psdcitywide

momentum

October 30, 2025 | Calgary, AB

	Stampede Ballroom 1	Stampede Ballroom 2	Stampede Ballroom 3
Thursday, October 30 - 8:30 am to 5:15 pm			
7:30 am - 8:30 am	**Breakfast**		
8:30 am - 8:45 am	Welcome & Opening Remarks		
8:45 am - 9:45 am	Future Roadmap + Enhancements		
9:45 am - 10:00 am	**Break**		
10:00 am - 10:55 am	Asset Management features in Citywide		Citywide Permitting - Enhancements
11:00 am - 12:00 pm	Customer Story - Citywide Implementation		Mastering Citywide Permitting: From Application to Completion
12:00 pm - 12:50 pm	**Lunch**		
1:00 pm - 1:55 pm	Learning Citywide Assets from a New User's Perspective	Citywide Maintenance - Facilities Management & Citywide Spaces	Citywide GIS/EGIS - Admin Essentials
2:00 pm - 3:00 pm	Learning Citywide Maintenance General Functionality	Citywide Maintenance - Mobile App and Route Patrol Best Practices	
3:00 pm - 3:15 pm	**Break**		
3:15 pm - 4:10 pm	Working Session: Citywide Assets & Maintenance		Citywide API - Tips and Tricks
4:15 pm - 5:15 pm	Product Council - Citywide Assets, Maintenance, Permitting & Module Add-Ons		
5:15 pm - 8:00 pm	**Cocktail & Food Reception**		

*Tentative Agenda - times and sessions are subject to change. All tickets include meals and social events.

Session Descriptions

Asset Management features in Citywide	In this session, we'll cover efficient asset management strategies, including navigating the asset inventory, creating custom views, sorting and filtering data, and reviewing and adjusting asset information. We'll also explore the Bulk Upload and Editing tools, focusing on the Upload Centre, upload types, templates, and default values for streamlined processes. Additionally, we'll dive into financial reporting and provide tips for maximizing the Upload Centre's functionality. If time permits, we'll finish with hands-on exercises to reinforce key concepts. This session is designed for existing Citywide users looking to dive deeper into the Asset Management features they may not yet be using. We'll focus on setting up and utilizing Asset Profiles within the Citywide software, exploring how they work in conjunction with lifecycle events and strategies. By understanding the full potential of Asset Profiles, you'll learn how to streamline your asset management processes and better track asset progress through their lifecycle. This session is not focused on industry standards or best practices, but rather on practical, actionable insights for maximizing the capabilities of your Citywide system.
Citywide Permitting - Enhancements	In this session, we'll dive deep into the latest permitting features and enhancements, exploring how these updates can improve your workflows and increase efficiency. You'll learn how to effectively use the new tools and functionalities within the system to manage permits with greater ease. The session will include hands-on experience by logging into the training database, allowing you to apply the features in real-time. Whether you're new to permitting or looking to enhance your current processes, this session will equip you with the knowledge and skills to make the most of the latest updates.
Customer Story - Citywide Implementation	Join us for a customer story that highlights a Citywide customer journey implementing Citywide Assets and Citywide Maintenance. In this session, they will share their experience from initial planning and system selection to rollout and adoption across departments. Learn how they approached data collection, change management, and staff training to successfully modernize their asset and maintenance operations. The story will cover key challenges, lessons learned, and the real-world benefits they've seen since going live—such as improved service delivery, better asset tracking, and streamlined maintenance workflows.

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Mastering Citywide Permitting: From Application to Completion	This session is designed for anyone looking to learn how to enter, track, and review permitting and planning applications within the Citywide Permitting module. We will cover common processes such as creating and reviewing applications, completing permits, issuing permits, and closing applications. You'll also gain insights into managing mandatory reviews and tasks, handling fee calculations, scheduling inspections, and much more. Whether you're new to the permitting process or looking to refine your workflow, this session will provide you with the tools and knowledge to effectively navigate the Citywide Permitting module and streamline your operations.
Learning Citywide Assets from a New User's Perspective*	In this session, we will be going back to basics where we wil learn to navigate, administrate the system and explore the basic functionality. Learning Objectives include: 1. Navigating the site and understanding how information is organized and structured 2. How to Filter and manage the asset inventory and run financial reports 3. Understand asset profiles and their function and running asset management & level of service reports 4. Review suggested process for year end asset adjustments and how to enter various types of asset adjustments ***This session would be beneficial to new users or beginners with Citywide Assets.**
Citywide Maintenance - Facilities Management & Citywide Spaces	In this session, we'll walk participants through a variety of common and essential maintenance scenarios typically encountered within a Facilities Department. You'll gain practical skills for using the software to enhance operational efficiency, effectively manage daily maintenance tasks, and control costs. Through hands-on learning, you'll explore real-world examples and discover how to leverage the software's features to optimize workflows and improve resource management. This session is perfect for anyone looking to streamline their facilities maintenance processes and drive better outcomes in their day-to-day operations.
Citywide GIS/EGIS - Admin Essentials	This session will introduce you to the different GIS options that exist within Citywide and provide users with the basic tools needed to compliment their internal processes and asset management practices. During this session we will also highlight new features that have been added to help you manage relationships across Citywide. In addition, we'll help you understand how different workflows within your organization can be initiated and tracked directly within Citywide GIS.

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Learning Citywide Maintenance General Functionality*	In this session, we will provide an overview of the core features and functionality within Citywide Maintenance. This hands-on session is designed to help users understand how to navigate the system, manage day-to-day tasks, and support maintenance operations more efficiently. Learning Objectives include: 1. Setting up Preventative Maintenance events to help schedule and automate routine work 2. Managing Resources, Parts and Materials, Stores, and understanding basic Job Costing 3. Using Barcoding and QR Codes for easier asset tracking and inventory management 4. Creating and managing Projects within the system 5. Exploring a Mobile App scenario to see how field staff interact with work orders on the go 6. Walking through a Citywide Portal scenario from submitting a Service Request to Work Order completion ***This session would be beneficial to new users or beginners with Citywide Maintenance**
Citywide Maintenance - Mobile App and Route Patrol Best Practices	This session will focus on best practices for utilizing the Citywide Mobile app to update work orders, service requests, completing processes as well as streamlining route patrol activities. You'll learn how to enhance patrol efficiency, improve data accuracy, and ensure service compliance on municipal roadways. We'll cover how to effectively use the app for real-time updates, reporting, and tracking, helping you stay organized and responsive while on patrol. Whether you're new to the app or looking to optimize your current processes, this session will provide valuable strategies to ensure smooth and compliant route patrol operations.
Working Session: Citywide Assets & Maintenance	This interactive working session will walk you through key end-to-end scenarios in the Citywide Assets & Maintenance process. Attendees will explore the lifecycle from submitting a Service Request via the Citywide Portal through to Work Order creation, assignment, and completion. Additional topics may include asset tracking, status updates, and system notifications. The session is designed to promote hands-on learning, identify potential process improvements, and ensure alignment across departments.

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Citywide API - Tips and Tricks	Join us for an insightful session exploring Citywide client case studies on how municipalities have successfully implemented API integrations to enhance their operations and service delivery. Learn how municipalities can harness APIs to streamline operations, enhance data sharing, and drive innovation in public services, ultimately leading to more efficient and responsive city administration.
Product Council - Citywide Assets, Maintenance, Permitting & Module Add-Ons	Join us for an interactive Product Council session, where we'll collaborate to explore and discuss enhancement requests directly from you. This brainstorming session provides a unique opportunity to share ideas, address feedback, and prioritize new features that can drive future product improvements. Your input is invaluable as we work together to shape the next evolution of Citywide Assets, Maintenance, Permitting, ensuring it meets your needs and expectations. Let's innovate and create impactful solutions together!

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Accommodations

Courtyard Calgary Airport

2500 48 Ave NE,

Calgary, AB

T3J 4V8

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