



CCS Technology Plan

Area Addressed	Current Practices	Future Goals: April 2017	Potential Obstacles	Person Responsible	Target Date
Confidentiality	Personal Information is hosted on CCS servers. The data is secured through the use of passwords, user groups, server directory rights and limited access points to data. It should also be noted that the Ontario Telemedicine Network (OTN) system in the specialist clinic is completely separated and isolated from CCS technology.	Ensure review occurs on an annual basis		Director, Finance and Infrastructure	Review April 2016
	CCS uses Terminal Server and Untangle (firewall) software to allow remote users to access the network in a secure manner.			Director, Finance and Infrastructure	Review April 2016
	Only those staff members with a need to access data will be permitted access to information.			Director, Finance and Infrastructure	Review April 2016
Assistive Technology	Agency staff that require Assistive Technology are encouraged to bring their need to the attention of their Manager. The Manager and Dept. Director will consult with IT staff as to the financial considerations and availability of any needed equipment.	Implement the reasonable accommodation form from CARF Accessibility Plan and ensure it is integrated into plan. AODA training for staff	Staff time	RCT	Review April 2016
Virus Protection and Security	The network servers and all work stations are protected by Symantec Endpoint Protection			Manager, Finance and Infrastructure	Review April 2016
	All data and operating system software located on servers are backed up daily.		Hardware failure	Manager, Finance and Infrastructure	Review April 2016
	All servers are "imaged" daily. This imaging device is stored at the CCS Main Office in an enclosed, locked location to minimize the opportunity of server damage by external factors.	A secondary server will be housed at 55 Healey Road at "The Exchange"		Manager, Finance and Infrastructure	Review April 2016



CCS Technology Plan

Disaster Recovery Preparedness and Back-up Practices	The device holds images going back for 1 week and are consistently monitored by an outside, contracted third party.	RCT to review the advantages and disadvantages and possible risks associated with images being held for a 2 week period and subsequent storage through "cloud"	Security and Confidentiality	Manager, Finance and Infrastructure	Review April 2016
	CCS ICT staff, in conjunction with the outside third party will be responsible for recovering data and technology functioning in the event of an emergency.	To create a written policy to direct Emergency Recovery	Cost Staff resources	Manager, Finance and Infrastructure	Review April 2016
	All users are directed to maintain all of their company data on the network in order to ensure that the "crash" of an individual workstation is insignificant in terms of lost data and workstation replacement time.	1) Staff training; inclusive of orientation materials that educates CCS personnel on where and how to store work related documents	Staff time	Divisional Directors	Review April 2016
		2) Address related barrier of internet connectivity at CCS satellite locations as a mitigating factor to the storage of information in line with CCS standards.	Cost	Manager, Finance and Infrastructure	Review April 2016
Hardware and Software	All servers are located in a locked, environmentally controlled room. The environmental controls are limited and the space is limited for expansion.	Reconfiguration and re-organization of the room may be necessary to facilitate easier access for IT technicians and future expansion needs.	Wiring	IT: 3rd Party IT Provider CCS: Director, Finance and Infrastructure	Review April 2016
	All servers are located in the CCS location	A secondary server for 18 King will be housed offsite	1. Service lines and distance affecting connectivity performance. 2. Cost	IT: 3rd Party IT Provider CCS: Director, Finance and Infrastructure	Review April 2016
	All servers are constantly monitored by a third party professional. The CCS third party provider has monitoring technology for all servers.			3rd Party IT Provider	



CCS Technology Plan

Hardware and Software	All workstation operations are monitored by users and they report issues as they arise via an assigned CCS email called "Troubleshoot" using a designated Troubleshoot Request Form. An assigned Finance liaison assists or forwards the issue to the third party professional.	An internal online tool will be developed where users can input the data and the 3rd party can see the issues real-time.	IT infrastructure	3rd Party IT Provider & CCS Director, Finance and Infrastructure	Review April 2017
	Reporting is conducted verbally on an as needed basis	On a quarterly basis the outside third party provides an Executive Summary report to the Director, Finance and Infrastructure related to IT support needs, project updates, and technology performance.	1. Time Cost 2.	3rd Party IT Provider & CCS Director, Finance and Infrastructure	Review April 2017
	The Finance Dept. keeps it's own summary of Troubleshoot Service.	A reporting tool may be able to facilitate this process where the forms submitted feed the reporting directly.	IT infrastructure	3rd Party IT Provider & CCS Director, Finance and Infrastructure	Review April 2018
Hardware and Software	CCS replaces it's workstation computers as finances permit. For reasons of financial economy, workstation computers are usually replaced only when they cease to function and repair costs are greater than the replacement value.	A schedule of existing technology will be developed to replace older hardware based on year of purchase TBD for the server at The Exchange	Cost	Director, Finance and Infrastructure	Review April 2017
	CCS has 3 internet connections. One is general CCS (surfing), one is dedicated to the Specialty Clinic, and one is dedicated to email and servers.	Better internet provision by suppliers by keeping on top of technological advancements.	Cost	Director, Finance and Infrastructure and 3rd Party IT Provider	Ongoing
	CCS has photocopiers and most printers have scanning capabilities enabling users to send to email or to a network folder.	Photocopiers will need to be upgraded to enable Optical Character Recognition format that allows for scanned documents to be edited.	1. Network hook-up of photocopiers 2. Cost for new contracts	Director, Finance and Infrastructure	Review April 2017



CCS Technology Plan

	<p>The installation of all software is completed by CCS third party IT enabling the tracking and trending of needs and firmware requirements to support software. The installation is locked down on all computers.</p>		Updates a challenge for staff.	3rd Party IT Provider	Review April 2016	
	<p>No passwords for system are known within CCS. If 3rd party IT support were unable to provide services in the event of a major disaster, nothing requiring IT intervention e.g. basic updates, etc. would be possible for any CCS site. IT functionality would be at risk.</p>	<p>Have 2 key people (i.e. CEO and Director, Finance and Infrastructure) with backup file of all passwords used by 3rd Party IT Provider for all elements of CCS systems (updated on an agreed upon frequency) with an MOU of use.</p>			3rd Party IT Provider Director, Finance and Infrastructure	Review June 2015
Hardware and Software		<p>A policy for use and a clear statement of use is completed with a CCS contact who knows the password and login for Wi-Fi.</p>			RCT to write policy	Review August 2015
	<p>Saving files at The Exchange presents a problem with the length of time it takes to save on different occasions. There are times when saving will drop completely and other times when it takes between 5 - 45 seconds. The lines from The Exchange to the server at 18 King along with weather conditions present challenges like this for The Exchange.</p>	<p>Exchange server is planned.</p>	Funds		3rd Party IT Provider Director, Finance and Infrastructure	Review April 2016