Section 5: Assessing Your Organization's Technology Stuff

What Do You Have?: Technology Inventory Form

You can't develop a technology plan without first taking a close look at what you already have - your technology infrastructure today! This questionnaire is designed to help you complete an inventory of what technology you already have in the following areas:

• Computer Hardware/Software
• Internet/Email/Web Profile
• Local Area Network
• Peripherals

These forms ask for a lot of detailed technical information - from the type of network cables you use to the speed of your modem. If you are unsure how to answer any of the questions, do not worry! At the end of this form, we've included glossary and primer "Tracking Down Hardware Details that provides simple instructions. You can contact your technical specialist consultant for additional assistance.

Customizing the Approach

Like learning styles and organizational work cultures, there isn't just one way to do a technology inventory. The tools can vary depending on the size of your organization and how many computers. We've included two paper-based forms. The short-forms will be useful for smaller organizations with 1-2 computers. The long forms, based on inventory forms developed by Npower, will be used for larger organizations. If you hate paper and have a decent Internet connection, you can skill the paper and use Npower/TechRock's new kwel technology inventory tool, TechAtlas (www.techatlas.org). The approach you choose depends on what is the best fit for your organization.

TOOL Description

THE LONG FORM: This questionnaire is designed to help you complete an inventory of what technology you already have in terms of software, hardware, internet connection, and other equipment based on forms used by Npower. Use this form is you have more than 1-3 computers.

SHORT INVENTORY FORM: It is the pink version of the above form. One page. It is particularly user-friendly if you only have 1-2 computers.

TECHATLAS (www.techatlas.org): TechAtlas is a web-based planning tool that your nonprofit can use to assess your current technology use and to receive recommendations on how to better implement technology to achieve your mission. To make the most effective use of technology, start by assessing your current capacity and then plan on how to improve it. This is particularly true for smaller nonprofits that have few resources to devote to technology. TechAtlas assists your organization in doing this assessment and planning. TechAtlas provides technical advice and planning assistance and is designed to be used either: a) directly by a staff member at your nonprofit organization, or b) with the support of a technical assistance provider or consultant.

What stuff do you have: The Long Form

Organization: Narrowridge Earth Literacy Center
Form Completed by: Ashley Bryant Cheney
Date: 2-9-10
Phone: 865-684-9106
Email:bryant.cheney@gmail.com

We would like to gratefully acknowledge NPower (www.npower.org) for allowing us to use and adapt this form which is based on Tech Surveyor, a free online tool.

SECTION 1: COMPUTER DETAILS

Please make a copy and fill out for each computer your organization currently uses.

Hardware Details

Circle details pertaining to this computer:

Computer Type ==Desktop== Server Laptop
Date Acquired - unknown (sometime in the late 90s)
Price Paid - Donation
Total Hard Disk Space - 10GB
Available HD Space - 4GB

Sharing

Circle what this computer is responsible for SHARING over the network:
Printer Files and data Scanner Modem/Fax Backup Device ==Nothing==

Removable Media and Storage Devices

Circle all Removable Media or Storage Devices included in this computer:
PC CPU Intel Pentium 4 Intel Pentium III Intel Celeron
==Intel Pentium
II==
Intel Pentium
Pro
Intel Pentium
w/ MMX
Intel Pentium Intel 486DX4 Intel 486DX2 Intel 486
Intel 386 AMD Athlon AMD K-6 AMD 386DX
PC CPU Speed 900-1400 MHz 500-899 MHz ==300-499 MHz== 166-299 MHz 90-165 MHz
Mac CPU G4 G3 G2 Power PC 68040
Mac CPU Speed 100-200 MHz 200-300 MHz 300-400 MHz 400-500 MHz
Operating System Windows 95 Windows 98 ==Windows 2000== Windows ME Windows NT 4.0
Mac 7 Mac 8 Mac 9 Mac X Other OS
Serial Number - damaged and unreadable
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Mission Critical Software

Circle Mission Critical Software Installed on this Computer:
Database Ebase FileMaker FileMaker Pro Filemaker Pro 3
Filemaker Pro 5 IBM DB2 Lotus Approach Lotus App. 97
MS Access MS Access 2000 MS Access 95 MS Access 97
MS FoxPro MS FoxPro Visual MS SQL Server
2000
SQL Server 7
Oracle ==None== Other
**Desktop
Publishing**
FrameMaker InDesign MS Publisher MS Word
PageMaker 5 PageMaker 6.5 QuarkXpress 4 ==None==
Email America On
Line
Eudora GroupWise Netscape
Messanger
Outlook Outlook Express PINE None
==Other - Frontier==
Financial ==MS Excel== MS Money Peachtree QuickBooks
==QuickBooks Pro== Quicken MIP Solomon
Graphics CorelDraw Illustrator 8 Photoshop Visio
Spreadsheet ==Excel 2000== Excel 7 Excel 97 Lotus Notes
Web Editing ColdFusion Dreamweaver Fireworks Flash
FrontPage GoLive HomeSite HTML
PERL None ==Other==
**Word
Processing**
AppleWorks MS Word 7 MS Word 8 (97) ==MS Word 9
(2000)==
StarOffice WordPerfect None
Virus Protection ==McAffee== Norton AntiVirus Sophos None
Other Software

**Custom
Software**

Other Details

Computer's Internet Access

<mark>Modem</mark> Other Connection
Device
Through
agency's
network
None

Computer's Back-Up Method Both locally and
on Network
Locally Network only <mark>No back up</mark>

**Computer's Virus
Definitions**

<mark>Updated
automatically via
Internet</mark>
Updated
automatically via
network
Updated
manually
periodically
None - virus
definitions are
not current

SECTION 2: INTERNET/WEB/EMAIL

DVD <mark>CD-Writer CD-ROM 31/2" floppy</mark> 51/4" floppy Super Disk Zip/Jaz Drive None
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Internet Details

Please circle appropriate answer

Type of Internet

Connection Phone line <mark>DSL/Cable</mark> ISDN Lease Line Wireless

Speed or bandwidth 14.4-28.8
Kbps
<mark>29- 56
Kbps</mark>
57-128
Kbps
128-512
Kbps
512-1.54
M Kbps

Dial-up phone number

Web Details

Email Details

Internet service provided by Affiliated Non-Profit Agency <mark>Outside Provider</mark>
Contact Information: www.frontier.com
Organization's
Web Site Domain Name - www.narrowridge.org
IP Address
Web Site Hosted By Outside Web Host Provider <mark>Organization Hosts</mark>
Contact Information
Web Site Maintained By Full Time
Network

Administrator
on Staff
Staff Person
with network
responsibility
==Volunteer== Contractor No one

Contact Information

Web tools used - donated software

Email Service Provided By ==ISP== Organization Hosts

Contact Information - www.frontier.com

Email Service Details - no direct email through the organization

Mailbox type ==HTTP== (eg.

Hotmail)

POP IMAP MS Exchange

Notes about Email - email system will soon be hosted by gmail apps

SECTION 3: NETWORK DETAILS

Please circle appropriate answer:

Network

Operating System

Windows
9x
Windows
ME
==Windows==
==2000==
Windows
NT
Novell
Linux AppleShare AppleTalk LocalTalk
MAC OS X
Server
Not sure Other

Network Support Contact: n/a

Network Support Contact Information:

Network Emergency Support Contact: n/a

Emergency Network

Support provided by:

Full Time
Network
Administrator
on Staff
Staff Person
with network
responsibility
Volunteer Contractor
==No one==

Network Emergency Support Contact Information:

Network Sharing - N/A No network

Circle everything this Network shares:

File Print Modem/ Fax Email boxes Storage Scanner

Network Cabling

Circle one:

Coax copper

Twisted pair

copper
Fiber Wireless Other Not sure

Network Protocols

Circle one:

Network Type Client
Server
Peer-to-
Peer
Not Sure <mark>None</mark>

Network Maintained by Full Time
Network
Administrator
on Staff
Staff Person
with network
responsibility
Volunteer Contractor <mark>No one</mark>

TCP/IP IPX/SPX Netbeui/Netbios Other Not sure

Network Topology

Circle one:
Ethernet Token Ring Other Not sure

Network Back-up

Circle one:
Back-up performed
automatically on a schedule
Back-up performed periodically None currently Unsure

Network Virus Protection

Anti Virus Software: <mark>McAfee</mark> Norton AntiVirus Sophos None Unsure
Other:

**Virus Definitions
Update Method:**
<mark>Automatically
update on a
schedule
via the Internet</mark>
Periodically
update
manually via
the Internet
Never Unsure

SECTION 4: PERIPHERAL DETAILS

Please make additional copies of this form as needed to document each peripheral currently in use by your organization.

**Assigned to Individual
Computer
Assigned to Network
Peripheral Name
Sharing**
Shared on
Network Not Shared
Serial Number Date Acquired Price Paid

Assigned to Individual
Computer - One printer assigned to the one computer
Assigned to Network - N/A
Peripheral Name - Printer 1
Sharing
Shared on
Network <mark>Not Shared</mark>
Serial Number Date Acquired - unknown
Price Paid - Donation
Peripheral Type
(circle one)
CD
burner/writer
Color Inkjet
printer
Color Laser
Printer
Copier Digital Camera
Fax Machine
Image
Projector
<mark>Inkjet</mark>
<mark>Printer</mark>
Laser
Printer
Mutli-function
device (fax,
printer, copier)
Scanner Tape Drive Zip Drive

TECHNOLOGY INVENTORY: THE SHORT FORM
WHAT? DESCRIBE

Computer - one computer used solely from holding records
Software - donated Windows 2000 software (backup not available) and Quickbooks
Internet Access - DSL modem
Web Site/Host - www.narrowridge.org
Local Area Network - N/A
Virus Protection - Free McAffee
Backup - All files are on backup in paper form and in electronic format on disc
Printer - HP Injet (currently does not work)
Scanner - N/A
Digital Camera - N/A
Other: The organization owns very little of its own technology.

A Free Online Technology Planning Tool Developed by NPower & TechRocks

To make the most effective use of technology, nonprofits need to start with a vision of technology working well for their organization and programs, next assess their current capacity, and then identify and prioritize strategic improvements. This technology planning process is particularly critical for smaller nonprofits that have few resources devoted to technology. TechAtlas is a web-based tool that helps nonprofits think strategically about technology and steps them through this process of creating a tactical technology plan.
The TechAtlas Process
TechAtlas includes steps and resources to
help nonprofits use their mission as a

guide, create a technology vision, and establish a technology team to support their efforts. Then, based on the organization's responses to how they use technology, TechAtlas offers recommendations that groups can customize and prioritize to best suite their needs. Building on these recommendations, TechAtlas outlines a timeline and Action Plan groups can edit and refine.

TechAtlas Features

☺ Technology planning process that can be self-guided or completed with the assistance of a technology assistance provider

☺ Guides on using organizational mission and technology vision statement to inform technology decision making

☺ Auto-generated recommendations for improving technology infrastructure based on responses to assessments

☺ Step-by-step guides to implementing recommendations suggested by TechAtlas— many complete with estimated costs and time

☺ Ability to customize technology suggestions made by TechAtlas – add your own technology projects and prioritize what is most important for your organization to accomplish

☺ Integration with NPower's TechSurveyor, an online technology inventory tool developed to track and understand details about hardware, software, and staff technology skills

☺ Technology project management tools– schedule the implementation of projects, assign responsibilities, track real costs, and automatically remind team members of assignments and due dates via email

☺ Calculator to estimate and learn more about the total cost of owning technology

☺ Resources to learn more about, staffing, budgeting and fundraising for technology

Tracking Down Hardware Details

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You can perform a quick, detailed assessment of any Windows machine that has Web access by using Belarc's "Belarc Advisor" software. Here's how:

1) On the machine you wish to assess, go to http://www.belarc.com/Download.html.

2) The Belarc client should begin downloading automatically. It is a 539kb download and should take no more than about 3 minutes on a 28.8 modem. When it is finished, it will ask for permission to install itself, which you should permit. If the Belarc client does not download automatically, follow the instructions to manually download the software.

3) After you install, Belarc Advisor should run automatically, and launch a Web browser window. Select the "Your Profile" link from the list at left, and Belarc Advisor will display your machine's profile.

4) You can either print this profile if you're mailing or faxing your Tech Assessment forms to us, or save the profile as an HTML file and attach it to email message if you're submitting your assessment materials to us electronically.

If you want to access your machine's profile after installing Belarc, find the "Belarc Advisor" item in your Start Menu's "Programs" folder.

Please note that Belarc Advisor does not support Macintoshes at this time. Macintosh users

must fill out the Workstation Assessment forms by hand

Some of the terms used in questionnaire may be unfamiliar to you. Here is a brief glossary of terms that will help you to complete your technical assessment quickly and accurately:

LAN (Local Area Network)

A group of computers connected for the purpose of sharing resources. Computers on a LAN can exchange files with each other, and share common hardware, such as printers and modems. The computers on a local area network are typically joined by a single transmission cable and are located within a small area such as a single building or section of a building. LANs can in turn be connected to other LANs, forming a WAN (Wide Area Network), or to the Internet.

If your machines are already connected by a LAN, there are three typical kinds of wiring that could connect them (two for PCs):

• 10Base-2 Ethernet: 10Base-2 Ethernet looks like coaxial television cable, and runs in a "daisy chain" from one machine directly to the next. 10Base-2 wiring has a characteristic "T" connector at the back of your machine that is usually easy to recognize.

• 10Base-T Ethernet: 10Base-T Ethernet looks like telephone wiring, and runs in a "star" topology from each machine back to a central "hub" which has a series of jacks on it that look like wide telephone jacks.

• LocalTalk (Mac only): LocalTalk wiring uses ordinary phone wire, and is characterized by a small plastic adapter box plugged into the back of your Mac. The box typically has two

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phone jacks in it. Like 10Base-2 Ethernet, LocalTalk wiring runs in a "daisy chain" from one machine (or printer) directly to the next.

Processor

The "brain" of your computer is a chip known as the CPU (Central Processor Unit). The type and speed of this chip play a large part in determining your computer's performance.

• Windows and DOS machines usually use Intel or AMD CPU, which are designated by a name like Pentium or K6, or by numbers (486, 386, and 286 are Intel's older chips, with the 486 being faster than the 386 which in turn is faster than the 286). Each of these chips run at different speeds (often called the "clock speed"), which is measured in megahertz (MHz). The higher the megahertz, the faster the clock speed. Most Intel machines are listed with both the processor and it's clock speed, as in a "Pentium-200" machine, which is a Pentium processor running at a clock speed of 200 MHz.

• Apple Macintosh machines use Motorola processor chips, which are referred to by numbers (68030, 68040, etc.) or by name (e.g. "Power PC 604" or "G3"). Each of these chip designations also have associated clock speeds, which are measured in MHz (as described above for Intel machines).

While clock speed is an important factor in performance, it is interesting to note that various processors of the same clock speed will perform differently. For example, Pentium processors have been generally accepted as the top line PC processor, meaning that a Pentium-based machine would marginally outperform an identical Celeron machine. And comparing Macintosh processors to PC's is almost like apples to oranges. They are fundamentally different beasts in relation to the rest of the computer infrastructure.

Memory

Imagine your computer as you and your office. The CPU is you, actually doing the work. Random Access Memory (RAM) is like your desk. It determines how much information you can have in front of you at any one time and how many different tasks you can juggle at once. Having adequate RAM is vital to your computer's performance, and it is easy and quite cheap to add more. To find out how much memory is in your machine:

• *On Windows 95/98 machines*, click on the "My Computer" icon with the **right** mouse button, and select "Properties." Then select the "Performance" tab.

• *On Windows 3.x machines or machines running any version of DOS*, first exit Windows completely to get to a DOS prompt (c:\>). At the DOS prompt, type: MEM. The amount of memory in your computer. You are interested in the total, which is the figure at the bottom of the first column.

• *On Macintosh machines*, choose "About Your Macintosh" from the Apple Menu.

Hard Drive

To continue the office space analogy, the hard drive is your computer's permanent storage space, much like a file cabinet. The more hard drive space you have, the more information you can store. As computer programs grow more and more powerful, they require more and more hard drive space. To find out how big you hard drive is and how much free space remains:

• *On Windows 95/98 machines*, open the Windows Explorer and click on your C: drive with the right mouse button. Select "Properties" and a window will open displaying information about your hard drive.

• *On Windows 3.x machines*, open the File Manager. The hard drive size will be displayed in the lower left corner.

• *On Macintosh machines*, look at the top of an open window in the Finder, where you'll see two numbers. Add the two numbers (which are the amount of space used and the amount free) to get the total size of your hard drive.

Preparing for the Technical Consultant On-Site

A KIT technical consultant will meet with each group on-site for a half-day session. The consulting time will include the following, but will be tailored for each organization:

• If technical assessment forms are completed in advance, the technical consultant can focus on a particular prior technical area such as web site development, Internet presence, LAN, equipment upgrades, Internet access, or database systems. Alternatively, the technical consultant will conduct the technical assessment on-site.

• Your organization and the generalist consultant might have identified some immediate technical problems that can be easily fixed or analyzed during the brief site visit. If time permits, the technical consultant may address some of these issues and assist you with documentation.

Following the on-site visit, the technical consultant will prepare a brief memo identifying potential technology solutions, prices, and recommendations to explore further. The report will be shared with the technology planning consultant who will work with the organization to begin drafting the technology plan during the next on-site visit. The report will also be shared with NYFA as part of the evaluation process.

QUESTIONS TO ASK TECHNICAL CONSULTANT: