

Example - A Sample Technology Plan

Here is an example of what a technology plan might look like. Rita Meihnsner (Executive Director of RSVP of Dane County, Madison, Wisconsin) has generously provided the foundation of our technology plan example. When writing your plan, remember to add a cover page, table of contents, and appropriate appendixes.

Title: **RSVP Technology Plan**
April 2001

Executive Summary

In 2000, RSVP of Dane County, Madison, Wisconsin undertook a significant technology modernization based upon the results of a technology survey conducted by internal staff in the spring of 1998. Survey results indicated that while the program possessed some adequate equipment, there were several opportunities where the purchase of new equipment could lower maintenance costs and increase productivity and professionalism, for example, by improving data management capabilities, office operations, and community presentations. Having achieved last year's goal of establishing an improved computer system and a voice mail system, this year's focus is upon expanding the technology infrastructure. With the establishment of a Local Area Network (LAN), it is now vital to continue to add workstations and provide software and other equipment to support the network. The proposed additions of a scanner and laser printer will round out the suite of equipment already in place. By building upon last year's successes, RSVP will be able to provide more efficient and cost-effective services to the Dane County community.

Organization Profile

Retired and Senior Volunteer Program (RSVP) of Dane County develops and supports volunteer opportunities for older adults, enabling people 55 years of age and over to become active in the community through volunteer service. RSVP recruits, interviews, trains, and places men and women with public and private non-profit agencies requesting service.

RSVP's mission is to make a positive impact in the community by recruiting volunteers 55 and older to deliver services to people of all ages, providing Dane County with a valuable resource. Program services include:

- Driver Escort Service
- Home Delivered Meals
- Tutors, Mentors, Homework Assistants, Computer Lab Helpers, Foster Grandparents
- Teaching Positive Living Skills through BABES (Beginning Alcohol/Addictions Basic Education Studies)
- Cultural and Heritage Preservation through folk and art fairs

Goals and Technology Vision

RSVP is committed to carrying out the technology vision first developed in the 1998 Technology Plan focusing on an office computer and voice mail system. The goal of last year's plan was to procure hardware and software. The goal of this current plan (2001) is to cover the entire gamut of technological requirements.

Specifically, RSVP's technology goals are to:

- Improve office efficiency and productivity by purchasing additional workstations
- Improve data management capabilities by replacing the RSVP Information Management System
- Write grants to procure additional hardware and software on a continual basis for consideration by funding sources
- Enhance and improve RSVP formal presentations to groups by procuring a laptop computer and projector
- Reduce maintenance costs and increase productivity by purchasing a new copier
- Provide continual, cost-effective staff training by using a combination of training methods and by the development of a detailed training plan.

Current Technology

In February 1999, the Executive Director, supported by the board of Directors, made the decision to begin installation of a Local Area Network run by an Intel Pentium II 350Hz server with Intel Pentium Celeron workstations. Microsoft Office NT network operating systems and Microsoft Windows 98 and Office Professional 97 were selected as the principal software packages. In addition, RSVP accepted an offer from Anlex Computer Consulting to write a Microsoft Access-based software program to replace the RSVP Information Management System.

The hardware for the network was purchased from Progressive Technologies of Madison and included a server and three workstations in the initial package. The Microsoft Windows 98 and Office Professional 97 were procured at a significant saving over suggested retail price from the non-profit agency Gifts-In-Kind International of Alexandria, Virginia. In addition, an Epson 1520 color inkjet printer was purchased from CompUSA in Madison.

In March 1999 a grant from the Madison Rotary Club was received which allowed the purchase of another workstation--this one with a zip drive and modem as well as a printer. This system is used most often by the accountant. Two additional workstations were ordered at the same time. The Appendixes detail the equipment type and cost for each workstation, other hardware and software procured by RSVP, and training needs.

Priority Needs

In order for RSVP of Dane County to attract and keep volunteers in the future, the development of a website is vital. The site needs to be attractive, simple to navigate and updated often. RSVP will need to find a host site and someone to help with development.

To better serve community needs, RSVP developed a technology vision with the purpose of significantly modernizing all office technology. While dependent upon funding to achieve these goals, these are the priorities RSVP envisions as necessary to begin implementation of this year's plan.

PRIORITY	ITEM	REASON
Top Priority	Hardware: Two workstations Router Laser Printer Scanner	To complete suite of office equipment. Ultimate goal: provide a workstation for each staff member.
	Software: Revised RSVP info management system Licenses for network, operating systems, and program systems	To support the expanded computer network
	Voice mail system	To improve communications
	RSVP website	To attract, keep, and assist volunteers
	Training workshops and fees for online modules	To update staff on technology skills
	Technical support	To assist with technical problems and questions
	Middle	Hardware: Laptop computer LCD projector
Software: Adobe PhotoShop		To improve images for newsletters, brochures
Low	Copier	To reduce maintenance costs and improve productivity

Solutions

Hardware

As funds become available, additional workstations will be purchased. In fact, grants will continue to be written, and will be considered by funding sources on a continuing basis. Appendix 1 outlines the cost per each additional workstation including software. Appendix 2 outlines the number and location of the stations in final scheme as it is presently envisioned.

Laptop computer

Though not as urgent a priority as deploying workstations for the network, RSVP does need a laptop computer. The laptop would have several uses. First, it can be used at board and committee meetings to provide information on request, to produce minutes and other documents immediately. Secondly, a RSVP formal presentation has become an important part of the marketing program. Currently, the presentation is based on a 35mm slide

show. A much more polished and professional presentation is possible with computer projection. The laptop would be coupled with a projector.

Other hardware

Other computer hardware needed to complete the suite of equipment is a scanner, a router (for Internet, e-mail, and website access), and a second laser printer. Appendix 3 contains a listing of computer hardware items needed with cost estimates.

Software

A greatly expanded computer network requires appropriate software. Appendix 4 outlines what has been procured and what remains to be acquired. The largest single item is the software to support a revised RSVP Information Management System. In addition, however, licenses for the network (MS Windows NT), the operating systems (MS Windows 98) and program systems (MS Office Professional 97, etc.) are required.

Recently an upgraded copy of Adobe PrintShop was purchased to expand our desktop publishing capability. Adobe PhotoShop will be required in order to inset high quality photos in brochures and newsletters. We are hopeful that we will be able to procure this at a greatly reduced cost from Gifts In Kind.

Voice mail

There is a strong sentiment among RSVP Board members, staff, customers, and other stakeholders that the organization needs a voice mail system. The current system merely uses an answering machine when the office is closed.

There is substantial support also, since many seniors find new technology intimidating, for keeping a "receptionist" on duty during published office hours to answer the phone. Therefore, a voice mail system that is triggered by the receptionist and/or directly accessible is desirable.

There is little expertise in the organization concerning voice mail, so it is envisioned that a sales representative from a local voice mail business would be invited in to discuss options with the staff. Very preliminary cost estimates are listed in Appendix 5.

Website

RSVP, with help from Progressive Technology, set up a very basic 4 page Web Site in 1999. It presently needs to be completely revised and made more extensive. A volunteer provided by Madison Rotary is helping with format, content and links. He will be devoting 3 months of his time to help. He will then train two of our staff to update the site on a regular basis. By the end of May, our site should be completed.

Copier

The RSVP owned copier in room 209 is six years old and nearing the end of its useful life. While the technology offered by the current equipment is generally satisfactory, new systems offer features that have the potential to increase productivity and decrease costs.

For example, newer copiers have the capability to accept print commands from PC's and eliminate the need to print a copy on a conventional printer and run it through a copier.

An estimate for replacement of the current copier is in Appendix 5. Realistically, it is envisioned that the current copier can be used for another year or so, but service calls for equipment malfunctions are becoming more and more frequent.

Training

Staff training is a critical element in the deployment of new technology systems. While vital, training is very expensive. Appendix 6 shows what has been spent on training so far and what is required in the future. Decisions need to be made as to how this training need will be met.

Over the course of 2001, a more detailed plan will unfold as some staff are trained and become able to cascade their training to others. This plan will include professional courses for some staff and some in-house training. We will also look at online web training options.

Technical Support

RSVP has contracted with Progress Technologies to provide service, support, and maintenance on the current workstations. Other hardware and software support will be obtained through Technical Assistance Providers such as the National Service Resource Center and the Senior Corps Tech Center website at <http://www.seniortechcenter.org>.

Timeline

RSVP Dane County Technology Plan Timeline - 2001												
Task	April					May				June		
	Week beginning					Week beginning				Week beginning		
	2-Apr	9-Apr	16-Apr	23-Apr	30-Apr	7-May	14-May	21-May	28-May	4-Jun	11-Jun	18-Jun
Organize team												
Kick off meeting												
Set timeline												
Decide vision/goals												
Assess current technology												
Prioritize needs												
Explore solutions												
Write the plan												
Explore funding resources												
Implement the plan												

Budget

RSVP Dane County 2001 - Equipment, Software & Training Budget with Funding Sources										
Items										
Equipment	Purchased	Ordered Contracted	Future 2001 Purchases	Total	Nat'l Serv Corp	Rotary	M. Young	\$10,000 (Blocks)	Fund Raising/ Other Grants	Total
Epson Printer	532.00			532.00	532.00					532.00
Server	2137.00			2137.00	2137.00					2137.00
Workstation	1232.00			1232.00	331.00		901.00			1232.00
Workstation	1207.00			1207.00			1099.00		108.00	1207.00
Workstation	1203.00			1203.00					1203.00	1203.00
15" monitor	190.00			190.00					190.00	190.00
17" monitor	330.00			330.00					330.00	330.00
Hub to server	190.00			190.00					190.00	190.00
Accountant Workstation		1900.00		1900.00		1900.00			0.00	1900.00
Workstation		1200.00		1200.00					1200.00	1200.00
Workstation		1200.00		1200.00					1200.00	1200.00
Router			900.00	900.00					900.00	900.00
Scanner			500.00	500.00					500.00	500.00
Printer			1600.00	1600.00					800.00	1600.00
8 workstations			9600.00	9600.00					9600.00	9600.00
Total Equipment	7021.00	4300.00	12600.00	23921.00	3000.00	2700.00	2000.00	0.00	16221.00	23921.00
Software/Training										
MS Windows	758.00			758.00				758.00		
Pagemaker	128.00			128.00				128.00		
MS Windows 98	150.00		200.00	350.00				350.00		
MS Office Professional	165.00		200.00	365.00				365.00		
Adobe Photoshop			650.00	650.00				650.00		
RSVP Info Mgr System		4500.00		4500.00				4500.00		
Training - Word		260.00		260.00				260.00		
Training - Sys. Admin. 3 classes			675.00	675.00				675.00		
Training - Word - All staff			1000.00	1000.00				1000.00		
Training - Excel - 1 person			225.00	225.00				225.00		
Training - Outlook - 1 person			225.00	225.00				225.00		
Training - Web Master - 1 person			225.00	225.00				225.00		
Total Training & Soft	1201.00	4760.00	3400.00	9361.00	0.00	0.00	0.00	9361.00		
TOTAL Equip.,Softw	8222.00	9060.00	16000.00	33282.00	3000.00	2700.00	2000.00	9361.00	16221.00	33282.00