## SESSION 1      10:00am – 11:00am

### Introduction to CiviCRM

Oliver Gibson / Northbridge Digital

A session for those who are completely new to CiviCRM and want to understand what it can do, including an overview of what it means to use open source software.

### Why do we use a CRM at all?

Graham Mitchell / Platform 6 Coop

This session will focus on what drives or influences an organisation to think about implementing a CRM tool - the processes, preparation, expectations and pressures they see which helps them to understand why a CRM might be useful. Including case studies to help see how others encountered this problem.

### Integrating with your CMS

Rose Lanigan / Ruza Solutions & Nic Wistreich / Visualist

CiviCRM always comes with a platform CMS, typically Drupal, WordPress, or even Joomla or Backdrop. This session will look at the ways you can leverage the tools available on the CMS that integrate with CiviCRM to extend its functionality, e.g. Views and Webforms on Drupal, Events listing on WordPress, and Membership permissions on Joomla.

## SESSION 2      11:30am – 12:30pm

### Organising Data

Craig Almond / GMCVO Databases

A clear description of the methods that CiviCRM uses to organise and categorise data, including contacts vs activities, contact types and extending with custom fields.

### Reports and Reporting Extensions

William Mortada / Technology for Social Purpose

An overview of the reporting tool built into CiviCRM, and the potential extensions available. Aimed at beginners and regular users, we will look at the various tools available when tasked with reporting your data.

### CiviMember

CompuCorp

Over the past 12 months the team at Compucorp have been working super hard on a major leap for the CiviCRM membership module. This session will look at the Membership module, as well as a look at the new suite of extensions and modules that will shortly be available to download from the CiviCRM website.

## SESSION 3      15:30 – 16:30

### Events

Heather Oliver / Red Hot Irons

CiviEvent provides a set of tools for running events. These tools make you more effective as an event organiser and reduce the amount of administration require. In this session, we will be covering CiviEvent setup. Please bring your questions, as the session will be led by attendees and what they would like to learn. We'll also be look at which CiviCRM extensions you may wish to use to take your event management to the next level.

### Custom development: when, how and whether it's right for your organisation.

Rich Lott / Artful Robot

CiviCRM is amazingly flexible, especially considering the ecosystems of community produced extensions that are available. But if that still leaves you with a missing puzzle piece you could hire a developer to build something that fits it beautifully.

This session aims to share the lessons learnt to help inform your decisions. We'll talk through examples that went well and those that didn't go so well! What questions should you ask yourself and the developer? What will it cost? What are the risks? Why consider sharing your code?

### CiviCase

Compucorp

The Compucorp team have also been working with the CiviCRM core team to develop a new and improved user interface for CiviCase. The new extension brings Civicase into the 21st century and leverages the new Shoreditch design system to create a best in class case management system. We'll be showing off the new CiviCase and also demonstrating how, with the help of the Drupal Webform CiviCRM integration, you can create workflows to manage any internal processes you may have from case support, service delivery, fundraising, applications and recruitment.