

TECHNOLOGY AND SYSTEM PLAN 2024

PURPOSE

The purpose of the technology plan is to improve how information technology will be used to support and further Island Community Services' mission and organizational objectives.

It describes the objectives and priorities in the development and use of information technology to support both information management and performance improvement. It also provides a guide for the acquisition and deployment of technology resources.

ORGANIZATIONAL OBJECTIVES

- Strengthen the coordination and collaboration of services across the organization
- Expand and strengthen a comprehensive and holistic approach to food security for vulnerable community members
- Implement a comprehensive communication strategy to increase the awareness of and support for SSICS services
- Support, strengthen and continue to develop community partnerships and interagency relationships
- Strengthen staff support and recognition for healthy and effective staff teams
- Increase volunteer recruitment and support
- Increase board member recruitment, orientation and training
- Organize and align management and administration to keep up with organizational growth and change

COMPONENTS

- Hardware (Inventory, replacement program, procurement)
- Software (Upgrade path and new implementations)
- Data Security and Malware Protection
- Information Management
- Data Back Up and Recovery
- Staff Assessment, Support and Training
- Information Technology Support

REVIEW OF 2020-2024

Item/Issue	Action Plan	Status
Automate work flow	Implement online form submission for food bank / hamper orders.	Food bank complete Ssics.ca
Training	All staff meeting training sessions for online resources available through SSICS website and cyber-security	Complete 2023
Databases	Maintain and develop donor database, Seniors' database; HIFIS training for Shelter / Housing First; Document Management System. Developing Food Bank registration and key inventory databases	Software developed and maintained or in development
Website Review	Ongoing improvement and evaluation of websites usability and content. Ssics.ca / Harvestsaltspring.ca	Ongoing and periodic content review and update in keeping with program changes.
Software Upgrade	Microsoft Office 2021 upgrades / Acrobat Pro 2020 / compatible software upgrades	Ongoing / complete with attrition or need
Computer upgrade	Financial Management System Server upgrade and maintenance	Complete 2021 new server hardware
PC upgrade and replacement	Replace many computers reaching end of life	Laptop replacements and new issues for new staff ongoing.
Copier/printer	Replace printers reaching end of life / maintain service plans of Ricoh central machines	5 new Ricoh laser printers Many inkjet printers procured and deployed as required.

Online / Remote Technology	Zoom for Healthcare maintenance	Complete for online counselling / meetings / service delivery
Internet and WiFi maintenance in main building	Salt Spring Computer implementation 2020, ongoing maintenance and improvement.	Ongoing
Backup and Security	Implement Network Area Storage with RAID 6 for automated backup of all user Google Workspace and daily Financial Management Server backup	Complete 2023
Telephone Communications	Deployed VOIP solution to replace unsupported Nortel phone system at main building, including Shelter location and mobile solution .	Complete 07/2021
Remote office	Deployed solution for seamless telecommunications between office and remote office locations via integration of cell phone / desktop applications with VOIP office phone solution.	Complete 07/2021

2024-2025 PRIORITIES

Priority	Action Plan	Person Responsible/Timeframe
Automate work flow	Develop desktop / laptop backup solution to Network Area Storage Server	R Wiltzen / Consultant 2024
Training	Update employee technology survey and identify training topics	R Wiltzen July 2024
Databases	Further develop and refine key management database / Technology Inventory database	R Wiltzen July '24
Website Review	Evaluate website(s) usability, style and content	Ongoing. Full Sweep Annually.
Technology Plan	Review purpose and objectives	R Grant / R Wiltzen December 24
Wireless connectivity	Upgrade wifi in McPhillips, Main Building	R Wiltzen February '21
Web-based social media applications	Review Social Media Guidelines and Code of Conduct	R Grant / Board November '24
Google Workspace of Business Applications for Non-Profits	Review opportunities for expanded use of collaborative Google Workspace tools	R Wiltzen / Ongoing training / onboarding.

Microsoft Office Upgrade	Upgrade Microsoft Office installations to 2021 version	R Wiltzen June '24
Back up capacity	Provide staff with data storage mechanisms, hardware and training to ensure regular back up of data / review routines for mission critical information backup	R Wiltzen September, 2024
Remote service delivery	Review and improve agency's ability to respond to service delivery demands utilizing technology for remote meetings and gatherings.	R Wiltzen Mar '24
Internet Connectivity	Improve network connectivity at Food Bank building which periodically fails.	R Wiltzen Mar `24