



First Nations Technology Council

Community Technology Plan Toolkit
TEMPLATE

February 2006

Step 1: Community Champion and Community Vision

1. Identifying the community champion
2. What is the community's vision for technology
3. Why do a technology plan

Step 2: Gaining Community Support

1. Chief and Council
 - A. What are some possible benefits for the community
 - 1) For community sustainability
 - 2) For economic development
 - 3) For family health and well-being
 - 4) Benefits specific to your community
 - B. What could be the Return on Investment for the community
 - 1) How to quantify benefits
 - C. ICT needs to be a budgeted line item
 - 1) Equipment purchases and upgrades
 - 2) Network upgrades
 - 3) Technical support for both routine maintenance and repairs
 - D. What help does the technology project team need from Chief and Council
 - 1) Current community planning information
 - 2) Permission to work with Band administration and other community services
 - 3) Guidance on ICT development priorities
 - 4) Guidance on scope of community technology plan – the entire community or just Band Administration
 - 5) Financial support for expenses

Step 3: Getting Started

1. Establish a technology planning project team
 - A. Skills required on the team
 - 1) Ability to plan and organize
 - 2) Ability to communicate clearly and confidently
 - 3) ICT hardware and software knowledge
 - 4) Ability to gather and record data so that the data is well-organized and the details are accurate
 - 5) Information management and record-keeping ability
 - 6) Computer and network maintenance and repair – either in-house or by contract

Note: Contact the FNTC for suggested resources if your team is missing some of the above skills.
 - B. Team composition
 - 1) Who and how many need to be on the team
 - 2) Determining roles and responsibilities
 - 3) Determining time frames for each task
2. Gather background materials
 - A. Topographical map of the community and surrounding area
 - B. RIP Plan showing community infrastructure
 - C. Hand-drawn maps with supporting photographs
 - D. Community site survey for last-mile broadband distribution, if available
 - E. Community population and housing information



- F. Physical development plan
- G. Other community plans or reports on infrastructure or computer usage
- H. How-to information: i.e. Guide to Completing the Community Technology Plan
 - 1) Relevant websites:
 - a. www.techsoup.ca
 - b. www.fntc.info
 - c. www.bc3.org

Step 4: Assessing the Community ICT Environment

1. Define Band and community ICT hardware and software standards for principal component parts, operating system, productivity software applications
Use worksheet #1 (ICT standards)
 - A. Basic workstations
 - B. Multimedia workstations
 - C. Printers
 - D. Scanners
 - E. Fax machines
 - F. Video conferencing equipment
 - G. Network servers
 - H. Routers, hubs
 - I. UPS (uninterruptible power supply) devices
 - J. Data back-up devices
2. Repair and restore disabled equipment, using a skilled technician and following community ICT standards
3. Stabilize the existing network
 - A. Install, upgrade, or test firewalls and virus protection
 - B. Establish IT protocols and policies
 - C. Confirm data back-up equipment is working
 - D. Confirm back-up protocols, i.e. frequency and secure offsite storage

Step 5: Completing the Community ICT Equipment and Services Inventory

1. Complete an ICT equipment inventory at each Band administration facility
Use worksheet #2 (Band administration inventory)
 - A. Computers - by type, model, operating system, software applications, service history (if available), year of purchase, replacement value
 - B. Other ICT equipment - by type, model, year of purchase, replacement value
2. If appropriate, complete a community ICT equipment survey
Use worksheet #3 (Community-wide inventory)
 - A. Computers – by type, model, operating system, software application, service history (if available), year of purchase, replacement value
 - B. Other ICT equipment - by type, model, year of purchase, replacement value
 - C. Verify Internet service provider
 - D. Telephone service provider
 - 1) Quality of telecommunications wiring in community houses
3. Complete a community telecommunications survey
Use worksheet #4 (Telecommunications appraisal)
 - A. Telephone service provider
 - 1) Regular telephone (land line) – list others (satellite, VoIP-voice over internet, if applicable)
 - 2) Age and quality of telephone equipment



- 3) Quality of telecommunications wiring
- 4) Quality of service
 - a. Frequency of service outage
 - b. Response time on service calls
 - c. Are problems fixed on the first visit?
- 5) Average monthly line cost
 - a. Long distance
- B. Internet service provider(s)
 - 1) Community owned or private (provide name)
 - 2) Current bandwidth capacity
 - 3) Average Monthly cost
 - 4) Number of subscribers
 - 5) Quality of service
 - a. Throughput
 - i. Actual versus promised
 - b. Frequency of service outage
 - c. Response time on service calls
 - d. Are problems fixed on the first visit?
 6. Average monthly cost
4. Current community technical support

Use worksheet #5 (Technical support appraisal)

 - A. Technician employed by Band administration
 - 1) Level of training
 - 2) Quality of service
 - a. Response time on service calls
 - b. Are problems fixed on the first visit?
 - B. Contract with outside computer support company
 - 1) Travel time, actual repair time
 - 2) Quality of service
 - a. Response time on service calls
 - b. Are problems fixed on the first visit?
 - C. Technical support provided
 - 1) Software (i.e. MS Office, Windows)
 - 2) Hardware (i.e. PCs, printers, scanners, cameras)
 - 3) Networking
 - 4) G.I.S
 - 5) Other
 - D. Cost for technical support
 - 1) Technician employed by Band administration
 - a. How many hours per month
 - b. Wage rate
 - 2) Outside computer support contract
 - a. Average hours per month
 - b. Travel rate
 - c. Onsite rate



Step 6: Defining and Documenting the Community's ICT Needs

1. Defining Community ICT needs
 - A. Review all available Band and community ICT planning documents
 - B. Interview Band administrators, department managers
 - C. Identify planned ICT projects and ICT needs by department or user
 - 1) Requirements
 - 2) Deliverables (Type of solution)
 - 3) Timelines
 - 4) Available funding
 - 5) Current status
 - 6) Level of priority
2. Prepare detailed description of each individual project
Use worksheet #6 (Project requirements)
 - A. Define required equipment and services (follow ICT standards established for the community)
 - B. Computer hardware (is it possible to share or network existing equipment that meets ICT standards?)
 - C. Software
 - D. Networking equipment
 - E. Professional help required for complex installations
 - F. Estimated cost of each project
 - 1) New Equipment, including delivery and setup
 - 2) Equipment upgrading to ICT standards
 - 3) Labour, including outside professional help
3. Defining new and on-going technical support needs for each project
Use worksheet #7 (Technical support requirements)
 - A. Skills needed
 - B. Acceptable response time
 - C. Support available in house
 - D. Training required
 - E. Number of support hours per month required, based on past experience
 - F. Costs
4. Defining ICT-user skills development needs
Use worksheet #8 (ICT user-skills requirements)
 - A. Define what user skills are required
 - B. Identify sources of training
 - C. Costs

Step 7: Writing the Community Technology Plan (section in development)

Step 8: Implementing the Community Technology Plan (section in development)



APPENDIX: List of worksheets

Step 4: Assessing the Community ICT Environment

#1 ICT standards

Step 5: Community ICT Equipment Inventory

#2 Band administration inventory

#3 Community-wide inventory (if applicable)

#4 Telecommunications appraisal

#5 Technical support appraisal

Step 6: Defining and Documenting the Community's ICT Needs

#6 Individual project requirements

#7 Technical support requirements

#8 ICT user-skills requirements

