

# INFORMATION MANAGEMENT & TECHNOLOGY PLAN

Effective Dates \_\_\_\_\_ to \_\_\_\_\_

## Organization

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
phone

## Approval of Board or Advisory Group

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\_\_\_\_\_  
signature and date

## Executive

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
phone

## Plan Coordinator

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Phone

Staff, consultants, customers & others involved in development of plan:

NAME

TITLE

ROLE

# INFORMATION MANAGEMENT SYSTEMS

## 1.a. Staffing

List key positions in the organization and computer use in each  
List major staff groups working within the organization, including paid and non-paid staff (volunteers). Include those who do not currently use computers.

POSITION/TITLE  
may include non-paid users

CURRENT COMPUTER USE  
type of computer and use

Information Mgmt. Coordinator

Alternate

\_\_\_\_\_  
Name

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
phone

\_\_\_\_\_  
Phone

Duties of the Information Management Coordinator

Estimated weekly hours for Information Management Coordinator

Other staff performing information management tasks

Including those who perform any type of work on the computer system itself, who train or lead others in computer use, who design or manage databases

POSITION/TITLE	INFORMATION MANAGEMENT SYSTEM DUTIES	ESTIMATED # HRS WEEKLY

**Staffing Plan**

Actions to take place in the area of information management staffing including addition or removal of staff hours spent performing information management duties or any reassignment of duties. Note: This section does not refer to staff development (see Human Resources Section to analyze training needs).

RESPONSIBLE PARTY	ACTION	COMPLETION DATE/STATUS
	Immediate	
	six weeks	
	three months	
	six months	
	one year	
	two years	

## SYSTEMS, CONT.

## 1.b. Policies & Procedures

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Policies and procedures pertaining to information management systems including significant working procedures in these areas

### INFORMATION MANAGEMENT & TECHNOLOGY MISSION/PRINCIPLES

### INFORMATION MANAGEMENT PLANNING

### CUSTOMER CONFIDENTIALITY/DATA PRIVACY

- File Security needs

- Data sharing Policies (internal and external)

### INFORMATION MANAGEMENT & TELECOMMUNICATIONS EQUIPMENT

- Purchashe & Inventory

- Installation

- Equipment security

### SOFTWARE

- Purchase & registration

- Installation

- Updating

### WIRING

- Planning

- Installation

- Maintenance

CREATION, MAINTENANCE AND REVISION OF DATABASES

DATABASE INTEGRATION & INFORMATION SHARING

Within organization

Outside organization

E-MAIL/INTERNET ACCESS

COMPUTER SYSTEM/NETWORK DAILY MAINTENANCE AND TROUBLESHOOTING

Daily routines

Technical assistance to users

Archiving of records

Record back-up system

PROFESSIONAL DEVELOPMENT

**Policies and Procedures Plan**

Changes to take place in the organization's policies and procedures including those involving computers and information management systems

RESPONSIBLE PARTY	ACTION	COMPLETION DATE/STATUS
	Immediate	
	six weeks	
	three months	
	six months	
	one year	
	two years	
	five years	

SYSTEMS, CONT.

1.c. Equipment

Inventory of Equipment (See attachment)

ITEM type, quantity and serial # (or attach)	MAKE/MODEL	USE
servers		
personal computers		
other desktop devices (CD ROM, scanner, external disk drive, modem)		
shared resources (modems, printers)		
network devices		
phones (include TDD)		
fax machines		

other equipment

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## Equipment Plan

Changes to take place in equipment or its use  
Determine critical needs for updates, new equipment, or changes  
of use in the short and/or long range.

RESPONSIBLE PARTY	ACTION	COMPLETION DATE/STATUS
	Immediate	
	six weeks	
	three months	
Internal Tech Team	Six months	
Internal Tech Team	one year	
	two years	

SYSTEMS, CONT.

1.d. Software

Inventory of software

ITEM Program, # copies and serial # (or attach)	VERSION	USE
Word processing		
accounting		
spread sheet		
database include custom and off-the-shelf		
email		
Internet browser		
page layout		
other software		

**Software Plan**

Changes to take place in the organization's software systems  
 Determine any critical needs for updates, expansion of capabilities

RESPONSIBLE PARTY	ACTION	COMPLETION DATE/STATUS
	Immediate	
	six weeks	
	three months	
	six months	
	one year	
	two years	

five years

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## SYSTEMS, CONT.

## 1.e. Networking

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Brief description of network  
Are currently in the process of moving.

Diagram of organization's sites/floor plans showing computer  
And telecommunications hook-ups and connections  
Including connections with external sites and networks

- x = phone
- ..... = phone line
- O = computer
- = data line
- ⦿ = network device

**Networking Plan**

Changes to take place in the organization's networking internal and external

RESPONSIBLE PARTY	ACTION	COMPLETION DATE/STATUS
	Immediate	
All staff	six weeks	
	three months	
	six months	
	one year	
	two years	

five years

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USES OF INFORMATION  
MANAGEMENT SYSTEMS IN PRODUCT  
AND SERVICE DELIVERY

**2.a. Service Delivery**

Brief description of products and services provided by the organization,  
and the uses of technology in delivering these services  
Reports and administrative functions covered in Section 3

PRODUCT OR SERVICE

USE OF TECHNOLOGY IN SERVICE DELIVERY

**Service Delivery Plan**

**Changes to take place in the use of technology to deliver services**

This section is the driving force behind the IM&T plan. Describe new day-to-day as well as periodic uses of information management tools in delivering products/services.

RESPONSIBLE PARTY	ACTION	COMPLETION DATE/STATUS
	Immediate	
	six weeks	
	three months	
	six months	
	one year	
	two years	
	five years	

**SERVICE DELIVERY, CONT.**

**2.b. Customer Opportunities**

Brief description of customers served by the organization, and the use of technology in accessing products/services

PRODUCT OR SERVICE	CUSTOMERS SERVED # and demographics	USE OF TECHNOLOGY BY CUSTOMERS

**Customer Opportunities Plan**

Changes to take place in the use of technology by customers

RESPONSIBLE PARTY	ACTION	COMPLETION DATE/STATUS
	Immediate	
	six weeks	
	three months	
	six months	
	one year	
	two years	
	five years	

**ADMINISTRATIVE USES OF  
INFORMATION MANAGEMENT SYSTEMS**

**3.a. List of Reports**

REPORT NAME—inventory all forms used	PRODUCT OR SERVICE	FREQUENCY
Customer Information Reports		
Finance Reports		
Personnel Reports		
Monitoring and Management Reports		

**ADMINISTRATIVE USES, CONT.**

**3.b. Customer Records**

For each of the products or services provided by the organization, an overview of customer records kept

PRODUCT OR SERVICE	CUSTOMER RECORDS KEPT attach list of data fields, "blanks" on forms	ADMINISTRATIVE USE OF COMPUTER IN STORING AND ACCESSING INFORMATION database name/type	REQUIRED REPORTS cross-reference list of reports - form 17

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**Customer Records Plan**

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Actions to take place in the administrative use of computers to store and access customer information including reporting plans

RESPONSIBLE PARTY	ACTION	COMPLETION DATE/STATUS
	Immediate	
	six weeks	
	three months	
	six months	
	one year	
	two years	
	five years	

**ADMINISTRATIVE USES, CONT.**

**3.c. Financial Records**

For each of the products/services provided by the organization, an overview of financial records kept and reports required

PRODUCT OR SERVICE	FINANCIAL RECORDS KEPT attach list of data fields, "blanks" on forms	ADMINISTRATIVE USE OF COMPUTER IN STORING AND ACCESSING FINANCIAL INFORMATION database name/type	REQUIRED REPORTS cross- reference list of reports – Form 17

**Financial Records Plan**

Actions to take place in the administrative use of computers to store and access financial information including reporting plans

RESPONSIBLE PARTY	ACTION	COMPLETION DATE/STATUS
	Immediate	
	six weeks	
	three months	
	six months	
	one year	
	two years	
	five years	

**ADMINISTRATIVE USES, CONT.**

**3.d. Personnel Records**

A description of personnel records kept and reports required

PRODUCT OR SERVICE	PERSONNEL RECORDS KEPT attach list of data fields, "blanks" on forms	USE OF COMPUTER IN STORING AND ACCESSING PERSONNEL INFORMATION database name/type	REQUIRED REPORTS cross- reference list of reports - Form 17

**Personnel Records Plan**

Actions to take place in the use of computers to store and utilize personnel information including reporting plans

RESPONSIBLE PARTY	ACTION	COMPLETION DATE/STATUS
	Immediate	
	six weeks	
	three months	
	six months	
	one year	
	two years	
	five years	

**ADMINISTRATIVE USES, CONT.      3.e. Monitoring & Management**

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For each of the products or services provided by the organization, a description of internal monitoring & management activities

PRODUCT OR SERVICE	INTERNAL MONITORING & MANAGEMENT ACTIVITIES	USE OF COMPUTER IN MONITORING & MANAGEMENT ACTIVITIES	REQUIRED REPORTS cross- reference list of reports-Form 17

**Monitoring & Management Plan**

**Additional or alternate monitoring & management activities**

Consider monitoring and management activities, which may be better, accomplished through information management resources

RESPONSIBLE PARTY	ACTION	COMPLETION DATE/STATUS
	Immediate	
	six weeks	
	three months	
	six months	
	one year	
	two years	
	five years	

**HUMAN RESOURCES CONSIDERATIONS      4.a. Health Concerns**

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For each position, those utilizing a computer keyboard, video screen, telephone, or other IM&T device for more than 20 hours per week

POSITION/TITLE may include non-paid users	ANY JOB-RELATED HEALTH CONCERNS REPORTED	PRECAUTIONS TAKEN/TRAINING PROVIDED TO PREVENT INJURIES

**Health Concerns Plan**

Actions to take place to address and/or prevent work-related injuries or disabilities related to IM&T tasks

RESPONSIBLE PARTY	ACTION	COMPLETION DATE/STATUS
	Immediate	
	six weeks	
	three months	
	six months	
	one year	
	two years	
	five years	

**HUMAN RESOURCES, CONT.      4.b. Professional Development**

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For each position, training activities and needs in the area of IM&T

POSITION/TITLE may  
include non-paid users

TRAINING PROVIDED

TRAINING NEEDS

see form 2

**Professional Development Plan**

Planned professional development efforts to build necessary skills in IM&T

RESPONSIBLE PARTY	ACTION	COMPLETION DATE/STATUS
	Immediate	
	six weeks	
	three months	
	six months	
	one year	
	two years	
	five years	

**FINANCE CONSIDERATIONS**

**5.a. Accounting**

For all revenue sources a description of any regulations or policies affecting the purchase, operation, maintenance and upgrade of IM&T systems

REVENUE SOURCE	REGULATIONS/ POLICIES AFFECTING PURCHASE/UPKEEP OF IM&T SYSTEMS	IM&T EXPENSES ALLOWABLE	IM&T EXPENSES CURRENTLY CHARGED

**Accounting Plan**

Actions affecting the budgeting and accounting processes for IM&T expenses  
Refer to applicable regulations and advice from an accountant

RESPONSIBLE PARTY	ACTION	COMPLETION DATE/STATUS
	Immediate	
	six weeks	
	three months	
	six months	
	one year	

two years

five years

**FINANCE, CONT.**

**5.b. Setting Priorities**

Of the improvements needed in the area of IM&T, a listing of the top ten, and possible funding sources for these improvements  
 With references to plans. High priority cost-saving or cost-neutral activities may be included here for an overall picture.

IMPROVEMENTS top ten, arranged highest to lowest	COST initial & ongoing	FUNDING SOURCES

**FINANCE, CONT.**

**5.c. Purchasing**

Vendors available and acceptable to supply IM&T products and services

VENDOR	COST COMPARISON	SPECIAL RESOURCES PROVIDED
computer hardware		
computer software		
telecommunications equipment		
wiring/networking		
consulting-planning		
consulting-training		
consulting-programming/technical assistance		
outsourced services		

**Purchasing Plan**

Record plans for IM&T purchases, and changes in vendors or purchasing processes

RESPONSIBLE PARTY	ACTION	COMPLETION DATE/STATUS
	Immediate	
	six weeks	
	three months	
	six months	
	one year	
	two years	
	five years	

