AI in NH Local Government

November 19, 2026
Derryfield & Event Center
625 Mammoth Road, Manchester NH 03103
Sponsored by NH LoGIN

9:00 a.m. Welcome & Introductions
NHMA Staff Member

NH LoGIN Sponor Remarks
Katie Ambrose, NH LoGIN
Dean Shankle, NH LoGIN

9:15 a.m. - 10:15 a.m.
Opening Panel: AI in Government: Today's Reality and Tomorrow's Possibilities
Artificial Intelligence is transforming the way government organizations operate, offering opportunities to improve efficiency, enhance creativity, strengthen decision-making, and support cybersecurity and data protection efforts. As AI technologies evolve at a rapid pace, public sector leaders face important questions about adoption, governance, risk management, and workforce readiness.

This panel brings together local, state, and federal government perspectives to explore how agencies are using AI today, where they see the greatest potential, and the challenges of keeping pace with this rapidly changing landscape. Panelists will discuss lessons learned, planning considerations, governance strategies, and practical approaches to implementing AI responsibly while maintaining security, transparency, and public trust.

Panelists: *Denis Goulet, Commissioner, NH DOIT*
Rick Rossi, Cybersecurity State Coordinator, NH CISA
Elizabeth Ferland, City Manager, City of Keene
Moderated by: *Dave Witham, Primex*

BREAK

10:30 a.m. - 11:15 a.m.
AI in Action: Practical Examples for Local Government

Explore practical ways to use AI in local government, including supporting digital accessibility, analyzing data, and improving everyday communications, workflows, and policy work. Short demonstrations will show how to get started, check the results, and adapt these approaches to your municipality.

Presented by: *Melanie McDonough, Chief Innovation and AI Officer, City of Lebanon*

11:15 a.m. – 12:00 p.m.
Responsible AI in Action: Lessons from the City of Manchester
Topics include Manchester's intensive work on creating an AI Policy to ensure that there are safeguards for its use that keep information and systems secure and private. Using Chatbots to efficiently and effectively connect constituents to services. Applying AI in other areas such as meeting minutes, redacting and more

Presented by: *Richard Martinez, Director of Information Systems, City of Manchester*

12:00 p.m. – 1: 00 p.m. Lunch

1:00 p.m. - 1:45 p.m.
From Small Towns to Big Cities: How AI Website Assistants Can Help Municipalities of All Sizes Better Serve Their Residents
Municipal websites contain an overwhelming amount of information. Finding the right page, form, or answer often feels like searching for a needle in a haystack. When residents are unable to find what they need, contacting municipal staff is usually the next choice.

This session will explore how AI website assistants can help municipalities of all sizes make information easier to access, improve citizen satisfaction, and save staff time by reducing repetitive questions. We'll discuss practical applications, common concerns, and realistic ways municipalities are able to introduce AI responsibly, affordably, and safely.

Presented by: *Arthur Murphy, CEO and Owner, Municable*

1:45 p.m. - 2:45 p.m.
Closing Panel: AI Is Here: A Panel Discussion on Policies, Protection, and Preparedness
AI tools are everywhere, and many organizations are using them without even realizing it. Are you prepared for the risks? Join our expert panel for a practical conversation on

building smart AI policies, defending against attacks like AI driven phishing and Business Email Compromise (BEC), and protecting your organization's data. Learn how to use AI responsibly while keeping your information secure and preventing improper data sharing. Walk away with tips you can put into action right away.

Panelists: *Cori Casey, Risk Management Consultant, Primex*
Mark Ricker, Legal Counsel, Primex
Rick Rossi, Cybersecurity State Coordinator, NH CISA
Ben Faberlle, Crunch Atlas
Moderated by: *Brian Rae, Director of IT, Town of Goffstown*

2:45 p.m. - 3:30 p.m.
Q&A panel (all presenters)