



Fall 2025 SNUG Agenda - DRAFT!!

Northern Quest Resort & Casino
100 N Hayford Rd
Airway Heights, WA 99001
(877) 871-6772

There will be an option to join a streaming conference Zoom meeting. Information about that Zoom conference call is forthcoming.

Tuesday, October 21st, 2025 - SNUG Training / Business

Joint SNUG/IFLEX Session

- 8:30 Registration / Check-In (Jennifer/Jacoba)
- 9:00 Opening / Introductions - Andy Malchert @ Grays Harbor 911 and IFLEX
- 9:30 SNUG Business
 - VP and Event Coordinator election results (Beverly)
 - Review and changes to SNUG By-laws (Andy)
 - Treasurer's report (Jennifer)
 - Next Location and dates of SNUG (Nate)
- 11:00 WA CSM (Vinnie Puglia)
 - Survey
 - Customer Hub
 - Flex newsletter
 - Learning Portal/Documentation Portal
- 12:00 Lunch / Networking on your own

SNUG/IFLEX Breakout Sessions

Washington

- 1:30 Statelink Updates - Andy Malchert @ Grays Harbor 911
- 1:45 WSP ACCESS (30 mins)
- 2:15 Travelling Tech Talk - Richard Springsteen @ Motorola Solutions
 - Using FSA to shut down Flex services
 - Turning on MFA/TOTP in Flex
 - Digibox re-install script for Linux
 - Performance Monitor

Idaho

- 1:30 IFLEX - Representative talks about Statelink issues
- 1:45 Idaho Statelink - ILETS
- 2:15 Idaho CSM Presentation - John Dennison/Kelly Copperi
-Can Idaho have a Richard Springsteen equivalent?
- 2:15 Tricks & Tips/Roundtable

Joint SNUG/IFLEX Session

3:30 Break / Networking

- 4:00 Good of the Order / Open Forum - Andy Malchert @ Grays Harbor 911
-Red Hat Server Issue - Rebooting and loss of DIGI
-New Icon with 2025.2
-SSL Certs
-Adjust Forms - Carrie Breen
- 4:55 Closing

Wednesday, October 22nd, 2025 - Motorola Presentations / Training

- 8:30 Registration / Check-In (Jennifer/Jacoba)
- 9:00 Opening / Introductions - Andy Malchert @ Grays Harbor 911
- 9:15 Motorola Support Presentation (2 hours)
-Post-upgrade Support
-Call-in Support
- 11:00 Break / Networking
- 11:15 Sales Presentation - Deborah Thomas Account Executive Motorola Solutions (30 mins)
-ArcGIS Pro Migration (multi-agency migration opportunities)
- 11:30 Lunch / Networking (hosted by Motorola)
- 12:45 Flex Product Updates 1 - Andrew Calvo
-3rd party MFA integration for Flex 2025.3
-New screens
- 1:30 Break / Networking
- 1:45 Flex Product Updates 2 - Hank Morris
-Retention/Redaction Module/Functionality
-Jail
- 2:45 Mobile Forms Product Demo - Richard Springsteen
- 3:45 Good of the Order / Open Forum - Motorola
- 4:15 Closing - Andy Malchert @ Grays Harbor 911
- 4:30 WADEPS - WA-specific Use of Force Program (Non-WA users optionally attend)