

Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Technology Plan

1. Hardware

Goal: All support sites and staff have access to a functioning computer, fax machine, cordless telephone, laser printer, and a backup device that are maintained on a regular basis.

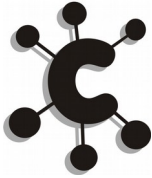
Support Site	Computer	Fax Machine	Cordless Phone	Laser Printer	Backup Device	Date for Completion
V/M	Yes	Yes	Yes	Yes	No	Nov 2010
C/D	Yes	Yes	Yes	Yes	No	Nov 2010
L/C	Yes	Yes	Yes	Yes	No	Nov 2010
S/C	Yes	No	Yes	Yes	No	Nov 2010
T	No	No	Yes	No	No	Nov 2010
Kel Office	Yes	Yes	Yes	Yes	Yes	N/A

Recommendations:

- T's support site is a new resource and as such, has not yet been equipped with all necessary information technology. All Hardware will be purchased and installed by CCSS in the coming months.
- A back up plan will be made available to all support sites by November 2010.

2. Software

Goal: All computers have a functioning word processing, spreadsheet, web browser, e-mail, virus protection, and security software installed and maintained



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Support Site	Word Processing	Spreadshht	Web Browser	E-Mail	Virus Protection	Security Software	Action / Date for Completion
V/M	Yes	Yes	Yes	Yes	Yes	Yes	N/A
C/D	Yes	Yes	Yes	Yes	Yes	Yes	N/A
L/C	Yes	Yes	Yes	Yes	Yes	Yes	N/A
S/C	Yes	Yes	Yes	Yes	Yes	Yes	N/A
T	No	No	No	No	No	No	Nov 2010
Kel. Office	Yes	Yes	Yes	Yes	Yes	Yes	N/A

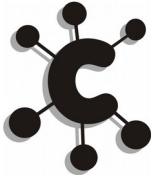
Recommendations:

- A list of all program used by the organization to be developed for ease of use, ease of support, etc.
 - this list, where possible, will include open source programs and freeware so that employees can install programs in their homes, should they wish. This will also allow us to be good corporate citizens by ensuring that all programs installed on computers used by the company will be legitimate copies of the software.

3. Security

Goal: All technology is protected from potential threats on an ongoing basis

Support Site	Firewall Protection	Action / Date for Completion
V/M	Yes	N/A
C/D	Yes	N/A
L/C	Yes	N/A
S/C	Yes	N/A
T	No	
Kelowna Office	Yes	N/A



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Recommendations:

- Each senior staff will ensure that computers have virus protection installed and set up for automatic updates of virus and threat lists.

4. Confidentiality

Goal: All information transmitted via technological devices that are related to persons served remain confidential. All support staff are familiar with Community Connections' policy on Technology Use (tp020) and have signed the Oath of Confidentiality.

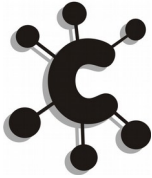
Support Site	Technology Use Policy On-Site and Updated	Oath of Confidentiality signed by all Support Workers	Action / Date for Completion
V/M	Yes	Yes	N/A
C/D	Yes	Yes	N/A
L/C	Yes	Yes	N/A
S/C	Yes	Yes	N/A
T	Yes	Yes	N/A
Kelowna Office	Yes	Yes	N/A

Recommendations:

- Flash/ thumb drives are treated as files and are locked where they exist in public places

5. Backup Policies

Goal: All information located on a technological device is backed up on a secondary device. All reports and updated personal, medical, contact, emergency information will have copies stored at a secondary site.



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Support Site	Secondary Device B/U	Secondary Site B/U	Action / D-F-C
V/M	No	Yes	
C/D	No	Yes	
L/C	No	Yes	
S/C	No	Yes	
T	No	No	
Kelowna Office	Yes	Yes	N/A

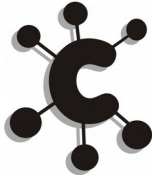
Recommendations:

- Develop a backup system for computer data that is user friendly and can be accomplished by several members of each team
 - this system will include a remote backup to include file storage in the Kelowna office as well as the at home office of the Director
 - this system will, for ease of use and low volume of storage, limit backups to files, spreadsheets and word processing documents. Pictures, artwork and audio files will be backed up at the resource level, where appropriate.

6. Assistive Technology

Goal: All assistive technology is in good repair and maintained on an ongoing basis.

Support Site	Assistive Tech. Maintenance Plan in place with Backup devices	Action / Date for Completion
V/M	N/A	N/A
C/D	Yes	N/A
L/C	N/A	N/A
S/C	N/A	N/A
T	N/A	N/A
Kelowna Office	N/A	N/A



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Recommendations:

- None at this time.

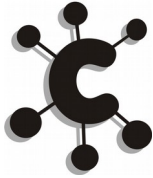
7. Disaster Recovery Preparedness

Goal: There is a system in place to ensure uninterrupted access to technology.

Support Site	Technology Use Policy on-site and updated	Secondary back-up device	E-mail accounts have Web Mail option	Action / Date for Completion
V/M	Yes	No	Yes	Nov 2010
C/D	Yes	No	Yes	Nov 2010
L/C	Yes	No	Yes	Nov 2010
S/C	Yes	No	Yes	Nov 2010
T	Yes	No	No	Nov 2010
Kelowna Office	Yes	Yes	Yes	N/A

Recommendations:

- Secure secondary back up for all computers.



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8. Virus Protection

Goal: All computers are free of viruses and have current virus protection installed.

Support Site	Virus Protection Installed	Action / Date for Completion
V/M	Yes	N/A
C/D	Yes	N/A
L/C	Yes	N/A
S/C	Yes	N/A
T	No	Nov 2010
Kelowna Office	Yes	N/A

Recommendations: None at this time.

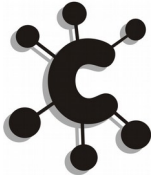
9. Website

Goal: The agency website will be a user-friendly resource providing information to all persons served, stakeholders and employees.

Currently, our website can be found at commconn.ca Our website offers contact information, description of services offered, a partial personnel list, and employment opportunities.

Our goal is to expand the website content to include:

- section for feed back (ie. Email us with your suggestions or concerns)
- Satisfaction Survey Report
- Rights Package
- Advocacy Information
- resource library
- Comprehensive management employee list and contact information
- Upcoming training opportunities
- Upcoming training for persons served
- Mission Statement
- Code of Ethics



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- CARF accreditation
- Policy on Request for Information
- links to other websites for information on services, advocacy, health and safety, etc.

Plan Developed: April 2010

Date for Renewal: November 2010

Completed by: Jacqueline Burnham,
Quality Assurance Manager