



**First Nations Technology Council**

**Community Technology Plan Toolkit**  
**TEMPLATE**

**November 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](http://www.techsoup.ca)
    - b. [www.fntc.info](http://www.fntc.info)
    - c. [www.bc3.org](http://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), approximate age
  - B. Other ICT equipment - by type, model, approximate age
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), approximate age
  - B. Verify Internet service provider
  - C. 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

