

**ONWARD** **BOLD**  
USERS CONFERENCE

2019 CLASS DESCRIPTIONS

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**BOLD**  
GROUP

# Strategic Business:

BOLD USERS CONFERENCE - 2019

## **New Features Overview: Manitou 2.1**

*Blake Galvin*

We will take a look at the core new features that are released with Manitou 2.1, including improvements to Enhanced Action Patterns and workflows, Customized Alarm Screens, Operator Alarm Takeover and more!

## **Better Information for First Responders**

*Larry Folsom - President, I-View Now*

With a high false alarm rate and downgraded police response, as an industry, we MUST connect end users, monitoring centers, 9-1-1 / PSAPs, and first responders. Learn how using I-View Now's groundbreaking patented processes will provide collaboration for safer communities.

## **Introducing Security Intelligence: Powered By Bold Group**

*Matt Naranjo*

Bold Group is proud to announce the launch of its newest line of business: Managed Security Services (MSS). MSS features six new professional services offerings in three key organizational maturity areas: 1) System Integrity, 2) System Security, and 3) System Optimization. From real-time device monitoring, to Intrusion Detection Systems (IDS) to cyber security services, learn what Bold MSS can do to increase your business's reliability, security, and operational efficiency.

## **Leadership Forum - An Industry Discussion**

*Moderated by Thom Meyer.*

Don't miss this panel attended by our various industry leaders and moderated by Bold Group Vice President of stages, Thom Meyer. We will explore a variety of topics ranging from changing technology to security standards and other issues that affect our industry.

## **Business Opportunities in an Ever-Changing Landscape**

*Gary Stevens*

Bold Group will present an outlook to the monitoring industry for 2020. Along with some industry metrics, you will see what strategic opportunities lie for the central station, as well as taking a look at emerging partnerships and how innovation can boost your RMR, creating value for your customer base.

## **Managing IT Technical Risk in the Central Station**

*Matt Narowski*

In this class, we will look at some of the more common types of risk associated with the use, operation and adoption of IT within the central station. We will also look at the methodologies to help manage this type of risk and the reasons why taking the time to put a plan in place to manage the risk is worth the investment.

## **Principles of Content Marketing Workshop**

*Melinda Reiss*

Learn the importance of Content Marketing to build trust and credibility to potential customers and existing clients. Better understand how "Voice of Authority" integrated digital marketing translates into greater mind-share and customer affinity.

## **Protecting Automation Systems from Compromised IoT Devices**

*William Brousseau*

Central station operations are more vulnerable than ever to virtual threats, from anywhere in the world, at any time of day. Central stations no longer own the communication paths as DIY systems and software receivers become the new norm. Losing control of the devices in the field and the lack of basic protections in home networks greatly increases central stations risks and liabilities.

William Brousseau, CISSP, Director of Technology, stages™ will address the latest threats facing central stations and discuss advanced strategies and security measures needed to protect your infrastructure. Compromised or rouge IoT devices can impact central station operations, reliability and reputation.

- Know your enemy: evolving threats, who and what are they?
- Understanding how attackers do what they do
- Strategies for securing and monitoring your Central Station from devices outside your security control

## Tips and Tricks for the Intermediate Manitou User

*Bryant Hardy*

Stop in and get to know tips and tricks about Manitou that you may not think about on a daily basis but might make your life a little easier. Some things we will cover are but not limited to: watchdog messages, global options, advantages of the new open/close scheduling, event code programming and more!

## Level 1: Enhanced Action Patterns (Interactive)

*Josh Tafoya*

This introduction to EAP will help extend your knowledge of Action Patterns beyond the basic action patterns. This includes prompts, and logic. As a group, we will define a flowchart, then make it to an Enhanced Action Pattern.

## Level 2: Enhanced Action Patterns (Interactive)

*Josh Tafoya*

One of the key features of the Enhanced Action Patterns is the ability to query the database and have the Action Pattern differ based on the results of the query. In this class, we will, as a group, define and create the query, and ultimately, the action pattern.

## Level 1: A Hands-On Look at What's New in Manitou 2.1 (Interactive)

*Blake Galvin*

We will get our hands on with some of the more basic new features included in Manitou 2.1, including building custom alarm screens, operator alarm takeovers, alarm queue "Sticky" filters, and more!

Prerequisites (for interactive): Windows 10 laptop with a minimum 1920 x 1080 display resolution.

## Level 2: A Hands-On Look at What's New in Manitou 2.1 (Interactive)

*Blake Galvin*

We will get our hands on with some of the more advanced new features included in Manitou 2.1, including building Enhanced Action Patterns with workflows and escalate commands, launching external programs, and video container devices!

Prerequisites (for interactive): Windows 10 laptop with a minimum 1920 x 1080 display resolution. Each attendee will need to install the latest version of the Video Control Center, and Bold Launcher. File download links will be provided, and advanced testing will be highly encouraged to participate.

## Basic Troubleshooting in Manitou

*Shaun Blair*

We will review the Manitou system and how the services work together, review basic troubleshooting techniques and the top support issues come up on a weekly basis.

## DIY with RMR - Using Bold NotifyMe (Interactive)

*Blake Galvin*

Leverage one of our new mobile apps to add services for end users. Give them the ability to verify their own alarm events, cancel false alarms, and save your operators time.

Prerequisites (for interactive): Each attendee will need to download and install the Bold NotifyMe app from either the Google or Apple app stores, and provide a mobile number to register, and password to cancel events.

## Migrating to the Cloud: Is this Right for You and How to Prepare

*Shaun Blair*

Is this right for you and how to prepare – We will start by looking at what the Manitou cloud is. From there we will discuss the pros and cons of the cloud solution so you can determine if moving to a hosted model would benefit your business.

## Fundamentals of Manitou Elite Certification

*Caryn Morgan*

Have you ever wondered if you are leveraging Manitou to its fullest? Thought maybe you can run your operations a bit better? If so, this course is for you. Come to class and learn a bit about how you can start looking at your operations with a more discerning eye and work toward bringing Operational Excellence to your company.

## Building Advanced Reports (Interactive)

*Josh Brennan*

We will explore how to use Microsoft® SQL Server® 2016 Report Builder to build a report against the Manitou database. We will also explore how to import your custom reports into Manitou and then run them like any other Manitou prebuilt report.

Prerequisites (for interactive): Each attendee will need to install Microsoft® SQL Server® 2016 Report Builder on their device before the class to be participate in the interactive portion. <https://www.microsoft.com/en-us/download/details.aspx?id=53613>

## Building Datamaps for the UniversalConnector

*Chris Narowski*

Breaking down the complexities of datamaps, we will review everything from using basic regular expressions, to discussing changing datamaps within a menu. This course is geared for people who are already familiar with the base functionality of the MediaGateway and will help expand your confidence in building your own integration through the MediaGateway.

## How to Deploy & Use Network IDS

*William Brousseau*

Organizations across the world struggle with intrusion detection challenges. UL827 Certifications now require intrusion detection for central station automation infrastructures. By introducing network based intrusion detection services (NIDS) across tiers, administrators can be quickly alerted to nefarious traffic greatly reducing potential impacts. NIDS provides the clues needed to locate and defend against malware, ransomware, web attacks and many other suspicious traffic events. NIDS do not have to be noisy and complicated. Properly placement and configuration will help eliminate false positives and generate quick and meaningful alerts as a first line defense to all cybersecurity threats.

During this class, William Brousseau, CISSP, Director of Technology, stages™, will introduce you to NIDS strategies for deployment, management and response.

Key topics include: Achieving end-to-end traffic visibility, first step to achieve zero-trust networks; Identifying core strategies and technologies; Understanding deployment configurations for most uses

## High Availability Options for 2019 and Beyond

*Travis Papay*

See how Bold Group is leveraging our portfolios of technology to bring you best in class redundancy options to Manitou. Get a first look demo of our new product, Bold Group Replication and explore what's on the horizon with next generation databases and technologies.

## Security Trends for 2019

*Matt Narowski*

The last couple of years have borne witness to many evolutionary steps in cybersecurity threats – from viruses, worms, and Trojans to more sophisticated Phishing attacks, ransomware, and crypto-jacking. These new tools of compromise and data breach have caused the necessity of continuous compromise assessment a mandatory best practice. Discover not only how existing vulnerabilities could lead to compromise and data breaches, but more importantly, whether your system may already be compromised while you may be wholly unaware of it.

## Better Together: SedonaOffice and Manitou Integration Update

*Travis Papay*

On premises or in the Cloud, in this class we will explore the enhanced integrations between SedonaOffice and Manitou. See a demo of the products working together and engage in an open discussion on where your company can best benefit from further integration enhancements.

## Better Cybersecurity: Hardening Your Web Servers

*Chris Narowski*

Although the web server may be a crucial part of your integrations, it is also one of the most vulnerable services to attack. In this class, we will discuss various approaches and tools you can use to secure your web server while still leaving it functional. This class is recommended for IT personnel looking for Manitou specific hardening practices.

## Technical Trends for the Security Industry

*William Brousseau*

Today's landscape is changing dramatically in the alarm monitoring space. From smart phones, Internet of Things (IoT), IP driven communication and many others, the modern central station looks much different than it did even five years ago. Join Bill as he discusses some of the latest technical trends and their impact on your business.

## API: How to Integrate Anything to the stages Platform

*Bruce Weissman*

This class will orient the user to the various APIs available in the stages ecosystem. From signaling, to full two-way account integration, it's all possible with the right API.

## System Basics: What You Need to Know About Your Manitou System

*Josh Tafoya*

In this class, we will look at some of the key pieces that make up the Manitou system. If you're new to Manitou at an established monitoring center, this is the perfect class for you. You'll learn the basic architecture of a Manitou system and what each piece does.

## Train the Trainer: Alarm Handling (Interactive)

*Caryn Morgan*

Trainers, are you getting your point across? Are your operators able to handle alarms without extra coaching? If you struggle with learning retention, come to this class and learn tips and tricks for helping convey Alarm Handling training to adult learners in a way that sticks.

## Train the Trainer: Data Entry (Interactive)

*Caryn Morgan*

Are you struggling with data entry mistakes? Have you shown people time and time again, yet the same errors keep happening? Why not try a new approach? Join this class to learn some data entry and training techniques that help ensure quality data entry and learner retention.

## Watchdog Messages: Managing These Critical Notifications

*Josh Tafoya*

The scrolling messages on the bottom of the Manitou screen are often overlooked or ignored. In this class, we will discuss strategies to minimize unnecessary Watchdog Messages. We will also discuss how to make the remaining Watchdog Messages more useful.

## Event Maps: Why Are They So Important?

*Caryn Morgan*

Learn why Event Maps are so useful in Manitou and what you can do to configure them in your system to work even better than they do today.

## Disaster Mode: Know It Before You Need It

*Caryn Morgan*

Every Monitoring Center is affected by weather and human disasters. Don't wait until your alarm queue is full to figure out how to use Manitou's Disaster Mode. Come to class and learn how to prepare for, create, and manage Disaster Mode.

## Post Processing Actions - Improving Your Customers' Experience

*Caryn Morgan*

Do you have customers or Dealers who want to know about specific, or all, events when they trigger. Are you tired of operators missing that final action to email the customer? Join this class and learn how to use Post Processing Actions to build automated notifications at the closure of an alarm, or even in the absence of an alarm.

## Comments: From "No Action" to Action Patterns (Interactive)

*Caryn Morgan*

Comments are rarely read. Even if you force them to an operator, you can't guarantee they read them, or more importantly, that they understand them or interpret them correctly. Come to this class to learn how to move away from Comments by using Prompts and building Enhanced Action Patterns to ensure operators have only what they need are provided interactive dialogs for what they must know.

## Ask a Manitou Expert

*Bryant Hardy / Chris Narowski*

Come prepared with your questions and speak to Manitou experts about the new features in ManitouNEO 2.1. We encourage you to submit your questions ahead of time by clicking this link here: <https://goo.gl/TsKtg1> Thank you for participating and see you soon!

## **stages 101: Learn What Makes stages Different**

*Bryan Weissman*

This class will cover stages at a high level, highlighting some of the platforms strengths and orienting the new user to the eco system.

## **stages 102: The Ecosystem**

*Aaron Bertling*

Learn about the variety of products and components implemented in the stages eco system, as well as the variety of ways stages can be deployed.

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## **stages BIG 3: Actions Plans, Auto Processes, and Queuing, Oh My!**

*Bryan Weissman*

Take a deep dive into how stages can transform your operations and boost the bottom line of your alarm monitoring center. Learn how Action Plans, Auto Process, and Queuing help leading alarm monitoring companies offload and automate tasks, improve response times, and enhance communications.

## **stages Outside the Box: Using stages to Dispatch Anything**

*Bryan Weissman/William Brousseau*

The alarm monitoring industry has seen great change over the years. The possibilities for what can be monitored are endless, and as a result, Central Stations are expected to offer more than just traditional alarm monitoring services. Technology continues to change, so companies must evolve to remain competitive. In this class, learn how the power of the stages dispatch engine is being used to provide custom dispatch for PERS, automated response for IoT devices, interactive SMS messages, and more.

## **When the (blank) Hits the Fan: How stages Can Help You Navigate Unexpected Situations**

*Aaron Bertling*

This class will help users understand the resiliency of stages. From storm queues, to geo-diverse servers, here is how you survive in the toughest of times.

## **Action Plans & Advanced Concepts**

*Bryan Weissman*

Stages Action Plans can do much more than simply provide a script to the operator. In this session you will learn about the building blocks at the foundation of stages dispatch.

## **Protect Your Dispatchers**

*Bryan Weissman*

Learn how stages features can be implemented to reduce signal traffic, improve service delivery, and protect your dispatchers from frivolous activity.

## **Solving the Testing Problem**

*Bryan Weissman*

Learn various ways to make your technicians independent and yet more productive.

## **Understanding the Differences Between Manitou, SIMS, and stages**

*Matt Naranjo*

How do our three alarm monitoring platforms stack up against each other? Take an overview look at the differences between these powerful software options and which environment best suits them.

## **Alarm Processing: Familiarity with Hot Keys/ Shortcuts & Understanding Traffic Screen**

*Dixie Vasquez*

This will be an in-depth discussion of alarm processing: how to maximize your time by using the hot keys and shortcuts, understanding the traffic screen, and how to utilize the traffic filters.

## **SIMSWeb 4 and SIMS Iserver/Pocket**

*Tom Utley*

An overview of the features of the SIMSWeb and SIMS Pocket for iOS and Android. In addition, we will be going over some of the security restrictions you can specify and general discussion regarding new features we can add to the SIMS Pocket.

## **Data Entry: General Overview, Highlight Scheduling and Global Schedules**

*Dixie Vasquez*

In this class, we'll review new fields in account maintenance and learn how to use templates/copy functions to minimize manual data entry. We'll also cover the different schedule types and how to apply them properly to each schedule, along with how to utilize global schedules.

## **A Comprehensive Overview of SIMS Receiver Server III, ComServer III, & the New Vapor Paper III**

*Tom Utley*

An overview of the general features of SIMS Receiver Server, ComServer, and Vapor Paper III. Learn about the new features in Vapor Paper III and sending SMS Text via Comserver.

## **Reports: Generating Reports Via SIMS III and FW III and Using Your Customized Forms in SIMS III, etc.**

*Dixie Vasquez*

This will be an in-depth discussion of report generation. Explanation of default forms vs customized forms and how to apply them to your program will be covered, plus how to create a customized form and how to schedule your reports for automatic generation. We will also review utilization of report parameters in SIMS III.

## **SIMXfer(backups)/Overwatch/LiveUpdate/ General Maintenance**

*Dixie Vasquez/Tom Utley*

A review and explanation of what these programs are designed for, along with how to utilize them and how they benefit your company. This class will also cover what type of maintenance should be done to your system, how often, and by whom.

## **Interactive Q&A**

*Dixie Vasquez/Tom Utley*

SIMS experts will be on hand to answer your questions during this interactive Q&A.

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