

# Information Technology Plan, FY 21

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The Advantages information technology plan includes, but is not limited to the following items:

1. Hardware purchases or leases
2. Software purchases or leases
3. Security of assets and network data
4. Confidentiality of data, as well as password protection
5. Daily offsite storage, backups, and data protection
6. Disaster recovery preparedness
7. Daily virus scanning, protection of software on all systems
8. Assistive Technology

Information technology is an integral part of the organization's business strategies and practices. It is critical for the organization to proactively plan and take measures to avoid potential threats and ensure uninterrupted access to systems and data.

Methodology used includes determining and assessing user needs and requirements to perform their assigned duties. This information in all cases is collected by IT staff via each users immediate supervisor. Once the hardware configuration is identified, and software is selected, a request for a quote will be submitted to our vendor of choice. The bid process will be followed for purchases that require a competitive bid, unless the item requested is a single source vendor. The Agency operates in a departmental fashion and all purchases are charged back to the department that requested the purchase. Requests for software or equipment will be submitted to the Executive Director by the IT Specialist. The Executive Director must approve all purchases.

## A. Area: Software

**Current Status:** The IT Specialist maintains an inventory of all Software. A procedure is in place to authorize only the IT Specialist to purchase and install software.

**Plan:** The IT Specialist will retain, collect, and maintain a detailed list of all software, copyrights, manuals, and disks in a secure location. Information will include where the software is being used and on what systems.

The IT Specialist will conduct a random inspection of Agency computers at each site to monitor unauthorized software on a quarterly basis.

The IT Specialist will track the expiration dates of software, including anti-virus, and order and install updates prior to the expiration date.

The IT Specialist will work with the Director of Finance & Human Resources (DF& HR) and MITC (time clock system) to purchase specialized programming software to be used for timekeeping purposes in centers and for waiver staff timekeeping. (Could be new software or updates, as needed.)

## **B. Area: Computers**

**Current Status:** As budget permits, the older computers are being replaced with new systems. The configuration is based on the applications needs, with regard given to the function of the individual that will be using the system. Old systems are being used as classroom stand-a-lone PC's for educational learning software, or assigned to personnel where they are used minimally, if the system can be supported.

All hardware is inventoried with purchase date. A replacement plan has been established to replace hardware 5 years old or older as funds are available.

Hardware is replaced automatically as they malfunction.

New computers are purchased as new staff positions, which require computer usage, within the Agency are created.

**Plan:** The IT Specialist will present a report to the Director each April indicating the number of computers that need to be replaced for the following Fiscal Year so that the budget can reflect the expense.

**List equipment:** As budget permits, replace systems that are due to reach the age of 5 in FY 21 as funds are available. The Agency has 5 PC's and 5 monitors that have reached their 5 year anniversary to be replaced. I don't recommend replacement because we are not having current issues but when they start having issues I recommend replacing them as needed. If we were to replace all of the machines it would cost the amount stated below.

**List estimated costs: \$ 6,000**

## **C. Network Systems**

**Current Status:** Currently Advantages utilizes a modified star topology of various sized LANs. The present topology uses a DSL (from AT&T) to connect to our main office LAN which is shared with the Discovery Skills Center by a cat5e cable connected to a switch in the building. The DCC Monticello has Cable Internet access, but no connectivity to the Advantages' LAN. The DCC Hamburg, site has DSL (from Windstream) access, but no connectivity to the Advantages' LAN. The internet connection from AT&T presently comes in through Advantages' Administration Office to the AT&T router, hardware based, at the Discovery Skills Center with broadband internet access. We have added cable internet access to Administration/Discovery Skills center as back-up so as not to interrupt payroll/financial activity. Internal PCs at the Administration Office and Discovery Skills Center receive their DHCP IP address from the server at the Administration Office. The internal PCs at the DCC, Monticello, receive their DHCP IP address from the server located inside their complex. The internal PC's at DCC, Hamburg, receive their Dynamic IP address from the server located inside their complex. All file servers are Windows-based servers. DCC Star City doesn't have a LAN setup. It has 2 locations which all get internet access form Century Link wireless router. DCC Star City does not have connectivity to Advantages' LAN. The Adult Center also has DSL access, and connectivity to the Advantages' LAN. The Internet connection (from AT&T) presently comes in through Advantages' Administration Office to the U-Verse Router then from the router to the server to allow internet access. There

are routers (hardware-based) at all sites with broadband Internet access. Internal PCs receive their Dynamic IP address from the server located at each location, Administration Office, DSC, DCC Hamburg, and DCC Monticello. All file servers are Windows-based servers. We will assess the need for a server at the Star City location as enrollment increases, current projection is a cost of approximately \$2,500.

**Plan:**

1. Include more security on the network. Keeping anti-virus software updated and in place on all computers with internet access and Servers within the network.
2. Maintain documented policy and procedure on backups, file recovery, disaster procedure, with a list of contact information, and command center location possibilities is a part of the Continuation of Essential Services Plan that is reviewed annually, and updated as needed.

**List estimated costs: \$1,000 and employee time.**

#### **D. Protection and Security**

**Current Status:** Currently there is only Intrusion prevention at the PC and server level that has McAfee Antivirus protecting the computers and servers.

**Plan:**

1. Users must log onto the network using a user name and password that they may not share with any other person except the IT Specialist. The IT Specialist will maintain the list and will de-activate passwords immediately upon notice of a termination of an employee, thereby insuring the integrity of the system.
2. Advantages has anti-virus/intrusion software for Agency servers. The IT Specialist will maintain a list of expiration dates and will install new software prior to the expiration date in order to maintain integrity of the system.
3. The IT Specialist will track expiration dates on anti-virus software to be ordered on a quarterly basis in order to maintain a stock of software.
4. The IT Specialist will order all software/hardware for delivery to the administrative office and the software/hardware will be added to the inventory list.
5. The IT Specialist will install all software.
6. The IT Specialist will test the back-up system each quarter.

**List estimated costs per year: \$1,000 + Employee Time**

#### **E. Backup Policies and Practices**

**Current Status:** Backups are completed on Windows servers on a daily basis, through the work week, by using external hard drives.

**Plan:** Approved plans include the backup and removal of daily backups to an offsite location. The backup is stored in a fireproof locked container at an off-site location. The current practice is identified above.

The IT Specialist will test the backup system quarterly and report the findings to the DF&HR.

The DF&HR and the IT Specialist will review the backup procedures, disaster recovery plan, and the Employee Information Policy annually and update as needed.

#### **F. Operating Systems**

**Current Status:** Advantages has a full-time IT Specialist. Operating systems are consistent among program sites and the IT Specialist maintains an inventory list or assigned user list.

##### **Plan**

1. The IT Specialist will maintain the network and any desktop issues, security, e-mail, backup, and day to day operations.
2. The IT Specialist will maintain an inventory of all operating systems and identify users, expiration dates, etc.
3. The IT Specialist will develop a plan for future systems needs.

#### **G. Disaster Recovery**

**Current Status:** Daily backups of the financial file server are removed from the site and stored. A plan is in place for recovery of information.

**Plan:** The current practice stated above includes the daily backup of financial information with work related files backed up to an external hard drive, carried off site, and returned the next day.

#### **H. Assistive Technology**

**Current Status:** Any request for assistive technology to help in either job function or consumer care must be addressed to the IT Specialist to ensure that confidentiality and security measures are in place and that the assistive technology is included in the inventory and in the replacement plan.

When the need for assistive technology presents itself, management will meet with therapists to determine the specific technology needed.

#### **I. Technology Equipment**

**Current Practice:** Advantages maintains a list of information technology equipment, purchase dates, employee assignment, or serial numbers.

**Plan:** Advantages will use the information for the purpose of budgeting and replacement.

Tablets used for the Therap data-keeping system are approximately 5 years old and will require replacement as they expire. The cost on this fluctuates depending on the number purchased and the current market for availability.

## **J. Analysis results**

The technology plan is constantly evolving to meet the ever-changing needs within our programs. As new computers are purchased, the IT Specialist reviews the list of needs and, if possible, the old equipment will be sanitized and reloaded with appropriate software. However, when this equipment is placed in a program for consumer use, the IT Specialist cannot offer the same level of support as with staff equipment, but will offer assistance as time permits. Backups are completed properly and are stored securely and safely in an offsite location. Software is inventoried and copies are properly stored in the Union Bank Safe Deposit Box. All hardware is inventoried and identified by site. All purchases are routed through the IT Specialist and then to the DF&HR for approval, maintaining the ability to manage copies and cost. Disaster recovery procedures are in place. Expiration dates for anti-virus software has been recorded to plan for purchases. The agency has a Software Package (MITC) for payroll and timekeeping purposes; other sections of the package will be purchased as they are ready to come on-line. There is a strategic plan for implementation of any new components of the system.

### **Long-Term Needs**

The State is currently undergoing a systems and payment change through Medicaid. A part of the overall plan is for the State to implement a system supported by Health Information Technology (HIT). It is an absolute necessity that providers have the capabilities to share consumer (patient) information to support telemedicine. The agency will stay abreast of these programs and plans through DDPA. Currently Advantages utilizes Therap. It is hoped that the State will assist with the cost for providers to purchase needed infrastructure, if Therap is not approved. Covid-19 had a direct effect on technology by increasing the use of telemedicine and tele-therapy.