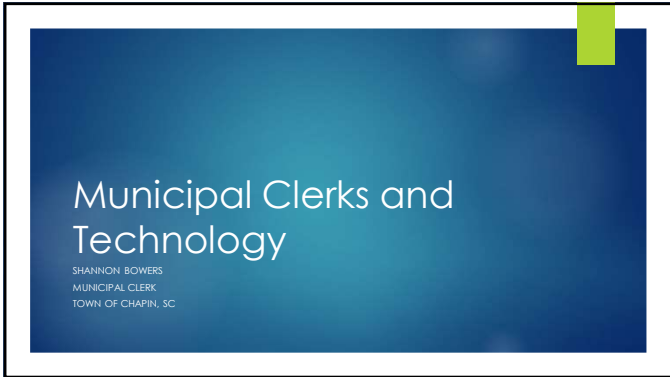


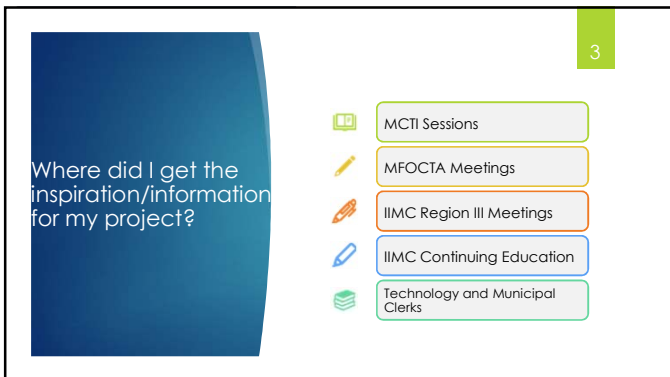
The information provided here is for informational and educational purposes and current as of the date of publication.

The information is not a substitute for legal advice and does not necessarily reflect the opinion or policy position of the Municipal Association of South Carolina.

Consult your attorney for advice concerning specific situations.

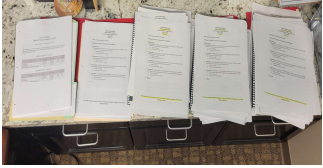







How it Started 4

- ▶ Completely manual process of collecting, printing, sorting and packaging packets for Council. The addition of Town Administrator added to the process
- ▶ Packages were then hand delivered to each member, causing delays and adding work load to staff.

Planning Process 5

Ready

Identify a challenge you face currently?
Is there an issue you wish to address?

Set

Once challenge/issue is identified, what is the main goal you wish to achieve?
Are there any secondary goals that would be achieved through this process?

Action

Develop a plan to implement steps to achieve the goal to solve the challenge/issue.

Planning Process 6



Consult with Mayor/Council/Administrator to incorporate what you need into the budget, if necessary



If using new technology, or upgrading technology, consult with IT professionals on tools needed for success



Depending on project, consult with/ask questions of other staff/departments on how this change will affect them, if at all




Research research research!!!

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How it's going

- ▶ Still processing information the same
 - ▶ Collecting documents/reports digitally
- ▶ Now able to compile information as received, and copy into Council folder.
- ▶ Cuts down on spent time
- ▶ Allows for faster delivery



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Successes and Challenges

- ✔ Obtained permission to purchase and researched devices
- ✔ Successfully implemented device policy and transitioned from paper copy to devices
- ? Learning new processes/technology for Council packets
- ? Checking devices regularly for new information/emails
- ✔ Getting Council to use devices for other Town business


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Lessons and Considerations

<p>Lessons Learned</p> <ul style="list-style-type: none"> ▶ Clerks are problem solvers! ▶ Collaboration is KEY! ▶ Patience truly is a virtue ▶ Don't take on more than you can handle 	<p>Considerations</p> <ul style="list-style-type: none"> ▶ Time frame of a project ▶ Implications of the project (how/will this change our day-to-day processes) <ul style="list-style-type: none"> ▶ Cost ▶ Key personnel to ensure success
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Questions



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Thank you!!

Shannon Bowers
Municipal Clerk
Town of Chapin