



**TECHNOLOGY PLAN
2019**

Overview

In the development of this plan Lifetime Network reviewed the status of its technology in the following areas:

1. Hardware
2. Software
3. Security
4. Confidentiality
5. Back up policies
6. Assistive technology
7. Disaster recovery preparedness
8. Virus protection

(See pages 6 – 8 for status review)

TECHNOLOGY IMPROVEMENT PLAN

As a result of the status review we identified that the following technology areas require a quality improvement goals:

HARDWARE

Program Computers

- There continues to be concerns regarding the number of working computers in program

Several new computers have been ordered and several laptops have been returned to program. A further assessment will be done prior to Feb 1 2019 and an action plan developed if necessary.

SOFTWARE

Client Services Software

- Our current Data Base has gone through some updates to allow for better reporting
- An add on to our current Data Base (the HR Data Base) is now being used to track participant and staff compliance

SECURITY

Network Security

- Network security audit is completed by Finance Director

The Finance Director is working closely with Smart Dolphins to ensure security of all Lifetime Networks IT information.

Improvement Goal: Continue to meet quarterly to review network security with our “Dolphin Defender”

BACK UP POLICIES & DISASTER RECOVERY PROCESS

Back Up

- It has been identified that our back up storage is close to capacity

Improvement Goals:

- continue to meet quarterly to review back-up systems with our “Dolphin Defender”
- An upgrade to our back up will be installed and completed in 2019

TECHNOLOGY CQI

	Improvement Goal	Indicator for Success	Person Responsible	Timeline	2018 Completion/Status	2019 Completion/Status
1.	Hardware – Program Computers Program computers are repaired and/or replaced	All program computers are assessed, updated and/or replaced	F. Director,	January 30 2019	<p>Continuing to look for someone to assess current program computers.</p> <p>Ordering additional Desk top computers for Managed Services.</p> <p>Lap tops will be moved in Programs.</p> <p>A meeting has been set for August 7th to review the Citizen Staff and Program computer needs</p> <p>A list of requests has been received and being reviewed by the Finance Director. A budget will be created and shared with the Staff to set priorities</p> <p>One additional remote desktop has been created, two new laptops have been ordered, two new phones have been ordered.</p>	<p>Several new computers have been ordered and several laptops have been returned to program. A further assessment will be done prior to Feb 1 2019 and an action plan developed if necessary.</p> <p>Complete</p> <p>See new goal created.</p>

	Improvement Goal	Indicator for Success	Person Responsible	Timeline	2018 Completion/Status	2019 Completion/Status
					<p>Finance Director will meet with Manager and review additional needs and see if there is any further room in this year budget.</p> <p>Due to recent theft of technology this meeting has been postponed. An assessment is being done in conjunction with the great divide</p>	
2.	<p>Hardware – Program computers Provide at least two new computers for Programs</p>	Two new computers will be purchased and working in the Program	F. Director	Nov 1 2018	<p>Will work with Citizen Staff on need.</p> <p>A few program computers were discovered and re-introduced into program</p> <p>A meeting has been set for August 7th to review the Citizen Staff and Program computer needs A list of requests has been received and being reviewed by the Finance Director. A budget will be created and shared with the Staff to set priorities</p>	New goal has been created.

	Improvement Goal	Indicator for Success	Person Responsible	Timeline	2018 Completion/Status	2019 Completion/Status
					Due to the recent theft additional computers will be ordered for Program. Additional computers may still be required. Will be assessed in the update meeting with manager	
3.	Hardware – Office Computers Assess all office computers	All office computers will have been assessed and replaced or repaired as needed	Carlene	February 1 2019		
4.	Payroll Software IBEX to implement report to identify Mileage and Expense related to individual	A report will be created to identify mileage and expense by individual	Finance Director	December 2018	n/a	Ibex has been informed of need and is working on it.
5.	Payroll Software Have one additional person trained to finalize payroll	One new person will be trained	F. Director	Nov 1 2018	Identify the best position to be trained Sarah L will be trained on how to finalize payroll for Lifetime	First Training commenced on November 5th
6.	Client Services Software Continue to work with AOS to improve our Data Collection and Compliance	Updates will be installed	Finance Director	Jan 31 2019	Finance Director has met with AOS and in consultation with Program Developer identified some upgrades to HR Data Base. AOS has started working on the	New updates will be installed by January 1 2019

	Improvement Goal	Indicator for Success	Person Responsible	Timeline	2018 Completion/Status	2019 Completion/Status
					<p>upgrades to the system</p> <p>Some updates have now been installed (March 2018). Further improvements are being worked on and will be installed April 2018.</p> <p>Additional updates have been done and further updates are scheduled to be completed by July 31st.</p> <p>“Cheat Sheets” are being created to help with training.</p> <p>Nicole has been inputting information into the Data Base and will be working with Carlene to provide a training session for all these identified as needing.</p>	
7.	Review of all staff who have Managed Services through Smart Dolphins	A review will have been completed and a plan in place to ensure we are utilizing this service to the fullest	Carlene	February 2019		

	Improvement Goal	Indicator for Success	Person Responsible	Timeline	2018 Completion/Status	2019 Completion/Status
8.	Network Security Finance Director to continue to review security quarterly	Quarterly meeting with “dolphin defender” with include security audit	Finance Director in consultation with Smart Dolphins	quarterly	.Meetings set quarterly by “Dolphin Defender” Complete	
9.	Back Up System Finance Director to continue to review back up system quarterly	Quarterly meeting with “dolphin defender” with include security audit	Finance Director in consultation with Smart Dolphins	quarterly	Meetings set quarterly by “Dolphin Defender” complete	

TECHNOLOGY STATUS

A. Hardware

1. SERVERS

Servers	Current Status	Issue/Requires Focus
Server,1 x 650W Power Supply SATA 24X DVD-RW 2 x 1TB Drives in RAID1 (Mirror) Western Digital Enterprise Edition (RE4) 32GB Kingston DDR3 RAM ECC INTEL XEON 3.10GHz DC-AD-6405 Adaptec 6405 4-port SAS RAID Controller	Use: All employee and individuals information is stored on the Server in password protected folders	No current issues

2. OTHER HARDWARE

Hardware	Current Status	Issue/Requires Focus
PC's (personal computers)	Need to do an inventory	No issue currently
Laptop computers outside Program	Need to do an inventory	No issues currently
Laptop computers Program	Need to do an inventory	Require assessing and possible replacements or additions – see goal 2
Wireless Routers	1 Wireless Gateway Router,	No issues currently
LCD Projector	2 in use. Limited usage since purchase of TV's	No issue currently
Photocopier/online colour printer/scanner/fax machine	1 on line printers/scanner/copiers attached to network s	No issue currently
Smart TV	2 Smart TV's for use in Program Areas	No issue currently
Toshiba Telephones	(Need to do an inventory)	No issues currently
4 Iphones	Both Directors and the two CE Managers carry LN Cell Phones	No issues currently
2 IPADS	Both Directors have IPADS	A replacement IPAD for the Administration position will be ordered once the insurance claim is finalized

B. Software

Software	Current Status	Issue/Requires Focus
Web Browsers: Mozilla Firefox, Internet Explorer and Google Chrome	Use: Web browsers, system wide	No issue currently
Microsoft Office 2016	Use: installed on the server	No issue currently
Inclusion by IBEX - Payroll	Use: Finance, Accounting	No current issues
Inclusion by IBEX – scheduling and time sheet entry	Use: All Staff	No current issues
Access Data Base	Use: Finance/Accounting and Fundraising	No issue currently
Access Data Base	Use: HR and Participant Tracking	Being updated to include better tracking reports
Educational Software	Open Future Learning – Training Modules for Staff and Individuals	No issue currently
Adobe Reader	Use: Used centre wide	No issue currently
Simply Accounting	Used by bookkeeper and Finance Director	No issue currently

C. Security

Network

Meraki MX64 - IPv6 bridging, API scanning, intrusion prevention, malware protection, packet filtering, cloud-managed console, WiFi enabled through Meraki WAP

Anti-Virus, Anti-spyware and Malware Protection

ESET Endpoint Antivirus 6 for LIFESERVER and all managed workstations + laptops

Other laptops are either McAfee, Windows Defender, or Microsoft Security Essentials

Server

The Server and respective hardware (routers and switches) are located in 'Tech Room', a locked room which only the Finance Director, Executive Director and Management Team have key access. If anyone else needs access to the Server room, they are accompanied by the Finance Director or appropriate staff.

File Access

All data relating to LN resides on the Windows 2008 Enterprise file Server. Each staff has the appropriate level of access. All access is password protected. Additionally, all employee passwords are kept in a secure part of the LN Server accessible by the Finance Director or the Executive Director. The master password list is updated as needed and reviewed annually.

D. Confidentiality

LN recognizes and ensures the confidentiality of electronic information held on clients and employees.

Network Access: Permissions are created for each user of the LN network. Share level; permissions are attached to each users profile who logs into the LN network.

Passwords: All LN employees select an individual password. All employee passwords are kept securely in the Server. Amendments are forwarded internally to the Finance. Director. The Finance Director and the Executive Director are the only staff authorized to access to these passwords.

E. Backup Policies - HRS POLICY TITLE: USE OF COMMUNICATION SYSTEMS AND TECHNOLOGY, BACKUP, SAFE STORAGE AND SERVICE

A DATTO back up system is in place. This is both an external hard drive on site and the back up in Calgary and Toronto as explained in the article below.

“Protecting data and satisfying the needs of our partners are two driving factors for us at Datto. That’s why we opened a second data center in Canada this past summer. But, what does that mean for our partners? It benefits them in a number of ways. The two Canadian data centers provide geographic redundancy for Datto SIRIS devices with point-to-point data circuits to ensure secure and private data transfers between the two locations. Depending on the nature of the disaster, a single site may provide adequate protection. However, a severe weather event or region-wide natural disaster could impact the local device and cloud data center if they are located in the same region. With bi-coastal cloud data centers, Canadian partners can be confident that they can restore customer data no matter what”.

F. Assistive Technology

Assistive Technology	Current Status	Issue/Requires Focus
50” Smart TV’s	In use by both programs to aide with visual and hearing impairments	No issue currently
Dragon Speak	Software to assist participants with program work Upgraded to assist a Program Manager	Has not been as helpful as anticipated. Difficulty in installing No other identified needs at this time

G. Disaster Recovery Preparedness

File Level Data Restoration:

Offsite back up is in Toronto and Quebec and is backed up nightly at 6pm. There is still an external back up attached to the server in the Tech room. In the event of a disaster the Society retrieves data from the previous day through contact with Smart Dolphins or directly with Datto.

Windows Servers

Currently the LN Server is stored on site. In the event that server is damaged the organization would need to purchase replacement hardware. The back-up data stored off site would be transferred to the replacement hardware.