

Out of State Travel/Training Request Presented to Personnel Committee for Approval

Requesting Supervisor/Manager: Karen Dorow Department: DPI

Names of Employees Attending: Karen Dorow, Randy Junk, Sue Reilly

| Name of Training | Dates of Training | Location of Training |
|---------------------------------|-------------------|----------------------|
| Faster User Training Conference | October 17 - 19 | Portsmouth, VA |

| | | |
|----------------------------------|--------------------|-----------------------------------|
| Estimated cost of training | \$ 2,115.00 | |
| Estimated cost of travel | \$ 1,740.00 | |
| Estimated cost of meals | \$ 200.00 | |
| Estimated cost of accommodations | \$ 900.00 | |
| Estimated cost of misc. expenses | \$ 175.00 | Please explain Shuttle to Airport |
| Total estimated cost | \$ 5,130.00 | |

Requesting Supervisor/Manager Comments: FASTER is the system used for vehicle maintenance and parts inventory for police, fire, transit, city and MPU vehicles. Early last year we had an upgrade of the FASTER software. This conference is essential for learning ways to gain efficiencies in operations and collaborating with other FASTER/Fleet professionals to learn how to better utilize our FASTER system.

What are the objectives for the training? Personnel will attend job specific tracks and bring back the knowledge to share with users. We will be looking for ways to improve efficiency, streamline operations and reduce inventory.

How will this training be shared / implemented upon return? Personnel will bring back the knowledge they learn and have training to share what was learned with all users of the FASTER software.

How will this training benefit the City? What is the return on the investment? We are looking to streamline processes through the system, learn about features not being used, and use the tools that FASTER has available to reduce paperwork and data entry time. This will also help identify ways to reduce parts inventories.

Supervisor Approval/Decline

Approved Declined Reason for decline: _____

Supervisor/Manager Signature: _____ Dated: _____

****Please attach any additional information you would like considered with this request**



2016 Conference for Fleet & IT Professionals

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Agenda 2016

Please note that the 2016 conference schedule may change as we get closer in to the conference dates and fine tune the content to meet customer needs. The four content tracks and quantity of offerings will not change, but the specific content topics offered may alter.

2016 Conference Agenda

Saturday, October 15th

| Start | End | Location | Description |
|---------|---------|--------------------|---|
| 5:00 PM | 7:00 PM | Presidential Suite | Informal Get Together for Early Arrivals in the Presidential Suite. |

Sunday, October 16th

| Start | End | Location | Description |
|---------|---------|--------------------|---|
| 1:00 PM | 4:00 PM | Presidential Suite | Customers are welcome to join us in the Presidential Suite to kick back and watch the current game. |
| 4:00 PM | 7:00 PM | Registration | Stop by to check in, get your badge and conference materials. |
| 5:00 PM | 7:00 PM | Reception | Kickoff Opening Reception at Conference Hotel |

Monday, October 17th

| Start | End | Title | Description |
|---------|----------|-------------------------------|--|
| 7:45 AM | 4:15 PM | Registration | One-stop location for conference materials, questions and assistance. |
| 8:00 AM | 9:30 AM | Breakfast & General Session | To Be Announced |
| 9:30 AM | 9:45 AM | Break | |
| 9:45 AM | 10:45 AM | Technician Mentorship Program | We are facing an Automotive Technician Shortage, come and learn how you can hire, train, and grow from this problem. It's a WIN WIN for all parties. |

| | | | |
|----------|----------|--|--|
| 9:45 AM | 10:45 AM | <i>FASTER</i> Win for the New System Administrator | In this session, you will acquire a basic understanding of the <i>FASTER</i> System Administrator role. Attendees should be able to administer user permissions, manage table codes, and understand the interaction between members of fleet and <i>FASTER</i> Support. |
| 9:45 AM | 10:45 AM | What's New in <i>FASTER</i> Web & General Overview (Helpful for Beginners) | In this session existing <i>FASTER</i> Web customers and those interested in Web can learn what's new in the latest version. The second part of the session will cover more general <i>FASTER</i> Web features that will be of most benefit to those interested in going to <i>FASTER</i> Web in the future. |
| 9:45 AM | 10:45 AM | Advanced PM Features in <i>FASTER</i> Win | Attendees of this session should leave with an understanding of the <i>FASTER</i> PM Scheduler and PM Posting |
| 10:45 AM | 11:00 AM | Break | |
| 11:00 AM | Noon | Fleet Metrics | Bill Griffiths, Division Chief at Montgomery County, MD, and recipient of the 2015 GFX Fleet Manager of the Year will discuss fleet metrics. |
| 11:00 AM | Noon | <i>FASTER</i> Web for the New System Administrator | In this session, you will acquire a basic understanding of the <i>FASTER</i> System Administrator role. Attendees should be able to administer user permissions, manage table codes, and understand the interaction between members of fleet and <i>FASTER</i> Support. |
| 11:00 AM | Noon | <i>FASTER</i> 's Second Generation Motor Pool | See an overview of the new web based Motor Pool Add-on including customer portal, managing reservations, and administrative setup & security. |
| 11:00 AM | Noon | Implementing Asset and Parts Warranty Programs in <i>FASTER</i> Win | Attendees of this session should leave with an understanding of how to setup and utilize warranty features in <i>FASTER</i> Win. |
| Noon | 1:45 PM | Lunch & General Session | Panel Discussion: Industry Fleet Professionals will share practical insights about current and future fleet management trends. |
| 1:45 PM | 2:45 PM | Environmental Sustainability | This session will discuss ways to green your fleet and facility, using your FMIS for reporting, environmental policies, methods to garner the support of your management, and ways to get the word out to your residents. |
| 1:45 PM | 2:45 PM | Integrations Requirements Gathering Best Practices | This session will review the best practices around gathering requirements for any custom integrations. This will also cover the importance of understanding the details of the data to be integrated and the impact to processes. |
| 1:45 PM | 2:45 PM | New Generic Imports & Integrations Console Module | This session will provide attendees a first time view of our new Integrations Console and how to utilize it to process all of your integrations in one place. |
| 1:45 PM | 2:45 PM | <i>FASTER</i> Win Reports | Attendees of this session should leave with an understanding of most common reports used. |
| 2:45 PM | 3:00 PM | Break | |
| 3:00 PM | 4:00 PM | Fleet Asset Management | How the 8 elements framework and AM formula produces results in fleet: (Efficiency + credibility) x need = Success! |
| 3:00 PM | 4:00 PM | <i>FASTER</i> Web Advanced System Administration | This session will cover advanced system administration in <i>FASTER</i> Web including new features in 6.3 and |

FASTER Web Security beyond roles and permissions.

In this overview session we will provide the fundamental best practices built into each module listed. After attending this session you will learn the functionality of the three modules including the new Outstanding Repairs tab in the Maintenance Module as well as the Customer Portal.

Attendees of this session should leave with an understanding how *FASTER* Service Center and Dashboard can provide information for your organization and customers.

To Be Announced

| | | |
|---------|---------|--|
| 3:00 PM | 4:00 PM | Maintenance Shop Scheduling: Managing & Scheduling Maintenance & Resources |
| 3:00 PM | 4:00 PM | <i>FASTER</i> Service Center and Dashboard |
| 6:00 PM | 8:30 PM | Evening Networking Event |

Tuesday, October 18th

| Start | End | Title | Description |
|----------|----------|--|--|
| 7:45 AM | 4:15 PM | Registration | One-stop location for conference materials, questions and assistance. |
| 8:00 AM | 9:30 AM | Breakfast & General Session | To Be Announced |
| 9:30 AM | 9:45 AM | Break | |
| 9:45 AM | 10:45 AM | Selling Fleet to Your Municipality & the Taxpayers in Your Community | Learn how to ensure your community stakeholders (including those in municipality and your taxpayers) understand that Fleet is much more than “that place where oil and tires get changed.” Fleet is the heartbeat of City services. Fleet keeps firetrucks and EMS saving lives, streets passable and clean, and so much more. Not only that, helping your municipal body recognize and understand the integral role of Fleet can mean the crucial difference between Fleet being involved in important municipal decisions ver-sus having to deal with unforeseen consequences. |
| 9:45 AM | 10:45 AM | Too Much Information: How to Manage Data Overload Through a Business Intelligence Strategy | The focus of this presentation is on methods for extracting, analyzing and visualizing your fleet data in order to spot trends and opportunities for improvement. It will also present metrics and key performance measures that you can use to management your fleet, as well as some of the obstacles to producing relevant analytics. |
| 9:45 AM | 10:45 AM | Migration from <i>FASTER</i> Win to Web: What to Expect | By the end of this session you will understand the timeline of a migration, the components of a migration, and how your data will migrate. |
| 9:45 AM | 10:45 AM | Getting the Most Out of Real-Time with Technician Workstation | This session will provide attendees with an overview of: real time tracking of labor on repairs; the importance of data consistency and integrity; how to track technicians’ productivity; what reports you should run. |
| 10:45 AM | 11:00 AM | Break | |
| 11:00 AM | Noon | Managing Meters to Maximize Utilization, Warranty Recovery and PM Compliance | This session will provide attendees with a better understanding of how odometers and hour meter management can be used to improve equipment utilization, save money thru warranty recovery and increase Fleet availability thru PM Compliance. |
| 11:00 AM | Noon | <i>FASTER</i> Win Advanced System | This session will provide attendees with information about the available advanced System Administration |

| Time | Title/Location | Description |
|----------|----------------|---|
| | Administration | features available in <i>FASTER</i> Win |
| 11:00 AM | Noon | How to Best Manage Parts Warranties and Cores |
| | | This session will provide attendees with an overview of how to best utilize Parts Warranties and manage Parts Cores. It will also cover the importance of adding the warranty details to all parts records that have a warranty and the cost benefit of doing so. |
| 11:00 AM | Noon | <i>FASTER</i> Win Parts Fundamentals |
| | | Attendees of this session will leave with a better understanding of parts room management in <i>FASTER</i> Win, focusing on issuing, transferring, and reporting. Attendees will receive an understanding of the more advanced topics of cross reference parts, equivalent parts, alternate parts and auto ordering. |
| Noon | 1:45 PM | Lunch & General Session |
| | | Round Table Discussion: Attendees will be able to choose to sit at tables based on roles. This will group attendees with fleet professionals with similar perspectives and challenges. Questions will be posed by a facilitator. And your table will take 10-minutes to discuss each question or topic. This concept is used at conferences to enable you to share and learn from other professionals. It is also a great way to network and make build new relationships. |
| 1:45 PM | 2:45 PM | City of Norfolk: Where We Were, Where We Are, Where We Are Going. |
| | | Implementing and Communicating Best Practices in your organization based on the practical application of metrics and KPIs. |
| 1:45 PM | 2:45 PM | Virtualization and Cloud-Based Solutions (<i>FASTER</i> Web Is Available in the Cloud) |
| | | This session will provide the answers to the question, "What is the Cloud?" and the differences between hosting and 'Software as a Service' – SaaS. |
| 1:45 PM | 2:45 PM | Asset Management <i>FASTER</i> Web |
| | | This session will cover Asset Management utilizing the following tools: Plan for Acquisition, Asset Templates and Reassigning Asset. Here you'll see how to best manage your Assets from cradle to grave. |
| 1:45 PM | 2:45 PM | <i>FASTER</i> Win End of Period Processes |
| | | The purpose of this session is to demonstrate the importance of running the end of period processes and monthly, quarterly, and semi-annually reports. |
| 2:45 PM | 3:00 PM | Break |
| 3:00 PM | 4:00 PM | Fleet MRI – Management Reports for Improvement using SSRS/SQL and Excel |
| | | See near real-time efficiency/productivity and budget related reports. Save time and money by reducing redundancy and laborious management reporting. |
| 3:00 PM | 4:00 PM | Preparing your Data for Migration |
| | | This session will focus on the details of data clean up when preparing for a migration from <i>FASTER</i> Win to <i>FASTER</i> Web |
| 3:00 PM | 4:00 PM | <i>FASTER</i> Web Using the Accounting Module and Billing Tools |
| | | Attendees will receive an overview of the <i>FASTER</i> Web Accounting module. This will show the various functions the Accounting Module can perform as well as some of the flexibility. |
| 3:00 PM | 4:00 PM | Shop Floor Manager Fundamentals |
| | | Attendees will learn about Deferred Maintenance, Recalls/Campaigns, PM Scheduler, Scheduling Non-Critical Work, Equipment Information, Work in Progress and the Customer E-Request. |

Tuesday Dinner for Third Day Registrants

Time Title/Location Description

6:00 PM 8:30 PM Evening Networking Event To Be Announced

3rd Day Training Sessions (Added Cost) Wednesday, October 19th

| Start | End | Title | Description |
|---------|---------|--|---|
| 8:00 AM | 9:00 AM | Registration | One-stop location for conference materials, questions and assistance. |
| 8:00 AM | 9:00 AM | Breakfast Buffet | |
| 9:00 AM | Noon | Fleet Analytics Using Microsoft SQL Reporting Services & <i>FASTER</i> Web | Learn the Capabilities of MS SQL SSRS, how to use it with <i>FASTER</i> Standard reports, and how to build your own custom reports. Mel Galbraith, Fleet Maintenance Superintendent for the City of Scottsdale, who has used Microsoft SSRS for many years to build custom reports and powerful business intelligence tools for use with <i>FASTER</i> will co-present with Mike and Corie. |
| 9:00 AM | Noon | Fleet Analytics Using Crystal Reporting & <i>FASTER</i> Win | Attendees will learn about: creating OLEDB Connection to <i>FASTER</i> DB; creating a new report based on tables; views, stored procedures; saving, previewing and navigating reports; formatting reports; grouping and sorting; creating formulas; calculating running totals. |
| 9:00 AM | Noon | <i>FASTER</i> Web User Training (AM First Half) | After attending this session you will learn the best practices of managing good data in a Fleet Management Information system, using these <i>FASTER</i> Web Application modules. (Assets, Maintenance, and Technicians Work Station). |
| 9:00 AM | Noon | <i>FASTER</i> Win User Training (AM First Half) | This session will cover many topics to a more involved level, incorporating the features that interact with other areas of <i>FASTER</i> such as: Equipment Ownership Applet, SFM, Mass Update Applet, FSC and User Groups. |
| Noon | 1:00 PM | Lunch Buffet | |
| 1:00 PM | 2:00 PM | <i>FASTER</i> Win Install & Upgrades | After attending the session you will know have a thorough understanding of the simple steps to complete installation and upgrade processes. The newest enhancements will assist in improving your fleet operations. |
| 1:00 PM | 2:00 PM | <i>FASTER</i> Web Install & Upgrades | After attending the session you will know have a thorough understanding of the simple steps to complete installation and upgrade processes. The newest enhancements will assist in improving your fleet operations. |
| 1:00 PM | 4:00 PM | <i>FASTER</i> Web User Training (PM Second Half) | This afternoon session will cover Parts, PO's and Accounting, as well as Administrative Setup. |
| 1:00 PM | 4:00 PM | <i>FASTER</i> Win User Training (PM Second Half) | This session will continue the learning from the AM class and if time permits we will also explore Simple SQL tool, Graphic's Module, Parts & Tasks List, Business Intelligence and a look at all of those Applets that get displayed to full screen. |

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