

April 2021

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CIVITAS  
Monthly Newsletter from Springbrook



**Webinar: Making the right technology infrastructure decisions this budget season.**

It's Q4, the end of the fiscal year, where local agencies find themselves juggling spending, alongside planning, because it's "use it or lose it" budget time.

The center for Digital Governance found that the top three state technology priorities are:

- Cybersecurity
- Budget and Cost Control
- Citizen Engagement/Experience

How does a local agency find a budgetary balance between internal technology need and satisfying citizen expectations?

Springbrook Software is hosting an exclusive panel featuring industry experts and a local government agency to answer the following questions:

- What should I expect out of a technology investment and how does it affect citizen engagement?
- Is my agency fully utilizing an existing technology investment?
- How do I know it's time to replace existing technology?
- Is my vendor still supporting existing technology at the level our agency requires?
- How much staff time is required to manage existing technology: does this commitment still make sense?
- Is there a way to extract more mileage out of my budget by freeing personnel from manual tasks with automated technology solutions?
- How concerned is my agency about Ransomware and does my existing technology provide the level of security that we owe our citizen's data?
- Can I still take advantage of 2020 CARES Act money and apply it to my Q4 spend?

**May 25th 10:00 AM – 10:45 AM PT**

**[REGISTER HERE](#)**



**May 11-13, 2021**

**SNUG Virtual Event Platform**

Each conference day we will start at 11:00 am (9:30 am on Wednesday) for a 1 hour live presentation. For the convenience of our attendees, we have pre-recorded the trainings for you to view. Each day has a set of trainings that will be available to view by 9:00 pm

the evening before. The SNUG Board has designed the conference this way to bring you the more education in a fashion that allows you the time you need to view it.

**[Conference Registration Here](#)**

**[Conference Agenda](#)**



**SNUG Conference Keynote Speaker- Jennifer Powers**

Best-selling author Jennifer Powers offers a fresh perspective on the shifts you can make to play a bigger game in both your personal and professional life. Using wit, humor, and participant interaction, Jennifer highlights how to use the power of choice so you can:

- Step into a more productive mindset
- Build confidence and competence
- Deal with change and the stress that comes with it
- Adopt simple yet life-changing strategies and tools

Jennifer will facilitate discussions around how owning your personal power and choosing your words, reactions and role can almost instantaneously increase your success. Jennifer's dynamic and interactive style makes this workshop series an entertaining, educational and dynamic experience for everyone

**[Register for SNUG Conference here](#)**

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### **Critical Read: Cybersecurity and Ransomware Wakeup Call Article**

Ransomware and cybersecurity have been commanding the lion's share of media attention because so many are aimed at local government agencies. According to a recent story published in **infosecurity** magazine, "44% of global ransomware attacks that have taken place in 2020 have been aimed at municipalities." It may be that so many attacks have occurred that we, as an industry, are becoming inured to the news, and that's a problem, because it leads to complacency.

Please take a moment and read, "[Why We Don't Need Another Cyber 'Wake-Up Call'.](#)" It may [prove to be the one of the most important opinions that your agency hears this year.

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**New product updates!**

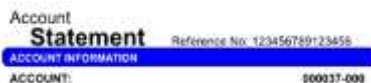
**CivicPay Online (CPO):**

Municipal Payments Collection is now available! The Springbrook Municipal Payments Collection portal allows for the collection of many types of citizen payments commonly made in person. With this new CivicPay solution your citizens will have the option to make an online credit card payment for your selection of Springbrook Enterprise Cloud Cash Receipts Categories. For more information please see our [press release](#) or contact your Account Manager to schedule a demo.

**Springbrook Enterprise Cloud:**

**UB Billing and Past Due Statements- New Options!**

UB Billing and Past Due statements can now include the Reference Number.



UB Billing Statements can now present an '[Account Past Due](#)' message when a specified

threshold amount is met.

For more information, please see our help topic for [Statement Setup](#).

### **Winter Averaging Enhancement**

You can now configure your service rate to calculate consumption based a percentage of the Winter Average value.

For more information, please see our help topics for [Service Rate Maintenance](#).

For weekly updates on the latest product releases please sign up for email notifications for the Success

Community [Springbrook](#) and [CivicPay](#) groups.



### **Recorded webinars**

Springbrook is offering a **series of recorded webinars** and materials designed to ease the burden of deciphering and filing your documents, utilizing our own solutions. Click here to find out more.

#### **4/5: Webinar: Delivering cashless utility bill and municipal fee payment options to your citizens.**

Is your local government agency dealing with decreased office foot traffic and employees opting to work from home? Are your citizens hesitant to pay their utility bills in person?

Springbrook's panel of experts will explore managing this dynamic situation and adopting new payment applications, through Springbrook's CivicPay system, to provide citizens with the options they expect for cashless payments and relieve burdens on staff.

Join Brandon Neish, Finance Director of Sweet Home Oregon and Ruston Miles, payment security expert from Payfactory Payment Systems for an insightful discussion covering:

The changing nature of citizen interactions and expectations  
Providing cashless payment options on multiple, accessible platforms

Reducing errors and burden on staff  
Integrating payments with utility billing  
and cash receipts  
Bringing the highest level of security to  
your payment systems  
Securing budget and building a case for  
new applications  
Additionally, Springbrook Software will be  
providing an exclusive walkthrough of the  
soon to be released Municipal Payments  
Collection portal, which accepts  
payments for a wide range of  
miscellaneous fees that may be  
configured to suit the unique needs of  
local government agencies.



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