

# TECHNOLOGY PLAN



FY19

It is a priority of Developmental Disability Advocates to provide appropriate equipment and training for staff, consumers, and families, which ultimately enhances the lives of the persons served through efficient sharing of information, accurate reporting of outcomes, facilitation of agency-wide communications, and increased public awareness.

## **GOALS**

- To continually upgrade equipment as necessary and purchase additional as required by the needs of staff.
- To remain standardized in operating systems and applications software throughout the agency.
- To maintain local area networks within each area of support to enable the sharing of information and resources, such as printers, scanners, copiers, etc.
- To maintain an agency-wide network to enable the sharing of information, electronic communication (internal and external), telecommunications and conduct relevant research.
- To provide tools and training to enable personnel at all levels to increase efficiency in record-keeping and reporting of outcomes.
- To provide educational tools for consumers and families.
- To provide presentation equipment for promoting public awareness of the agency and the services it provides.
- To comply with federal and state regulations and agency policies relating to electronic data exchange and privacy.

## **NEEDS ASSESSMENT**

One of the main objectives is to have a database that encompasses all areas and consumers receiving services from Developmental Disability Advocates and any agency funded by the organization. We need to develop an ongoing training program to keep present users and new users updated on Microsoft Office 2010 and other technology. We need to continue to keep the electronic archival process up-to-date. We need to create a more detailed Disaster Recovery Plan for technology that will encompass the steps necessary to recover from a localized or widespread disaster that would affect the power or network at our central site at Herculaneum. We need to assure that our network is up to date with security that can handle the advancing technologies of personal smartphones and other devices.

## **IMPLEMENTATION**

The following list sets out the recommended implementation for meeting the goals of the technology plan and corresponds to the attached budget. It should be noted that this plan and budget covers the entire fiscal year beginning July 1, 2018 and ending June 30, 2019.

**Database Development:**

**Target date for completion: Ongoing**

- **Continue to work towards an immediate archival of records with tracking access to these records:** As required by regulations, we must begin implementing a tracking mechanism of access to consumer records.
- **Data on Jefferson County needs.** Work with agencies in Jefferson County to collect information on individuals with Developmental Disabilities to complete our data.
- **Continue to support and develop Service Coordination SCORES database.** Continue to support Service Coordination with needs of addition and expansion in the SCORES database.
- **Continue to expand the Human Resources database.** Add more features to the Human Resource database such as: application data collection and historical application/interview notes and training.

**Website Update:**

**Target date for completion: Ongoing**

- **Support and Update the Website regularly.**
- **Documentation.** Complete the document manual for the new website.
- **Create fillable forms.** Continue to improve the Employment Applications form. Create and maintain fillable forms for surveys and event registration for website.

**Update Necessary Hardware:**

**Target date for completion: June 30, 2019**

- **Evaluate and Replace Necessary Hardware.** Evaluate the inventory of all workstations, servers and other IT equipment. Replace and/or upgrade any hardware that is deemed problematic or out-of-date.

**Training:**

**Target date for completion: Ongoing**

- **Set up Training Sessions:** Set up small training sessions to accommodate the requested training.

**Other:**

**Target date for completion: June 30, 2019**

- **Develop a method to fax from computer.** Research and choose a method to begin faxing from computers.
- **Review the process of naming documents in Consumer Archive.** We need to streamline the process of naming files so they are consistent as possible to be used in searching from a database.

- **Develop Process for Accounting to scan all documentation as created.**  
Continue to work with Accounting to assure that all important documentation is scanned and archived, i.e. Insurance policies.

## **TECHNICAL SUPPORT**

It recommended that a strong base of technology expertise be maintained within the NextStep for Life Information Technology Department to meet the needs of contractors such as Developmental Disability Advocates, along with sources outside of the agency for added expertise as necessary.

Level I: Support Area Site Contact	Basic applications questions, serve as site contact for Director of I.T. with regard to need for technical support.
Level II: Part-time Technician(s)	Upgrade computers with RAM, minor troubleshooting.
Level III: Director of I.T.	Full maintenance and support of network, purchasing, software, budgeting. Coordinate all requests for technical support, training, purchase of equipment, and troubleshooting. Determine next level of technical support and work closely with that resource to resolve technology-related issues. Continue coordination with regard to planning and developing budgets and policies (i.e. Acceptable Use Policy, HIPAA requirements). Coordinate staff training.
Level IV: Equipment Vendors	Technical assistance as allowed under warranty of equipment purchased.
Level V: Paid Consultants	Installation of hardware and software, network set-up. Maintenance contracts ranging from \$100 to \$150 per hour.