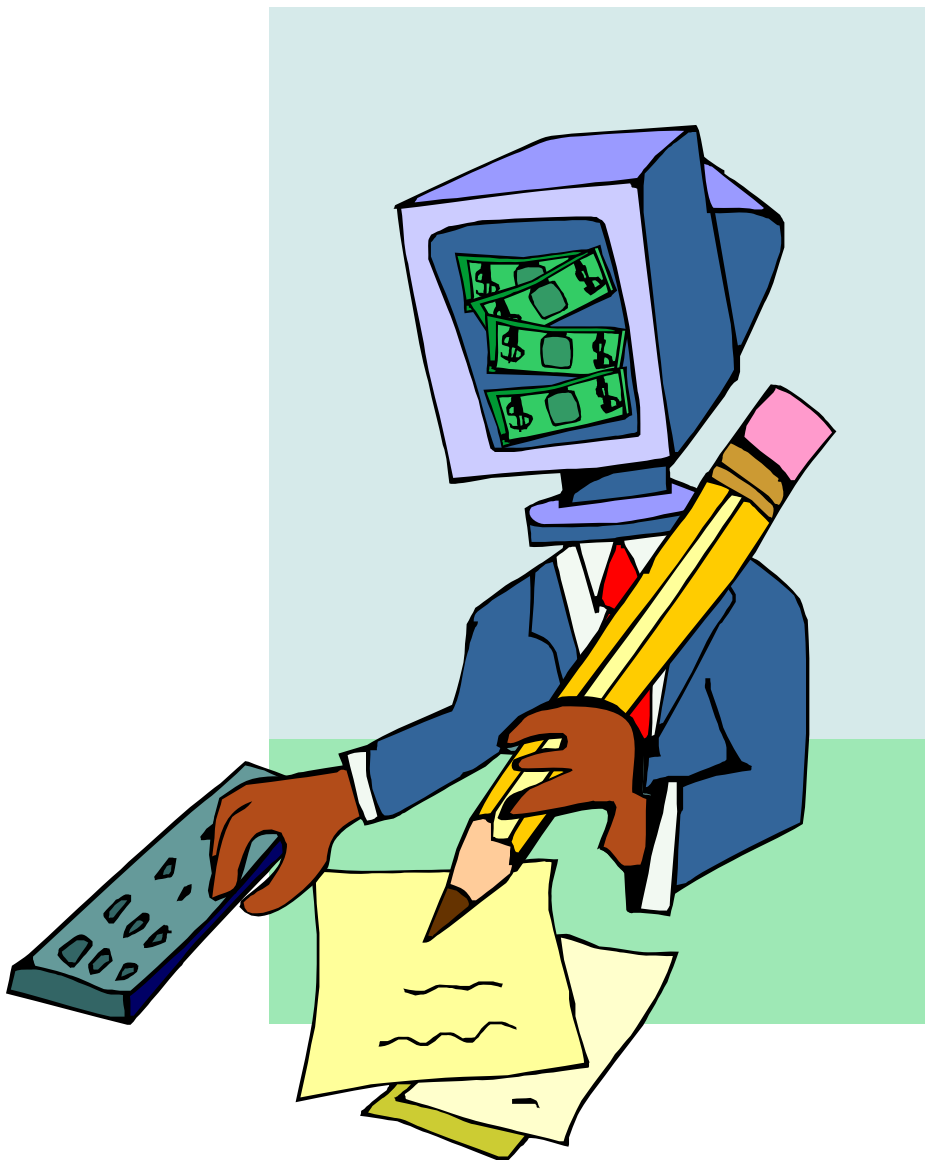


TECHNOLOGY FOR RESULTS: Developing Service-based Plans



Public Library Association National Conference
Boston, Massachusetts
March 2006
Presented by Diane Mayo
Information Partners, Inc.

DEVELOPING SERVICE BASED PLANS

STEP ONE: Services Inventory and Options

Physical Inventory

What do you have and where it is?

Services Inventory

How is it actually being used?

Linking Technology to Strategy

Matching inventories to the library's strategic service plan

Identify the technology being used to support administrative functions

Recommending Action

Sustain

Expand

Phase out

Identifying and Assessing Options

STEP TWO: Assessing Technical Infrastructure and Determining Requirements

Sustain the Present

- Keep your desktops and servers under manufacturer's warranty
- Keep your software releases within the support window
- Replace worn out equipment
- Plan for known OS or application upgrades

Assess Staff Skills

Operations skills

Technical skills

Develop Cost Estimates of New or Expanded Services

Develop Time Estimates

Available time vs. project time

Summarize Results and Make Recommendations

Service goals

Return on investment

IT best practices

STEP THREE: Implementation

Project Manager And Project Sponsor

Metrics To Measure Success

Regular Project Reports

Post-Mortems

Project Books

Project Prioritization Committee