without creating a check.

SOLUTIONS: Capital Credits, iVUE Financials (ABS), iVUE Service - Utility (CC&B Utility)

Learning Objectives
- Understand the options to apply Capital Credit dollars to selected members or all members' outstanding balances without creating a check.
- Implement the Utility Special Retirement Process into your Capital Credit processes.
- Describe the accounting entries generated during this process.

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 - Non-technical".

Mbr Exp: How AppSuite Changed Our Lives   OPS-ALL 071

LOCATION: Colorado Ballroom A   👥 **Member Experience**   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Would you like to know how AppSuite can change your life? Join us to hear from Lawrenceburg Utility Systems on how they streamlined their processes with AppSuite to allow for after-hours dispatching from home for managing outages and customer service actions. Bring all your inquiries for this question-and-answer style session to see how you can take advantage of these features in AppSuite, too!

SOLUTION: iVUE AppSuite

Discover Features of iVUE Connect - Asset Management that you Might Not Know are there   OPS-B 072

LOCATION: Colorado Ballroom C   **INDUSTRY: Broadband Only**   **EXPERIENCE: All / Overview**

By the end of this session you will understand the features available in Asset Management and how you can benefit from their utilization. You will also learn the benefits to having connectivity of your Broadband Network and why it fuels the enterprise engine.

SOLUTION: iVUE Connect - Operations

New & Next: Operations Analytics & DEW   OPS-U 073

LOCATION: Colorado Ballroom B   **INDUSTRY: Utility Only**   **EXPERIENCE: All / Overview**

The engineering and operations landscape is changing at a rapid pace. Join us as we discuss how NISC's engineering analysis solution, Operations Analytics, is evolving to meet your needs.

SOLUTION: iVUE Operations (E&O)

iVUE Connect Cashier & Gateway Chargebacks & Returns   SERV-ALL 071

LOCATION: Cottonwood 8-9   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

iVUE Connect - Service Cashier and CSR payments continue to grow exponentially each year. Join us as we follow the payment flow for phone and in-person payments while gaining an understanding of what enhancements have been added to payments through iVUE Connect. Besides taking payments, you might find the need to act on a chargeback or a returned payment through Gateway. Discover how the Payment Research Center can aide you in those actions.

SOLUTION: iVUE Connect - Service

Tips & Tricks: iVUE Connect - Service   SERV-ALL 072

LOCATION: Adams Ballroom A   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Each update to iVUE Connect - Service includes enhancements and new features. In this interactive session, your feedback will determine our path as we walk you through screens and features you may have missed. We'll share best practices and tips along the way. Whether you use iVUE Connect every day or you don't use it yet, you'll leave this session with a list of features you'll be excited to try or to talk about back at your office.

SOLUTION: iVUE Connect - Service

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

- 🟧 Enterprise
- 🟩 Financials
- 🟦 Marketing
- ✳️ Repeat Session
- 🟪 Service
- 🟥 Operations
- ⬛ Technical
- CPE Course

Mbr Exp: KPIs for Reporting — SERV-B 073

LOCATION: Maple 3-4-5 **Member Experience** **INDUSTRY: Broadband Only** **EXPERIENCE: Prior Experience**

Whether you are in operations or customer service, having access to data and tracking KPIs drives operational efficiencies and improves your member's experience. Throughout this session, see the KPIs used at Triangle Telephone and learn how they make the data actionable throughout their organization. KPI data is gathered from Query Builders and Mosaic. Topics include area maintenance, construction, customer service, marketing and more!

SOLUTION: iVUE Service - Broadband (CC&B Telecom)

Mbr Exp: Managing Delinquent Broadband Accounts — SERV-B 074

LOCATION: Adams Ballroom C **Member Experience** **INDUSTRY: Broadband Only** **EXPERIENCE: All / Overview**

In this session BrightRidge Electric shows how to streamline your delinquents for broadband accounts. Learn how to save time and effort as you work through delinquent processes by using Provider Priority Account level, Delinquent Evaluation, auto reconnect fees, and auto DNP reconnects.

SOLUTION: iVUE Connect - Service

Mbr Exp: Tracking Generation Equipment in iVUE — SERV-U 075

LOCATION: Cottonwood 2-3 **Member Experience** **INDUSTRY: Utility Only** **EXPERIENCE: All / Overview**

Tracking and reporting on generation devices like solar and wind can be made easier using devices in iVUE Service. Learn how Three Rivers Electric moved away from using spreadsheets to track generation devices. This session will include details of how to work with iVUE Service screens to configure and track devices. In addition, it will detail some of the reports that have been developed by Three Rivers Electric.

SOLUTION: iVUE Service - Utility (CC&B Utility)

Mbr Exp: Prepaid Billing Member Panel — SERV-U 076

LOCATION: Adams Ballroom D **Member Experience** **INDUSTRY: Utility Only** **EXPERIENCE: All / Overview**

In this panel, NISC Members who utilize NISC's prepaid billing solution share their experiences. Join them for this valuable peer-to-peer opportunity.

SOLUTIONS: iVUE Connect - Service, iVUE Service - Utility (CC&B Utility)

Mbr Exp: Launching Consumer Analytics Powered by Bidgely — SERV-U 077

LOCATION: Colorado Ballroom D **Member Experience** **INDUSTRY: Utility Only** **EXPERIENCE: All / Overview**

Peace River plans to boost member engagement and satisfaction with Bidgely's Utility AI, helping their customers better understand how they're consuming usage. Join this session to learn about features and functionality Peace River is providing their membership.

SOLUTIONS: Messenger, SmartHub, iVUE Connect - Marketing

Mbr Exp: iVUE Security — TECH-ALL 071

LOCATION: Juniper Ballroom A-B-C **Member Experience** **INDUSTRY: All Industries** **EXPERIENCE: All / Overview**

Security in iVUE and iVUE Connect is crucial to ensuring your staff can get their work done. Join this Member-led experience as Columbia REA takes you through iVUE Admin and Cloud Portal security including profiles, permissions, roles, and groups. They share their unique approach and best practices that have streamlined security for their cooperative.

SOLUTION: Technical Services

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

- Enterprise
- Financials
- Marketing
- Repeat Session
- Service
- Operations
- Technical
- CPE Course

Mbr Exp: Training your Employees on NISC Solutions   ENT-ALL 081

LOCATION: Summit 8-9   **Member Experience**   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

How can you help new staff learn NISC Solutions? How can you help existing staff continue to build their knowledge? Learn from two Member panelists as they share their training and learning experiences. This session is helpful for anyone who trains new employees or is in a training/learning role (for any solution or industry). Panelists will share insights helpful for those new to training and those with years of experience.

SOLUTION: Community/Pathways

Mosaic Best Practices   ENT-ALL 082

LOCATION: Crest 3-4-5   **INDUSTRY: All Industries**   **EXPERIENCE: Prior Experience**

If you have been using Mosaic and would like to improve your experience this is the session for you. We share some Mosaic best practices for both novice and more advanced users.

SOLUTION: Business Intelligence & Reporting

Procurement Management   FIN-ALL 081

LOCATION: Cottonwood 4-5   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Join us as we step through best practices in the Purchasing Workflow. Use this as a starting point to compare to your procedures, and to generate ideas and discussion on where improvements can be made.

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Understand key challenges features in iVUE Material Inventory/Purchase Orders.
- Discuss scenarios/best practices for purchasing and managing materials.
- Identify ways to improve Inventory Management.

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 - Non-technical".

Exciting General Ledger Financial Statement Solution*   FIN-ALL 082

LOCATION: Adams Ballroom B   **INDUSTRY: All Industries**   **EXPERIENCE: Introductory**

Do you struggle preparing your monthly financial statements? Do you wish you had a solution that made preparation easy providing you more time to focus on analysis? During this session, NISC will highlight its newest financial statement report writing tool. This solution allows you to leverage your Excel knowledge to build the financial statements you need. This tool will replace the current iVUE Financials Excel Extract and Financial Designer reports. We will discuss the benefits of utilizing the solution, provide examples of financial statement reports, and explain how to get started.

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Leverage your Excel knowledge to build financial statements you need.
- Explain benefits of utilizing NISC's newest financial statements solution.
- Define the steps needed to start using NISC's newest financial statement solution.

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 - Non-technical".

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- ■ Enterprise
- ■ Financials
- ■ Marketing
- ✲ Repeat Session
- ■ Service
- ■ Operations
- ■ Technical
- CPE Course

Estate and General Retirements   FIN-B 083

LOCATION: Spruce 3-4   **INDUSTRY: Broadband Only**   **EXPERIENCE: All / Overview**

In this session we review the estate and general retirement processes, including the different setup options available, and the check print details for each retirement type.

SOLUTION: Capital Credits

Learning Objectives
- Successfully run the estate and general retirement processes.
- Gain knowledge and have better clarity of the options there are for a general retirement.
- Identify print standards for general retirement checks.

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 - Non-technical".

Deep Dive on Utility Work Order Closing   FIN-U 084

LOCATION: Cottonwood 6-7   **INDUSTRY: Utility Only**   **EXPERIENCE: Prior Experience**

Join this session to take a deep look at how the dollars on your Work Order are spreading through the closing process. We review the screens that can be used to close Work Orders along with discussing the closing calculations.

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Under how the dollars on your Work Order are processed through the WO closing process.
- Analyze common errors when closing Work Orders.
- Review important details on the closing 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 "Accounting - Technical".

Mbr Exp: Manage Interconnection Agreements   MKT-U 081

LOCATION: Colorado Ballroom D   **Member Experience**   **INDUSTRY: Utility Only**   **EXPERIENCE: All / Overview**

Join this session to hear how CoServ Electric is leveraging enterprise solutions to help automate their interconnection agreement process. Learn about publishing iVUE Connect - Marketing forms to automate the collection of data from the installer, to generating service orders, and how they notify customers of the status through Multi-Channel Messenger.

SOLUTIONS: Messenger, iVUE Connect - Marketing, iVUE Connect - Service

Mbr Exp: iVUE Connect - Staking Panel   OPS-ALL 081

LOCATION: Colorado Ballroom A   **Member Experience**   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Learn from Members who have implemented iVUE Connect - Staking. Discover how Columbia REA, Ozarks and Coles Moultrie gained efficiencies and took advantage of exciting and highly utilized features. See how their adoption and training methods can help you get ready for iVUE Connect - Staking.

SOLUTION: iVUE Connect - Operations

Keep Customers Happy & Billing Accurate with iVUE Connect - Provisioning Audit Manager   OPS-B 082

LOCATION: Colorado Ballroom B   **INDUSTRY: Broadband Only**   **EXPERIENCE: All / Overview**

Provisioning is one of the top return-on investments NISC solutions you can use. Not only does it activate, change, and remove services based on service activity, it also manages processes to audit iVUE Connect data used for provisioning to what is provisioned in the supported 3rd party solution. Learn about advancements in the tools to manage your audits and to ensure what you are billing your customers is accurate.

SOLUTIONS: iVUE Connect - Service, iVUE Connect - Operations

nisc mic MEMBER INFORMATION CONFERENCE **2023**

- 🟧 Enterprise
- 🟩 Financials
- 🟦 Marketing
- ✳ Repeat Session
- 🟪 Service
- 🟥 Operations
- ⬜ Technical
- CPE Course

Utilize User Services System with iVUE & iVUE Connect — OPS-B 083

LOCATION: Colorado Ballroom C · **INDUSTRY: Broadband Only** · **EXPERIENCE: All / Overview**

In this session we cover the features and benefits of the NISC integration of User Services System with iVUE and iVUE Connect for service provisioning, customer service and for alerts and outage management for broadband services.

SOLUTIONS: User Services System (USS), iVUE Connect - Operations, iVUE Operations (E&O)

Mbr Exp: Meet Your Member Advisory Sub-Committee — SERV-ALL 082

LOCATION: Adams Ballroom A · Member Experience · **INDUSTRY: All Industries** · **EXPERIENCE: All / Overview**

Meet the Members of the NISC Member Advisory Service Sub-Committee and hear about their journey coming together as representatives from both Broadband and Utility organizations. They share how they can help amplify your voice with NISC through the Advisory channel, and their techniques for managing change and keeping up with NISC software releases at their offices.

SOLUTIONS: iVUE Connect - Service, iVUE Service - Utility (CC&B Utility), iVUE Service - Broadband (CC&B Telecom)

Mbr Exp: Online Utility Exchange Credit Checks & Collections — SERV-ALL 083

LOCATION: Cottonwood 2-3 · Member Experience · **INDUSTRY: All Industries** · **EXPERIENCE: Introductory**

Discover how to reduce your bad debts by validating new customers' credit, and utilize NISC's integration with Online Utility Exchange (OUE) after the customer leaves.

SOLUTIONS: SmartHub, iVUE Connect - Service, iVUE Service - Broadband (CC&B Telecom), iVUE Service - Utility (CC&B Utility)

Using New Features in SmartHub Order Management — SERV-B 084

LOCATION: Cottonwood 8-9 · **INDUSTRY: Broadband Only** · **EXPERIENCE: All / Overview**

We have been working hard on delivering value to SmartHub Order Management, to give your members more control and make your process more efficient. Come to this session to find out about the new enhancements.

SOLUTION: iVUE Service - Broadband (CC&B Telecom)

Service Order Basics: iVUE Service - Broadband — SERV-B 085

LOCATION: Maple 3-4-5 · **INDUSTRY: Broadband Only** · **EXPERIENCE: Introductory**

Whether you've been completing Service Orders for years or are just getting started, there comes great value with understanding the basics behind this essential process. Within this session, learn the skills to effectively navigate through introductory aspects of creating, processing, and closing Service Orders within iVUE Service - Broadband.

SOLUTION: iVUE Service - Broadband (CC&B Telecom)

Campaigns, Contracts & Promotions in iVUE Connect — SERV-B 086

LOCATION: Adams Ballroom C · **INDUSTRY: Broadband Only** · **EXPERIENCE: Prior Experience**

Special contracts & promotions can be used to take every opportunity to maintain and upsell services to your current customers. And don't forget about using campaigns to provide talking points and scripts to teams that are working directly with members! In this session learn how to configure contracts, promotions and ensure to capture responses for campaign statistics.

SOLUTION: iVUE Connect - Service

Tips & Tricks: iVUE Service Utility* — SERV-U 081

LOCATION: Summit 6-7 · **INDUSTRY: Utility Only** · **EXPERIENCE: All / Overview**

This session is the ultimate guide to taking your iVUE Service - Utility skills to the next level. Whether you've used iVUE Service - Utility for years or you are new to it, there is plenty to learn within the application. Join us as we provide helpful pointers to optimize your experience and save you valuable time during your workday.

SOLUTION: iVUE Service - Utility (CC&B Utility)

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- ■ Enterprise
- ■ Financials
- ■ Marketing
- ✳ Repeat Session
- ■ Service
- ■ Operations
- ■ Technical
- CPE Course

The Business Value of Meter Data Management — SERV-U 087

LOCATION: Adams Ballroom D   **INDUSTRY: Utility Only**   **EXPERIENCE: All / Overview**

Are you wondering how Meter Data Management can provide business value to your utility? Join us as we review example scenarios demonstrating where MDM can aggregate and report on data.

SOLUTION: iVUE Service - Utility (CC&B Utility)

Mbr Exp: I'm a "hacker" now! Defense Through Offense Scripting — TECH-ALL 081

LOCATION: Juniper Ballroom A-B-C   👥 **Member Experience**   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Hear how NineStar Connect uses Atomic Red Team (ART) to test the defensive capabilities in their network. They walk through how to set up ART, covering both its use as well as its effects on the target systems via Sysmon.

SOLUTION: Technical Services

Implementing the Solution & Preparing for your Implementation — ENT-ALL 091

LOCATION: Summit 6-7   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

If you've recently signed on as a NISC Member or are evaluating NISC as a future technology provider, this session provides the opportunity to learn from a panel of NISC Implementation Team Leads and Enterprise project managers discussing NISC's approach to installing the iVUE Enterprise solutions. This session highlights what to do to prepare for your iVUE Implementation.

SOLUTIONS: iVUE Connect - Service, iVUE Connect - Operations, iVUE Financials (ABS), iVUE Operations (E&O), iVUE Service - Broadband (CC&B Telecom), iVUE Service - Utility (CC&B Utility)

Mbr Exp: Delivering Value from a Business Process Consultation — ENT-ALL 092

LOCATION: Summit 8-9   👥 **Member Experience**   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Are you using iVUE to its fullest capabilities? Are you looking to improve your processes and become more efficient? Come join Central Electric and SIEnergy to learn about Business Process Consultations (BPCs) and how they can help you get the most value out of your iVUE system.

SOLUTIONS: Messenger, SmartHub, iVUE Financials (ABS), iVUE Operations (E&O), iVUE Service - Broadband (CC&B Telecom), iVUE Service - Utility (CC&B Utility)

Top 10 Tricks of the Mosaic Trade — ENT-ALL 093

LOCATION: Crest 3-4-5   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Join the NISC Mosaic product team to learn the tricks of the Mosaic trade. Learn new skills and strategies as we count down this top 10 list and leave the session with actionable tips to incorporate at your own site.

SOLUTION: Business Intelligence & Reporting

Elevating the User Experience with Product Design — ENT-ALL 094

LOCATION: Spruce 3-4   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Meet NISC's Product Design team as we review case studies on past solutions and discuss how you can engage in user research and testing to help build the future of iVUE Connect and other NISC software solutions. Learn about "The Great Compromise" and the role our Members play in the processes of researching software requirements and designing for performance.

SOLUTIONS: Business Intelligence & Reporting, Capital Credits, Document Management, Messenger, Meter Data Management, SmartHub, iVUE AppSuite, iVUE Broadband - LeadAgent, iVUE Connect - Financials, iVUE Connect - Marketing, iVUE Connect - Service, iVUE Connect - Operations, iVUE Financials (ABS), iVUE Operations (E&O), iVUE Service - Broadband (CC&B Telecom), iVUE Service - Utility (CC&B Utility)

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

🟧 Enterprise	🟪 Service
🟩 Financials	🟥 Operations
🟦 Marketing	⬜ Technical
✴ Repeat Session	CPE Course

Mbr Exp: Preparing for an Audit　　　　FIN-ALL 091

LOCATION: Cottonwood 4-5　　👥 **Member Experience**　　**INDUSTRY: All Industries**　　**EXPERIENCE: Prior Experience**

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

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Identify processes and best practices to aid in the year-end audit process.
- Utilize stored reports to gather audit information.
- 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 "Accounting - Technical".

Payroll & iVUE Connect - Financials Features You May Not Be Using　　　　FIN-ALL 092

LOCATION: Adams Ballroom B　　　　**INDUSTRY: All Industries**　　**EXPERIENCE: Prior Experience**

Are you set up in iVUE Connect - Financials – HR and comfortable using the software, but curious about features that you may have chosen to put on the back burner during implementation? It's time to return to those features to get the greatest benefit possible out of the software. Join us to learn about employee acknowledgments, training/certifications, medical testing records, expense management, creating reports, customizing employee views, and much more.

SOLUTION: iVUE Connect - Financials, iVUE Financials (ABS)

Learning Objectives
- Determine which features to roll-out next based on the greatest benefit to your organization.
- Develop a plan on how to setup the features you want implemented.
- Establish best practices for use of each feature selected based on use by other member sites.

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 - Non-technical".

Deep Dive on Broadband Work Order Closing　　　　FIN-B 093

LOCATION: Cottonwood 6-7　　　　**INDUSTRY: Broadband Only**　　**EXPERIENCE: Prior Experience**

Join this session to take a deep look at how the dollars on your Work Order are spreading through the closing process. We review the screens that can be used to close Work Orders along with discussing the closing calculations.

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Understand the screens that can be used when closing a Work Order.
- Understand how the dollars on your Work Order are processed through the WO closing process.
- Review important details on the closing 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 "Accounting - Technical".

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

- 🟧 Enterprise
- 🟩 Financials
- 🟦 Marketing
- ✱ Repeat Session
- 🟪 Service
- 🟥 Operations
- ⬛ Technical
- CPE Course

Explore the Benefits of Performing Work in the Field Using AppSuite Compass   OPS-ALL 091

LOCATION: Colorado Ballroom C   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Explore how AppSuite can assist field personnel for everyday needs! After this session you will understand the key integrations and use cases regarding staking, outage and work management features. We highlight some key benefits around the Compass tile and best practices on managing scenarios such as new service requests, storm scenarios and field maintenance. Finally, we discuss the new addition of the Inspection feature to the Compass tile.

SOLUTION: iVUE AppSuite

New & Next: iVUE Connect - Provisioning   OPS-B 092

LOCATION: Colorado Ballroom B   **INDUSTRY: Broadband Only**   **EXPERIENCE: All / Overview**

See an overview of functions that have been added to iVUE Connect - Provisioning over the last year and get a preview of some upcoming new features.

SOLUTIONS: iVUE Connect - Service, iVUE Connect - Operations

Keep your Conversation going with Outage Management, SmartHub & Multi-Channel Messenger   OPS-U 093

LOCATION: Colorado Ballroom A   **INDUSTRY: Utility Only**   **EXPERIENCE: All / Overview**

Join us for this session covering standard Outage Management tools to help communicate internally and externally. We discuss everything from reporting an outage to notifying the public that power has been restored and everything in between. We focus on communication channels including SmartHub, AppSuite and Multi-Channel Messenger. Learn how, together, these tools provide email, push, text and even phone call options for targeted communication.

SOLUTIONS: Messenger, SmartHub, iVUE Operations (E&O)

Mbr Exp: Using iVUE Connect - Service at Our Office   SERV-ALL 091

LOCATION: Adams Ballroom A   👥 **Member Experience**   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Hear how Middle Tennessee EMC, Co-Mo Connect, and Jackson Energy are using iVUE Connect - Service in their offices, how they transitioned to this cloud application, and how they're using it today. You'll leave this session inspired to take full advantage of iVUE Connect, whether you already have it at your office or you'll be implementing it in the future.

SOLUTION: iVUE Connect - Service

iVUE Connect Broadband Demo for Utility Members   SERV-B 092

LOCATION: Cottonwood 8-9   **INDUSTRY: Broadband Only**   **EXPERIENCE: All / Overview**

Utilities that provide, or are interested in providing, broadband service can join this session to see an integrated service order flow from customer sign-up, to the CSR's role with the service order, through scheduling and installation by the technician in the field, to closing of the service order.

SOLUTION: iVUE Connect - Service

Mbr Exp: iVUE Service Broadband Service Orders - Deep Dive of Workflow, Tasks & Alerts   SERV-B 093

LOCATION: Maple 3-4-5   👥 **Member Experience**   **INDUSTRY: Broadband Only**   **EXPERIENCE: Prior Experience**

From building Tasks (Critical Tasks, Messenger Tasks, Internal Screen Tasks, etc), to building Workflow Templates and Service Order Types, learn how tying all of these together while also using Task Alerts and Emails Alerts will help reduce errors and help your team be more efficient. Pioneer Telephone has researched and implemented almost everything in this category and believes this information can help you streamline your processes as well.

SOLUTION: iVUE Service - Broadband (CC&B Telecom)

Keeping up with Broadband Regulations   SERV-B 094

LOCATION: Adams Ballroom C   **INDUSTRY: Broadband Only**   **EXPERIENCE: All / Overview**

Are you using all the available tools in iVUE Connect Service and Mosaic for the many FCC regulatory filings you are required to keep up with if you offer broadband or voice services? Is it taking too many hours to keep up? Join this session to learn how you can use the tools in the system you already have to streamline these requirements. Topics include FCC 477/BDC, HUBB, Lifeline, and ACP.

SOLUTION: iVUE Connect - Service

NISC MIC 2023
MEMBER INFORMATION CONFERENCE

🟧 Enterprise	🟪 Service
🟩 Financials	🟥 Operations
🟦 Marketing	⬜ Technical
✱ Repeat Session	CPE Course

| TUES., SEPT. 19 | CONCURRENT 9 | 1:20 – 2:10 P.M. |

Mbr Exp: Drive Engagement with SmartHub — SERV-U 095

LOCATION: Colorado Ballroom D   👥 **Member Experience**   **INDUSTRY:** Utility Only   **EXPERIENCE:** All / Overview

Wondering how you can boost engagement in SmartHub with your customers? In this session you will hear from Members on how they leverage features to effectively communicate and increase program enrollment automations through SmartHub.

SOLUTION: SmartHub

Mbr Exp: Delinquent & Collection Efficiencies — SERV-U 097

LOCATION: Adams Ballroom D   👥 **Member Experience**   **INDUSTRY:** Utility Only   **EXPERIENCE:** All / Overview

Working through delinquents and collections can be time consuming and labor intensive. In this session a Member takes a look at some features in iVUE Service - Utility and iVUE Connect - Service you can use to save time and streamline your delinquent and collection procedures.

SOLUTION: iVUE Connect - Service, iVUE Service - Utility (CC&B Utility)

Mbr Exp: NISC Disaster Recovery Testing — TECH-ALL 091

LOCATION: Juniper Ballroom A-B-C   👥 **Member Experience**   **INDUSTRY:** All Industries   **EXPERIENCE:** All / Overview

What are you doing for backups and disaster recovery? Are you testing your NISC Disaster Recovery Service plan? Please join us as NISC discusses NISC's backup options. Hear from East Central Energy as they share what they do for testing their NISC Disaster Recovery Service.

SOLUTION: Technical Services

| TUES., SEPT. 19 | CONCURRENT 10 | 2:30 – 3:20 P.M. |

Mbr Exp: New Member Implementation Enterprise Panel — ENT-ALL 101

LOCATION: Summit 6-7   👥 **Member Experience**   **INDUSTRY:** All Industries   **EXPERIENCE:** All / Overview

If you've recently signed on as a new NISC Member or are evaluating NISC as a future technology provider, this session provides insight into the implementation process. A panel of new NISC Members, who recently implemented NISC solutions, share their experiences, best practices and lessons learned.

SOLUTIONS: iVUE Connect - Service, iVUE Connect - Operations, iVUE Financials (ABS), iVUE Operations (E&O), iVUE Service - Broadband (CC&B Telecom), iVUE Service - Utility (CC&B Utility)

Advanced Mosaic Techniques — ENT-ALL 102

LOCATION: Crest 3-4-5   **INDUSTRY:** All Industries   **EXPERIENCE:** Prior Experience

Elevate your skills in this session designed to equip you with practical skills needed to navigate the intricacies of Mosaic. Learn essential functions and tactics enabling you to create impactful reports aligned with your unique requirements. We lay a quick foundation on how Mosaic presents data and the details of calculations and then move on to functions, dates, and useful tricks.

SOLUTION: Business Intelligence & Reporting

Retooling your Bill Statements with Print Services — ENT-ALL 103

LOCATION: Spruce 3-4   **INDUSTRY:** All Industries   **EXPERIENCE:** All / Overview

Does your current bill statement only show your members how much they owe, when their bill is due, and content that's the same from month to month? See how the latest Print Services functionality can help improve the display of that important information, while leveraging the billing statement to communicate important information to your members. Review the project timeline and see our latest cutting edge billing statement templates. We'll also provide an introduction to the latest in bill print functionality, with new features available in iVUE Connect - Service. Whether you provide utility or broadband services, are an existing NISC Member or prospective Member, you won't want to miss this!

SOLUTION: Print Services (AMS)

Mbr Exp: Drive Engagement with Messenger — ENT-U 104

LOCATION: Colorado Ballroom D   👥 **Member Experience**   **INDUSTRY:** Utility Only   **EXPERIENCE:** All / Overview

Wondering how you can get more out of Messenger to communicate to your customers? In this session, hear from Powder River Energy on how they leverage Messenger features to effectively communicate and drive engagement.

SOLUTION: Messenger

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

Legend:
- Enterprise
- Financials
- Marketing
- Service
- Operations
- Technical
- ✳ Repeat Session
- CPE Course

Mbr Exp: Connecting Mapping into the NISC Enterprise — ENT-U 105

LOCATION: Summit 8-9   👥 Member Experience   **INDUSTRY: Utility Only**   **EXPERIENCE: All / Overview**

Rita Blanca took advantage of NISC Business Process Consultation (BPC) program for multiple solutions in the past two years. Join them as they share their BPC experiences including Mapping & Staking, Outage Management, and Work Management. With an eye on Operations Analytics and DEW, changes were also made to Service, Financials, and even the Aclara metering system. This presentation will highlight benefits, while noting specific changes in settings, data, and human processes.

SOLUTION: iVUE Operations (E&O)

Mbr Exp: Fleet Management Services — FIN-ALL 101

LOCATION: Cottonwood 4-5   👥 Member Experience   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

CPE SPONSORS If managing fleet maintenance is challenging for you, we may have the answer you've been looking for. iVUE Financials Fleet Management Services offers options for scheduling services for fleet assets, getting notified when those services come due, and processing the service requests in an organized and timely manner. Join us to learn how Jackson EMC is utilizing Fleet Management Services. In addition, our discussion will include how they are tracking material charges and other expenses made to Fleet Management for these services, and a brief explanation of how those expenses can spread to distribution accounts based on a GL Distribution Method of Meter Summary or Labor Summary.

SOLUTION: iVUE Financials (ABS)

Learning Objectives
- Identify Fleet Management solutions for tracking expenses.
- Develop a vehicle maintenance plan with Scheduled Services.
- Compare Meter Summary and Labor Summary GL Distribution methods.

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 - Non-technical".

Financials AppSuite Overview — FIN-ALL 102

LOCATION: Adams Ballroom B   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

CPE SPONSORS Not using AppSuite yet or new to AppSuite? Using AppSuite and want to see more options and features? Join this session for an overview of AppSuite with Financials and learn what it can do for you! See how you could use AppSuite for Time Entry, Approving Time Entry, Submitting Time Off Requests, Approving Time Off Requests, AP and PO Approvals, Creating/Submitting Expenses and Expense Reports, and Managing Material Inventory. We show you how AppSuite can be used to gain efficiencies at any time, from anywhere!

SOLUTIONS: iVUE AppSuite, iVUE Connect - Financials, iVUE Financials (ABS)

Learning Objectives
- Describe and demonstrate Financials AppSuite's features and capabilities.
- Discuss the benefits of Financials AppSuite, and how AppSuite could be used and set up for different Users and Groups.
- Discuss how to get started with Financials AppSuite, how to add a new feature for AppSuite, and where to find online training, release information, and upcoming planned features.

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 - Non-technical".

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

- ⬛ Enterprise
- ⬛ Financials
- ⬛ Marketing
- ✳ Repeat Session
- ⬛ Service
- ⬛ Operations
- ⬛ Technical
- CPE Course

Valuable Security Features in Financials   FIN-ALL 103

LOCATION: Cottonwood 6-7   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

Do you know what sensitive information your employees can see? Do you worry about employees making incorrect or unwanted setup changes to vendor or employee records? Are you interested in implementing simple fraud prevention measures? If you missed it last year, join us to learn more about specific security measures you can utilize in iVUE Financials.

SOLUTIONS: iVUE Connect - Financials, iVUE Financials (ABS)

Learning Objectives
- Control who sees confidential financial information and find out who is looking at it.
- Explain how to review and receive notifications for setup changes within iVUE Financials.
- Identify simple fraud prevention tools.

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 - Non-technical".

Mbr Exp: Importance of Clean Service Locations and Tips on Cleaning Them Up   OPS-U 101

LOCATION: Colorado Ballroom A   👥 **Member Experience**   **INDUSTRY: Utility Only**   **EXPERIENCE: All / Overview**

Service locations are a critical component to all aspects of providing services to a customer. Hear how Bluebonnet Electric undertook and completed a project to ensure their service locations were clean and accurate.

SOLUTIONS: SmartHub, iVUE Connect - Service, iVUE Connect - Operations, iVUE Operations (E&O), iVUE Service - Utility (CC&B Utility)

Mbr Exp: Hosting Capacity & Interconnect Studies: A Definite Need in Today's Smartgrid   OPS-U 102

LOCATION: Colorado Ballroom B   👥 **Member Experience**   **INDUSTRY: Utility Only**   **EXPERIENCE: All / Overview**

With increases in solar and other types of interconnections, you may need an easy and efficient tool to verify and validate interconnection requests. See how Egyptian Electric meets that need using DEW, the engineering analysis tool that drives NISC's Operations Analytics solution. Come learn how DEW can help you reap the benefits of DER additions to your system.

SOLUTION: Meter Data Management, iVUE Operations (E&O)

Discover the Hidden Gems in Outage Management   OPS-U 103

LOCATION: Colorado Ballroom C   **INDUSTRY: Utility Only**   **EXPERIENCE: All / Overview**

NISC's Outage Management is constantly evolving, which can make it hard to stay on top of all the latest functionality. Join us as we explore key functions that help you today, but don't require much configuration on your side.

SOLUTION: iVUE Operations (E&O)

What you Missed at the MIC   SERV-ALL 101

LOCATION: Adams Ballroom D   **INDUSTRY: All Industries**   **EXPERIENCE: All / Overview**

It's impossible to attend all the sessions you want to at the MIC, so this session covers the key takeaways from dozens of Service sessions. You'll be reminded of the highlights from sessions you attended, and you'll hear what you missed in others, so you can take that information back to your office and amaze your coworkers with your breadth of knowledge.

SOLUTION: Messenger, Meter Data Management, SmartHub, iVUE Connect - Service, iVUE Service - Utility (CC&B Utility)

Mbr Exp: Create Efficiency with New Customer Sign-Ups with SmartHub Order Management & Crowdsourcing   SERV-B 102

LOCATION: Maple 3-4-5   👥 **Member Experience**   **INDUSTRY: Broadband Only**   **EXPERIENCE: All / Overview**

How are organizations using SmartHub Order Management (SHOM)? Do they do promotions? Participate in the Affordable Connectivity Program? Utilize Crowdsourcing? Save time of their CSRs? Twin Lakes answers these questions and more as they share how they use SHOM for their new customer sign-up process.

SOLUTION: iVUE Service - Broadband (CC&B Telecom)

NISCMIC 2023
MEMBER INFORMATION CONFERENCE

- 🟧 Enterprise
- 🟩 Financials
- 🟦 Marketing
- ✴ Repeat Session
- 🟪 Service
- 🟥 Operations
- ⬜ Technical
- CPE Course

Tips & Tricks: Broadband Services in iVUE Connect SERV-B 103

LOCATION: Adams Ballroom C **INDUSTRY: Broadband Only** **EXPERIENCE: All / Overview**

Keeping up with the latest features in iVUE Connect? Join us for tips on the latest and greatest ways to get the most out of your Broadband services. Ideal for new and experienced iVUE Connect users.

SOLUTION: iVUE Connect - Service

Third Party Payments & Kiosks in iVUE Service SERV-U 104

LOCATION: Cottonwood 8-9 **INDUSTRY: Utility Only** **EXPERIENCE: All / Overview**

Support prepaid billing and reduce delinquent accounts by accepting real-time cash, check and charge payments. Learn how to take 24/7 payments in convenient locations from third party kiosks and store locations with Incomm, Western Union, and Fidelity Express.

SOLUTIONS: iVUE Connect - Service, iVUE Service - Utility (CC&B Utility)

Service Order Efficiencies SERV-U 105

LOCATION: Adams Ballroom A **INDUSTRY: Utility Only** **EXPERIENCE: Prior Experience**

Are your Service Orders efficient? Want to know when a payment is made for a deposit? Or when an application is signed? This session shows how to keep Service Orders flowing without looking at them daily.

SOLUTION: iVUE Connect - Service, iVUE Service - Utility (CC&B Utility)

A Conversation about Meter Data Management SERV-U 106

LOCATION: Cottonwood 2-3 **INDUSTRY: Utility Only** **EXPERIENCE: All / Overview**

Join us as we explore how Mosaic content can augment or replace virtual meters, how new options reduce the need for custom MDM reports, and how MDM can help with interval data billing questions.

SOLUTION: Meter Data Management, Business Intelligence & Reporting

The Security Maturity Model: How to Assess your Security Posture TECH-ALL 101

LOCATION: Juniper Ballroom A-B-C **INDUSTRY: All Industries** **EXPERIENCE: All / Overview**

Security risks are everywhere in today's connected world, impacting individuals and organizations alike. Strengthening security postures is imperative as attacks increase in volume, complexity, and severity. Consequently, organizations must strive to assess and achieve security maturity. This session provides an overview of what security maturity means and some tips to achieve it.

SOLUTION: Technical Services

NISC MIC 2023
MEMBER INFORMATION CONFERENCE

- Enterprise
- Financials
- Marketing
- ✳ Repeat Session
- Service
- Operations
- Technical
- CPE CPE Course