Dover Technology Advisory Board
Minutes of Technology Advisory Board
Tuesday, May 18, 2021

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

Non-Voting Members Present: Robert Springett (BOS), Dave Sullivan (Town Project Manager)

Absent: Cam Hudson (Warrant Comm. Rep.), Gerald Clarke (BOH), Chris Dwelley (Town Admin.), Anthony Ritacco (D/S Regional)

- Meeting called to order at 8:04 am by Greg
- Minutes for the 5/4 meeting accepted
- Dave provided an update on the current projects:
    - Harper's Time & Attendance module - much of the necessary data has been uploaded, but issues that arose during the implementation have required some changes to personnel policies and that is taking priority at the moment.
    - The BOS will be voting on the current selection for the cemetery management software (webCemeteries.com) this week.
    - Training : Some new guides on how to use Google Workspace (formerly gSuite) have been published.
- A discussion followed and the following points were raised:
    - Bob would like to have an official change management process defined for changes to the website.   Criteria need to be established to determine when planned changes are big enough to warrant a process beyond the change tracking and publishing process built into CivicPlus already.
    - Anecdotal feedback about the town's website was reported, raising the issue of how feedback is being captured and tracked leading to a recommendation that the website should be modified to streamline the process of reporting feedback from users regarding the current page - something that automatically sends an email to the appropriate content manager. These requests should be tracked in some way.
- Strategy, Goals, Roadmap
    - TAB discussed the "Town Project Backlog" spreadsheet developed by Cam Hudson . Paul requested that the rationale for each project needs to be captured - e.g. added to the description), and/or the "expected outcomes" need to be added, to help document the expected benefits/measurable outcomes as part of the implementation process.
    - Dave will create a new candidate Project Tracking spreadsheet from his current project tracking document and the format created by Cam. Pending approval from the TAB the intent is for this document to be the sole Tracking/Roadmap document going forward, to avoid having multiple, possibly conflicting documents.
- Other Business
    - The Chair of the TAB will be changing and that should be happening in June.
    - Going forward the TAB should meet with the boards and committees (starting with the regulatory committees, such as the Planning Board, but after the Town Meeting happens) by getting on their agendas to directly talk to them regarding their IT needs.

- The meeting was adjourned at 8:50am

Minutes prepared by Greg Kahoun