



Fall 2025 SNUG Agenda

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

GHCC 911 is inviting you to a scheduled Zoom meeting:

Time: Oct 21, 2025 08:30 AM Pacific Time (US and Canada)

Join Zoom Meeting: <https://us06web.zoom.us/j/86781129621?pwd=o7QQBThC3A9JbSkhOlqUa9G5iNxFD3.1>

Meeting ID: 867 8112 9621 Passcode: 561516

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

Joint SNUG/IFLEX Session

- 8:30 Registration / Check-In (Charlotte/Jacoba)
- 9:00 Opening / Introductions - Andy Malchert @ Grays Harbor 911 and IFLEX
- 9:30 SNUG Business Meeting
 - VP and Event Coordinator election results (Beverly Crawford)
 - Review and changes to SNUG By-laws (Andy)
 - Treasurer's report (Jennifer Wheeler)
 - Next Location and dates of SNUG (Nate Kunishige)
- 10:30 Agency/Site Challenges (Andy)
 - CJIS Device Authentication - Do the Client IDs address this?
 - GPS/AVL Challenges - Who uses what and how well does it work?
 - Barcode Scanners for Vehicles/Patrol - What works? Do we need to look for something different for the SECTOR replacement?
 - Mobile Device Management (MDM) for CJIS Compliance
- 12:00 Lunch / Networking (**on your own**)

SNUG/IFLEX Breakout Sessions

Washington

- 1:30 WSP ACCESS - Wes Vrandenburg
- 2:00 StateLink Updates - Andy Malchert
- 2:15 Travelling Tech Talk - Richard Springsteen @ Motorola Solutions
 - Using FSA to shut down Flex services
 - Turning on MFA/TOTP in Flex
 - Digibox driver re-install script for Linux
 - Performance Monitor

Idaho

- 1:30 Idaho StateLink
- 1:45 NextGen 911 Discussion
- 2:30 Transitioning to Recommended Units in Flex CAD
- 3:00 Idaho CSM Presentation - Kelly Copperi @ Motorola Solutions
- 3:15 Tips & Tricks / Roundtable

Joint SNUG/IFLEX Session

- 3:30 Break / Networking
- 4:00 Flex 2025.3 Upgrade Experience - Andy Malchert
- 4:15 Good of the Order / Open Forum - Andy Malchert
 - Red Hat Server Issue - Rebooting and loss of Digi drivers
 - 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 (Charlotte/Jacoba)
- 9:00 Opening / Introductions - Andy Malchert
- 9:10 Introduction of Mike DeBeneditti - Motorola Territory Vice President
- 9:15 Motorola Support - Sheri Lockridge
 - Upgrade Support
 - General Support
- 10:00 Customer Hub Demo - Patrick Gallagher
- 10:30 Learning Portal - Clare Conger
- 10:45 Break / Networking
- 11:00 Sales Presentation - Deborah Thomas
 - Subscriptions & Budget Cycle Importance
- 11:30 Lunch / Networking (hosted by Motorola)
- 12:45 Flex Product Updates 1 - Hank Morris
- 1:30 Break / Networking
- 1:45 Flex Product Updates 2 - Hank Morris
- 2:30 Mobile Forms Product Demo - Richard Springsteen
- 2:45 Reliable Admin Solutions - Brady Walton
- 3:00 Good of the Order / Open Forum - Motorola
- 3:45 Closing - Andy Malchert @ Grays Harbor 911
- 4:00 WADEPS - WA-specific Use of Force Program (Non-WA users optionally attend)