



TECHNOLOGY PLAN 2021

Overview

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

1. Hardware
2. Software
3. Communication technologies
4. Sensitive data
5. Service purchased or contracted
6. Assistive technology

Input from:

1. Persons served
2. Personnel
3. Other Stakeholders

TECHNOLOGY IMPROVEMENT PLAN

The Technology plan is developed from input from all stakeholders; including but not limited to Persons served, Personnel and volunteers where appropriate. Improvement needs Identified in the 2019 plan were:

HARDWARE

- On-going monitoring of hardware needs. Updates from Programs monthly at CQI meetings.
- Create an updated list of Computer Hardware
- Add two additional computers to program in 2020

SOFTWARE

Client Services Software

- Develop an Asset Management Program
 - Working with Applied Office Solutions
- Develop a Contract Management Program
 - Working with Applied Office Solutions

SECURITY

Network Security

- Network security audit is reviewed quarterly with Smart Dolphins and is on-going

BACK UP POLICIES & DISASTER RECOVERY PROCESS

Back Up

- Finance Director meets with Smart Dolphins to review backup systems – on-going

- See Chart Below for specifics around back ups

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 Expected replacement 2023 |

2. Desk Tops

| Name | Type | Location | Issues |
|-----------|-----------------|--------------------|------------------------|
| LNV-WS09 | Dell desktop | Front Desk | No issues at this time |
| LNV-WS05 | Dell desktop | Small office | No issues at this time |
| LNV-WS07 | Dell desktop | Small office | No issues at this time |
| LNV- | Acer desktop | Small office | No issues at this time |
| LNV - | Dell desktop | Small office | No issues at this time |
| LNV - | Dell sm monitor | Small office | No issues at this time |
| LNV-WS10 | Dell desktop | Citizen Office | No issues at this time |
| LNV-WS08 | Dell desktop | Citizen Office | No issues at this time |
| LNV - | Acer desktop | Citizen Office | No issues at this time |
| LNV - | Dell desktop | Citizen Office | No issues at this time |
| MACS-IMAC | Mac desktop | Citizen Office | No issues at this time |
| LNV-WS12 | Dell desktop | Citizen Office | No issues at this time |
| LNV- | Dell monitor | Carlene's Office | No issues at this time |
| LNV - | Dell desktop | Carlene's office | No issues at this time |
| LNV - | Dell monitor | Carlene's office | No issues at this time |
| LNV-WS03 | Dell desktop | Wendy-Sue's office | No issues at this time |
| LNV - | Dell desktop | CE | No issues at this time |
| LNV-WS11 | Dell desktop | CE | No issues at this time |
| LNV - | Dell desktop | CE | No issues at this time |
| LNV-WS04 | Dell desktop | CE | No issues at this time |
| LNV - | Dell desktop | CE | No issues at this time |

| | | | |
|----------|----------------------|------------|------------------------|
| LNV-LT11 | Dell desktop | Networks | No issues at this time |
| LNV - | Dell monitor | Unassigned | No issues at this time |
| LNV - | Dell monitor (small) | Unassigned | No issues at this time |
| LNV | UPR6N9B Acer DT | Unassigned | No issues at this time |

3. Laptops

| Name | Type | Location | Issues |
|-----------------|----------|------------------|------------------------|
| ThinkPad | Laptop | Citizen | No issues at this time |
| Desktop M4M4SJ4 | ThinkPad | Citizen | To be assessed |
| LT-01 | ThinkPad | Carlene's Office | No issues at this time |
| Tech001 | ThinkPad | Program Space | To be assessed |
| Program 009 | ThinkPad | Program Space | To be assessed |
| Program 005 | ThinkPad | Program Space | To be assessed |
| LNV-LT09 | ThinkPad | Program Space | To be assessed |
| LNV - | ThinkPad | CE | No issues at this time |
| LNV - | ThinkPad | CE | No issues at this time |

* an assessment of all computers to be completed by March 31 2020

4. IPAD/TABLET

| Name | Type | Location | Issues |
|---------------------|------------|------------|------------------------|
| WS IPAD | Apple IPAD | Wendy-Sue | No issues at this time |
| CT IPAD | Apple IPAD | Carlene | No issues at this time |
| Front IPAD (Square) | Apple IPAD | Front Desk | No issues at this time |
| Tablet | | | |
| Tablet | | | |
| Tablet | | | |

5. TELEVISIONS

| Name | Type | Location | Issues |
|------------------|------|---------------|------------------------|
| Samsung Smart TV | 50" | Program Right | No issues at this time |
| Samsung Smart TV | 50" | Program Left | No issues at this time |

6. TELEPHONES

| Name | Type | Location/Local | Issues |
|------------|---------|-------------------------|------------------------|
| Land Phone | Toshiba | Front Desk/200 | No issues at this time |
| Land Phone | Toshiba | Carlene Thompson/201 | No issues at this time |
| Land Phone | Toshiba | Tricia (Employment) 202 | No issues at this time |
| Land Phone | Toshiba | Wendy-Sue/203 | No issues at this time |
| Land Phone | Toshiba | Mike M/204 | No issues at this time |
| Land Phone | Toshiba | Citizen Instructors/205 | No issues at this time |
| Land Phone | Toshiba | Sarah Molder (LIFE)/206 | No issues at this time |

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 |
| Operating Software | Windows | Some computers are on Windows home and need to be upgraded to Pro |
| 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, Wi-Fi 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, the Finance Director or appropriate staff accompany them.

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 user's 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 is 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.

Lifetime Networks Technology Plan 2021

Technology 2021 Goal Grid

| # | 2020 Improvement Goal | 2021 Improvement Goal | Indicator for Success | Person Responsible | Target Date | 2020 Completion date/status | 2021 Completion date/status |
|----|--|--|---|--------------------|-----------------------------|---|---|
| 1. | Hardware Create an updated list of all Computer Hardware | Hardware Update list of all Computer Hardware prior to move from Shelbourne to Quadra. | A spreadsheet with all computer hardware will have been created | Carlene | January 31 2021 Annually | List was created completed | |
| 2. | Hardware Replace and/or update at least two computers | | Two new computers will have been purchased | Carlene | Nov 30 2021 | complete | On-going review of computer needs will be monitored |
| 3. | Client Services Software Continue to work with AOS to improve our Data Collection and Compliance | Client Services Software Continue to work with AOS to improve our Data Collection and Compliance | Updates will be installed | Carlene | Dec 2020 | Monthly meetings with AOS are on-going Meeting are now as needed during the audit tool development Move to 2021 | |
| 4. | | Client Services Software Have the Audit tool completed. | Audit tool will be installed | Carlene | May 1 2021 | n/a | |
| 5. | | Client Services Software | 90% of files will be complete | Carlene | May 1 2021 | n/a | |

| # | 2020 Improvement Goal | 2021 Improvement Goal | Indicator for Success | Person Responsible | Target Date | 2020 Completion date/status | 2021 Completion date/status |
|----|---|---|---|----------------------------------|---------------|---|--|
| | | Have better compliance data in relation to both staff and participants files | when we do our internal audit | | | | |
| 6. | | Client Services Software Identify Significant time savings with the use of the audit tool | Staff will report a significant reduction in time to complete the audit | Carlene | May 30 2021 | n/a | |
| 7. | Client Services Software Create an Asset Management Tool inside the AOS Data Base | Client Services Software Create an Asset Management Tool inside the AOS Data Base | Asset Management Tool will be installed | Carlene | March 31 2021 | Working with Sandy, will commence as soon as the latest updates are done. Will assess remaining budget and what can be done. This has been pushed aside for work on an audit tool to Manage Personnel and Participants folders Move to 2021 | The Audit tool will be completed prior to work on the asset Management. Once this is complete an analysis of the budget will determine the feasibility of implementing this. |
| 8. | Network Security Finance Director to continue to review security quarterly | Network Security Finance Director to continue to review security quarterly | Quarterly meeting with "dolphin defender" with | Finance Director in consultation | Quarterly | Zoom meeting on May 26 th . | Will update as meeting are set |

| # | 2020 Improvement Goal | 2021 Improvement Goal | Indicator for Success | Person Responsible | Target Date | 2020 Completion date/status | 2021 Completion date/status |
|-----|--|--|--|--|-----------------|--|-----------------------------|
| | | | include security audit | with Smart Dolphins | | Zoom Meeting on July 13 Zoom Meeting Nov 3 rd . | |
| 9. | Back Up System Finance Director to continue to review back up system quarterly | | Quarterly meeting with "dolphin defender" include security audit | Finance Director in consultation with Smart Dolphins | Quarterly | New RDP has been installed to create more back up. Reviews are on-going | |
| 10. | To align Technology plan with Strategic Plan | To align Technology plan with Strategic Plan | The strategic plan will identify and align with Technology Plan | Carlene | | Strategic Plan has been postponed. When it is re-scheduled Carlene will ensure Technology is part of the agenda and process Moved to 2021 | Strategic Plan Dec 11/12 |
| 11. | Development Policies and procedures for 1J6-10 | Follow up and identify if these polices are necessary | All necessary policies and procedures will have been written | Carlene | January 31 2021 | Emailed to several groups to look for templates. SD suggested contacting Marilyn Sing | |

| # | 2020 Improvement Goal | 2021 Improvement Goal | Indicator for Success | Person Responsible | Target Date | 2020 Completion date/status | 2021 Completion date/status |
|-----|-----------------------|---|---|--------------------|------------------|--|---|
| | | | | | | Ron Tran has sent a link to review Will continue to review and determine necessity to add. – Move to 2021 goal grid | |
| 12. | | Transition to Microsoft Teams For CQI Communication | Channels will have been created and communication will be happening via teams | Carlene | December 31 2020 | N/A | Transition Plan has been created. Waiting for dates to be added for timelines Next training set for Dec 15 |
| 13. | | Transition to File storage for CQI in one-drive | All relevant CQI files will be in one drive | | January 31 2021 | n/a | Transition Plan has been created. Waiting for dates to be added for timelines |

