

VI. TECHNOLOGY LITERACY	1. Clear need for increased capacity	2. Basic level of capacity in place	3. High level of capacity in place	4. Exceptional level of capacity in place
Staff access and use of technology	<input type="checkbox"/> <ul style="list-style-type: none"> • Use of computers or other technology in day-to-day activities limited by number or quality of resources • Staff not skilled in use of technology 	<input type="checkbox"/> <ul style="list-style-type: none"> • Some use of hardware and software in day to day activities • Limited due to number or quality of resources and/or staff skills 	<input type="checkbox"/> <ul style="list-style-type: none"> • Adequate access to hardware and software for all staff • Efficient use of technology by most staff 	<input type="checkbox"/> <ul style="list-style-type: none"> • All staff have ready access to appropriate technology tools • Staff makes full use of resources for increased productivity
Technology Planning	<input type="checkbox"/> <ul style="list-style-type: none"> • Organization plans for technology only when there is a crisis or urgent need 	<input type="checkbox"/> <ul style="list-style-type: none"> • Management attempts to include technology needs in annual planning and budgeting process. 	<input type="checkbox"/> <ul style="list-style-type: none"> • A team of staff representing different functions within the organizations are working to integrate technology into organizational strategic plan. 	<input type="checkbox"/> <ul style="list-style-type: none"> • A team in place who has created a written technology plan that is integrated into the organization's strategic plan • Technology plan monitored and updated regularly.
Technology Policies and Conventions	<input type="checkbox"/> <ul style="list-style-type: none"> • Staff often use the organization's technology resources inappropriately • Do not follow effective procedures for data management and data security. 	<input type="checkbox"/> <ul style="list-style-type: none"> • Staff is aware of the need to have policies for appropriate technology use • Recognize need for common procedures for data management and data security. 	<input type="checkbox"/> <ul style="list-style-type: none"> • No written technology policies • Staff make appropriate use of the organization's technology resources • Follow effective procedures for data management and data security. 	<input type="checkbox"/> <ul style="list-style-type: none"> • Written technology policies exist • All staff sign agreements for and use written policies • Effective procedures followed for data management and data security .

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Staff Technology Training and Support	<ul style="list-style-type: none"> • Limited opportunities for staff to increase technology skills • Limited access to knowledgeable help and/or documentation 	<ul style="list-style-type: none"> • Occasional opportunities for staff to increase technology skills • Some access knowledgeable help and/or documentation 	<ul style="list-style-type: none"> • Regular opportunities for staff to increase technology skills • Technology support, knowledgeable help and/or documentation is often available 	<ul style="list-style-type: none"> • Frequent opportunities for staff to increase technology skills built into their professional development plans • Knowledgeable help and/or documentation is always available
Technology Networks	<ul style="list-style-type: none"> • Desktop PCs are not connected to a network 	<ul style="list-style-type: none"> • Desktop PCs are connected to a network • Network is sometimes unreliable or inadequate for the organization's needs 	<ul style="list-style-type: none"> • Organization has or is planning a network that connects desktop PCs for file and print sharing • Network is secure, regularly backed up and maintained. 	<ul style="list-style-type: none"> • Desktop PCs are connected to a network for secure file and print sharing • Connected to the Internet • Network receives regular backup and maintenance.
Virus Protection	<ul style="list-style-type: none"> • Organization has no virus protection software • Viruses often spread widely through the organization 	<ul style="list-style-type: none"> • Some desktop systems have virus protection software • Not regularly updated • Viruses sometimes spread through the organization 	<ul style="list-style-type: none"> • Most desktop PCs and all servers are protected by regularly updated virus protection software. • Viruses sometimes spread through the organization but are quickly contained 	<ul style="list-style-type: none"> • All PCs and servers are protected by regularly updated virus protection software and • Organization is rarely attacked by viruses

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Telecommunications and Internet Access	<ul style="list-style-type: none"> Organization does not have reliable or adequate Internet access for staff 	<ul style="list-style-type: none"> Organization has reliable Internet access but Each desktop has a separate connection 	<ul style="list-style-type: none"> Organization provides shared Internet connectivity to staff but Some problems with bandwidth” (speed), or service or support from the ISP (Internet Service Provider) 	<ul style="list-style-type: none"> Organization provides shared Internet connectivity to staff Has adequate protection from “hackers” and viruses Staff can access work from home or on travel
Email	<ul style="list-style-type: none"> Many staff are not using email in their daily activities due to limited access or skills 	<ul style="list-style-type: none"> There is some email access Staff share email accounts or must use their personal accounts 	<ul style="list-style-type: none"> Organization-wide email exists or will soon become available giving all staff individual accounts 	<ul style="list-style-type: none"> All staff have individual email accounts and use email frequently for internal and external communications Electronic newsletters/update are used regularly
Website	<ul style="list-style-type: none"> Organization does not have a website. 	<ul style="list-style-type: none"> Organization has a website that conveys basic information about its mission and work but it is rarely updated. 	<ul style="list-style-type: none"> Organization has or is planning a website that supports its communications strategies Is/will be regularly updated. 	<ul style="list-style-type: none"> Organization has a regularly updated website that meets the needs of audiences and supports the work of organization

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Accounting Software	<ul style="list-style-type: none"> No software specifically designed to handle accounting functions in use 	<ul style="list-style-type: none"> Software designed to meet the accounting needs of small businesses in limited use 	<ul style="list-style-type: none"> Organization has or is planning to implement accounting software that meets long-term organizational needs 	<ul style="list-style-type: none"> Fund-based accounting software or other accounting software that meets long-term organizational needs is fully used
Contact Management Software	<ul style="list-style-type: none"> No or limited databases that track contacts (e.g. clients, members, volunteers, funders or prospects) 	<ul style="list-style-type: none"> Databases that track some contacts but information cannot be shared between different databases easily 	<ul style="list-style-type: none"> Organization has or is planning to implement integrated databases that track contacts (e.g. clients, members, volunteers, funders or prospects) in order to share information 	<ul style="list-style-type: none"> Integrated databases that track contacts are fully used to support operational efficiency, decision-making and communications
Tracking Program Outcomes	<ul style="list-style-type: none"> No software used to track program activities Software not used to evaluate performance and measure outcomes 	<ul style="list-style-type: none"> Software in place to track program activities Software used to evaluate performance and measure outcomes but Does not fully meet organizational needs 	<ul style="list-style-type: none"> Software in place, or soon will be, to track program activities, evaluate performance and measure outcomes that meets long-term organizational needs Not fully used to aid decision-making and/or reporting 	<ul style="list-style-type: none"> Integrated software in place Tracks program activities, evaluates performance and measures outcomes Fully used to support decision-making and/or reporting