

## Technology and Information Systems: What You Need to Know, Do, and Oversee

### Know:

- The tasks you need technology to do for you
- Your available resources
- Where you can find additional resources
- The best ways to use technology
- How to ensure your computer systems are secure
- How to use technology to communicate with program leadership, staff, families, and other partners and stakeholders

### Do:

- Identify the software and hardware needs of your program
- Develop and implement a plan to acquire needed technology
- Monitor fiscal expenditures related to technology
- Create a plan to maintain, expand, and replace technology
- Ensure trained staff is available to support technology needs
- Ensure staff understand their roles and responsibilities regarding technology
- Provide staffing that ensures appropriate oversight
- Establish procedures and protocols for using technology to communicate with program leadership, staff, families, and other partners and stakeholders

### Oversee:

- The development and implementation of operating procedures that ensure quality, availability, integrity, and security of data
- The implementation of training that meets the needs of staff
- What technology is being used and how
- Technology expenditures
- Additional technology acquisitions

