

MSA Society for Community Living

TECHNOLOGY PLAN

2009 – 2010

MSA Society for Community Living Technology Plan

Introduction

The MSA Society is an organization that serves adults with developmental disabilities and families with residential services, day services, home sharing, family support and respite services.

This Technology Plan documents the status of the organization's use of technology and future goals for improving technology for operational uses and better support for the people it serves. The plan covers the fiscal year ending March 31, 2010 and will lead to the review of the plan for the 2010-2011 fiscal year.

Principles

The principles of the Technology Plan are:

- to use technology to support the work of the MSA Society.
- to improve internal and external communications.
- to support people the MSA Society supports in learning and in leisure.
- to support the Board of Directors in governing the organization.
- to use technology to build on internal strengths, when it is cost effective, and to use external experts and partners, when appropriate.

Purpose of Technology Planning

Planning helps the MSA Society determine the direction the organization is going with technology and identifies what the technology needs will be in the future and how to address those needs. The Technology Plan will:

- inventory current hardware and software.
- identify ways technology can improve the delivery of services and operations.
- improve communication and information systems.
- identify financial resources and staff development strategies so the plan is sustainable.

MSA Society Technology Vision

The MSA Society recognizes that the proper use of technology and technology planning will assist the organization in improving the delivery of services to people the MSA Society supports and families. The organization assists employees and volunteers in applying technology to be more efficient in performing their responsibilities and for managing information for the MSA Society. It is our vision that each location operated by the MSA Society will have computer access, internet access, and offer training to ensure the technology skills of employees meet the needs of the organization.

The MSA Society currently uses the internet to communicate with people through electronic mail. We have a Society web page that is used for sharing information and fundraising for the

organization. People the MSA Society supports will be assisted to develop their skills with communication technology to help them stay connected to others and to the MSA Society.

Responsibility

The Board of Directors delegates the responsibility for technology to the Executive Director through the budgeting process. The Executive Director is responsible for technology development, implementation and monitoring. The Executive Director approves the MSA Society technology procedures and delegates in-house technology supports, as required.

Uses of Technology

The Technology Plan includes the use of communication equipment (cell phones, fax, telephone), computers (workstations, laptops, portable devices and other desktop devices) and software (accounting and finance packages, communication software, office productivity packages), local area networks and the Internet.

Elements of the Technology Planning Process

The Technology Plan includes:

- an assessment of the role of technology within the MSA Society.
- an inventory of policies, procedures, standards and security.
- an inventory of technology competencies.
- an inventory of training competencies.
- individual information databases.
- a list of technology recommendations to meet the needs of MSA employees, volunteers, people the MSA Society supports and the Board of Directors.
- the creation, implementation, monitoring and reviewing of a Technology Plan.

1. Assessment of the Role of Technology and the MSA Society

Technology is an important aspect of the administration and services offered by the MSA Society. The organization has developed systems to improve the use of technology in service delivery applications such as the use of cell phones for safety when transporting persons served, the use of computer software to improve communications with persons served and making the web site for the association accessible to users who may have low literacy levels or other disabilities. The MSA Society is committed to maintaining a secure and effective technology system for administrative functions such as records management and communication.

The MSA Society uses computer software packages for financial management including accounting. Microsoft Office is used for plans/word processing and email communication. Internet research is used for service delivery topics. Cell phones are used by Coordinators and Management, emergencies and used when supporting the people we serve in the community. Personal Data Assistant devices are used by some employees for scheduling appointments and coordinating contact information. Laptop computers are used by two Coordinators, the Program Director and the Executive Director to assist them in managing programs while away from the

office. The MSA Society has voice messaging on telephones and alarm systems in our main office and day service locations. Office hardware includes printers, fax machines, copiers, scanners, overhead projector, LCD projectors and cameras.

2. Inventory of Policies, Procedures, Standards and Security

Storing of Data

All issues related to data storage and backup have been resolved since occupying the new building.

Equipment Purchase and Inventory

The Executive Director is responsible for technology purchases and establishing guidelines and standards for ordering and using supplies related to technology.

Installations

Hardware installations are determined by the Executive Director. Software installations are approved and/or delegated by the Executive Director to the Program Director and Coordinators.

Equipment Maintenance and Security

There are documented procedures for back-up and disaster recovery. Currently the server is backed up using an assortment of methods including an offsite storage system; Antivirus software are installed and maintained by an IT company that manages our systems.

3. Inventory of Technology Competencies

a) Hardware

There are no additional hardware items required within the MSA Society, at this time. All sites that require internet access have it. If computer hardware was required, we would work with our IT company to design, or purchase, necessary equipment.

b) Software

All systems have been reviewed for appropriate software requirements and all necessary outdated software has been updated. The IT company the MSA Society employs ensures that all software is up-to-date.

c) Internet

The internet is available in the main office, day service offices, the computer lab at Crescent Way and two residential locations.

d) Website

The MSA Society maintains a web site to provide persons receiving services, employees and the community with general information about the MSA Society and activities provided by the organization. The Executive Director is responsible for the maintenance of the web site.

e) Back-Up/Local Area Networks/Server/Disaster Recovery Preparedness

The MSA Society has a server at the main office with back-ups daily stored off-site. All of the administration and program computers (except those used specifically by the people the MSA Society supports) are backing up their information onto the server. Our IT company ensures that back-up of material is current and maintained. All computers in the main office are networked to allow printer and file sharing where appropriate.

f) Security

All computers are password protected. All documents are stored on the MSA Society server. All offices are locked.

g) Confidentiality

All computers are password protected. All documents are stored on the MSA Society server. All offices are locked.

h) Virus Protection

The IT company employed by the MSA Society maintains up-to-date virus protection for all computers.

4. Inventory of Training Competencies

Training is as important as having the software and hardware for effective use of technology. The MSA Society encourages employees to become familiar with computers that are available. Technology training is included in the annual employee training budget. Employees are able to access training tutorials, where available. The MSA Society recognizes that many of our employees have only the most basic knowledge of computers and therefore we maintain systems that don't require high levels of skill to use.

5. Participant Information Databases

In house systems have been developed for tracking information pertinent to people the MSA Society supports.

6. Assistive Technology Requirements

There are no assistive technology requirements within the MSA Society at this time. All required assistive technology devices have been purchased.

7. Participant Computer Lab

We have created a participant computer lab at Crescent Way where individuals the MSA Society supports can use, or learn about, the computer. The computer lab has Internet access with an appropriate filter.

Technology Plan Timelines

Identified needs	Person responsible	Timelines	Completion	Cost
Technology training for staff	Cordinators	Ongoing	We have identified computer training for employees, where required.	Built into staff training budgets.
Participant database	Executive Director/ Program Director	Ongoing	We continue to monitor the in house systems that have been set up for tracking, information, outcomes measurement and other information.	No additional cost identified at this time.