

**CDS Family & Behavioral Health Services, Inc.**

**Information Technology Five Year Plan**

**FY 08-09 through FY 12-13**

**REPORT: JULY 31, 2011  
(for FY 10-11 Activities)**

Submitted to  
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**JULY 31, 2011 STATUS REPORT**

**Information Technology Five Year Plan: FY 08-09 through FY 12-13**

| Implementation Schedule | Responsibility | Category | Objectives | Status | Comments |
| --- | --- | --- | --- | --- | --- |
| Daily | CFO, DSM | Data Backups | Conduct daily backups on critical systems | Completed |  |
| Weekly | Information Systems Specialist | Virus Protection | Conduct timely updates on virus definitions. | Completed |  |
| On-going | Information Systems Specialist | Hardware | Conduct periodic maintenance on all equipment. | Completed |  |
| On-going | DSM, Information Systems Specialist | Hardware | Schedule and implement all necessary training | Completed |  |
| On-going | Information Systems Specialist | Hardware | Maintain an up-to-date inventory system. | Completed |  |
| On-going | Information Systems Specialist | Software | Conduct periodic updates on all software. | Completed |  |
| On-going | Information Systems Specialist | Software | Schedule and implement all necessary training | Completed |  |
| On-going | Information Systems Specialist | Software | Maintain an up-to-date inventory system. | Completed |  |
| On-going | DSM, Information Systems Specialist | Network Infrastructure | Maintain up-to-date infrastructure configuration settings. | Completed |  |
| On-going | COO, DSM | Websites | Maintain websites’ contents current. | In Process | CDS’s external website is undergoing a complete restructuring. Minimal updates are being performed on the old format.  CDS’s intranet is maintained up-to-date. |
| On-going | EMT | Websites | Communicate with personnel website changes. | Completed |  |
| On-going | Information Systems Specialist | Data Backups | Develop and maintain a backup schedule | Completed |  |
| On-going | DSM, Data Systems Staff, HR Specialist | Security | Schedule and implement all necessary training. | Completed |  |
| Annually: August | DSM | Hardware | Evaluate useful life of critical servers on an annual basis, and replace as needed. | Completed | No replacements necessary this Fiscal Year. We decided to add a server which will house an expanded intranet and an internal mail server; to facilitate interagency communications; and to increase DS efficiencies. Implementation is still in process. |
| Annually: August | DSM, Information Systems Specialist | Software | Evaluate useful life of critical software on an annual basis, and replace as needed. | Completed | No replacements necessary this Fiscal Year. However, we have upgraded to MS Office 2010.  MS Windows 2008 server software has been added this FY (including Exchange Server, Data Protection Manager, and Remote Desktop Server).  Implementation is still in process. |
| Annually: August | DSM, Information Systems Specialist | Software | Evaluate software version upgrade needs on an annual basis, and replace as needed. | Completed | No changes needed. Upgrades took place in FY 09-10. |
| Annually: August | DSM | Network Infrastructure | Evaluate the efficacy of network infrastructure and communications providers. | Completed | Upgrades took place in FY 08-09.  We have decided to add a MS Server 2008 to implement an organization wide PC network.  Implementation is still in process. |
| Annually: August | DSM | Internet &  E-Mail | Evaluate the adequacy ISP providers. | Completed | No changes needed. Upgrades took place in FY 08-09. We have decided to add MS Exchange Server to house our own e-mail services. Implementation is still in process. |
| Annually: August | COO, DSM, QAC | Websites | Evaluate websites’ functionality and content. | Completed | CDS’s external website is undergoing a complete restructuring. No changes needed to intranet, with additions made in FY 08-09. |
| Annually: August | DSM, EMT | Security | Evaluate the adequacy of security measures. | Completed | Purchased replacement UPS’s |
| Annually: August | DSM, Information Systems Specialist | Virus Protection | Evaluate software version upgrade needs on an annual basis, and replace as needed. | Completed | No changes needed. Upgrades took place in FY 09-10. |
| Annually: Sept. – Oct. | COO, CFO, DSM | Hardware | Budget for annual replacement and upgrades. | Partial Completion | Budgeted for an additional agency server and replacement PCs. |
| Annually: Sept. – Oct. | COO, CFO, DSM | Software | Budget for annual replacement and upgrades. | Partial Completion | Allocations for Software additions took place. Purchases were made in July 2010 and again in January 2011. |
| Annually: Feb. – Mar. and as needed | COO, DSM | Hardware | Review and update policies on an annual basis, or as needed. | Completed |  |
| Annually: Feb. – Mar. and as needed | COO, DSM | Software | Review and update policies on an annual basis, or as needed. | Completed |  |
| On-going and  Annually: Feb. – Mar. | COO, DSM, QAC | Assistive Technologies | Remain informed of changes in the requirements of title III of the Americans with Disabilities Act. | Completed |  |
| Annually: Feb. – Mar. and as needed | COO, DSM | Network Infrastructure | Review and update policies on an annual basis, or as needed. | Completed |  |
| Annually: Feb. – Mar. and as needed | COO, DSM | Internet &  E-Mail | Review and update policies on an annual basis, or as needed. | Completed |  |
| Annually: Feb. – Mar. and as needed | COO, DSM, QAC | Websites | Review and update policies on an annual basis, or as needed. | Completed |  |
| Annually: Feb. – Mar. and as needed | COO, DSM, QAC | Security | Review and update policies on an annual basis, or as needed. | Completed |  |
| Annually: Feb. – Mar. and as needed | COO, DSM | Virus Protection | Review and update policies on an annual basis, or as needed. | Completed |  |
| Annually: Feb. – Mar. and as needed | COO, DSM, QAC | Confidentiality | Review and update policies on an annual basis, or as needed. | Completed |  |
| Annually: Feb. – Mar. and as needed | COO, DSM, QAC | Data Backups | Review and update policies on an annual basis, or as needed. | Completed |  |
| Annually: April – May | DSM, Information Systems Specialist | Hardware | Replace outdated microcomputers, laptops, and other IT equipment. | Completed | Obsolete equipment was replaced as budgeted. In addition, we continue to rely on donated equipment from partner agencies. |