

## 2024 DDS User Conference Agenda September 24-25, Cleveland, OH

### Tuesday, September 24

- 7:00am – 8:00am: **Breakfast & Registration**
- 8:00am – 8:15am: **Welcome and Agenda Review**
- 8:15am – 8:45am: **Keynote Presentation – FirstEnergy**  
*FirstEnergy, the esteemed host of the 2024 DDS User Conference, will share the opening keynote presentation, setting the tone for an event filled with innovation and collaboration.*
- 8:45am – 9:15am: **GSI's Partner Ecosystem**  
*As DDS cements its position as the preferred design and engineering software platform for utilities throughout the US and Canada, GSI is committed to collaborating with partners. Our goal is to facilitate sales, implementation, and training of DDS, thereby expanding our ecosystem and laying the groundwork for future advancements.*
- 9:15am – 10:15am: **What's New in DDS**  
*GSI will cover the major enhancements added to DDS over the past 12 months, as well as previewing important innovations on the roadmap.*
- 10:15am – 10:30am: **Break**
- 10:30am – 11:15am: **Improve User Engagement: FirstEnergy Roadshows**  
*Following the production rollout of DDS, FirstEnergy and GSI embarked on a six month in-person training "Roadshow" to increase user acceptance. This presentation will cover the logistics involved along with a summary of the successes, challenges and next steps.*
- 11:15am – 11:45am: **Virtual Training at AEP using ReadyTech**  
*In this session, we'll cover AEP's initiative to train hundreds of users across multiple states using ReadyTech virtual training technology and GSI resources. We'll discuss the evaluation process, challenges faced, and the outcomes of this innovative approach. Join us to learn how AEP and GSI successfully tackled this training initiative.*
- 11:45am – 1:00pm: **Lunch**
- 1:00pm – 1:45pm: **Panel Discussion: GPS/GNSS Mobile Design Components**  
*This panel of experts will discuss the advantages of using GPS/GNSS hardware in your daily design activities. These seasoned professionals, who work directly in the field or with field hardware and software applications, will share insights on how leveraging precise positioning technology enhances efficiency, accuracy, and productivity. From surveying to infrastructure design, discover how GNSS hardware can transform the way you approach engineering tasks.*
- 1:45pm – 2:30 pm: **Customer Success Management**  
*At last year's User Conference, we introduced the concept of Customer Success Management (CSM), which is a proactive and strategic approach to ensuring customer satisfaction, retention,*

and growth. CSM is not just a service or a function, but a mindset and a culture that permeates our entire organization. In this presentation, we will explore the success categories we have established as integral components of CSM, helping to create productive and highly successful DDS customers.

2:30pm– 2:45pm: **Break**

2:45pm – 3:30pm: **Panel Discussion: Customer Support “How are you organized?”**

*This panel discussion focuses on current DDS customers, exploring how each organization is structured and positioned to support the DDS landscape. Additionally, we’ll highlight GSI’s collaboration with these companies. The goal is to foster a productive dialogue among the panelists and participants, allowing attendees to think critically while listening to different viewpoints.*

3:30pm – 4:30pm: **Panel Discussion: DDS User Group**

*In this panel discussion, you will hear from DDS users representing diverse companies and regions who have convened periodically throughout the year. Their purpose was to explore and share insights on how they utilize the software to achieve their goals. From these collaborative sessions emerged valuable ideas and suggestions, which will be showcased during the discussion.*

4:30pm: **Day 1 Wrap-up**

7:00pm: **Evening Event – Rock and Roll Hall of Fame**

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### Wednesday, September 25

7:30am – 8:00am: **Breakfast**

8:00am – 8:45 am: **Panel Discussion: Best Practices for an Esri UN + DDS Implementation**

*Are you planning an Esri UN implementation? PNMR is currently implementing the Esri UN alongside DDS. Managing two projects of this magnitude simultaneously poses challenges, but with the right blend of cooperation, communication, and collaboration, there are significant advantages. Our panel discussion will feature insights from diverse contributors who will discuss this project as well as other related current and future initiatives.*

8:45am – 9:30am: **Introduction of GSI's Implementation Partners**

*GSI is excited to announce strategic partnerships with leading industry consultants to enhance the understanding and application of GSI's products and services. These collaborations are set to broaden the deployment of DDS across utilities throughout the United States and Canada. Join us as we unveil these partnerships and explore the potential benefits they bring.*

9:30am – 10:15am: **Panel Discussion: Imagery and LiDAR in the Utility Industry**

*Join us for an enlightening panel discussion where we delve into the integration of Imagery and LiDAR technology within the utility sector. Our panel of seasoned industry specialists will explore the diverse range of imagery options, delve into the latest technical advancements, and discuss how utilities can leverage and manage this data to enhance their decision-making processes, ultimately boosting resilience and operational reliability.*

10:15am – 10:30am: **Break**

10:30am – 11:15am: **Panel Discussion: Joint Use Data Collection in the Field**

*In this panel discussion, industry experts will explain the critical process of collecting accurate and relevant joint use attachment data in the field. We'll dig into what data is gathered and how it is subsequently shared with other applications for additional analysis and evaluation, with a specific focus on DDS. Join us to gain valuable insights critical to the Joint Use Attachment field collection and evaluation process.*

11:15am – 12:00pm: **Panel Discussion: Joint Use Make Ready in the Office**

*In this panel discussion, utility and vendor panelists will delve into the intricate process of analyzing existing and proposed conditions of existing overhead infrastructure. They'll address commonly overlooked violations such as climbing space violations, at-pole and ground clearance violations, and ownership considerations. The discussion will focus on how this wealth of information is harnessed to create efficient make-ready reports within a tight 45-day window. Join us to gain valuable insights into compliance and optimization.*

12:00pm – 1:00pm: **Lunch**

1:00pm – 1:45pm: **Panel Discussion: As-Built Workflows and Reporting**

*Join us for a dynamic panel discussion on the longstanding topic of as-built reporting of electric distribution assets within the utility industry. Engage with our panel of industry veterans who*

*have pioneered innovative methods to streamline this process, ensuring the accuracy of your GIS and material records. This session promises to address challenging questions and share insights into efficient as-built reporting.*

**1:45pm – 2:30pm: Pole and Equipment Inspection**

*We will be showcasing GSI's field inspection work management software, highlighting its robust features and capabilities. Additionally, we will demonstrate the seamless integration points with DDS, illustrating how the two systems complement each other to enhance operational efficiency.*

**2:30pm – 2:45pm: Break**

**2:45pm – 3:15pm: Esri Ecosystem Driven Enhancements**

*In the dynamic world of geospatial technology, the Esri ecosystem serves as a cornerstone for innovation and operational excellence. We will discuss the integration of GSI data within the Esri ecosystem. We will highlight the potential for direct editing of GIS in DDS. Join us to explore how these enhancements are not only streamlining processes but also empowering users with a more intuitive map-driven user experience.*

**3:15pm – 4:15pm: Generative AI & Machine Learning**

*Generative AI and machine learning stand at the forefront of innovation. Our presentation delves into the transformative potential of these technologies, showcasing their application in enhancing productivity and driving business solutions. We will explore the integration of generative AI within the DDS framework and Esri GeoAI. Attendees will gain insights into the latest advancements, including the use of generative AI for email productivity and collaborative tools like Microsoft Teams. Join us to discover how generative AI and machine learning are not just shaping the future but revolutionizing the present.*

**4:15pm – 4:30pm: User Conference Recap and Closing Remarks**

**6:30 pm: Evening Event - Goodtime III Charter Ship**