

## Technology Update

Review of technology use and preferences done spring 2010 by Julia Gustafson

### Recap of February 12, 2010 Commission Meeting and Strategic Planning

#### Group Discussion on Maximizing our Potential and Evaluating Commission Operations:

**What is working now:** website for commission documents, conference calls, hard copies of meeting materials, in-person meetings to maintain working relationships, good flow of information, effective oversight of programs, use of audiovisual technology results in more organized presentations and meetings.

**Areas for Improvement:** format of online documents and correct software use, phone meetings not conducive to funding decisions, travel influence by weather and timing, public comments are made after funding discussions happen, website is slow to open, Commissioner documents are difficult to find on website, difficult to hear conversations on conference calls, misunderstanding of guidelines for applications during funding process.

**Internal & Statewide capacity issues and solutions to consider:** need to build internal capacity with the three funding sources and requirement for matching from state general fund, need to show benefit to the state for the investments of general funds, staff continues to work with MNA to ensure organizations have capacity to administer programs, connect the gaps in linking people with service opportunities (serve.mt.gov & MNA website), build Senior Corps capacity.

#### MTCCS Workgroup PowerPoint and Discussion

##### **Technology workgroup:** “The Web Future”

**Goals:** Assist with optimizing technology for improved effectiveness and efficiency of Commission and staff operations, training, and communications and *save money!*

**Volunteers for work group:** Laura Pflum, Jackie Girard, John Ilgenfritz

**Why the need for Technology Workgroup:** Governor’s [20x10 initiative](#), changing times call for changing practices (technology is the future), create a best communication policy, move towards making decisions electronically, access more online training opportunities for programs, Commissioners, and staff, and use technology for recruitment and marketing.

### Interviews with Commissioners on Technology Use and Capabilities

#### Summary of Interview/Survey Responses

- 9 of 14 Commissioners access commission work from their work office
- All Commissioners use a PC and have access to a printer
- All Commissioners have reliable internet access- most high speed connections
- Most commissioners have no limits with phone use/charges except when using cell phones or traveling
- 12 Of 14 Commissioners have Microsoft Office Suite, 1 has Word Perfect (can open Microsoft Documents), and 1 has WordPad only (cannot open Microsoft Documents)
- All Commissioners can open and use PDF files without problems
- Email is the preferred method of communication- 8 of 14 Commissioners use Outlook, some commissioners need follow up calls to important emails or emails sent to administrative specialists
- 10 of 14 Commissioners print all documents that need to be reviewed, 2 Commissioners are completely hard copy dependent, several commissioners willing to refer to and use digital documents

- 6 Commissioners occasionally check our [serve.mt.gov](http://serve.mt.gov) website; many Commissioners are unsure about our password protected 'Commissioner Page' and need directions to it and password
- All commissioners are able to participate in conference calls- concerns include: ability to hear all participants (especially when speaker phones are used); lack of personal interaction with calls; allowing for public comment during calls; need for a toll-free call in number for traveling commissioners
- 8 of 14 commissioners have used webinars, all commissioners are willing to try webinars to improve conference calls, and suggested webinars to use include: Go to Meeting, Adobe Connect, and WebEx
- Most commissioners are fine with using Survey Monkey and Meeting Wizard, but several expressed interest in using Outlook Calendar to schedule meetings
- 8 of 14 Commissioners have used interactive video services (METNET, VisionNet, SummitNet) - concerns over video services are ability to allow for public access and ability to park at video sites
- All Commissioners are willing to try using new technology, 7 Commissioners volunteered to do trial runs of any new technology
- The biggest concern over using technology was hesitancy about making funding decisions remotely- several Commissioners believe funding decisions must be made in Helena as a group

#### Results of the Survey

Our next Commission Meeting on June 11<sup>th</sup> from 1-3pm we will use SummitNet interactive video services provided by ITSD. We hope this will allow for visual contact to be made between Commissioners to ease any hesitancy about making funding decisions remotely. We also hope to allow for public comment by having sites available near the programs applying for planning grants. SummitNet costs \$77.40 per hour, per site and with other fees and Commissioner Per Diems the estimated meeting cost will be \$1515.50. (The last meeting cost \$5,027.88.)

#### Technology and Tools used by the OCS staff

- [serve.mt.gov](http://serve.mt.gov)
- [ServeMontana on Facebook](#)
- [ReadyMontana](#) on Twitter
- [Google Documents](#) for document sharing with offsite contractors

#### Future Tools and Technology to possibly be used by the OCS and MTCCS

- Webinars and web based meeting tools
- Online grant review tools/programs
- Constant Contact or other email marketing services
- Online document sharing and cloud computing tools
- Video conferencing from individual computers

#### Next Steps

- Assess success of SummitNet interactive video for June 11<sup>th</sup> Commission Meeting
- "The Web Future" workgroup convenes and moves forward with technology recommendations