

Technology and System Plan

Introduction

Community Living North Grenville relies heavily on the use of computers and electronic information to conduct its everyday business. As such, it is essential that the organization have procedures that ensure that information technology is secure and backed up on a regular basis. It is further necessary that potential threats are minimized such that access to systems is uninterrupted as much as possible, and that all information is protected and secure.

An effective Technology Plan addresses the following areas: Hardware, Software, Confidentiality, Backup Policies, Disaster Recovery Preparedness, Assistive Technology, virus protection and a policy on staff and volunteer use of Community Living North Grenville computers and equipment.

This plan was developed in 2009 by Community Living North Grenville’s technical support staff, and the Executive Director. The intent of the plan is to review current policies and procedures and update where necessary those policies and procedures to ensure effective security of Community Living North Grenville’s technology.

The designated Technical Support Staff and the outside third party will review on an annual basis the Technology and System Plan. This review will be in coordination with the annual financial audit. A report will be submitted to the Executive Director.

Technology Plan for 2022

The server is located in a secure room within the administration offices of CLNG. Only those required to have admittance or permission have access to this room. The Server is equipped with a RAID configuration or two “mirrored” drives, as well as an offsite nightly backup system. This setup will make for a quicker and more efficient manner of recovery following a disaster. User logon rights determine access to the organizations network resources.

Data back-up and virus protection apply only to Community Living North Grenville IT devices connected to the network located at 2830 County Road 43. It is the responsibility of Community Living North Grenville IT staff to back up critical systems. The folders and files of each network user are stored on the server and accessed through a mapped network drive, and are therefore included with the daily server backup. The responsibility for backing up data on individual workstations of individual staff falls entirely to the user.

Additionally, Community Living North Grenville continues to contract with an outside third party for technical support which monitors the server 24/7. Technical Support staff is provided with ongoing training which has reduced the cost of third party involvement.

Community Living North Grenville's website meets compliance with the Customer Service Standard of the Accessibility for Ontarians with Disabilities Act. It provides a level of functionality for board and staff members, with secure logons to access private sites, which expedites the exchange of information. It also provides for membership interaction and secure on-line donations. The maintenance of the site is in partnership with the developer, Hutchins-Crang, and Technical Support Staff.

Community Living North Grenville, in 2010 with the assistance of Trillium funding, invested in new automated database software, ComVida, for Staff Scheduling, Human Resources/Payroll and persons served. The implementation of this system is complete. Included as part of the last significant update to the application, is a texting module for filling shifts. It was CLNG's plan to roll out that practice, however, has been delayed due to Covid.

Community Living North Grenville has also configured a web-based training database that provides users with individual training specific to each need and topic. This database, created by Developmental Services of Leeds and Grenville, was made possible for local agencies with the help of the MCSS Regional Office.

In Spring of 2021 CLNG was able to purchase the AIMS (Alliance Information Management Systems) database, a robust system to manage information on people supported. Setup and development continued through Winter 2022, and implementation and training was offered to all employees in Spring 2022.

Due to the Covid pandemic, the plan to equip all employees with an Office 365 email account became a priority. This was necessary as it improved communication and really helped with the amount of information being shared.

However, the Covid pandemic also delayed a number of initiatives including the cybersecurity training for all employees.

Procedures

- The server(s) at 2830 County Road 43 is monitored by a third party professional (OT Group);
- All data and operating system software located on Association server(s) will be backed up daily;
- In addition to the “mirrored” RAID configuration, the data on server(s) is also backed up using a QNAP NAS drive monitored by the third party;
- Software installation and removal on all Association computers is limited to the network administrator, Technical support staff, and/or OT Group.
- Hardware and software is updated on a regular basis and as required, by the Technical Support Staff. A tracking system is used to replace the oldest hardware every 3-5 years.
- User permissions will be the decision of the Executive Director. Technical support staff will be responsible to ensure permissions are secure;
- On a monthly basis the outside third party will provide an Executive summary to the Technical Support staff. This report will serve as a performance baseline;
- Community Living North Grenville technical support person in conjunction with the outside third party will be responsible for recovering data and technology functioning in the event of an unscheduled interruption;
- Community Living North Grenville satellite office (Merrickville) is connected to the main server through a secure VPN. The Technical Support staff will ensure those connections remain secure with appropriate permissions for logons.
- Personal information is stored on Association server(s). The data is secure through the use of passwords, user groups, server directory permissions and limited points of access to data;
- Employees are provided with an email account and training at orientation;
- Only those staff members with a need to access persons supported info and Human Resources data will be permitted access to information.

- Community Living North Grenville's oath of confidentiality will be strictly enforced.
- In the event a workstation requires attention, it is the responsibility of the user to inform the Technical Support Staff by using a repair order.
- At end of life, hard drives are destroyed or wiped, computers are disposed of by donation and/or refurbished to offer to people supported and/or employees.
- Any agency staff that requires assistive technology will be encouraged to bring their need to the attention of their manager, who will then consult with the Technical Support Staff to discuss the financial considerations and availability of any needed equipment;

Current Status

Comvida's Employee Management System, including HR/ payroll, staff scheduling, and persons served systems has been in force for 10 years now. Ongoing maintenance of the system is still required and the learning continues as people become familiar with it. This has greatly improved the communication across locations. Since all employees have access to their own schedules and records, CLNG no longer prints paper schedules, paystubs or attendance records.

CLNG continues to maintain and update its website, redesigned by Hutchins-Crang of Stittsville in 2020. The site was redeveloped as part of a major software upgrade and in conjunction with BACLA's website. Minor changes and tweaks are still required to make it available to staff and board members to access their respective sites.

CLNG launched their own facebook page! This was a difficult step for us, recognizing the time commitment and the importance of keeping the information current. Dedicated staff will ensure that both the facebook page and the website are kept up to date.

Ipads are becoming extremely important to assist people we support with learning and communication. We were able to supply some for our Community Supports Programs as well as provide financial support so people could purchase their own.

With the use of Office 365 accounts, CLNG plans to move from the server model eventually to a Cloud version of shared files and folders, providing much more access for employees.

Training of the AIMS database continues while employees become more familiar with its uses.

Supporting Documents

- Policy on Standards of Conduct
- Policy Computer-Internet Use
- Policy on Protecting Information
- Policy Confidentiality
- Policy Social media

TECHNOLOGY AND SYSTEM PLAN REVIEW

Date of Review	Person responsible for review	Recommendation	Cost	Date completed
2010-22	Sandra McNamara	Review of current software installations and their required updates.		Ongoing
Current	OT Group	Monitoring of Server functionality & maintenance, and equipment upgrades Monitoring of location computers Switched to OT Group in 2018		Ongoing
Current	Sandra McNamara	Continue to monitor efficiencies and effectiveness of the new systems and updated CLNG network		Ongoing
Each Year-end	Sandra McNamara	Year-end review of current equipment, and recommendations for additions, replacements and upgrades	\$3K - \$5K	Feb/March
Fall 2019	Sandra McNamara	Prepare for new release for comvida database. Includes training on the new texting module	minimal	Delayed by Covid 2023

Fall 2019	Sandra McNamara	Prepare and train for move to Office 365 Move to oneDrive/cloud for sharing of files and folders Move to Multi-Factor Authentication		Delayed by Covid
Fall 2019	Sandra McNamara/ Hutchins-Crang	Arrange for update to company website	\$8000	Fall 2019 Completed 2022
2021	Sandra McNamara	IT Audit – required for insurance purposes Digital Boundary Group	\$7000	Completed
2021-22	AIMS Implementation Committee	Development and implementation of the AIMS database	\$45000	Completed – Ongoing training
2023	IT personnel	Cybersecurity training	Minimal	2023
2023	IT personnel	Ongoing training on use of video platforms, MSTeams, Zoom, etc.	Minimal	2023