

LSSCM MPLP Technology Priorities 2013

- I. Assure that basic program systems run smoothly and effectively—CMS, desktops, word processing, email, phone systems, copiers, etc.—to support effective direct services to clients.
- II. Undertake efforts to evaluate and improve program systems to take advantage of work efficiencies and cost efficiencies.
- III. Operate a high quality statewide technology support system that provides, and is seen as providing, high quality support to legal services programs.
- IV. Manage technology grants so that the expectations of the funders are fully met, so that the deliverables benefit the legal services community to the greatest extent possible, and so that these grants are an asset to, not a drain on, LSSCM/MPLP.

A note on “priority levels”: If a given project is listed as Priority Level A this means “it is critical to LSSCM/MPLP to accomplish this in 2013”; Priority Level B means “this is an important task where we believe we have committed the resources necessary to complete it, but it is less critical than A”; Priority Level C means “this is a goal, but a less important goal than A or B”.

A note on assignments— Central administration is responsible for the overall management of this plan. This includes the financial management of this plan—approval of expenditures, approval of new grant applications, etc.

LSSCM Technology Projects (by priority area)

I. Assure that basic program systems run smoothly and effectively—CMS, desktops, word processing, email, phone systems, copiers, etc.—to support effective direct services to clients.

A. What every New Employee Should Know and Desktop Software Update Policy (Priority Level B) Includes office calendaring system.

This document was completed in 2009 and should be updated annually. Combine this with the new employee checklist document.

B. Program Tech Training (Priority Level A)

Do 15-30 minute tech seminar during at least one staff meeting in 2013. Also do tech trainings for CRPs during breakouts (quarterly) and CRPs calls (quarterly).

C. Annual Computer Replacement (Priority Level A) by July 31, 2013.

Determine how many new desktops and/or laptops we need; then purchase, image, and set up machines at the offices. Make sure each office has good laptop configured with web drive. Set up desktop images. Do the same for laptops, servers, and printers.

D. Contingency Plan for LSSCM offices– (Priority Level A) understand office needs and back-up of equipment.

Review the contingency plan that addresses each office's emergency tech needs. Make sure that the replacement process includes replacements for any contingency equipment. This plan includes a spare desktop and/or server if one goes down; a requirement that we retain images of servers as backup; a list of outside resources (by office if possible) for emergency on-site repairs; a backup router and hard drive for each office; etc.

E. Contingency Plan for MPLP Technology– (Priority Level A)

Review the contingency plan that addresses MPLP’s emergency tech needs. A real contingency plan includes knowing where the keys are - how the network is configured, where critical services are housed, etc. (enough to inform a hired replacement). System map is to be revised each quarter - hard copy of the most recent version is on a clipboard in the server room.

F. Update and reorganize LSSCM internal website; maintain and update LSSCM program websites as necessary – (Priority Level A/B)

G. Update LSSCM technology policy (Priority Level A/B)

Updated last 9/11 - Review and revise annually

II. Undertake efforts to evaluate and improve program systems to take advantage of work efficiencies and cost efficiencies.

A. Long Term Systems Review for LSSCM (Priority Level B)

<u>System</u>	<u>Status; Projected Life</u>
Microsoft Windows XP & 7	Switched to Windows 7 for new images; old machines will stay on XP until computers retired or XP no longer supported
Microsoft Office Suite 2010	Satisfactory
Peachtree	Satisfactory
Pika	Satisfactory; updated to 4.12, version 5.11 pending
Firefox	Satisfactory for now - move to Chrome?
Thunderbird	Discontinue by the end of 2013. Will offer training on the Google interface at a program meeting, or via webinar in the summer to ease the transition.
Go To Meetings	Satisfactory; add extra services, high-def stand-alone audio conferences?
Phones	Satisfactory; change to VOIP at some point?
ACD (BC and Lansing)	Satisfactory; Estimate five more years shelf-life
Google email/calendar/docs	Satisfactory; will be supported for the foreseeable future
AVG	Satisfactory, renewed until April 2015
Plone	Updated all to 3.3.5
Go To Assist	Satisfactory

Webdrive	Need to upgrade or find replacement - ok for now; open VPN for MPLP; as we deploy new routers (Mn, Lan, A2, BC) also support Open VPN. Long Term plan is to convert all offices to Open VPN-ready routers. Part of the contingency plan. Farmworker has a T-1 so we have to think of another approach for them.
Mailman (Listservs)	Good - ideally moved off-site - even before Pika
Giftworks	Satisfactory
Survey tool	Google forms for online registration; survey monkey for surveys
Adobe professional	Professional 7.0 now available
Switches	Stay with Cisco? Need backups.
Social media outlets	These are limited to projects of the program, such as MIRC, Welcoming Michigan, Michigan Legal Help, and Farmworker Legal Services

B. Create and publicize weekly downtime schedule for upgrades and repairs (Priority Level C)

III. Operate a high quality statewide technology support system that provides, and is seen as providing, high quality support to legal services programs.

A. Maintain and improve Pika usability and stability & support (Priority Level A)

Google API integration at some point in the future. Investigate this and Sharepoint integration after all upgrades are complete.

- Send invoices to programs annually; track payments and ensure that all programs are paid by April 1 of each year. Programs that are not paid by April 1 will be discontinued.

B. Pika program upgrade process (Priority Level A)

- Complete Pika upgrade for all Michigan Pika users. Schedule on LSCC wiki.

C. Pika expansion. (Priority Level A)

- New instances will be added based on case by case decisions. Criteria include the number of users for the new instance, the resources of the organization making the request, and the benefits to us. At this time, we intend to continue to support small non-profit organizations, but not add any new law school clinics.
- Three-year license expires July 2014.
- Need to get modified user agreements from all programs.

D. Maintain up-to-date web content on the MPLP.org website (Priority Level A)

- Develop and implement plan to update content on MPLP website.
- Develop and implement plan to enable sharing of content from Michigan Law Help to MPLP website where appropriate.

- What will we do with address book on MPLP website - designate one person per program to update info? Funnel all info to one person? No solution has worked thus far. Do we still need to maintain it?
- Rebuild MPLP Brief Bank.

E. Support as appropriate all MPLP-administered wikis and websites (Priority Level B)

- Keep and maintain list of sites and name of person responsible for content maintenance.
- There is a need to upgrade all of the wikis; it is on a list of priorities, but it is low.
- Develop a website for Michigan Elder Justice Initiative.

F. Maintain brief bank on MPLP.org site. (Priority Level B)

- Develop online submission form.
- Quarterly email reminding people to make submissions.
- Fix the search function in Plone (old version not applicable).
- Build Drupal platform and transfer content.

G. Continue to chair LSCC and monitor communication with LSAM (Priority Level B)

- LSCC now meets every-other-month; no more in-person meetings.

H. Michigan Law Help Website - (Priority Level A)

- Work plan in progress; 2013 grant fully funds project.
- Determine integration of content between MLA and MLH; redirect MLA and MTCP to MLH websites by end of 2013 (i.e., all relevant content upgraded and moved to MLH).

I. CORT Website: (Priority Level A/B)

- Need to train someone from each state in updating content for their state.
- Need MOU outlining responsibilities for posting information to the site.
- Coordinate posting of events between CORT and MPLP.

J. Listserv Server: (Priority Level B)

- Currently stable; will relocate as time allows or malfunction dictates.

K. New Equipment Requests

- Office file server replacements for 420, Monroe, and FLS

L. Reorganization of tech job requests and implementation of RT ticket tracking system.

- This has been discussed at Roadshow training, with LSCC, and with LSSCM CRPs. How is it working for LSSCM? When ready to move forward with whole state, AST will send an email to legal services all to educate the field. Rolling out slower than originally planned because we are trouble-shooting with LSSCM first. RT has been stable for 18 months or more.

M. Trainings:

- What kind of technology trainings are most appropriate? Reflect on Higgins Lake training; would it be better to create tech training webinars and make them available online? A la carte trainings, add short relevant sessions at roadshow on sub law days - build a library of training webinars - these are some options.

IV. Grants & Contracts: Manage technology grants so that the expectations of the funders are fully met; so that the deliverables benefit the legal services community to the greatest extent possible; and so that these grants are an asset to, not a drain on, LSSCM/MPLP.

A. Quarterly tech updates and billings (Priority Level A) -

On a quarterly basis [by the 20th of January, April, July, and October] staff will: complete the TIG update or other grant reports; and, if at all possible, bill the grant.

Grants active—status of:

- (a) automated documents TIG: Second report due 1/31/13 - submitted.
- (b) CORT website contract – send invoice to CORT annually.
- (c) MSBF Michigan Law Help website grant - need to determine 2013 payment schedule and reporting.

Check payment terms and billing status on all grants

B. Contracts going out:

A. outstanding SOS contracts:

- (a) ILAO: K in place, payments made, still ongoing.
- (b) Steve Simon: K in place, monthly billing
- (c) Capstone: K in place, billing in progress

B. MIRC

- (a) Neilsen Design Group; K with them, paid one payment, update?
- (b) MediaGenesis (global Michigan): K in place; holding payment until we know product works, update?

C. Identify and pursue new technology grants (Priority Level A)

Seek funding that supports existing work done by current technology positions or enhances technology priorities. Seek approval from LSSCM management before commitments made to ensure good integration with technology priorities.

- TIG LOI due 3/13 if we want to submit another project
- MLH advisory board

MISCELLANEOUS:

DMBA Pro Bono Website project: continues to be a group of people who meet occasionally. We need to monitor these efforts.