



# First Unitarian Society of Ithaca

Connect. Inspire. Engage.

## Technology Policy

### **Technology adoption policies**

1. Software, hardware, support and programming offered to the church by members or other parties shall be assessed against the technology plan and guidelines established by FUSIT before being accepted or rejected.
2. Decisions about the purchase or adoption of technology solutions, including hardware, operating systems, software, programming services and training, by FUSIT will be based on standardized criteria as set forth in the FUSIT Technology Assessment Guidelines (see attached).
3. The choice of technology solutions will be guided primarily by the needs of the organization as set forth in planning documents and not by the preferences of individual staff, members or other parties.
4. Technology solutions shall not be dependent on the goodwill and ongoing participation of any single member or staff person. Where such solutions are accepted, it will be on a temporary basis until a more permanent solution is developed and implemented.

### **User policies**

1. Passwords and usernames will be changed when an employee no longer is using that computer and/or if a breach of security has been noted.
2. Passwords and usernames will be assigned individually and not shared by multiple users, with new users being assigned credentials as needed by the office staff.
3. Passwords and usernames will be kept confidential.
4. Equipment usage guidelines for FUSIT will be established and reviewed by the office staff (see attached), and all users will be given information about those policies

when they are issued with credentials. These guidelines will be reviewed with the staff on a reasonably frequent basis (e.g. annually).

### **Ethics policies**

1. Software and hardware in service at FUSIT, including software and hardware used or housed offsite, will comply with all licensing and ownership requirements established by the product vendor. FUSIT will verify that such guidelines are being met before putting any technology into service.
2. When software or hardware is removed from use at FUSIT, all storage media will be reasonably cleaned of all data, all installed copies of software will be uninstalled and all equipment will be responsibly recycled.
3. Only the minimum amount of data about church members, staff members and other individuals necessary to carrying out the functions of FUSIT will be stored on any internal or external storage media. Records will be reviewed on a periodic basis and excess data will be purged responsibly.
4. Data collected and stored on FUSIT equipment will not be shared with outside organizations without the explicit permission of the individuals whose data is being shared.
5. FUSIT will take reasonable steps to insure that data transported outside of the internal network through file transfers, equipment transport or removable storage media will be safeguarded from unauthorized use, loss or theft.
6. Data stored on FUSIT equipment will be used responsibly within the organization and will be viewed only by those individuals who need access to such data in order to carry out FUSIT functions. Where possible, data shared inside the organization will have individual identifying data removed, or the data will be exported as aggregate values.
7. These ethical use guidelines will be communicated to all new users and will be reviewed with all users periodically (e.g. annually).

## **Technology Assessment Guidelines**

<b>Consideration</b>	<b>FUSIT Guidelines</b>
<p><b>Cost:</b> What is the upfront purchase cost for this product? Are there ongoing licensing costs? Are those reasonable costs for your enterprise?</p>	<p>As a volunteer organization, cost is an important consideration at FUSIT. In general, open source or low purchase cost solutions should be sought. Ongoing licensing or support costs should be avoided, especially where in-house support options are available. Equipment should be obtained as cheaply as possible from the least expensive source. Where largely comparable performance can be expected, the cheaper solution will be adopted. Replacement or add-on components should be available cheaply.</p>
<p><b>Availability:</b> Is this product widely available at multiple purchase outlets? Could you easily obtain copies or additional units in the future?</p>	<p>Technology obtained by FUSIT should be widely used and easily obtained from multiple sources, especially locally in Ithaca. Custom solutions should be avoided where possible.</p>
<p><b>Vendor:</b> Is the vendor an established company? Will they be around for at least a couple of years to support the technology?</p>	<p>Sourcing from a single vendor is not an important consideration for FUSIT. For common user applications and hardware, vendor longevity or prospects are not relevant. For specialized applications or equipment, these should be sourced from established vendors with a strong reputation for product support and service. Online vendors for software and training are acceptable if they meet the other criteria set forth here. In general, hardware should be sourced from local vendors to reduce the downtime and cost of repairs and servicing unless significant savings can be realized through the use of online sources. Programming services should be sourced locally as a rule.</p>

<p><b>Standards compliant:</b> Is the technology based on international standards for the type of task or industry, or are they unique to the vendor?</p>	<p>All user applications should be generally compatible with the most common applications in use among the FUSIT membership and the wider community. File types should be compatible with the widest possible number of outside users, including members, professional service providers and home-based staff.</p>
<p><b>Maintenance and support:</b> What kind of maintenance or support does the technology require? Who will provide that maintenance and support? What is the cost? Will you have to develop in-house expertise?</p>	<p>Technology in use at FUSIT should be firmly in the mainstream so that maintenance, support and development services are easily and inexpensively obtained from multiple sources. As much as possible, the technology should not require specialized knowledge on the part of users, including casual users (e.g. committee chairs). More than minimal in-house skills and support should not be needed except for specialized functions where current and future staff can reasonably be expected to have or develop the necessary expertise.</p>
<p><b>Upgrade options/enforcement:</b> Are there frequent upgrades to this technology? Will you be forced to make those upgrades based on the product's history? What is the pricing for upgrades?</p>	<p>As a rule, FUSIT will seek to obtain "tools" that perform all of the needed functions without the need for frequent updates or being forced to purchase frequent "version" upgrades.</p>
<p><b>Staff training, familiarity:</b> How familiar will new staff be with this product? How extensive will the training need to be for new hires? Existing staff? Will it require ongoing training?</p>	<p>Given the rotating nature of the FUSIT user pool (e.g. committee chairs, part time office staff etc.), technology solutions at FUSIT must be firmly in the mainstream of the wider community so that little training is needed to become reasonably proficient at using FUSIT technology resources. Necessary training should be kept to a minimum and be clearly provided in a self-taught format easily accessible to all users.</p>

<p><b>Industry compliance, widespread use:</b> Is this technology widely used in your industry? Does it comply with industry standards for tracking and performance?</p>	<p>Where specialized church or non-profit software is adopted, consideration will be given to the experiences and usage patterns of other organizations within the UUA.</p>
<p><b>Stability:</b> Is this a stable release of the technology, or do users report widespread issues with it?</p>	<p>Technology solutions must be reasonably robust and foolproof. Equipment, operating systems and software should perform as expected with a minimum of breakdowns or unexpected events. Where stability issues exist, they should be easily handled by all users.</p>
<p><b>Reliance on established protocols:</b> Does the underlying architecture of the technology coincide with established protocols in your industry? Are the communications and other protocols common to technology of this type?</p>	<p>As a rule, all hardware and software must comply with general protocols for home and small business users. External network technology, including software, hardware and communications protocols, software interfaces and storage protocols must be in agreement with general industry standards. Custom or unusual solutions should be avoided.</p>
<p><b>Security:</b> Does this solution abide by the organization's security policy? Are the components under the control of the organization or a trusted outside source? Are outside sources reliable, stable and under the control of the organization in the long run either through ownership or contract?</p>	<p>Central consideration to privacy and unauthorized access issues must be given to all technology in use at FUSIT. Reasonable precautions to prevent unauthorized access to the internal network, outside data storage and any external equipment connected to the FUSIT network must be available and easily implemented. External storage or service solutions must be redundant, secure, and be sourced from vendors that adhere to a comprehensive written security and privacy policy.</p>