



Technology Plan

Short and Long Term Strategic Initiatives

One of the Chamber's strategic initiatives was to develop a new website that was fully interactive with the Chamber's database while improving the overall look and functionality. The improved functionality provided easier access to the community, the ability to be updated immediately by staff members, provide links to member benefits, educational opportunities, information and resources on local and international business, and connection opportunities. Continuously improve offerings and servers to members 24 hours a day, 7 days a week and further promote the value of member benefit via our Chamber website.

Technology Team

Lead: Tami Alexander, Senior Vice President, Frisco Chamber of Commerce

IT Consultant: Josh Futrell, Owner, COMHOME (When referencing "IT Consultant," it should be noted that this refers to any tech or engineer employed or contracted by COMHOME.)

Consultant: Dale Tacy, Owner/Tech Consultant, Secure Wireless

Consultant: Will Russell, Enterprise Representative, Grande Communications

Scope

This technology plan is based on a three-year plan. The plan will continue to be reviewed on a semi-annual basis (or more often, if necessary) and revised as technology advances and the needs of the Chamber change.

Statement of Existing Conditions

- Computers (desktop and/or laptop) are available for all staff members.
- Two additional shared laptops are available to all staff to check out for work-related travel, meetings, or home use.
- Shared network printer (both color, and black and white) is available for all staff members.
- Shared network copier/scanner/fax is available for all staff members.
- Wireless internet is available to Chamber employees and guests (different access points with different passwords).
- Dedicated server room houses server owned by the Chamber. This server and all related equipment is managed and maintained by IT consultant.
- Senior Vice President serves as the internal point of contact for all staff technical issues. Staff emails this point of contact all technical issues and requests.
- The IT consultant meets with the Senior Vice President weekly or as needed to review the list of staff tech issues and requests. The IT consultant is also available at the Chamber within a reasonable amount of time in case of a technical emergency. The IT consultant has access to assess and evaluate



operations on an ongoing basis, the current conditions, the desired state, and the gap that needs to be addressed (e.g., hardware, software, training, bandwidth, etc.).

- The IT consultant can login remotely to all Chamber computers, as well as the server and firewall, to troubleshoot and resolve some technical difficulties quickly and easily.
- If a staff member has a technical difficulty that needs to be addressed immediately, the IT consultant is available to be on-site. All staff members have the contact information for the IT consultant and are authorized to contact for any immediate need.
- Complete multi-line VOIP telephone system with main number and message on staff extensions. All staff have voicemail capabilities.
- The Chamber website is secure for the use of credit card for online event registrations, sponsorships, and other payments.
- Membership database software allows full capabilities to send broadcast email communication to all members.
- Membership database software syncs seamlessly with the Chamber website to display events, Chamber activities, and member business listings.
- The Chamber currently has a fully functional website with streaming video, member banner advertising, and website management tools. The website is user-friendly and fully integrated with the database.
- The Chamber provides cell phone reimbursement for the appropriate staff member positions for the use of their personal devices for business purposes.
- Microsoft Outlook, full line of Microsoft Office software, online access, shared and personal network drives are provided to all employees.
- Adobe Suite (including Photoshop, Illustrator, and Acrobat) is provided to staff who require those programs for their job functions (e.g., Marketing, Communications, Events, Membership Services).
- Specialized software (e.g., Microsoft Project) provided to staff who require those programs for their job functions (e.g., Marketing, Communications, Events).
- The Chamber has a digital messaging television located in the center lobby of the Chamber. The information can be updated electronically by staff members.

Technology Needs

The Chamber must maintain advanced knowledge of the functionality of the membership database in order to accurately manage members, events, financial information, and accurate data uploaded to the website. The staff has access to webinars and online training videos provided by the database provider. The staff can participate in the topics that are pertinent to their roles but also learn about other areas of database management. The Chamber has access to the database support team for further information and to make suggestions for future upgrades



to the system. The Chamber strives to send one staff member every other year to the national database training organized by the database provider.

The Chamber owns all computers and replaces them at a minimum of every three years. At the time of purchase, the Chamber consults with the contracted IT consultant, as well as other IT professionals, in order to determine the best equipment to purchase. In an ongoing effort, equipment is reviewed and upgraded or replaced in order to provide efficient operation for staff members.

Ongoing Technology Upgrades

The Chamber's database, operation system, and workplace software are upgraded on an as needed basis.

Technology Replacement Timeline

- Desktop and laptop computers – Replaced every three years
- Server and firewall – Replaced every three years
- Membership database – Upgraded and/or replaced as needed
- Operating system – Upgraded as needed
- Workplace software – Upgraded as needed
- Event room projector – Replaced every five years or as needed
- Digital messaging television – Replaced every five years or as needed



2019 IT Related Expenses - Budget

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
6530 · IT Related Expense	4,470	2,240	640	640	1,440	640	640	640	640	4,940	640	1,640	19,210
Monthly Fees - ComHome, Microsoft, Osky	600	600	600	600	600	600	600	600	600	900	600	600	
WebLink	3,830				800								1,000
GoDaddy	40	40	40	40	40	40	40	40	40	40	40	40	
New laptop		1,600											
New server										4,000			

2020 IT Related Expenses - Budget

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
6530 · IT Related Expense	4,900	600	1,600	600	600	2,600	600	700	600	4,900	600	1,700	20,000
Monthly Fees - ComHome, Microsoft, Osky	600	600	600	600	600	600	600	600	600	900	600	600	
WebLink	4,300					2,000							1,000
GoDaddy								100					100
New firewall										4,000			
TV for lobby/board room			1,000										

2021 IT Related Expenses - Budget

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
6530 · IT Related Expense	4,900	2,100	600	6,600	600	2,600	600	700	600	900	600	1,700	22,500
Monthly Fees - ComHome, Microsoft, Osky	600	600	600	600	600	600	600	600	600	900	600	600	
WebLink	4,300					2,000							1,000
GoDaddy								100					100
Replacement of 5 computers				6,000									
New laptop		1,500											

NOTE: IT-Related Expenses include purchase of technology equipment, as well as domain name purchase/renewal, web hosting, monthly IT support and maintenance, cloud storage backup fees, internet, software, and any other related expenses.