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N W E R P

What's New in IT

Mike Adnson

Manager – Software Engineering

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Bryan Weier

Sr. Technical Services Support Specialist

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Conference Schedule Layout

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NWERP Specific Tech Track

Tech Specific

- IT – I Didn't Know I Could Do That! – 5/20 – 2-3 pm - ICC-238-Level 2 (Beaubien)
- Security Management in NWERP – 5/21 – 10-11 am - ICC-235-Level 2 (Johnson)
- IT Design Challenge – 5/21 – 2-3 pm - ICC-238-Level 2 (Adnson)
- IT and Security Services – 5/21 – 3:30-4:30 pm - ICC-238-Level 2 (Weier/Robb Ann)
- Troubleshooting Application and Performance Issues – 5/22 – 8:30-9:30 am - ICC-238-Level 2 (Beaubien)
- New World ERP Maintenance, Migrations and Helpful Tech Tools - 5/22 -11:30 am - 12:30 pm - ICC-237-Level 2 (Weier)

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NWERP Tech Applicable “General” Sessions

General Sessions

- Design Challenges in all 4 apps – See the calendar
- DSS for Beginners – 5/20 – 10-11 am - ICC-239-Level 2
- NWERP General Session – 5/20 – 3:30-4:30 pm - ICC-500 Ballroom-Level 1
- NWERP Happy Hour – 5/20 – 4:30-5:30 pm
- SSRS Reporting Lab – 5/21 – 11:30–12:30 am - ICC-239-Level 2
- Customizing NWERP for your needs – 5/21 – 2-3 pm - ICC-235-Level 2

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Tyler-Wide Tech Friendly Sessions

Tech Specific – Some examples

- A.I. Weaponized: Cyberattacks and Defense – 5/20 – 11:30 am – 12:30 pm - ICC-124-Level 1
- Cybersecurity Assessment and Strategic Planning – 5/21 – 10-11 am - ICC-124-Level 1
- How a Hacker Hacks and Attacks: Watch a Cyberattack in Real Time – 5/21 – 11:30 am – 12:30 pm - ICC-124-Level 1
- Prevent Falling for Phishing and Social Eng Cyberthreats – 5/21 – 3:30-4:30 pm – ICC-124-Level 1

General Sessions – A couple examples

- What a Viewtiful Place (Content Manager) – 5/21 – 8:30-9:30 am – ICC-141-Level 1
- Imagining the Future of Payments – 5/22 – 10-11 am – ICC-120-Level 1

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What's New in NWERP?

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How Do I Know What's New?

- Release Notes
- What's New Page
- Patch Blog – You can subscribe to this

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Release Notes

2023.1 New World ERP Patch Notes

New World ERP patch notes are available here as 2023.1 patches are released. The date next to each patch number corresponds to the date displayed for the patch in Tyler Deploy. The link takes you to the New World ERP 2023.1 Patch Notes page, where notes are sorted by module.

Note: Patch 2022.1.17 was the final patch in the 2022.1 series. Patch **2023.1.1** is the first of the 2023.1 series. Since patches are cumulative and generated from the same code stream, 2023.1.1 may be applied over any version of New World ERP that is delivered with Tyler Deploy 2019.1, 2020.1, 2021.1 or 2022.1.

2023.1 Patch: What Does It Mean to Me?

To view a brief video on how to use the New World Orchestrator to check for patches and deploy them, click here.

- » 2023.1.17 (04.22.24)
- » 2023.1.16 (04.01.24)
- » 2023.1.15 (03.11.24)
- » 2023.1.6 (09.05.23)
- » 2023.1.5.1 (08.15.23)
- » 2023.1.5 (08.14.23)

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What's New Page

New in 2023

Community Development

Financial Management

Foundation

Patch #	Date	Program	Feature
2023.1.16	04.01.24	Suite-Security	Function added to sync one Content Manager (CM) user instead of all.
2023.1.11	12.18.23	Management Console	Setting for Notify to suppress messages from being sent.
2023.1.11	12.18.23	Suite-System	System setting to hide shared saved reports created by inactive users.
2023.1.10	11.27.23	Suite-Reports	User-Based Security Compare Two Users report runs for all functions at once.
2023.1.9	11.06.23	Suite-Security	Button to compare user-based security permissions of two users added to User-Based Security page.
2023.1.7	09.25.23	Suite-Security	Approval History Report added to Security Reports menu.
			Security Template Change Tracking Report

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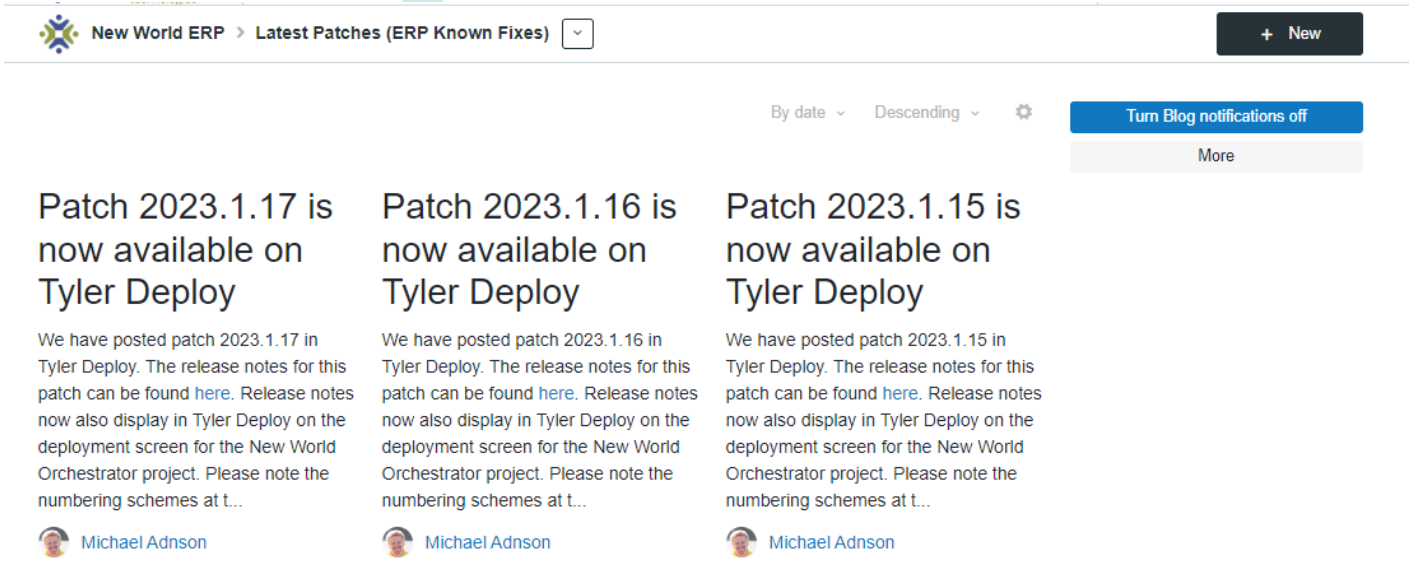
Patch Blog

- Blogs > Latest Patches
- *Turn Blog Notifications On* toggle



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Security Tooling Suite

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New (ish) Security Audits

- eSuite Authentication Log
- Change Audits in:
  - Security Permissions
  - Security Templates
  - Process Manager
  - User-Based Security
  - User-Based Security G/L Orgs

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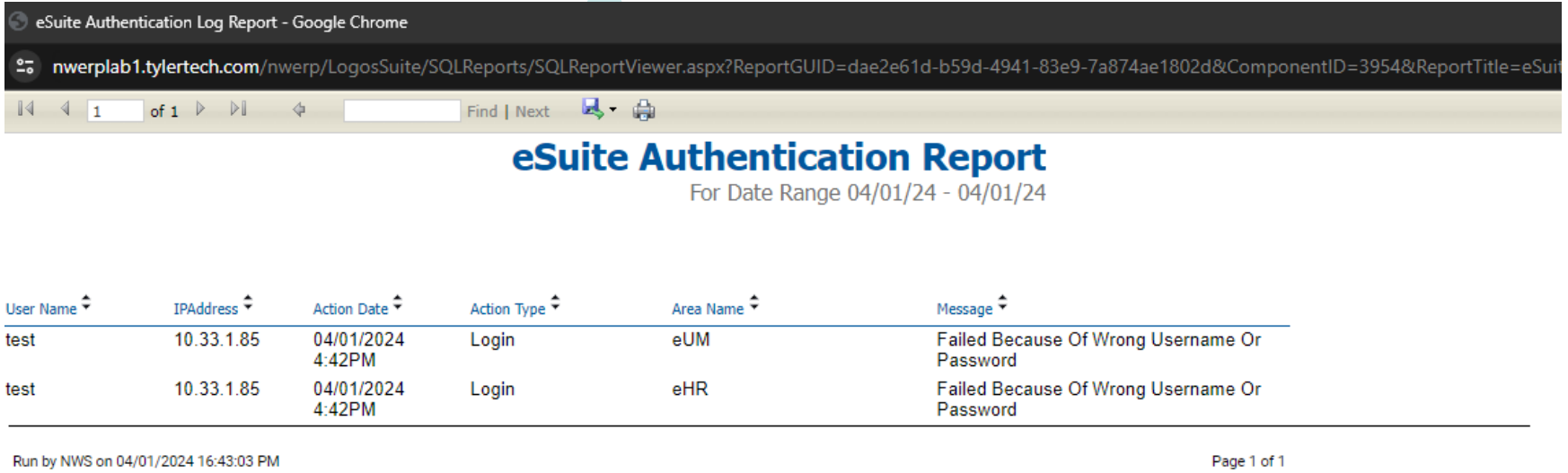
eSuite Authentication Log



eSuite Authentication Report

For Date Range 04/01/24 - 04/01/24

User Name	IPAddress	Action Date	Action Type	Area Name	Message
test	10.33.1.85	04/01/2024 4:42PM	Login	eUM	Failed Because Of Wrong Username Or Password
test	10.33.1.85	04/01/2024 4:42PM	Login	eHR	Failed Because Of Wrong Username Or Password

Run by NWS on 04/01/2024 16:43:03 PM

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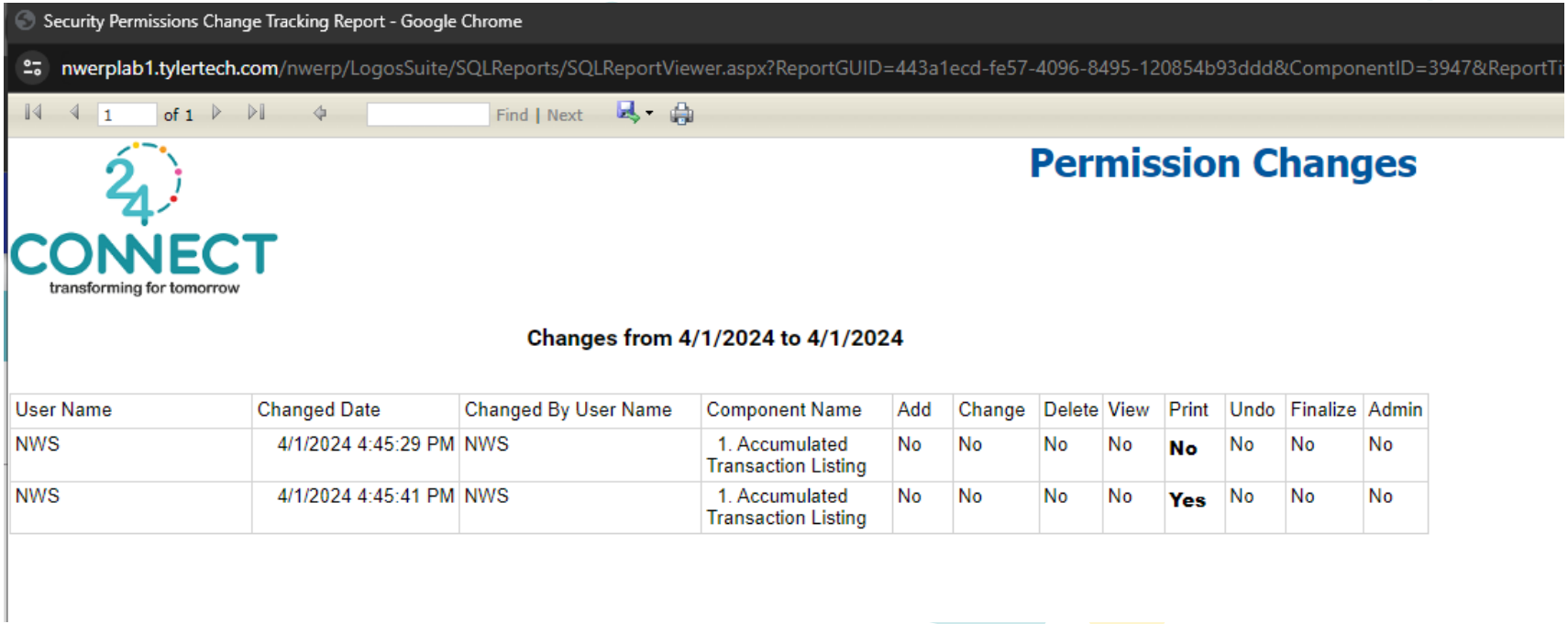
Security Permission Audit



User Name	Changed Date	Changed By User Name	Component Name	Add	Change	Delete	View	Print	Undo	Finalize	Admin
NWS	4/1/2024 4:45:29 PM	NWS	1. Accumulated Transaction Listing	No	No	No	No	**No**	No	No	No
NWS	4/1/2024 4:45:41 PM	NWS	1. Accumulated Transaction Listing	No	No	No	No	**Yes**	No	No	No

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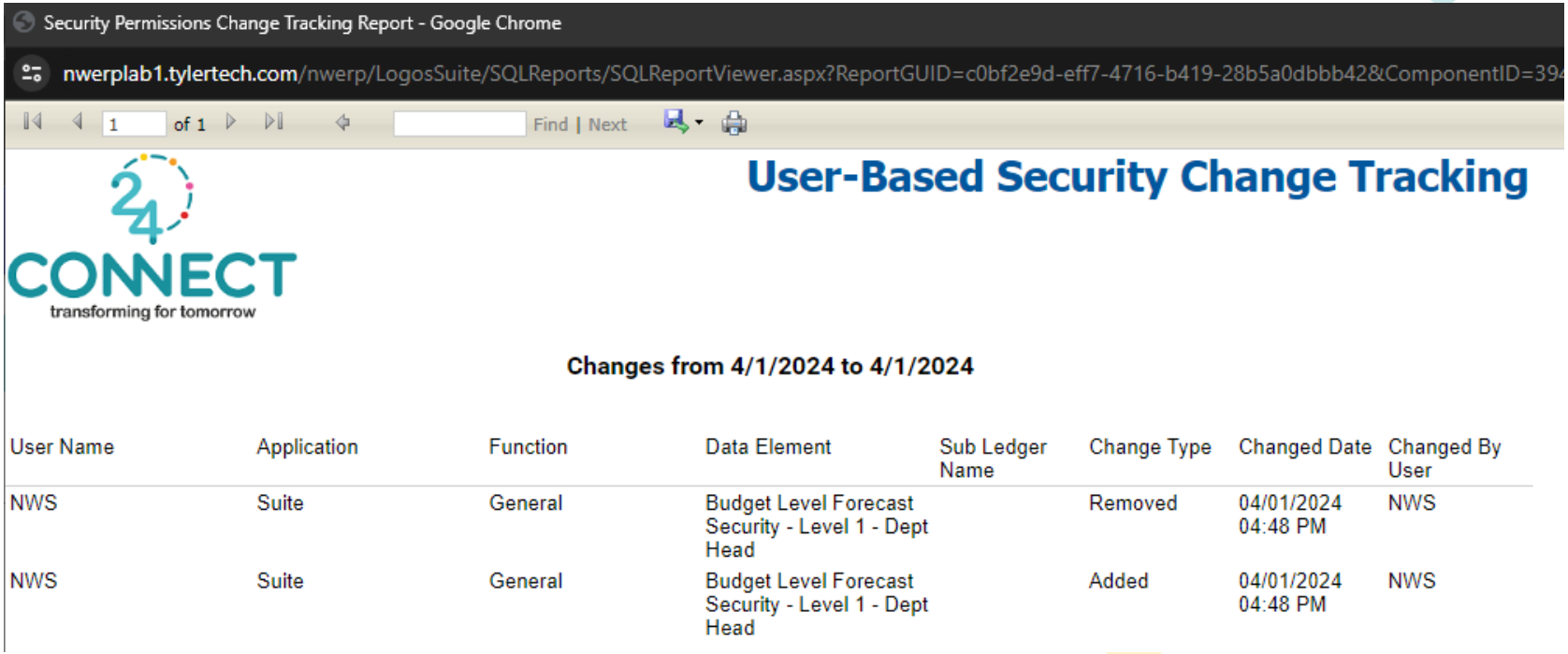
User-Based Security Audit


Security Permissions Change Tracking Report - Google Chrome

nwerplab1.tylertech.com/nwerp/LogosSuite/SQLReports/SQLReportViewer.aspx?ReportGUID=c0bf2e9d-eff7-4716-b419-28b5a0dbbb42&ComponentID=394

1 of 1 Find | Next

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transforming for tomorrow

User-Based Security Change Tracking

Changes from 4/1/2024 to 4/1/2024

User Name	Application	Function	Data Element	Sub Ledger Name	Change Type	Changed Date	Changed By User
NWS	Suite	General	Budget Level Forecast Security - Level 1 - Dept Head		Removed	04/01/2024 04:48 PM	NWS
NWS	Suite	General	Budget Level Forecast Security - Level 1 - Dept Head		Added	04/01/2024 04:48 PM	NWS

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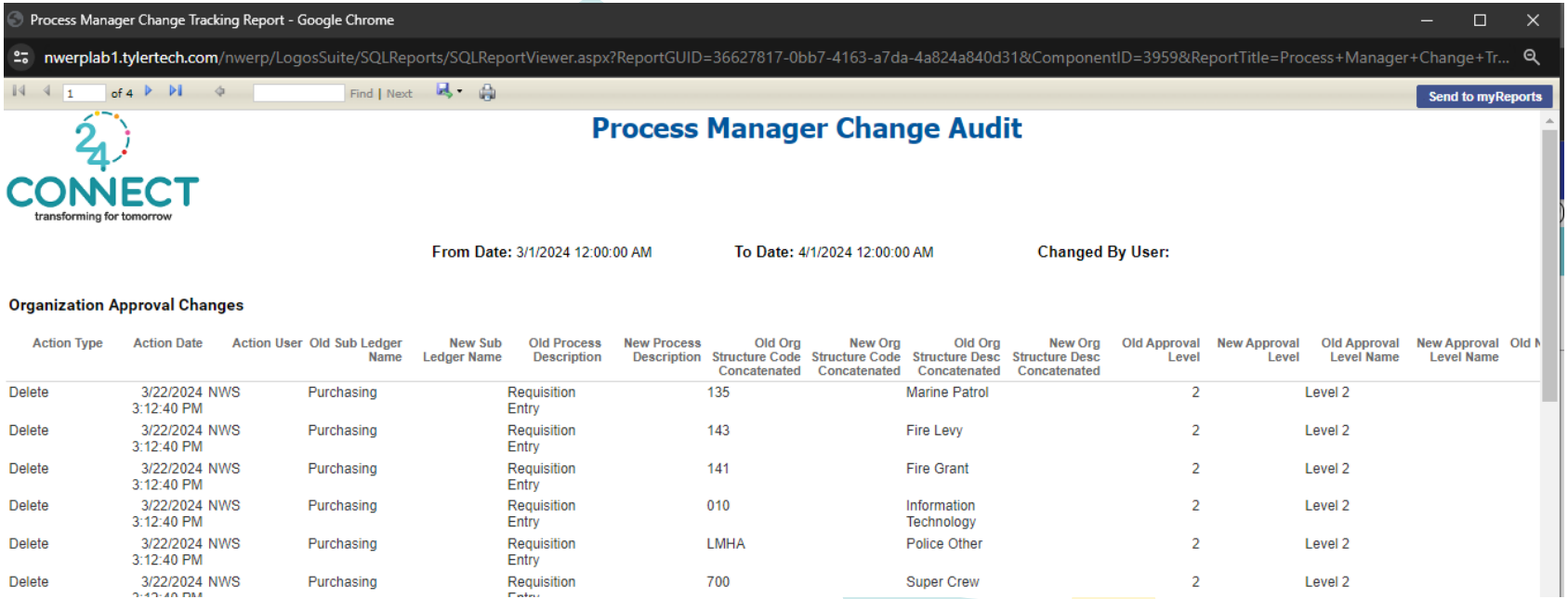
Process Manager Audit



Action Type	Action Date	Action User	Old Sub Ledger Name	New Sub Ledger Name	Old Process Description	New Process Description	Old Org Structure Code Concatenated	New Org Structure Code Concatenated	Old Org Structure Desc Concatenated	New Org Structure Desc Concatenated	Old Approval Level	New Approval Level	Old Approval Level Name	New Approval Level Name	Old N
Delete	3/22/2024 3:12:40 PM	NWS	Purchasing		Requisition Entry		135		Marine Patrol		2		Level 2		
Delete	3/22/2024 3:12:40 PM	NWS	Purchasing		Requisition Entry		143		Fire Levy		2		Level 2		
Delete	3/22/2024 3:12:40 PM	NWS	Purchasing		Requisition Entry		141		Fire Grant		2		Level 2		
Delete	3/22/2024 3:12:40 PM	NWS	Purchasing		Requisition Entry		010		Information Technology		2		Level 2		
Delete	3/22/2024 3:12:40 PM	NWS	Purchasing		Requisition Entry		LMHA		Police Other		2		Level 2		
Delete	3/22/2024 3:12:40 PM	NWS	Purchasing		Requisition Entry		700		Super Crew		2		Level 2		

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New Security Reports

- Variety of new reports to manage your users
  - User-Based Security Report
  - User-Based Security GL/Org Report

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New Security Reports

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User Based Security

Application Name	Function Name	Data Element Name	Sub Ledger Name	User Name	Active User	Access Type
Financial Management	Purchase Order Type	Blanket - Blanket		lab1	Y	
Financial Management	Purchase Order Type	Standard - 00		lab1	Y	
Financial Management	Purchase Order Type	Standard - 1		lab1	Y	
Financial Management	Purchase Order Type	Standard - 2		lab1	Y	
Financial Management	Purchase Order Type	Standard - 3		lab1	Y	
Financial Management	Purchase Order Type	Standard - 4		lab1	Y	

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New Security Reports

User Based Security For GL Orgs

User Name	User Login	Active?	Ledger	Organization
lab1	lab1	Yes	Accounts Payable	1010 - General Fund
lab1	lab1	Yes	Accounts Payable	1010.B150 - General Fund, Cemetery
lab1	lab1	Yes	Accounts Payable	1010.B200 - General Fund, Parks & Recreation
lab1	lab1	Yes	Accounts Payable	1010.B200.4000 - General Fund, Parks & Recreation, General Administration
lab1	lab1	Yes	Accounts Payable	1010.B200.4150 - General Fund, Parks & Recreation, Swimming Pool
lab1	lab1	Yes	Accounts Payable	1010.B200.4160 - General Fund, Parks & Recreation, Campana

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New Security Admin Tools

- Clean up User Report Lists
- Copy to Existing User
- eSuite Website Footprint
- Option to Hide Shared Reports from Inactive Users
- New Comparisons
    - User-Based Security
    - Process Manager
    - Security Components

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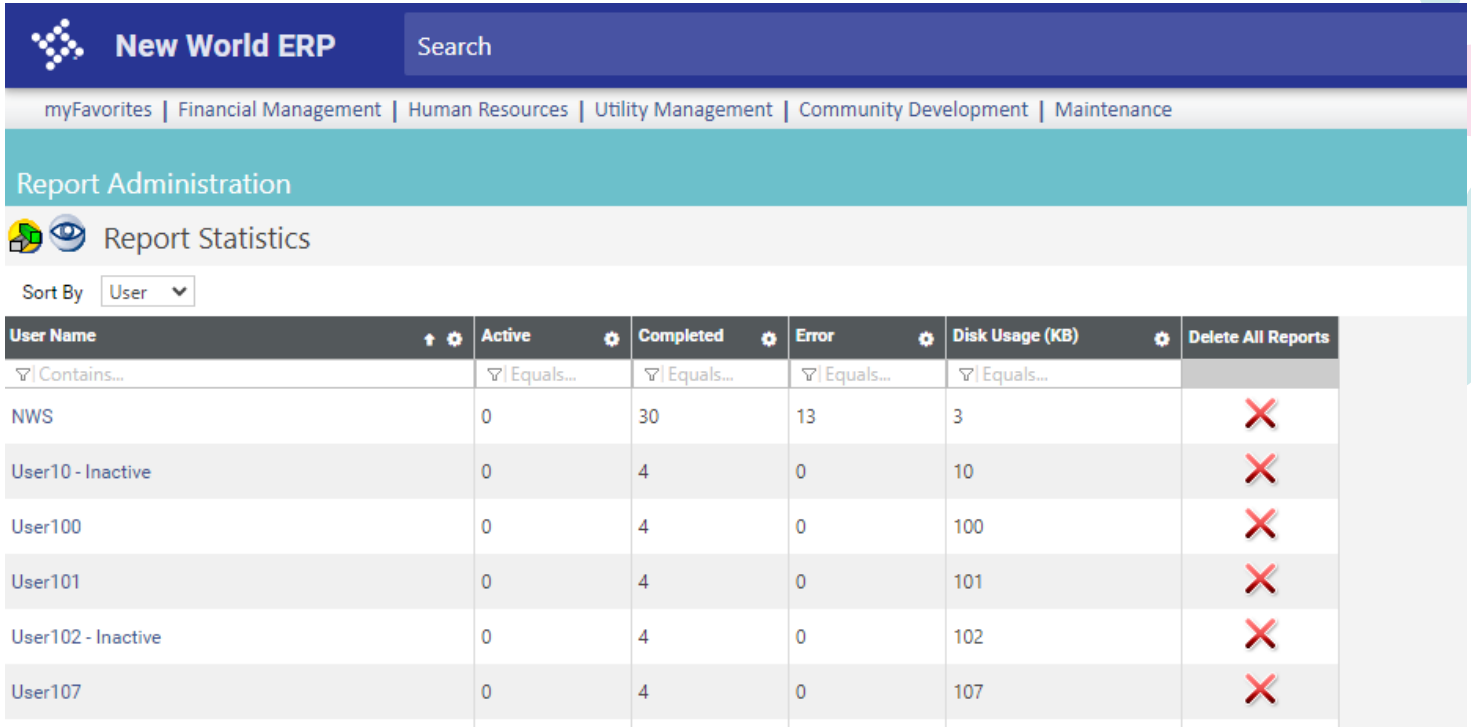
Clean Up Report Lists



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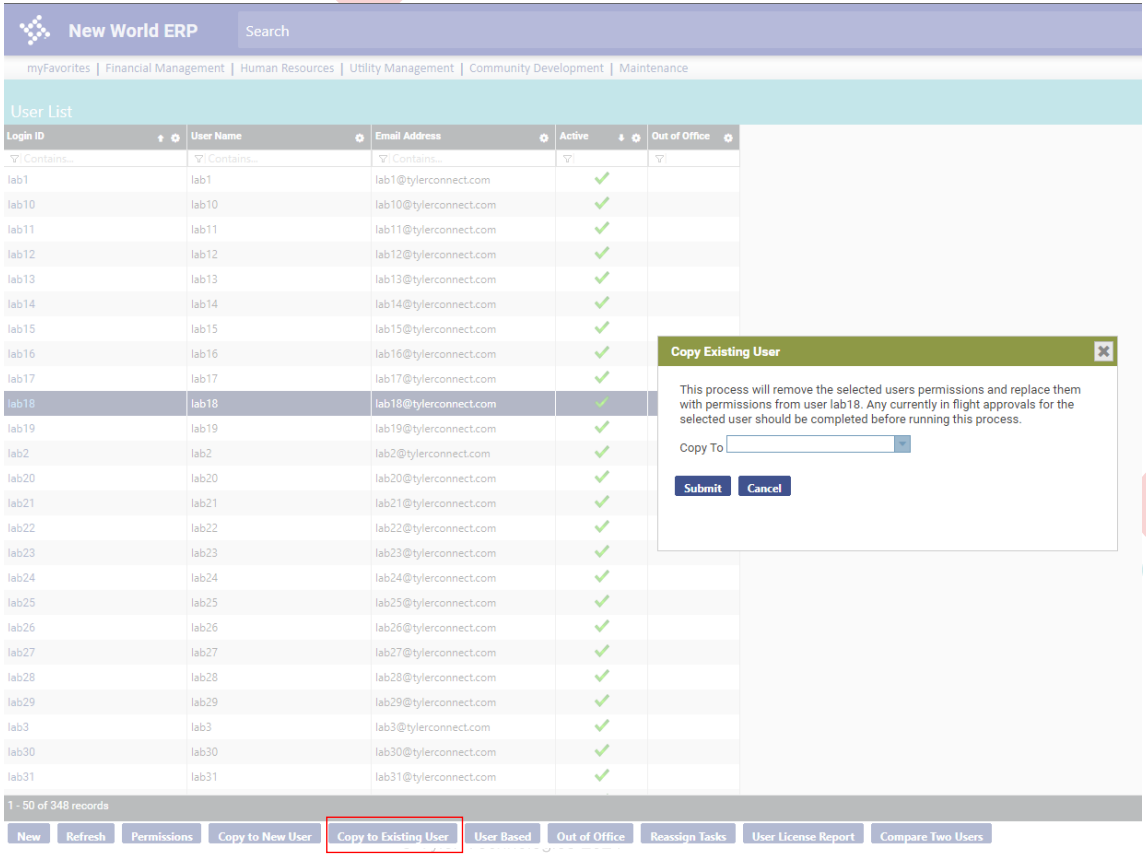
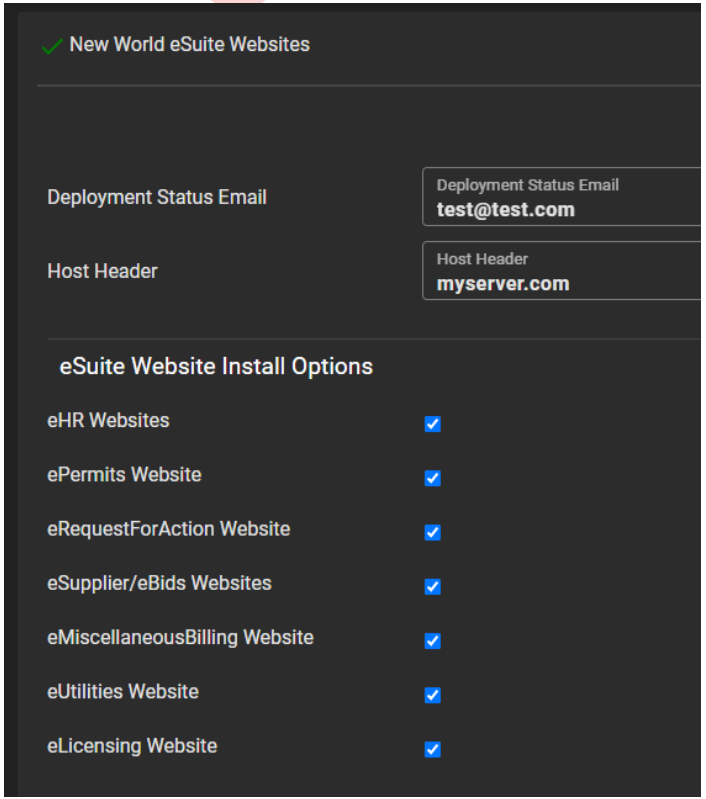
Copy to Existing User



eSuite Website Footprint



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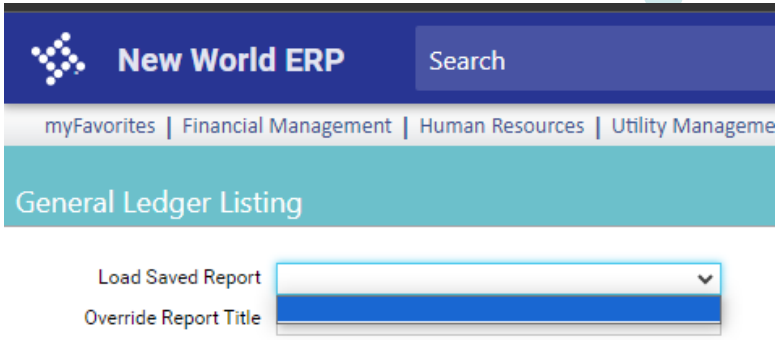
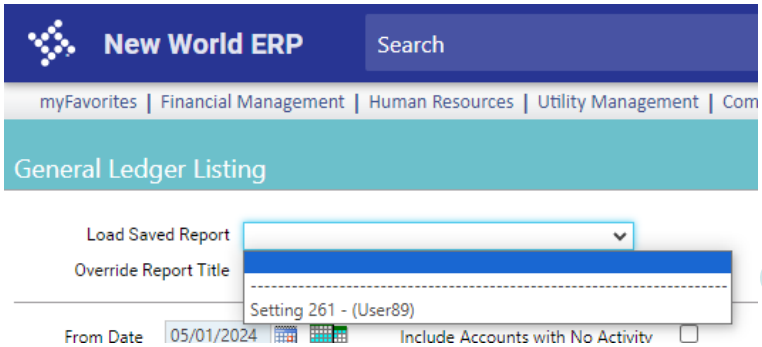
Hide Inactive User's Shared Reports

- System Settings Page

- Setting controls Saved Report Lists





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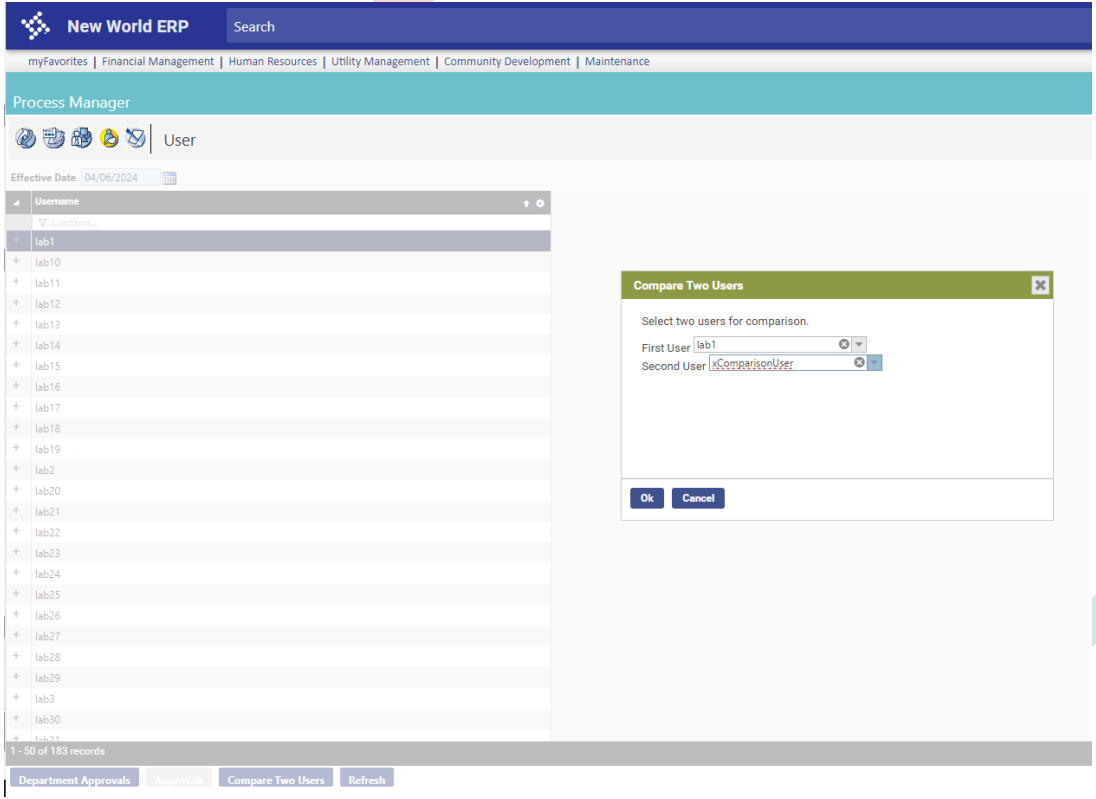
Process Manager Comparisons



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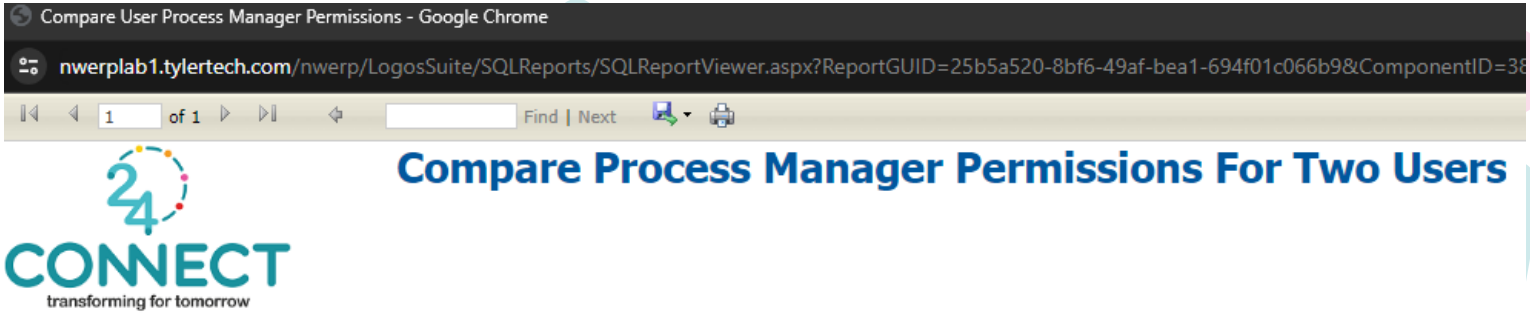
Process Manager Comparisons



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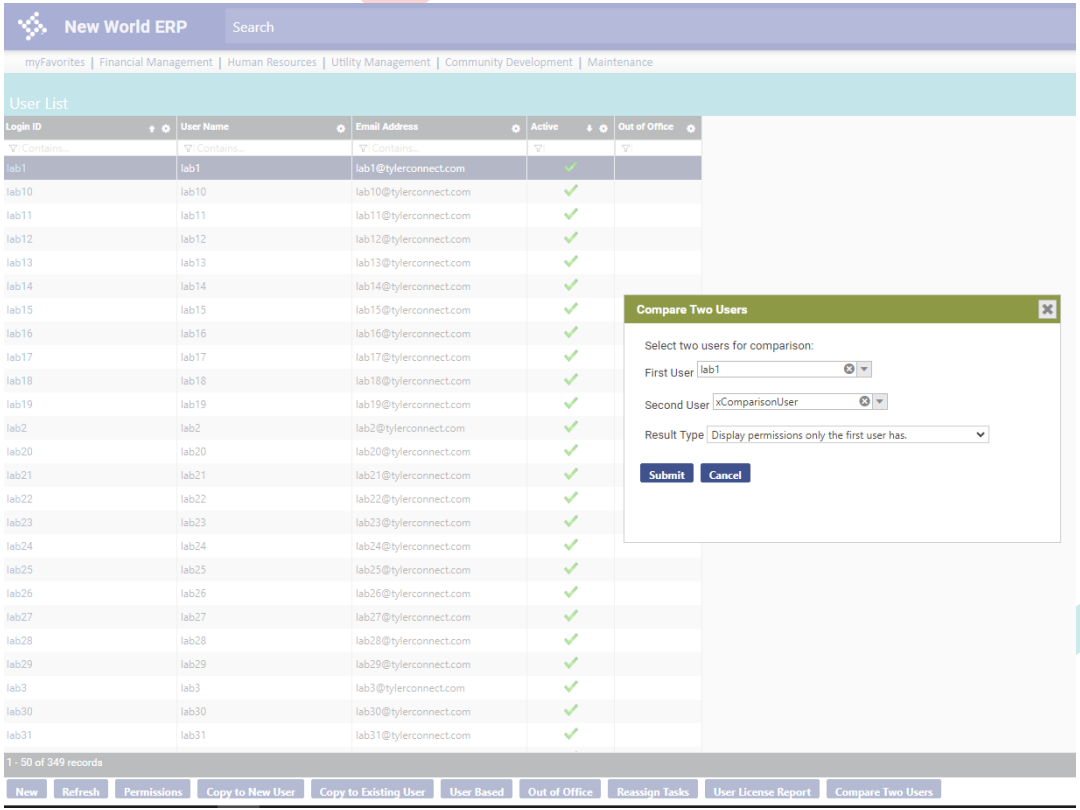
Security Permission Comparisons



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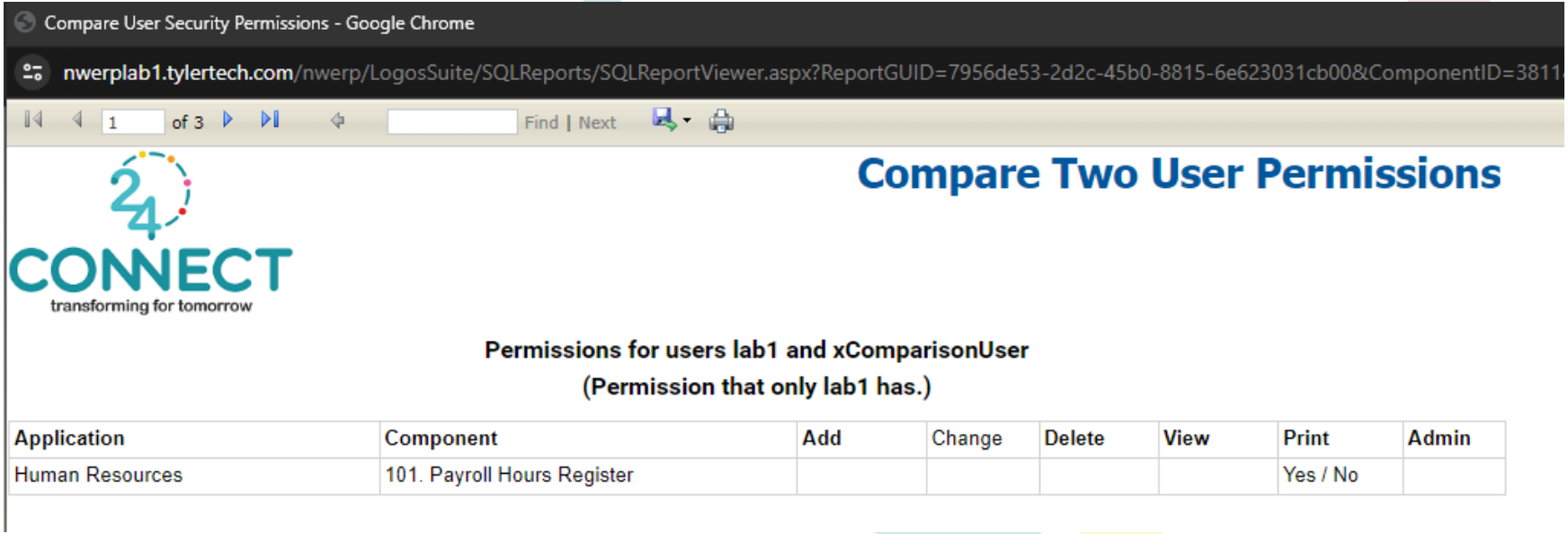
Security Permission Comparisons



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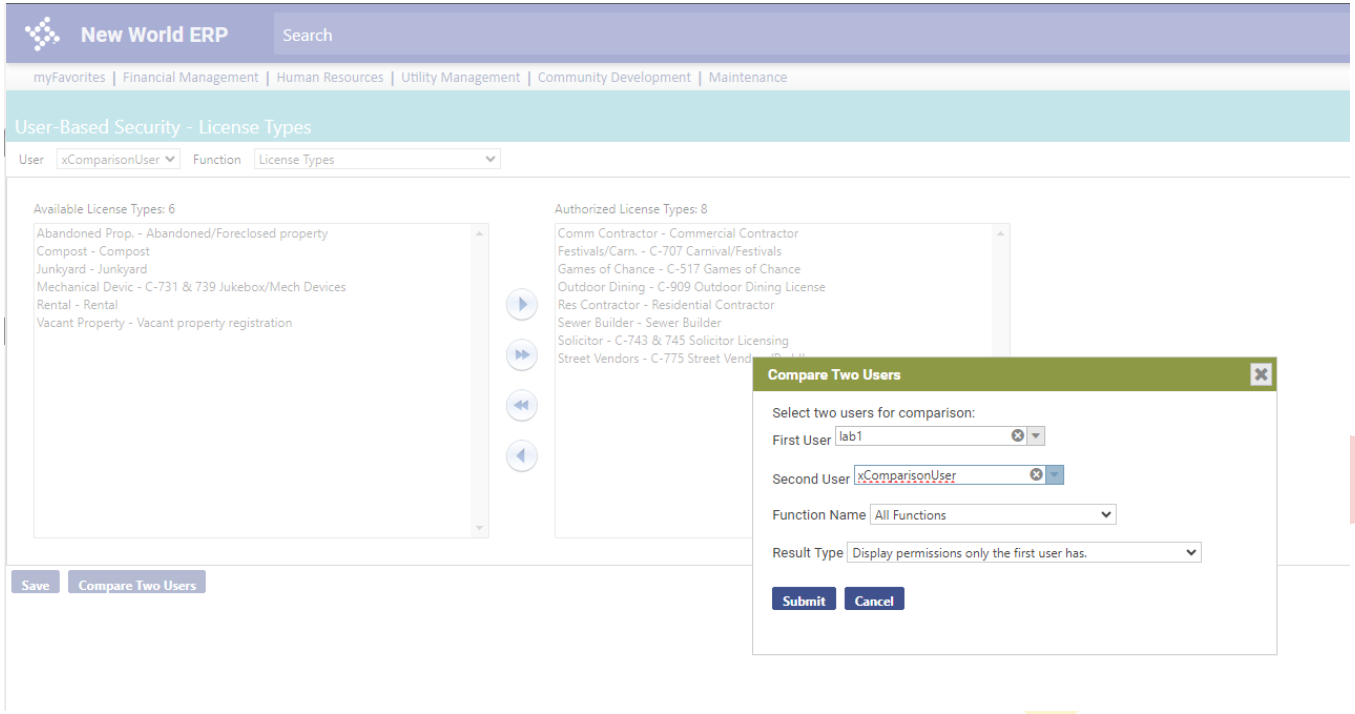
User-Based Security Comparisons



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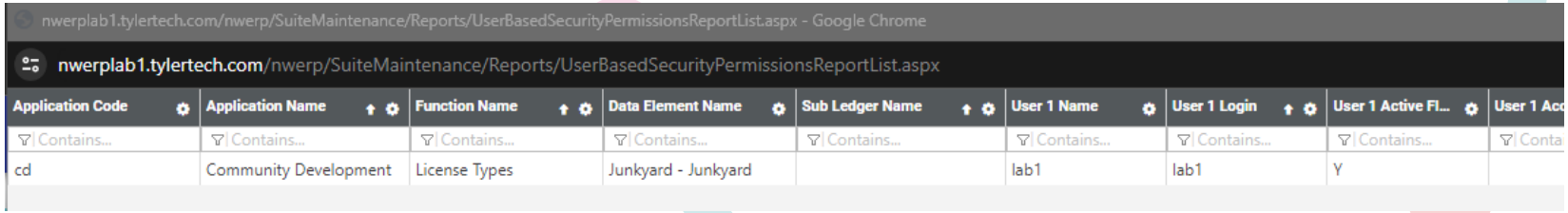
User-Based Security Comparisons



Application Code	Application Name	Function Name	Data Element Name	Sub Ledger Name	User 1 Name	User 1 Login	User 1 Active Fl...	User 1 Acc
Contains...	Contains...	Contains...	Contains...	Contains...	Contains...	Contains...	Contains...	Conta
cd	Community Development	License Types	Junkyard - Junkyard		lab1	lab1	Y	

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Tech Enhancements Module Side

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New Module Side Enhancements

- Payroll Audit Report
- Accrual Projection Report
- Approval History Report
- Company Suite Settings Audit
- UM Customer Service Audit Expansion
- Synch One CM User

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Payroll Audit Report

Process Name	Log Time	User Name
Batch Number: 220245		
Initialize the batch	03/12/24 12:06:36 PM	James Schulte
Uninitialize the batch	03/12/24 12:07:29 PM	James Schulte
Initialize the batch	03/12/24 12:14:20 PM	James Schulte
Validate Selected Employee(s): ,3413,3438,3439,3440,3442,3443,3444,3445,3446,3447,3448,3449,3450	03/12/24 12:15:11 PM	James Schulte
Validate Selected Employee(s): ,3444	03/12/24 12:16:31 PM	James Schulte
Create the payment register	03/13/24 9:19:37 AM	Jessika L'Ecuyer
Print all checks in the batch.	03/13/24 9:19:53 AM	Jessika L'Ecuyer
Print all checks in the batch.	03/13/24 9:20:14 AM	Jessika L'Ecuyer
Post the batch	03/13/24 9:20:44 AM	Jessika L'Ecuyer

Run by James Schulte on 04/08/2024 02:31:05 PM

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Accrual Projection Report

Accrual Projection Report Body

- Earned
- Used
- Projected
- Sub Totals
- Balance

Month Of Service Start Date	Month Of Service End Date	Months Of Service	Accrual Start Date	Accrual End Date	Accrual Projected
1/1/2023	4/29/2024	15	3/31/2024	4/29/2024	8.0000
1/1/2023	5/29/2024	16	4/30/2024	5/29/2024	8.0000
1/1/2023	6/29/2024	17	5/30/2024	6/29/2024	8.0000
1/1/2023	7/29/2024	18	6/30/2024	7/29/2024	8.0000
1/1/2023	8/29/2024	19	7/30/2024	8/29/2024	8.0000
1/1/2023	9/29/2024	20	8/30/2024	9/29/2024	8.0000
1/1/2023	10/29/2024	21	9/30/2024	10/29/2024	8.0000
1/1/2023	11/29/2024	22	10/30/2024	11/29/2024	8.0000
1/1/2023	12/29/2024	23	11/30/2024	12/29/2024	8.0000
				Total Projected:	72.0000
				Accrual Earned:	24.0000
				Accrual Used:	0.0000
				Total Available:	96.0000

Run by James Schulte on 04/09/2024 01:10:28 PM

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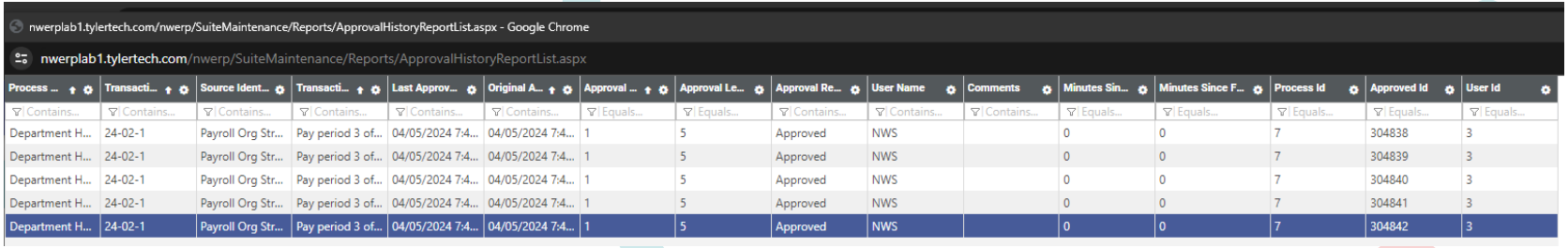
Approval History Report


nwerplab1.tylertech.com/nwerp/SuiteMaintenance/Reports/ApprovalHistoryReportList.aspx - Google Chrome

nwerplab1.tylertech.com/nwerp/SuiteMaintenance/Reports/ApprovalHistoryReportList.aspx

Process ...	Transacti...	Source Ident...	Transacti...	Last Approv...	Original A...	Approval ...	Approval Le...	Approval Re...	User Name	Comments	Minutes Sin...	Minutes Since F...	Process Id	Approved Id	User Id
Contains...	Contains...	Contains...	Contains...	Contains...	Contains...	Equals...	Equals...	Contains...	Contains...	Contains...	Equals...	Equals...	Equals...	Equals...	Equals...
Department H...	24-02-1	Payroll Org Str...	Pay period 3 of...	04/05/2024 7:4...	04/05/2024 7:4...	1	5	Approved	NWS		0	0	7	304838	3
Department H...	24-02-1	Payroll Org Str...	Pay period 3 of...	04/05/2024 7:4...	04/05/2024 7:4...	1	5	Approved	NWS		0	0	7	304839	3
Department H...	24-02-1	Payroll Org Str...	Pay period 3 of...	04/05/2024 7:4...	04/05/2024 7:4...	1	5	Approved	NWS		0	0	7	304840	3
Department H...	24-02-1	Payroll Org Str...	Pay period 3 of...	04/05/2024 7:4...	04/05/2024 7:4...	1	5	Approved	NWS		0	0	7	304841	3
Department H...	24-02-1	Payroll Org Str...	Pay period 3 of...	04/05/2024 7:4...	04/05/2024 7:4...	1	5	Approved	NWS		0	0	7	304842	3

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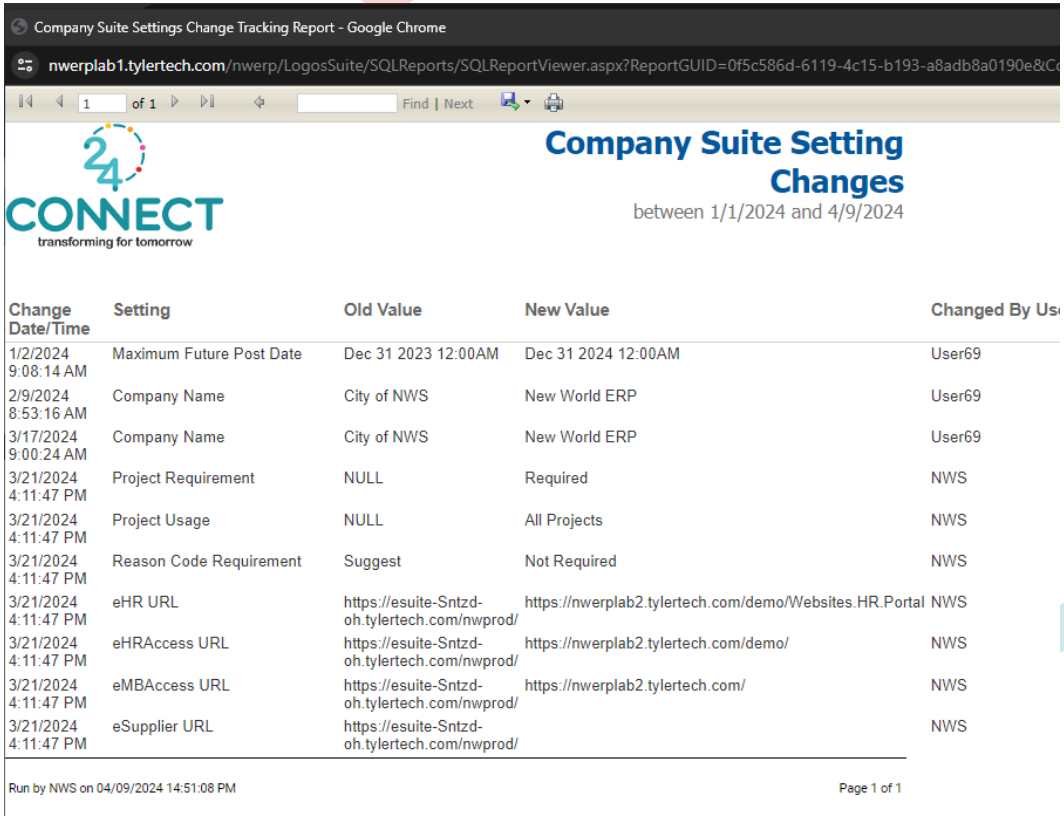
Company Suite Settings Audit


Company Suite Settings Change Tracking Report - Google Chrome

nwerplab1.tylertech.com/nwerp/LogosSuite/SQLReports/SQLReportViewer.aspx?ReportGUID=0f5c586d-6119-4c15-b193-a8adb8a0190e&C

1 of 1 Find | Next

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Company Suite Setting Changes

between 1/1/2024 and 4/9/2024

Change Date/Time	Setting	Old Value	New Value	Changed By Us
1/2/2024 9:08:14 AM	Maximum Future Post Date	Dec 31 2023 12:00AM	Dec 31 2024 12:00AM	User69
2/9/2024 8:53:16 AM	Company Name	City of NWS	New World ERP	User69
3/17/2024 9:00:24 AM	Company Name	City of NWS	New World ERP	User69
3/21/2024 4:11:47 PM	Project Requirement	NULL	Required	NWS
3/21/2024 4:11:47 PM	Project Usage	NULL	All Projects	NWS
3/21/2024 4:11:47 PM	Reason Code Requirement	Suggest	Not Required	NWS
3/21/2024 4:11:47 PM	eHR URL	https://esuite-Sntzd-oh.tylertech.com/nwprod/	https://nwerplab2.tylertech.com/demo/Websites.HR.Portal	NWS
3/21/2024 4:11:47 PM	eHRAccess URL	https://esuite-Sntzd-oh.tylertech.com/nwprod/	https://nwerplab2.tylertech.com/demo/	NWS
3/21/2024 4:11:47 PM	eMBAccess URL	https://esuite-Sntzd-oh.tylertech.com/nwprod/	https://nwerplab2.tylertech.com/	NWS
3/21/2024 4:11:47 PM	eSupplier URL	https://esuite-Sntzd-oh.tylertech.com/nwprod/		NWS

Run by NWS on 04/09/2024 14:51:08 PM

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UM Audit Improvements

- Service Address (Location)
- Central Service Address
- Customer Details
- Services
- Metered Unit Information
- Non-Metered Unit Information
- Rates
- Override Units
- Billing Profile
- Work Orders
- Billing Items

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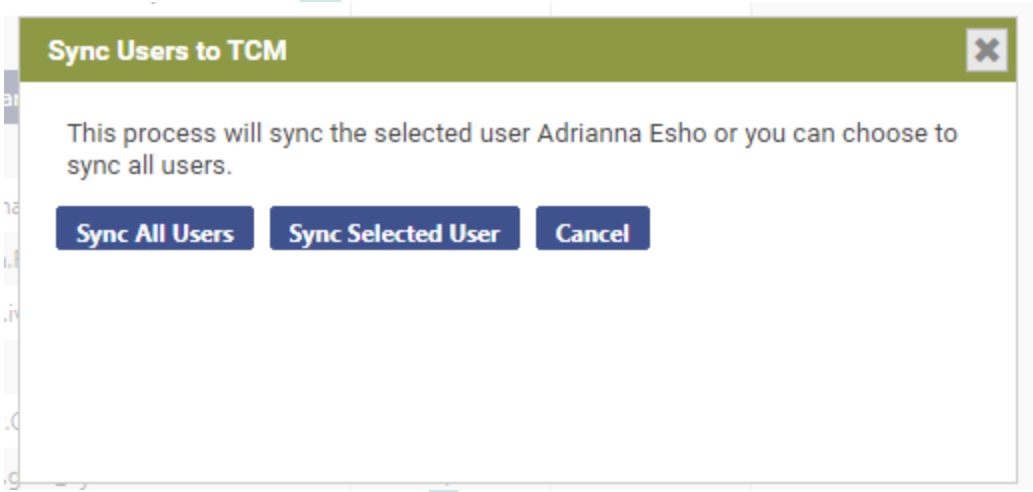
Synch One CM User



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MDR (Managed Detect + Response) + UDR

- Learn about MDR (Cyber) in this session:
  - IT and Security Services – 5/21 – 3:30-4:30 pm - ICC-238-Level 2
- User Detect and Response

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Notify

- Text / Email / Call based on criteria in NWERP
- Current process locations (evaluating where to expand into)
    - UM Delinquencies (Text / Email / Robocall)
    - CD License Renewals (Text / Email)
    - CD Delinquencies (Text / Email)

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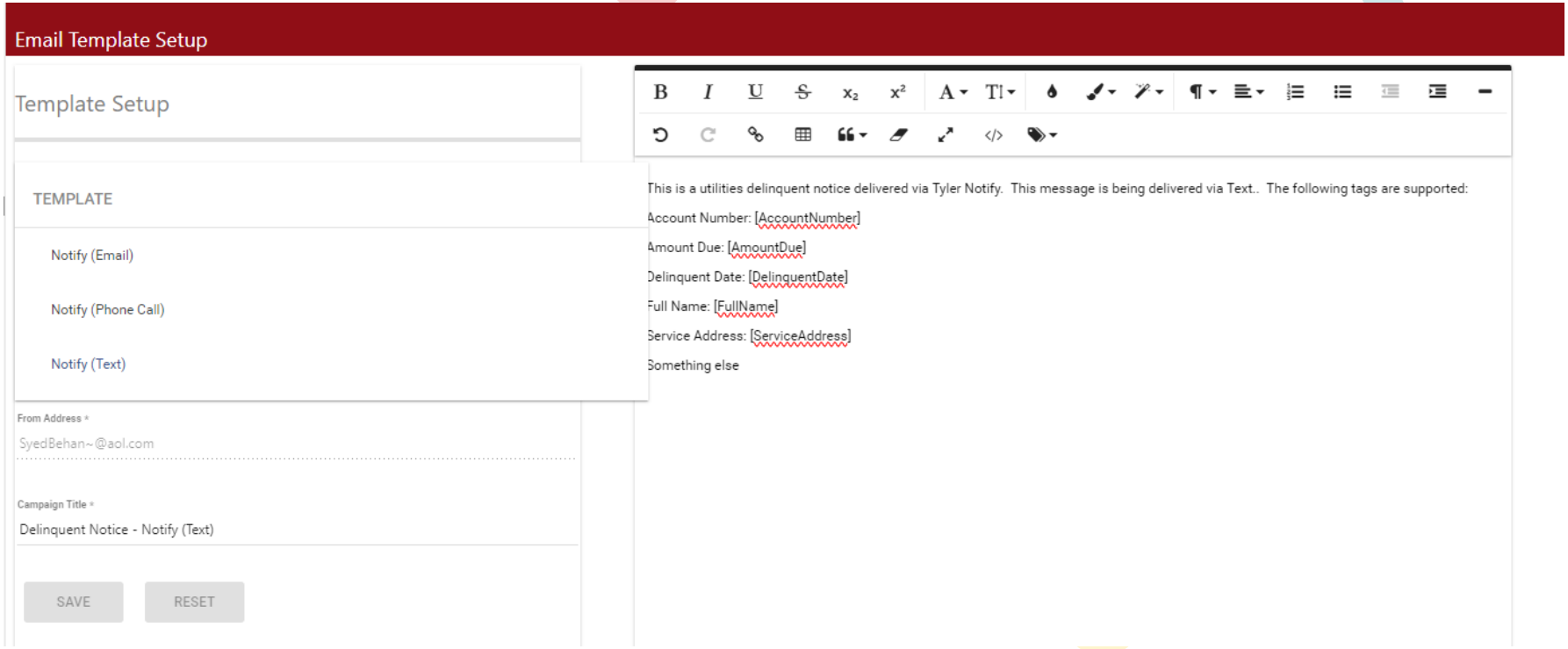
Notify



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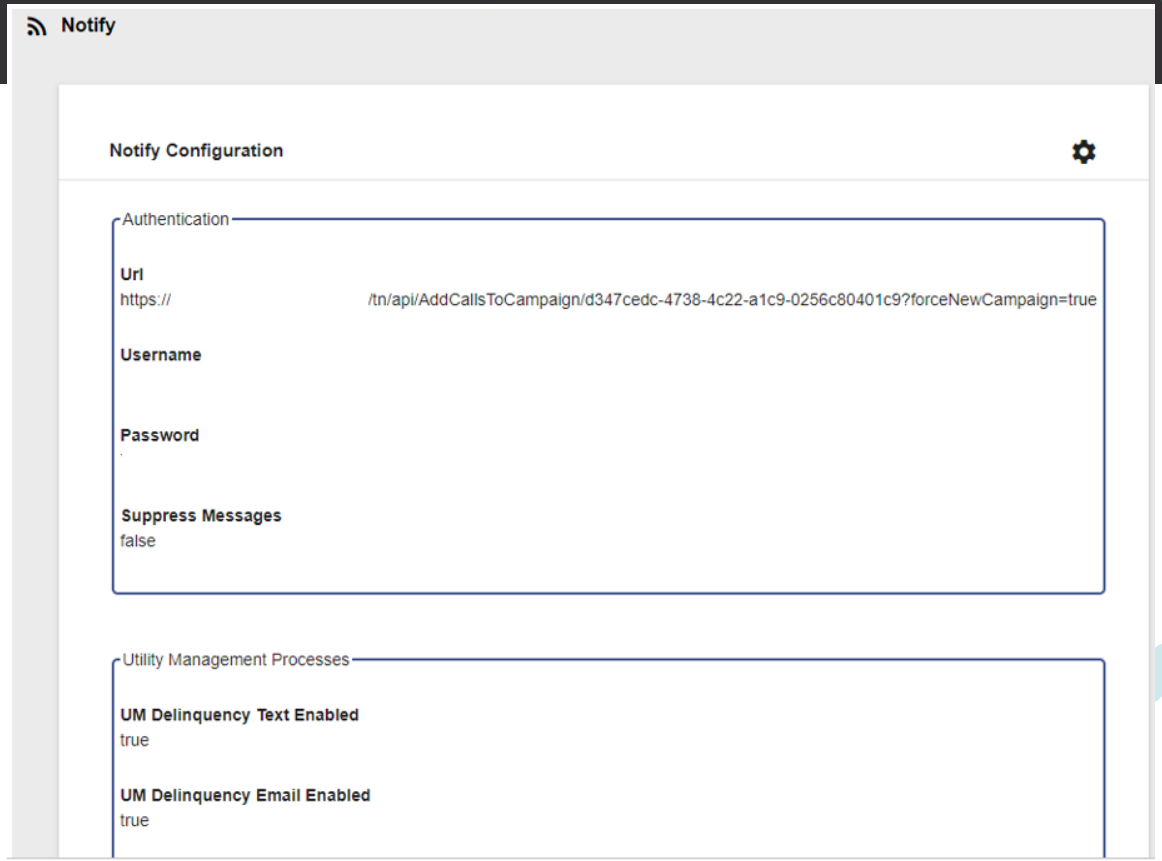
Notify



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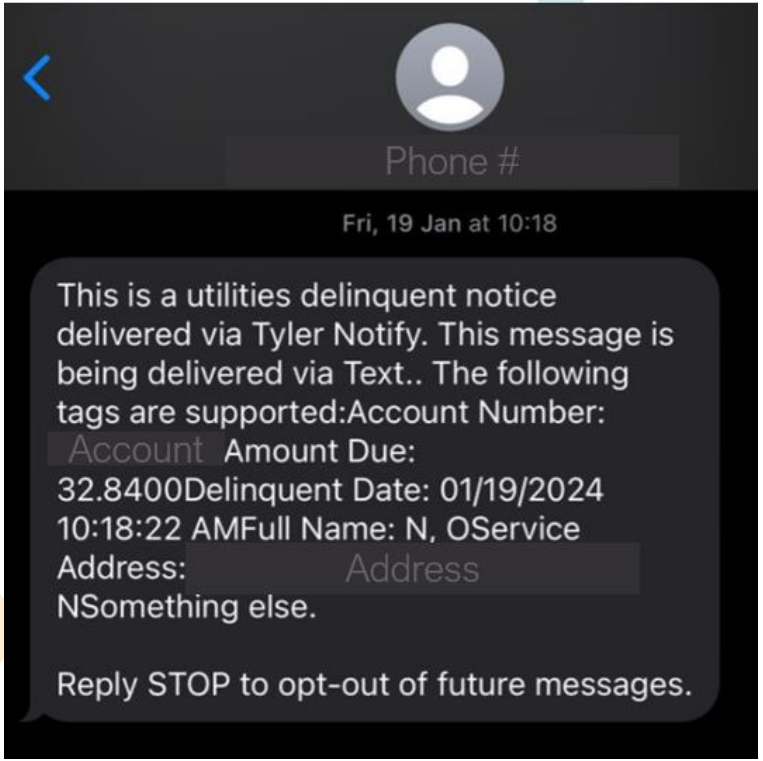
Notify

- Ability to suppress messages in Test



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Utility Access

- Text to Pay
- QR Codes on Bills -> Quick Pay from a device
- Scheduled Pay – One-time future payment on a date chosen by the customer
- Autopay Options (eCheck / Card)
    - On Due Date
    - On a Date chosen by the customer

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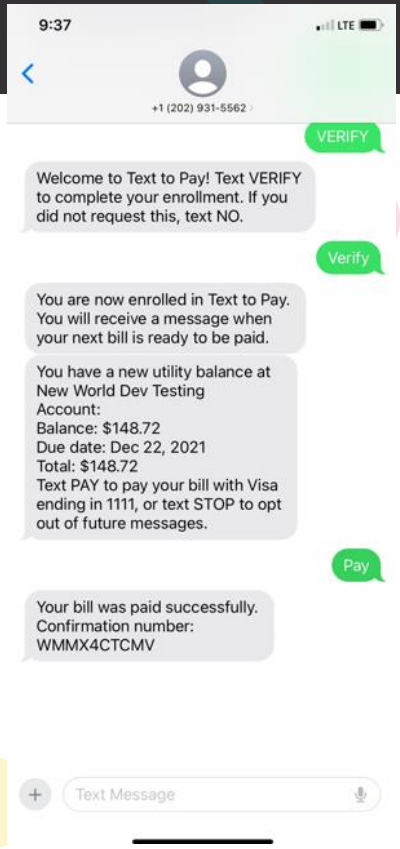
Utility Access

- Text to Pay
  - Setup a preferred phone
  - When a new bill posts, interact (and pay) via text.



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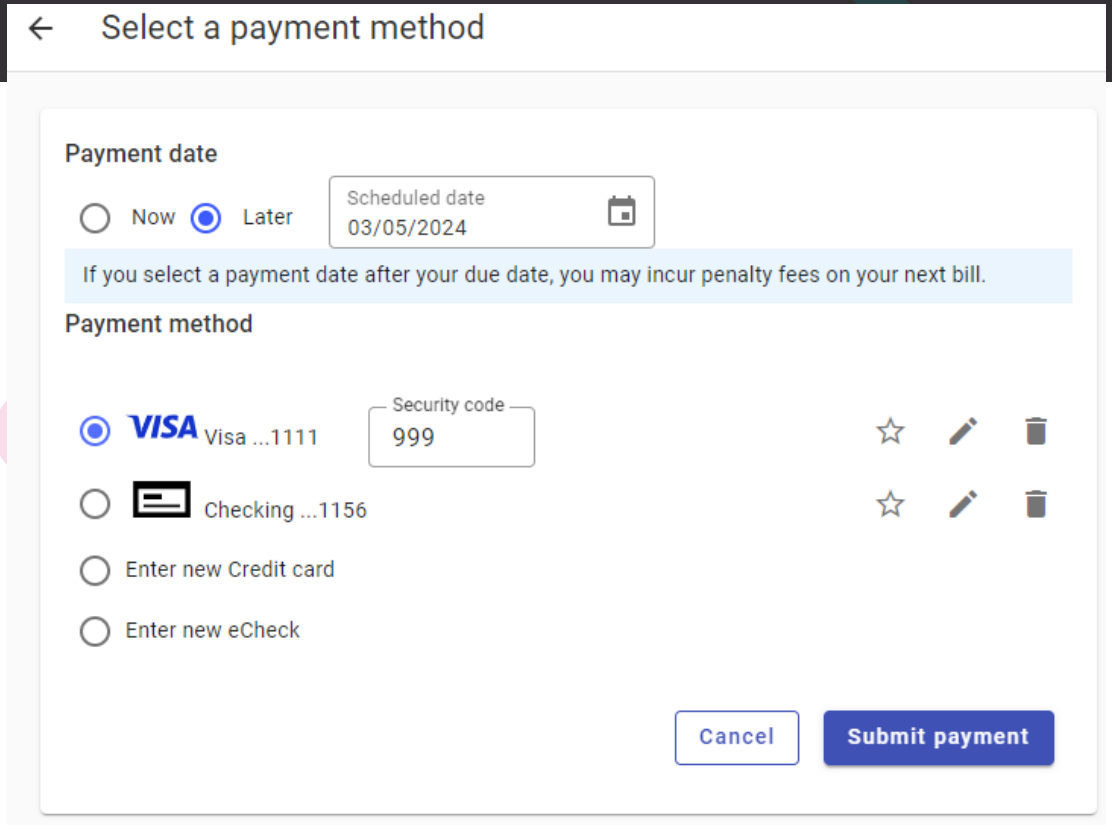
Utility Access

- Scheduled Pay



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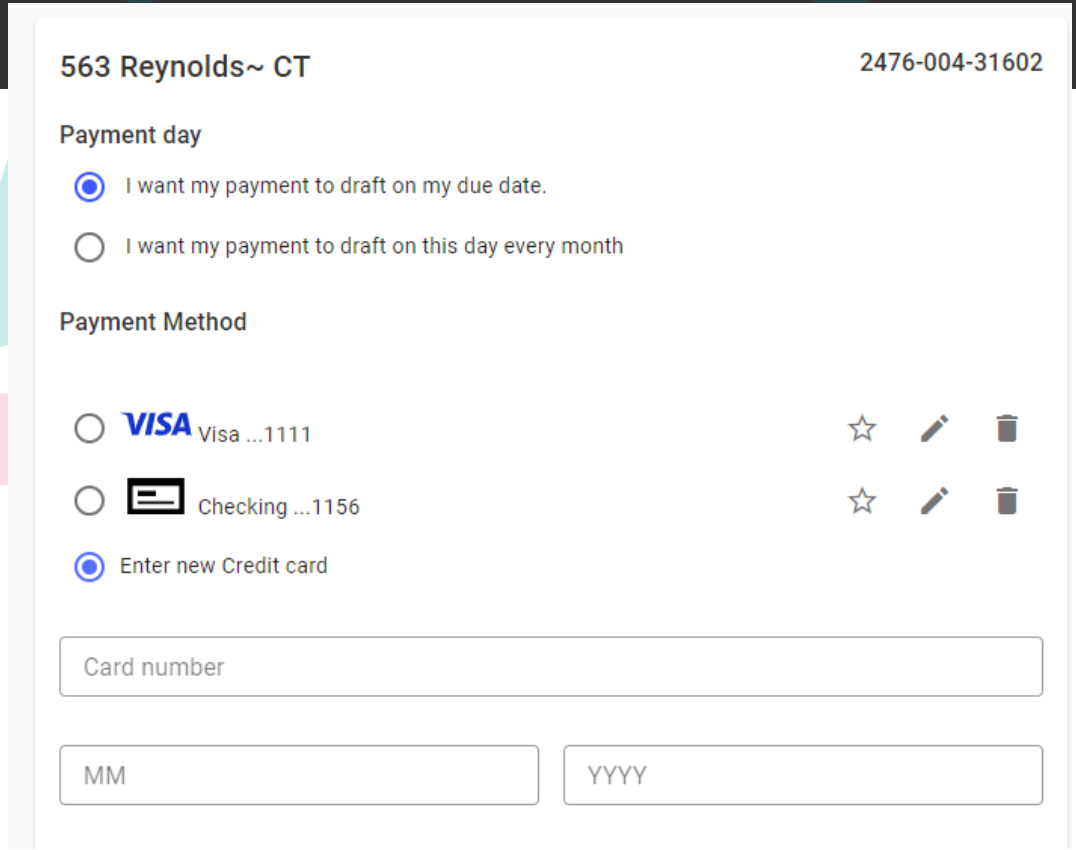
Utility Access

- Auto Pay



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Utility Access

- QR Codes can be added to SSRS bills
- Link your users quickly to the Quick Pay page in Utility Access

Scan to pay bill

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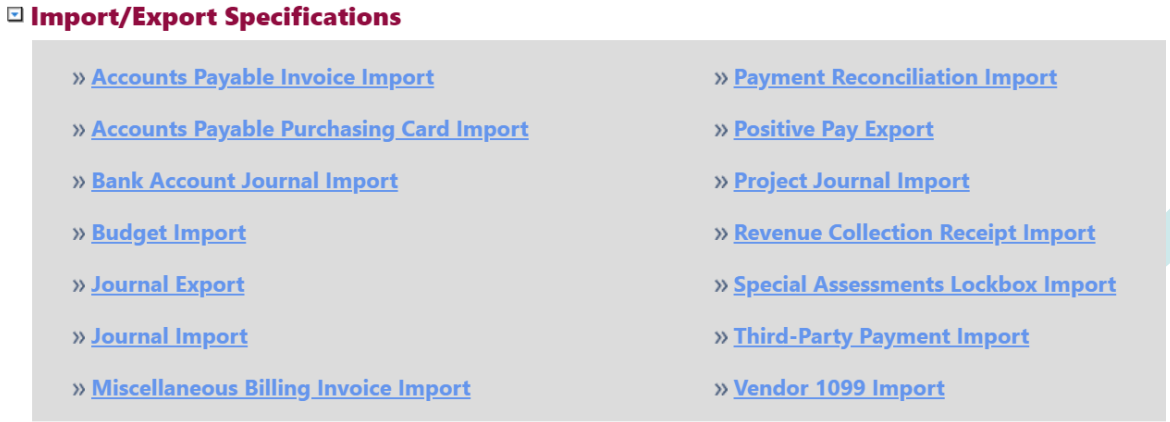
New Import Formats

- “Friendly” Budget Import
- “Friendly” AP Invoice Import
- Specs link – (Under *Import/Export Specifications*)



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Performance Management / General

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Query Store Reporting

- What is Query Store?
- Why should it be used?
    - Most results will be normal. Careful drawing conclusions
- Slow Queries Report = https://SSLHOSTHEADER/nwerp/SuiteMaintenance/Reports/SlowQueriesReport.aspx

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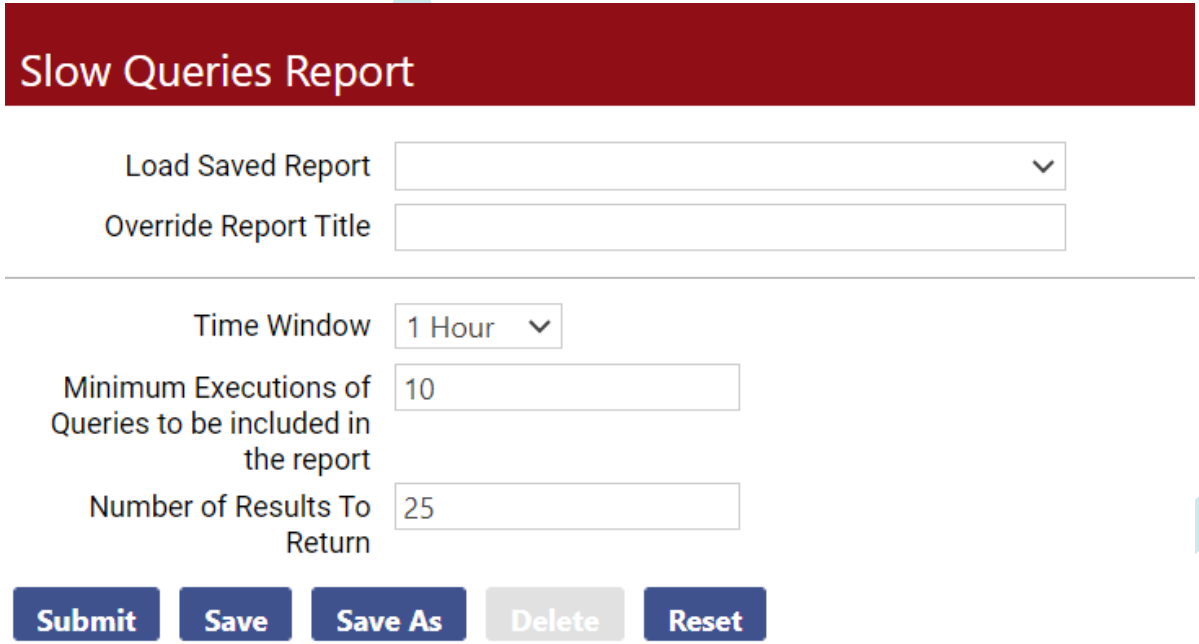
Slow Queries Report



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Slow Queries Report

Queries With Potential Performance Issues

Most Frequently Executed Queries

Object Name	Execution count	Avg Duration msec	Min Duration msec	Max Duration msec	Statement
	238	0.103	0.045	1.017	(@1 uniqueidentifier,@0 datetime2(7))UPDATE [dbo].[SchedulingServiceTable] SET [nextFireDate] = @0
	238	0.108	0.078	0.243	SELECT [Extent1].[id] AS [id], [Extent1].[type] AS [type], [Extent1].[scheduled] A
	238	0.048	0.029	0.155	(@p__linq__0 uniqueidentifier)SELECT TOP (1) [Extent1].[id] AS [id], [Extent1].[type] AS
	171	0.078	0.023	3.201	(@p0 int)SELECT TOP (1) [t0].[UserID], [t0].[LoginID], [t0].[UserPassword], [t0]

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PSA : Infrastructure Upgrades

- Are you on SQL Server 2014 or Windows Server 2012R2?
  - Microsoft Support long term support ending
  - Deploy generating warnings for these for over a year
- SQL Server 2016 (up) and Windows Server 2016 (up) ***required in 2024.1.5 (release in August)***
- Performance improvements can be inherent with these upgrades
- NWERP Supports SQL Server 2022 and Windows Server 2022

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Questions?

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