



Dover Technology Advisory Board

Minutes of Technology Advisory Board

Tuesday, March 23, 2021

Voting Members Present: Rui Huang, Myank Jain, Greg Kahoun (Chair), Gregg Wright

Non-Voting Members Present: Gerald Clarke (BOH), Cam Hudson (Warrant Comm. Rep.), Robert Springett (BOS), Dave Sullivan (Town Project Manager)

Absent: Chris Dwelley (Town Admin.), Anthony Ritacco (D/S Regional), Paul Smith

- Meeting called to order at 8:05 am by Greg
- Unanimous acceptance of minutes for the 3/9 meeting
- Dave Sullivan provided a status update of works in progress
 - Harpers time and attendance systems is currently in week-2 of the general building out, and will move on to phase I after testing, which is expected to finish by early April.
 - Phase I – Library & Townhouse
 - Phase II – Park & Recreation, Highway staff
 - Phase III – Police Department
 - Phase IV – Fire Department
 - Cemetery Management System
 - All three potential vendors offer comparable technical and security features. Webcemeteries has been chosen for the reason that Webcemeteries has local representatives and can provide monitoring and continuous training.
 - Training Plan
 - Bob Springett pointed out that the training plan offered the strategy, yet we also need details on how to keep track of the learning. We need to cultivate the culture and processes to help department managers understand staff training needs and evaluate staff learning.
 - Myank suggests making training part of the performance review process.
- Strategy, Goals, Roadmap
 - How our small town would make use of technology and move to a digital platform in alignment with our three-year strategic plan?
 - TAB explored the options of reaching out to other towns that have similar resources and technical capabilities to learn from them.
 - Dave mentioned we could retrieve information on technological levels of other towns from MAPC (Metropolitan Area Planning Council).
 - Cam suggested asking department heads to understand existing problems and needs.
 - Myank suggested using a backlog to document and prioritize our technological needs.
 - TAB discussed its role in supporting and assisting Dave and Chris, who focus on day-to-day operations. The areas where TAB could add value include understanding the technological needs of other committees and the public, facilitating the long-term plan initiated by the selectman, and supporting projects to integrate across multiple silos.

- o Going forward, the next steps include 1) Identify a list of towns to reach out, 2) re-evaluate the software priority matrix to address internal needs (Dave, Cam and Rui will work on this), and 3) Map internal and external needs to the 3-year project plan.
- The meeting was adjourned at 9:31am

Minutes prepared by Rui Huang