DIY Technology Planning

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MAP TechWorks

- Program of MAP for Nonprofits

- Free Programs on Technology
  - Happy Hour at Honey
    Nov. 30, 5 - 8 pm

- MAPTechWorks.org Video Library

- Nonprofit Tech Talk Listserve

All free thanks to the generosity of The Greater Twin Cities United Way and the ADC Foundation.

Agenda

1. Introductions
2. Why Have a Technology Plan?
3. Purpose of Technology Assessment
4. Technology Pyramid
   - Infrastructure
   - Integration
   - Innovation
8. Best Practices
9. Technology Action Plan
10. Reasons Why Technology Project Failed
11. Reasons Why Technology Project Succeeded

MAP
for nonprofits

Introductions

- Tell us about yourself and your organization

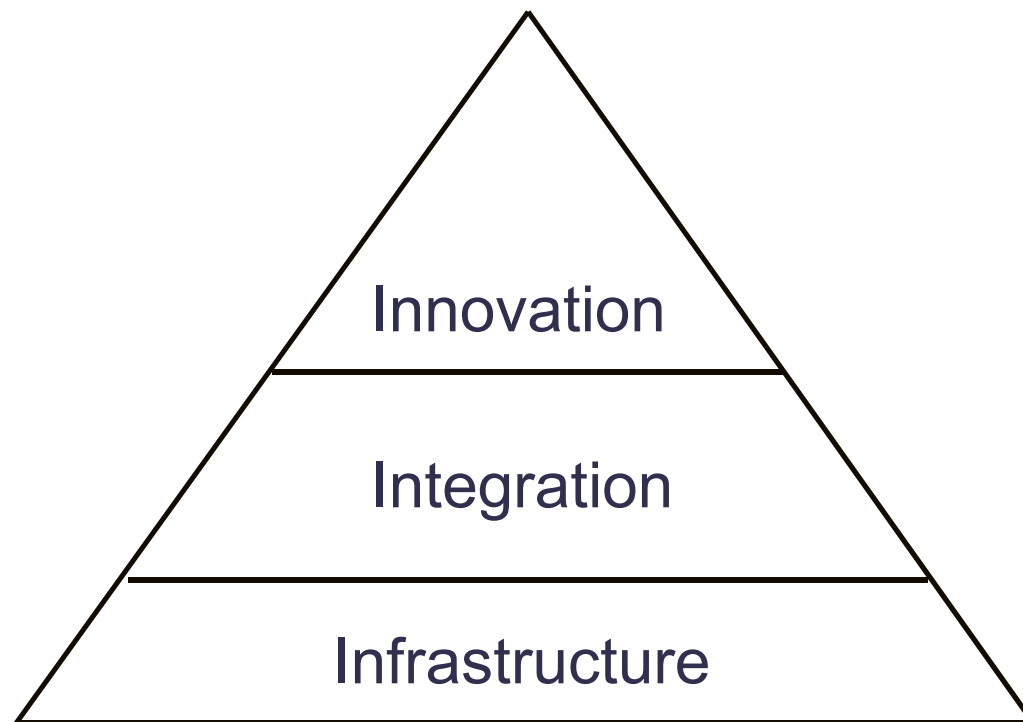- Do your organization have a technology plan?

Why Have a Technology Plan?

- To align technology with the mission of the organization.

- To provide directions for the future use of technology.

- To seek funding and resources to help support the organization's technology.

- To budget for technology upgrades/replacements annually.

Purpose of Technology Assessment

- Identify, analyze and prioritize the technology needs of the organization.

- Assess the strengths of the organization's technology.

- Identify resources.

- Documentation (inventory, network diagram, cheat sheets, processes, etc.).

- Interview staff to determine how they're using technology.

Technology Pyramid

*Based on "Building Blocks of Technology Planning" from NPower's Technology Strategies for Nonprofit Leaders

Infrastructure – Stability & Security

- Demarcation

- Network Closet

- Internet (Bandwidth)

- Internet Service Provider

- Domain Registrar (Domain Names)

- DNS Host

- Web Host

- Email Host

Infrastructure – Stability & Security

- Patch Panels

- Ethernet Cables (Category 5e or Category 6)

- Firewalls

- Ethernet Switches (10/100/1000 or Gigabit)

- Servers

- Workstations

- Network Printers

- Wireless Routers

Infrastructure – Stability & Security

- Static IP Addresses/Assignable IP Addresses

- SSL Certificate

- Backup (Files)

- Virus Protection

- Battery Backups

Infrastructure – Stability & Security

Network Infrastructure

- Peer to Peer Network

- Local Area Network

- Virtual Private Area Network (VPN)

- Wide Area Network (WAN)

- Cloud Computing

Integration – Efficiency & Effectiveness

Software

- Applications – MS Office 2010 Professional Plus

- Graphic Design – Adobe Photoshop, Illustrator, InDesign, etc.)

- Accounting Software (PeachTree, QuickBooks, FundEZ, Financial Edge, etc.)

Integration – Efficiency & Effectiveness

- Technology Support

- Professional Staff Development

- Technology Policies and Procedures

Innovation

- Email

- Databases

- Social Media

- Cloud Computing

- Smart Phones

- Remote Access (Remote Web Workplace, logmein, gotomypc, etc.)

- Webinar

- Other

Best Practices

- Budget

- Hardware Life Cycle

- Depreciation Policy

- Software Licensing

- Recycle Old Hardware

- Documentation

Technology Action Plan

- The purpose of the technology action plan is to help the organization assign roles and responsibilities to help completed projects in a timely manner.

Reasons Technology Project Failed

Reasons	Percentage
• Incomplete and/or changing requirements	25
• Low end-user involvement	15
• Little support for execution	10
• Unrealistic expectations	10
• Low resources availability	10
• Little IT management support	5
• Lack of planning	5
• System/application no longer needed	5
• Bleeding-edge technology	5
• Other/misc.	10

*This information is provided by the Project Management Institute

Reasons Technology Project Succeeded

Reasons	Percentage
• User involvement	15.9
• Executive management support	13.9
• Clear statement of requirements	13.6
• Proper Planning	9.6
• Realistic expectations	8.2
• Smaller project milestones	7.7
• Competent staff	7.2
• Ownership	5.3
• Clear vision and objectives	2.5
• Hard working, focused staff	2.4
• Other	13.3

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Questions

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THANK YOU!