Parents and Friends, Inc.

Technology and System Report

2007 Semi-Annual Update

It is the intention of Parents and Friends, Inc. to utilize technology whenever feasible and affordable to provide better accessibility to technology for consumers and employees and greater efficiencies in work processes, information and communications. The confidential nature of our business, together with solid business practices, calls for safeguards to be in place which will protect against the loss of information and restrict the ability to break into our system and take confidential information. There are also basic safeguards to protect against improper disclosures of confidential information to insiders. This plan will continue to be updated as new procedures and technologies become available.

- **System management –** Parents and friends contracts system management to an outside technology firm (Sage Computers) for system architecture design, security and maintenance. The contractor is available to all departments and programs by phone and email for all technology questions, assistance and maintenance. The contractor is local and provides on site service for which Parents and Friends is billed monthly.

- **Internet Access –** Every manager and appropriate employee who has the need has a computer system with access to the Internet. The ISP provider is Mendocino Community Network (MCN), a non-profit local provider. MCN also hosts the Parents and Friends web page, which is maintained by a volunteer. MCN also provides the first level of security and spam identification.

- **Communication –** PFI promotes effective and efficient communications through individual phones for each program with discreet phone numbers and voice mail through AT&T, long distance through SBC and cell phones for on call and remote work crews through US Cellular. PFI also maintains a company Intranet Portal service through Microsoft Web Office which is hosted remotely with backup and redundancy. The company portal is used to share and store files including policies and procedures and reports.

- **Security –** Every single user system has a user name and password unique to that user, with a master list of user names and passwords kept in the accounting office. Access to both email and the intranet portal is also password protected. A Linksys Router with firewall protection is used for all internet access and every system has a current virus and spam detection system (Norton). The accounting system (QuickBooks Premier Non-Profit Edition) has user name and password protection at the program as well as computer level and security features which

prevent any major reconfigurations or changes in users or security without approval of the system administrator.

- **Backup –** All employees are urged to back up their data files regularly. Most computers have a compact disk read/write system which is adequate for this purpose. A new, easier method of doing backup is being researched that will be appropriate for all users.

    - **UPDATE -- For those without adequate backup capabilities a backup can be performed using "Jump Discs", miniaturized discs which connect to the computer via an USB port. Jump Discs will be purchased for those who have the need.**

- **Disaster Recovery –** The intranet has a redundant system to protect against national emergencies. The email system is maintained on a secure mail server located and MCN. In the event of a local disaster or fire at our offices, emails not downloaded are protected at MCN and our accounting information is backed up via QuickBooks weekly and the data is stored in a protected, fireproof safe.

- **Accessibility and Adaptive Technology –** All computers use Microsoft Windows as their operating system. Windows includes applications and options that provide adaptive technology when and if needed. The accessibility options include:

    - Features for people who are deaf or hard of hearing.
    - Features for people who are blind or have impaired vision.
        - A text magnifier.
        - A navigator system.
    - Features for people with mobility impairment.
    - Features for using speech.
        - Setting up microphones and speakers.
        - Text to speech translation program.
        - Speech recognition to text program.

  Should the features available with Microsoft Windows not adequately address a specific accessibility issue with an individual consumer or employee adaptive technologies are available through the Coastal Redwood Regional Center and Department of Rehabilitation. Sage computer, PFI's maintenance support contractor, also has experience in available adaptive technologies including their installation, configuration and maintenance.