## Contents

	Pretace	XV
	The Author	xxiii
PART 1	GETTING STARTED	
1	Understanding Technology Planning	3
	Figure 1.1 Technology Plan Pyramid	4
2	Planning and the Technology Implementation Cycle	8
	Figure 2.1 Technology Implementation Cycle	9
	Table 2.1 Total Cost of Ownership in	
	Relationship to Actions Chosen	12
3	Assessing Organizational Readiness	14
	Figure 3.1 Triangle of Constraints	17
4	Addressing Resistance	18
PART 2	PLANNING THE PLAN	
5	Managing the Process	27
	Worksheet 5.1 Decision Log	31
	Worksheet 5.2 Actions Required (AR) Log	33
6	Building the Planning Team	38
	Worksheet 6.1 Process-Responsibility Matrix	44
7	Leadership Roles and Responsibilities	46
8	Working with Consultants and Volunteers	51
PART 3	DEVELOPING YOUR TECHNOLOGY PLAN	
9	Front Matter	59
	Example 9.1 Cupertino Community Services: Front Matter	61

10	Background Information	62
	Example 10.1 Services for Brain Injury:	
	Background Information	64
	Example 10.2 San Jose Repertory Theatre:	
	Background Information	65
	Example 10.3 Diabetes Society of Santa Clara Valley:	
	Background Information	66
11	Business Analysis	67
	Worksheet 11.1 Budget Reminder	70
	Worksheet 11.2 Timeline Reminder	71
	Example 11.1 Cupertino Community Services:	
	Business Analysis	83
	Example 11.2 Diabetes Society of Santa Clara Valley:	0.4
	Business Analysis	84
	Example 11.3 San Jose Repertory Theatre:	O.E.
	Business Analysis	85
	Example 11.4 Girl Scouts of Santa Clara County: Business Analysis	87
	Example 11.5 Diabetes Society of Santa Clara Valley:	07
	Business Analysis	88
10	•	00
12	Network Services	90
	Example 12.1 Parents Helping Parents, Inc.: Network Services	100
	Example 12.2 Child Care Coordinating Council of	100
	San Mateo County, Inc.: Network Services	103
	Example 12.3 Hope Rehabilitation Services:	
	Network Services	104
	Example 12.4 Girl Scouts of Santa Clara County:	
	Network Services	105
	Example 12.5 Services for Brain Injury: Network Services	106
	Example 12.6 Girl Scouts of Santa Clara County:	
	Network Services	106
13	Equipment Narrative and Table	107
	Example 13.1 Youth Science Institute: Equipment Table	113
	Example 13.2 San Jose Repertory Theatre: Equipment Table	114
	Example 13.3 Junior Achievement of the Bay Area, Inc.:	
	Equipment Narrative	116
	Example 13.4 Clara Mateo Alliance, Inc.:	
	Equipment Narrative	116
	Worksheet 13.1 Hardware Inventory: Computers	117
	Worksheet 13.2 Hardware Inventory: Peripherals	118
	Worksheet 13.3 Hardware Inventory: Servers	119

14	Software Narrat		120
	•	Youth Science Institute: Software Table	128
	Example 14.2	Cupertino Community Services: Software Table	129
	Example 14.3	Cupertino Community Services:	12)
		Software Narrative	130
	Example 14.4	Junior Achievement of the Bay Area, Inc.: Software Narrative	131
	Example 14.5	Cupertino Community Services: Software Narrative	131
	Worksheet 14	.1 Software Inventory	132
15	Network: LAN/	WAN Narrative, Inventories, and Diagrams	133
	Example 15.1	Presentation Center: LAN/WAN	
		Narrative and Inventory	142
	Example 15.2	Hope Rehabilitation Services: LAN/WAN	
	T 1.450	Narrative and Diagram	143
	Example 15.3	Hope Rehabilitation Services: LAN/WAN Diagram	145
	Example 15.4	Child Care Coordinating Council of San Mateo	140
	Example 10.1	County, Inc.: LAN/WAN Diagram	146
	Example 15.5	Unnamed Nonprofit: Site Plan Diagram	147
	-	EMQ Children and Family Services:	
		Site Plan Diagram	148
	Worksheet 15	.1 LAN/WAN Equipment Inventory	149
<b>16</b>	Other Technolog	gies	150
	Example 16.1	Parents Helping Parents, Inc.: Other Technologies	154
	Example 16.2	American Red Cross, Santa Clara	
		Valley Chapter: Other Technologies	154
	Example 16.3	Cupertino Community Services:	1 -
	TA711 ( 1.6	Other Technologies	155
		.1 Other Technologies Inventory	156
17	Facilities Plan	II Dilitic C C F Tree Di	157
	•	Hope Rehabilitation Services: Facilities Plan	160
	-	Clara Mateo Alliance, Inc.: Facilities Plan	161
18	Security Plan	I : Al: (d. D. A. I	162
	Example 18.1	Junior Achievement of the Bay Area, Inc.:	167
	Evample 18.2	Security Plan Parents Helping Parents, Inc.: Security Plan	167
10	_		169
19	Technology Sup	San Jose Repertory Theatre:	109
	Lampie 19.1	Technology Support Plan	174

Contents

хi

	Example 19.2 Cupertino Community Services:	
	Technology Support Plan	176
	Example 19.3 San Jose Repertory Theatre:	
	Technology Support Plan	177
20	Training Plan	178
	Example 20.1 Presentation Center: Training Plan	182
	Worksheet 20.1 Training Plan Matrix	185
21	Evaluation and Continuous Improvement Strategy	186
	Example 21.1 Mission Hospice, Inc.: Evaluation and	
	Continuous Improvement Strategy	189
	Example 21.2 Services for Brain Injury: Evaluation and	
	Continuous Improvement Strategy	190
22	Acceptable Use Policy	191
	Example 22.1 Junior Achievement of the Bay Area, Inc.:	
	Acceptable Use Policy	193
	Example 22.2 San Jose Repertory Theatre:	10.
	Acceptable Use Policy	194
23	Budget	197
	Example 23.1 San Jose Repertory Theatre: Budget	201
	Example 23.2 Presentation Center: Budget	204
	Worksheet 23.1 Technology Budget	205
24	Implementation Timeline	210
	Example 24.1 Services for Brain Injury:	
	Implementation Timeline	213
	Example 24.2 Child Care Coordinating Council of	
	San Mateo County, Inc.: Implementation Timeline	215
	Example 24.3 Hope Rehabilitation Services:	210
	Implementation Timeline	216
25	Appendixes	217
23	Example 25.1 Girl Scouts of Santa Clara County: Appendix	219
	Example 25.2 Parents Helping Parents, Inc.: Appendix	221
26		
26	Preparing the Document	222
PART 4	WHAT'S NEXT?	
27	Managing Organizational Change	227
28	Funding and In-Kind Donations	232
29	Revisiting the Technology Plan	237
	The rectation of the second of	201

		Contents	xiii
PART 5	RESOURCES		
A	Comprehensive Technology Plan Outline		243
В	Flowchart Symbols		259
C	Technology Plan Checklist		261
D	Glossary of Terms		263
E	Where to Go for More Information		281
	Index		283