

PROVIDER SELF-ASSESSMENT RE: TECHNOLOGY
AFTER ORGANIZATIONAL REVIEW OF ASSETS / CHALLENGES / NEEDS / PRIORITIES

TECHNOLOGY USE

- How advanced is your organization in tech adoption
- What levels of staff have daily access to PCs and Internet
- How restricted is staff
- How tech savvy are staff
- Do staff get tech training
- Do you have IT personnel structure
- Type of internet service in use

HARDWARE & SOFTWARE USED

- Windows
- MS Office
- Internet Explorer
- Other Web browsers
- Excel or Access
- Macs or other non – PC hardware & software
- Billing software
- Database for client data tracking
- Case management software
- Content/document management software

**DOCUMENT
MANAGEMENT**

- How is content stored & shared – binders, file cabinets, server files, accessible online
- To what extent is content available in hard copy vs. electronic
- To what extent is form data completed electronically
- How are updates to content communicated across the organization
- How easy is it for staff to find content they need to work efficiently & effectively
- To what extent is standard content shared across departments and locations
- To what extent is certain content limited to use & stored securely
- Is there a content review, update, maintenance process in place