ARKAY INCORPORATED

15221 Eureka Road, Southgate, MI 48195
734-284-2929 – Phone / 734-734-281-3921 – Fax / Website – www.miarkay.org

Our Mission is to assist the Developmentally Disabled and the Elderly Disabled to achieve community inclusion that enhances personal potential, employment opportunities, and / or volunteerism.

Information Technology Plan
FY24-FY25

I. Purpose:

At Arkay Inc. our management team utilizes technology (hardware & software) on a daily basis for a wide range of tasks. Through the implementation of this plan, our goal is to improve on the reliability of our current devices, upgrade as needed, and implement training when deemed necessary. The Information Technology Department will monitor Arkay Inc.'s expanding online and offline technological needs.

Increasingly, new technology offers the resources to meet the varied needs of Arkay. An integral part of fulfilling our mission is providing materials and resources in electronic formats. Successful integration of technology into our environment requires ongoing training for all staff. We provide our users with access to information, regardless of the means or the format. Our technology infrastructure has grown over the years, and it is now quite stable and robust and serves our needs well. With federal and state reductions, Arkay has learned to do more with less. To that end, Arkay must work to prioritize the technology that supports them. Arkay will need to shape our technology resources to serve our customers first. Arkay will continue to investigate new technologies and provide high-quality services that our customers expect in the 21st century. This plan is created to maintain what we have and expand to new services, if the funding allows.

The IT Plan describes funded technology projects through the annual budget that accomplishes goals and objectives of ongoing projects; identifies resources required for implementation; and states return on investment. Arkay's IT Plan is focused on principles, investments, and strategies. The IT plan aligns with the business strategy as established in Arkay's Strategic Plan. The IT strategies support Arkay's business strategies.

II. Procedures:

A. Hardware
As technology continues to play a vital role in providing access to information, our users' expectations continue to demand increased access to hardware technology. All hardware is evaluated continually by the IT department. Devices that do not meet our minimum standard or are performing poorly will be replaced at the discretion of the IT Department. Through a combination of working with local computer shops to obtain the best price and fundraising, we hope to have all computers updated to newer technology in "section III IT Objectives". Arkay will maintain and upgrade hardware/computer equipment to provide consistent and efficient access to electronic products and services. The IT Department will ensure that all hardware remains protected with up-to-date antivirus and anti-malware software. The IT Department will also take care of all maintenance on the computers and other hardware at their assigned locations. Service calls are to be placed by the IT Department.

An overall assessment of gaps and opportunities in the organization's hardware will be completed every 3 years. The IT Department will do a needs assessment of all laptops, desktops, cellular phones, tablets, cameras, servers, office phones and networking devices. Upgrades will be recommended to the CEO for implementation within budget constraints.

B. Software
As technology continues to play a vital role in providing access to information, our users' expectations continue to demand increased access to software technology. All Computers connected to the internet must be protected by antivirus and antimalware software. All forms and reports are to be made using Microsoft word and or excel. All users have access to Microsoft office online. Full Microsoft software is distributed on an as needed basis at the discretion of the IT Department. The IT Department will also take care of all software maintenance at their assigned locations. Service calls are to be placed by the IT Department.

All software will be facilitated and approved by the IT Department which includes free, paid and personal software. Every 3 years, the IT Department will assess the software needs of the entire organization and complete a report with recommendations to the CEO.

C.   Electronic File Storage

Arkay Inc. has standardized forms across the organization. We store these forms in a central folder on office 365. Employees of Arkay Inc. will be required to login to office 365 to access these forms to ensure that each location follows proper procedure. As a backup measure a hardcopy of all forms will still be kept at the service center and also an electronic copy on each program director's computer. Cloud storage contracts are reviewed yearly for security and efficiency purposes.

D.   Website

Arkay Inc. continues to develop and maintain its website miarkay.org. The IT Department meets regularly to discuss ways the website can be improved and made more user-friendly. They will also keep all aspects of the site up-to-date on a continuous basis. We have a link on the website that directs users to office 365 to access their email and online files. The website is reviewed annually by the IT Department for cost effectiveness, new data, and security. This includes web hosting, domain names, SSL certificates, and any other web products.

E.   Backed-up/Disaster Recovery

All computer users are to ensure that files are backed-up every Friday. The IT Department will spot-check computers monthly to ensure compliance. The IT Department will ensure all files are backed-up quarterly on an external drive. In the event of data loss, the IT Department has full access to the external drive. The purpose of the external drive is for disaster recovery. When not in use, the IT Department will lock the external Drive in a fireproof box.

This plan will be tested annually and analyzed for effectiveness, improvement, and actions needed. The IT department will address necessary improvements and implementation timeline of the actions. Further, an assessment will be made to determine whether the actions accomplished had the intended results, and provided the necessary training and education of personnel. The IT Department will turn in a written report to the CEO and discuss any adjustments needed.

F.   Assistive Technology

All assistive technology will be determined on an as needed basis. Request for assistive technology is to be submitted to the IT Department for consideration within budget constraints. Every 3 years the IT Department will assess assistive technology devices and report any recommendations to the CEO for implementation.

G.   Security

Arkay's IT Department will ensure that all devices and 3rd party services are protected by the appropriate up to date security software. The need for security software is evaluated annually. A written report will be submitted to the CEO. The CEO and IT Department will discuss any gaps in security. When additional security is needed multifactor authentication is recommended.

H.   Confidentiality

All computers are password protected. All data files are not to be shared with external resources unless approved by the IT Department. All e-mails are to have a confidentiality statement. Arkay staff are to be responsible for ensuring that their handling of information about individuals is consistent with Arkay's policy on privacy of personal information in addition, other records that do not contain personal information must be handled with due regard for privacy and confidentiality concerns. Arkay recommends its employees use multifactor authentication when storing confidential documents.

I.   Performance Activity for Program/Business

Arkay continues to develop new IT improvement activities as various needs arise. See Section III below.

J.   Computer Hardware Standards

Arkay Currently defines our minimum standard for computers as a machine with a processor @2.5GZ+ and at least 4gb of ram with an operating system of windows 10 running on a solid state drive. Our current preferred standard is a machine with a core I series processor (or equivalent) @3.0GHz+ with at least 4 gb of ddr3 ram or newer and listed as compatible with windows 11. All new computers being purchased must be listed compatible with windows 11 to prepare for the end of support of windows 10 coming late in 2025.

These standards are updated on an annual basis when a new IT plan is written. Computers are retired and replaced as needed within budget constraints.

K. <u>Training</u>
The IT department will facilitate all required trainings as needed relating to information technology for employees & consumers. Further, software training will be provided for staff in regards to virtual services to consumers. This includes but is not limited to training on security, device use, software use, and safe handling of information.

L. <u>Shared Equipment and Sanitization</u>
All devices assigned to a user must be returned to the IT department before being assigned to another user. The IT department will facilitate all update, maintenance, and infection control procedures prior to reassigning the device. The IT department will ensure that each user is trained as needed before assigning the device and the recipient will sign off indicating that they understand the care and use of the device.

M. <u>Artificial Intelligence(AI) ethical use</u>
All use of AI must align with the mission and values of Arkay. All AI programs must be approved by the IT department prior to be implemented. All use must be consistent with Arkays acceptable use of AI policy and the Arkay employee handbook.

III.   Information Technology Objectives

Goal: Arkay will improve business practices and efficiencies by enhancing technology.

Leader: IT Department, Quality Director, Program Directors

Objective 1:   Redefine minimal system requirements for computer hardware.

Objective 2:   MiArkay.org website is to display the Mission Statement in English, Spanish and Arabic.

Objective 3:   Arkay will redevelop an online application for employment on the website.

Objective 4:   Arkay will expand its cybersecurity training for employees.

Objective.5:   Arkay will replace aging communication hardware within budget constraints.

Objective 6:   Arkay will establish a comprehensive MIS system that tracks all customer information and provides data for analysis, trends, and demographics.

Objective 7:   Retire file server and move toward cloud based storage on office 365.

Objective 8:   Arkay will explore ways to ethically use AI for automation of tasks and or analytics.

Objective 9:   Use current technology to promote Arkay events, fundraising, and services and communicate with our community.

Objective 10: Provide notice of effective training for the public to increase skills and awareness of electronic products and services.

Objective 11: Arkay will replace aging computer hardware within budget constraints.

Objective 12:   Arkay will expand and Promote virtual services.

Objective 13: Arkay will continue to develop digital systems for all aspects of daily operations. Arkay will review method(s) of digital documentation of data.

Objective 14: Arkay will expand current technology (Facebook, Twitter) to promote Arkay events, fundraising, and services and communicate with our community.

Objective 15: Arkay will purchase cybersecurity insurance.

Information Technology Objectives:	Target Date
Redefine minimal system requirements for computer hardware.	September 2024- September 2025
MiArkay.org website continues to display the Mission Statement in English, Spanish and Arabic.	Ongoing
Arkay will redevelop an online application for employment on the website.	February 2024
Arkay will expand its cybersecurity training for employees.	Ongoing as needed
Arkay will purchase insurance for cybersecurity.	March 2024 March 2025
Arkay will replace aging communication hardware within budget constraints.	October 2023 – September 2024 Review in FY2025
Arkay will establish a comprehensive MIS system that tracks all customer information and provides data for analysis, trends, and demographics.	October 2024 (FY2025)
Retire file server and move toward cloud based storage on office 365.	October 2023 – September 2024
Use AI to expand IT resources	Ongoing
Use current technology to promote Arkay events, fundraising, and services and communicate with our community.	Ongoing
Provide notice of effective training for the public to increase skills and awareness of electronic products and services.	Ongoing
Arkay will replace aging computer hardware within budget constraints.	October 2024 February 2025
Arkay will continue to promote virtual services based on consumer needs.	Ongoing
Arkay will continue to develop digital systems for all aspects of daily operations. Arkay will review method(s) of digital documentation of data for project implementation.	October 2023 – September 2024 Review in January 2025

Arkay will expand current technology (Facebook, Twitter) to promote Arkay events, fundraising, and services and communicate with our community.	Ongoing

Outcomes: Arkay will enhance its technology across all locations

Indicators: Server, Website, Software, Hardware, Phone System

Policy and Procedure: **Information Technology Plan FY 22-FY 23**
Category: **Information Technology**   Section: **5000** Document: **5200**
Original Date of Issue (mo/day/year): **01/18/2012**
Revision Dates (mo/day/year): **07/12/2012; 6/15/2015 6/7/2018; 6/6/2019; 6/6/2020; 6/6/2021, 7/8/2021 9/16/2022, 9/22/2022, 9/23/2022, 11/20/2023**
Reviewed on: **6/13/2013; 06/12/2014; 6/15/2015; 6/14/2016; 6/13/2017; 6/7/2018; 6/6/2019, 6/6/2020; 6/6/2021; 7/8/2021; 9/16/2022, 9/22/2022, 9/21/2023, 11/20/2023**
Approved by the Board (mo/day/year): **01/18/2012**