IT Strategic Assessment Report

12/05/16

Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
| 12/02/16 | 1.0 | Started Strategic Assessment | Brett Hardesty |
| 12/03/16 | 1.1 | Added Sections | Brett Hardesty |
| 12/04/16 | 1.2 | Added More Sections | Brett Hardesty |
| 12/05/16 | 2.0 | Completed Assessment | Brett Hardesty |

Table of Contents

1. Executive Summary 4

2. History and Purpose 4

2.1 History of Surgery on Sunday 4

2.2 Purpose of Surgery on Sunday 5

3. Management and Business Processes 6

3.1 Acquiring Patients 6

3.2 Donations 6

3.3 Acquiring Volunteers 7

3.4 Hosting Events 8

3.5 Compling with HIPAA 8

4. Current IT Environment 9

4.1 Hardware 9

4.2 Software 9

4.3 Staff IT Skills/Training 10

4.4 IT Budgeting and Spending 10

5. Envisioned IT Capabilities 10

5.1 Leadership’s Vision 10

5.2 Top 10 Technology Issues 11

6. Closing the Gap 114

6.1 Create Relational Databases that Inteact with REDcap 1**Error! Bookmark not defined.**

6.2 Create Backups for all of the Data 15

6.3 Email Alert System for all New Volunteers 16

6.4 Automate creation of volunteers and physicians into database 16

6.5 Add transgender option for gender in database 17

7. Conclusion 18

8. Appendices 19

8.1 Basis of Analysis 19

8.2 Technology Inventory 20

8.3 Top 10 Technology Issues 224

8.4 Strategic Planning/Visioning Documents 2**Error! Bookmark not defined.**

8.5 Works Cited 24

# Executive Summary

Surgery on Sunday is a non-profit organization that provides free or low cost outpatient surgery or endoscopic car to members of the community who are income-eligible and are uninsured or underinsured. They rely on surgeons and other doctors from other hospitals to provide pro bono work in order to keep their operations going. They consist of doctors, physicians who provide outpatients procedures pro bono on Sunday which is their only day off. They hope to offset all or most of the costs to income-eligible patients.

Surgery on Sunday models its organization based off an organization with the same name based in Lexington, KY. In replicating the model established by the Lexington organization they hoped to replicate the success that the Lexington division had. It should be noted that these two organizations are not affiliated with each other.

This assessment goes over the history of Surgery on Sunday, its purpose of existing and the many management and business processes that go on in the organization. It also goes over the current IT environment which currently consists of only one laptop and a printer. It then discusses the vision they have for their IT environment in the future and the ten technology issues that they currently have. To close out the assessment it gives five recommendations of how Surgery on Sunday can get to the point where their want to be in terms of their IT environment.

# History and Purpose

## History of Surgery on Sunday

Surgery on Sunday is a non-profit organization that is located in Louisville started in 2013. Louisville needed a Surgery on Sunday that was modeled after the Lexington one. So Whitney Jones CEO of Colon Cancer Prevention Project recruited Dr. Eric Sutten to startup SOS Louisville. Whitney Jones is a mother of two, chief surgeon and professor at UofL.

After SOS Louisville was created the job of program coordinator was created and sent out to the Kent School of Social Work, however this was a job that required skills in many business processes. Barbara Martin was among 5 candidates who were considered and was then chosen.

SOS Louisville is an organization that is undergoing great growth. When Barbara put her own 140 dollars down for social media marketing they she was able to raise seven thousand dollars for their organization. When the organization started they started out with 18 surgeons providing pro bono services but today there are 44 pro bono services. This demonstrates that the organization is going and is in need to revamp their IT processes.

## Purpose of Surgery on Sunday

The purpose of Surgery on Sunday is to provide pro bono outpatient services to members of the community who are uninsured or underinsured. Their goal is to provide services to members of the community who are considered burdens to the current health care system. These are people who are lower-class citizens that cannot afford proper medical treatment. Due to the limited amount or surgeons, limited budget and limited time they are only able to serve citizens who are in great need of medical treatment. Their current budget is only 25,000 a year and they are able to make it work with the current demand that they have. Their fiscal year of 2017 in terms of donations has already been met however they are not going to stop there. Last year there were 8 people waiting on surgeries but today there are 48 which is a sign that this organization is going to expand rapidly.

# Management and Business Processes.

[In this section, document the major processes necessary for the organization to fulfill its mission.]

## Acquiring Patients

First, in order to have patients come into their program they have to advise their program. It seems currently that their only way of attracting now patients are through their social media. They currently have a Facebook and a Twitter that they seem to be semi-active on. So this means that most of their promotion of their organization is either through word of mouth or through their social media.

In order for SOS to fulfill their organization’s mission they need to acquire patients who are in desperate need of medical treatment. There currently process of acquiring patients is through a referral process. First you would have to a referral to the SOS program through your primary care provider. All patients must have a primary care provider in order to receive medical treatment from SOS. On the website there are links to primary care facilities that provide free or sliding-fee-scale care. Once the patient is determined by a doctor to be in medical need for services from SOS they then go on soslouisville.org website and click the refer a patient link. This page is password protected so it would seem to be that the doctor would have to receive a password from SOS in order to refer a patient to the program. Once a patient is referred to the program their information goes straight into the REDcap database and this information is HIPAA compliant.

## Donations

Donations are essential in order to continue their operations. The way that they receive donations is through their website or by hosting fundraising events. This section will focus on how to attract new donors and how they receive donations through their website. When a donor wants to make a new donation on the soslouisville.org website they click the red Donate button on their website. Once they click the donate button they are redirected to their PayPal page where they can enter their donation amount and then donate. It should be noted however that when you click the cancel, donation link that the link back to the SOS website is broken. This should be an easy fix but it is definitely something that should be fixed.

Attracting new donors is a very similar process to acquiring new patients, which means that it is still very reliant on their social media presence and word of mouth. Barbara was able to attract a lot more donations with her 140 dollars spent on social media marketing. With her 140-dollar investment she was able to raise over 7000 dollars for SOS Louisville. This would be a great start for SOS to increase their amount of donations since it has been proven to be a very effective way to increase the amount of donations.

## Acquiring Volunteers

Acquiring volunteers is very important for SOS to remain in operation. Without volunteers SOS would not be able to continue their current operations. There are two different volunteers that SOS has, these are clinical and non-clinical volunteers. Clinical volunteers are anyone who has any medical certification, non-clinical volunteers are people who do not have any medical certifications.

Finding clinical and non-clinical volunteers can have two different processes. Most of their clinical volunteers are found from their associated medical facilities. These facilities include Premier Surgery Center, DuPont Surgery Center, Baptist, KY One, Jewish, Norton, UofL

Premier Surgery Center, DuPont Surgery Center, Baptist, KY One, Jewish, Norton, and UofL hospital. In addition to providing clinical volunteers they also donate money to SOS on a rotational basis.

Clinical and Non-clinical volunteers can be acquired though different means. Most of these volunteers sign up through the SOS website. On the SOS website you can select what type of volunteer that you want to be. There is an option for physician, clinical and non-clinical. When you click the link you are then redirected to page which you have to print, fill out and mail to SOS Louisville. Each form has different information that is required for each type of volunteer.

## Hosting Events

Another way that SOS acquires more donors is through hosting fundraising events. These events can be crucial to increasing their donation base. Fundraising events are also good for increasing the amount of donations that they receive. Each fundraising event that SOS is able to hold the more donations that they will ultimately receive. However, with their current IT infrastructure it can be difficult for them to find people to attend these events. That is why they need a database with potential donors.

## Complying with HIPAA

Complying with HIPAA is one of the most important things that SOS needs to do in order to be successful. HIPAA or the Health Information Protection and Accountability Act is an act that was passed on August 21, 1996 and sets standards for the electronic exchange, privacy and security of health information. In order for SOS to be able to perform surgeries and help their patients they need to be HIPAA compliant.

HIPAA covers many different areas when it comes to dealing with a patient’s information. The entities that are covered by HIPAA are

* **Health Plans** - Individual and group plans that provide or pay the cost of medical care are covered entities.4 Health plans include health, dental, vision, and prescription drug insurers, health maintenance organizations (“HMOs”), Medicare, Medicaid, Medicare Choice and Medicare supplement insurers, and long-term care insurers (excluding nursing home fixed-indemnity policies). (Rights)
* **Health Care Providers -** Every health care provider, regardless of size, who electronically transmits health information in connection with certain transactions, is a covered entity. (Rights)
* **Health Care Clearinghouses -** *Health care clearinghouses* are entities that process nonstandard information they receive from another entity into a standard (i.e., standard format or data content), or vice versa. (Rights)

The type of information that is covered by HIPAA is called PHI. PHI’s are information that is considered individually identifiable health information. This is information that, including demographic data that relates to

* the individual’s past, present or future physical or mental health or condition,
* the provision of health care to the individual, or
* the past, present, or future payment for the provision of health care to the individual.

# Current IT Environment

## Hardware

Currently their IT infrastructure in terms of hardware only consists of Barbara’s MacBook pro and a HP printer that they have. The laptop that Barbara uses looks like a newer laptop that is in good condition however, in order to minimize data loss, it would be important for SOS to buy a portable hard drive in order to back up the data that is currently on her laptop. Barbara did not mention this but it is possible that many of the employees in the organization bring their own computers from home.

**4.2 Software**

In terms of software for the organization it still seems to be limited. Barbara’s MacBook pro is running the latest version of OSX and their website is currently running on WordPress. Barbara has mentioned that SOS would like their website to stay on WordPress. It should be noted that during our audit we did not find any antivirus software on Barbara’s computer. In order to keep the information that is currently on their computer safe there needs to some sort of anti-virus software on the computer.

**4.3 Staff IT Skills/Training**

When it comes to skills and training, none of the staff have much experience when it comes to Information Technology. However, they do have an IT guy named Chris who is the CEO for a company named mobileserve.org. There is a high likelihood that he is the one who set up their REDcap system. If this would be the project chosen, then there would be high likelihood that they would be able to update and support the system that would be implemented.

**4.4 IT Budgeting and Spending**

There is no IT budget currently for this organization. If a new system were to be implemented, then I believe that there would be no problem for the organization to implement a new budget. It should be noted that it would be better that if the costs of the system be minimized as much as possible. This is an organization that has a minimal budget already so any new expenses should be avoided.

# Envisioned IT Capabilities

## Leadership’s Vision

Member of SOS have come up with some areas within their IT infrastructure that they would like to see improved and changed. They are more advanced in terms of their IT infrastructure than most small nonprofits however there are some areas that can be improved. They would like to move most of their data that they do collect into a database. Currently they do have databases where they store their data so most of the information that they do have is stored either on paper or on their REDcap database.

Their first concern is automating the pdfs that they create into a database. Currently when a volunteer signs up or a patient wants to submit an application to be a patient they fill out a form on the soslouisville.org website and then a pdf is saved. SOS then needs to physically print out the pdf and review the application. This means that there is a huge stack of paper full of volunteer applications and patient applications. This is a major issue because this means that data can be lost be just simply losing a piece of paper.

Another concern that they currently do not have an option in their REDcap database for the transgender community. In their REDcap database they only have the option for either male or female. They would like the option for either trans male or trans female. They also would like in their database to have their proper gender pronoun as well. Their goal is Healthcare for all without bias.

HIPAA compliance is of the utmost importance when it comes to SOS. It is important that patient information does not get exposed to the wrong people. This is why certain databases cannot touch each other. Failing to be HIPAA compliant can cause fines or other legal action. Since this is a small nonprofit any sort of fines or legal action can cripple their organization.

## Top 10 Technology Issues

**1. The need for a Donor Database**

Surgery on Sunday does not currently have a database were all past donors are listed. SOS needs this database to contact these donors so they contact these people for future donations. Doing this would increase the amount of donations that they currently receive due to the fact that these donors would be more likely to donate more money. A good place to start on the database is the excel spreadsheet from give Louisville, it currently has 88 names on the list.

**2. The need for a Physician database**

SOS needs a database of medical professionals willing to provide pro bono services for their organization. They currently do not have a database containing a list of medical professionals.

**3. The need for a Clinical database**

SOS is currently in need of a database of anyone associated with the organization that are medically certified professionals. These can include doctors, nurses, anesthesiologists, and medical interpreters.

**4. The need for a Nonclinical database**

SOS is currently in need of a data of non-medical professionals. These can include volunteers, administrators or anyone else that is associated with the organization.

**5. The need to keep the contents of the patient and physician databases separate.**

In order for SOS to be HIPAA compliant they need to make sure that their patient and physician databases do not touch.

**6. The need for automatic updating of events of the physician database (such as automatic matching of physicians to patient based on the patient-need). Databases cannot touch for integrity reasons; event has to be created that handles this event.**

SOS needs the physician database to automatically update their events. They also need the database to match patients with doctors that can treat their condition. Other types of needs that the patient may have is the language that they speak. Over 70% of patients that SOS treats are Spanish speaking only, so this means that they will need a medical certified interpreter present.

**7. The need to map the databases into WordPress.**

The databases that are created need to mapped into SOS’s WordPress website. One reason is when a volunteer signs up or a patient signs up to receive help that information will automatically update in the database.

**8. The need to accommodate transgender patients in the database without corrupting the existing data.**

Within their current database of patients, they currently do not have an option for selection of gender for transgender patients. It currently only has the option of either male or female. This is crucial information that physicians need to know. The reason why SOS has not added this option is because they are worried that this would corrupt the data that is currently in their database. Possible options to add are options for trans male and trans female.

**9. The need to send alerts to SOS automatically that is triggered when a new volunteer is created in the database.**

When a new volunteer is added to the database SOS would like for a notification to be sent to notify that a new volunteer has been created. This can be done either by email, text message or another form of communication.

**10. The need for a fundraising campaign for donor efforts.**

In order to raise money for their organization SOS needs to host fundraising campaigns. In order to get people to these fundraising events SOS also needs the donor database to be up and running. These fundraising events are crucial for donations.

# Closing the Gap

## Create relational databases that interact with REDcap

My recommendation is to create relational databases that interact with REDcap. These relational databases include the physician, donor, clinical and non-clinical databases. My recommendation for the database suite that should be used is to use MYSQL. MYSQL is a lot like SQL as far as syntax goes but the only difference is some minor syntax differences and the fact that MYSQL is open-source. Since SOS wants to continue to use WordPress for their website MYSQL would be the best option because WordPress already has integration tools included to sync the WordPress databases with the MYSQL databases.

The goal of these databases is to make sure that there is no data loss within the organization, to eliminate the amount of paper work that is involved within the organization and to have all of the data in a central location. The way that these databases remove data loss within the organization is because it removes the possibility of the data being loss since most of the data is on sheets of paper. Some of the ways that the data can be loss is simply losing the sheet of paper, misplacing it or any other sort of damage.

These databases also eliminate the amount of paperwork that is currently plaguing the organization. Most of the current processes take place using old fashioned pencil and paper. There could be a lot of this work eliminated by just creating these databases. For example, when someone wants to volunteer they have to print out a form and then mail into SOS. This not only increases the amount of time before the data enters the system and it increases the amount of effort to get the data into the system. Under the current system you would have to manually enter each volunteer’s information for each volunteer. This process can become very tedious the longer it goes on.

The last goal is that all of the data within the organization would be in one central location. This would be beneficial so that the data would be easy to find whenever they would need to view it or retrieve it. Currently with the pencil and paper model they are currently using they are mostly storing it in filing cabinets. This means that they have to manually search the documents in order to find a volunteer’s information.

It is important to note that the databases will be created using the relational database model however, it is important to note that the physician and patient database cannot touch for integrity reasons for HIPAA.

## Create backups for all of the data

When doing the technology audit we noticed that there was no method that they were using to backing up their data. This is very important that SOS backup their data so that if they were to lose some of their data or Barbara’s hard drive were to fail there would be no interruption of their business processes. There are many option in terms of backing up data for SOS. One option would be to either have a physical hard drive that they would backup to or backup their data to the cloud. There are many advantages and disadvantages to either backup methods and the advantages and disadvantages will be discussed.

Storing the backups on an external physical hard drive has its many advantages and disadvantages. One clear example is that backups will be very easy, cheap and fast. The backups will be easy because all they require is that they are plugged in and especially on Mac when you set up the hard drive with Time Machine then the backups will automatically start. The backups will be cheap as well because an external hard drive only costs about 60 dollars. They will also be very fast because data transfer speeds via USB will be much faster than uploading to the cloud. The only disadvantages to using an external physical drive is that they can fail just like a laptop hard drive and the data will not be stored in a way that can be accessed anywhere.

Another way for them to back up their data is to store the data on the cloud. This method can be cheaper in the long run however in the long run they will be more expensive. This is why I suggest that SOS Louisville back up their data to a physical external hard drive rather than storing the information in the cloud.

## Email alert system for new volunteers

Another recommendation I have for SOS is that they implement a system that would send an email every time a new volunteer is added to their database. If SOS Louisville where to keep their WordPress website, then there would be plenty of WordPress plugins that they could install on the website in order to automate this process. There may be some database triggers that may have to be written in order to get this process to work correctly but it should not be something that is within the realm of possibility.

One possible plugin that could be added to the website in order to automate this process is a plugin called Participants Database. It allows you to create forms on the website and then it sends email notifications whenever a user edits a field. There may be some short codes that can be written on WordPress in order to fully customize this. I would consider email to be the best form of notification because it tends to be the most reliable notification system and having text message notifications can be very invasive.

## Automate creation of volunteers and physicians into database

One of the biggest things that SOS Louisville can do in order to automate their data entry is to automate the creation of volunteers and physicians into the database when they sign up. Under the current system in order for a volunteer or a physician to sign up they have to print out a form on the website, fill it out and then mail it into SOS Louisville. If they were able to automate the process it would save them a lot of time. There are many ways that this can be implemented and will be discussed.

One way you can automate the process is to use the Participants Database plugin mentioned in the previous section 6.3. This plugin allows the admin to create customizable forms that the user can fill out. This is especially handy since a physician, and a general volunteer have very different forms of information that they have to fill out. Once these forms are filled out and submitted then they will automatically be added to the database. Doing this would eliminate all of the paperwork that SOS Louisville currently has to deal with.

Another way you can do this is to create your own MYSQL databases and link them to web forms on the website. Doing this would allow you complete control on how the forms would be set up and how the databases would interact with each other. This is especially important due to the fact that that the physician database and the patient database cannot interact with each other. It should be noted that choosing this option would be the most difficult option and the most time consuming.

My recommendation for SOS Louisville is to use the Participants Database plugin instead of manually creating your database and forms. Even with the HIPAA implications that may arise with relying on a plugin to make your databases and web forms it will still be better in the long run. This is due to the fact that building your own databases means that you are responsible for everything that goes on within the database and you are responsible for the maintenance of the database as well.

## Add transgender option for gender in database

This is the simplest thing that SOS Louisville can do to improve their data structure. Adding the gender option for transgender would allow the physician to have much more data about the patient. This is crucial information for the doctor to give the patient the treatment that they deserve. There are many ways to do this and they will be explained below.

One way to do this is under the gender option in the database is to add the option for transman and transwoman. This can be done by either having a string value of “transman” and “transwoman” or have a numeric value of 3 and 4 representing transman and transwoman respectively. Either way is perfectly acceptable however it could be confusing to the person viewing the data of which numeric value means which, so it would be of better practice to use the string values.

Also another thing that needs to be addressed is the fact that the physician will probably want to use the proper gender pronoun. This means that in the database there will need to be an additional field indicating which pronoun they prefer. Possible gender pronouns include him, her, they and various other gender pronouns. Since there are many gender pronouns it would be better to only 4 fields. Meaning that you should have only the options of him, her, they/they’re, and other. Other would indicate to the doctor that they should ask the patient what their preferred pronoun would be.

# Conclusions

In conclusion, SOS Louisville has a lot of work to do before they can get to where they need to be. They do have a lot of things going for them. One thing going for them is the fact that they have a CEO of a mobile application company on their team. This means that they have someone in their organization that would be able to help them with any technology problems that they may have in the future.

They also have a great organization with a great cause. One example of this is when Barbara invested 140 dollars into social media marketing and was able to raise 7000 dollars for their organization. This means that once people learned about their organization they were more than willing to donate money to their cause. If SOS Louisville where to come with a social media marketing budget I believe that they could raise a lot more money for their organization. Their growth is only limited by the amount they are willing to grow and the amount of money they are willing to spend on social media marketing.

I feel that SOS Louisville does not have major problems within their organization just simple things that they can do in order to improve their business model. Most of their problems can be solved through backend development. They already have an attractive website that works and I think would be able to attract new patients and donors. SOS Louisville is a rapidly expanding nonprofit that will continue to see more growth in the future. If they do not fix their backend problems right now, then it will greatly limit their growth.

# Appendices

## Basis of Analysis

When analyzing an organization whether it be a for-profit or a non-profit organization it is important to apply the same business theories to each organization. A for-profit organization runs really similar to a non-profit organization. They both have to have a budget, they both have to market and they both have to stand out in the marketplace. These are just a few ways that they are similar. The best model to analyze a business is to use Porter’s Five Forces. Porter’s Five Forces include Bargaining Power of Customers, Bargaining Power of Suppliers, Threat of New Entrants, Threat of Substitutes and Competitive Rivalry.

First I would like to discuss Competitive Rivalry. The only rivals that SOS Louisville has is SOS Lexington. So when a patient is looking for a low cost medical procedure they will be looking at either SOS Louisville or SOS Lexington. Since the patient is low income it is most likely that they will go to the organization that is closer to them. If SOS Louisville already has all of their slots filled, then it is possible that the patient will try to go to SOS Lexington. With all of being considered I would consider the Competitive Rivalry to be low.

Next I would like to discuss the Threat of Substitutes. The only substitutes in SOS Louisville’s Industry is SOS Lexington and going to a normal hospital. Most of SOS Louisville’s patients are not likely to go to a normal hospital to receive treatment due to their low income. So the only real substitute is SOS Lexington. I would consider the threat of substitutes to be low because the only other option is SOS Lexington and most patients are going to go to whichever organization is closer to them.

The threat of new entrants would be generally be considered low in this market. This non-profit is something that is region specific. If a new entrant wanted to do the same thing that SOS Lexington and SOS Louisville wanted to do, then they would most likely mover to another region.

The bargaining power of suppliers would be considered high in this market because SOS Louisville is reliant on doctors and other volunteers to contribute their services. They have to rely on whether a doctor or a volunteer actually wants to take time out of their busy schedules to help SOS. Even though the volunteers do these services out of the kindness of their hearts they still are reliant that there has to people who want to do these services.

Lastly, I would like to talk about the Bargaining Power of Customers. Even though I would not consider the patients at SOS Louisville to be customer I would still consider their bargaining power to be low. For most patients this is their last effort or their only option in order to receive treatment. So in this scenario their bargaining power would be low.

From an organizational standpoint SOS Louisville is in a good position to achieve their organizational goals. In most areas in the five forces they are generally considered to be in a good position. The only area where they are not in their bargaining power over suppliers.

## Technology Inventory

**Hardware Display**

Graphics/Displays:

Intel Iris Graphics 6100:

Chipset Model: Intel Iris Graphics 6100

Type: GPU

Bus: Built-In

VRAM (Dynamic, Max): 1536 MB

Vendor: Intel (0x8086)

Device ID: 0x162b

Revision ID: 0x0009

Displays:

Color LCD:

Display Type: Retina LCD

Resolution: 2560 x 1600 Retina

Retina: Yes

Pixel Depth: 32-Bit Color (ARGB8888)

Main Display: Yes

Mirror: Off

Online: Yes

Built-In: Yes

**Hardware Overview**

Hardware:

Hardware Overview:

Model Name: MacBook Pro

Model Identifier: MacBookPro12,1

Processor Name: Intel Core i5

Processor Speed: 2.7 GHz

Number of Processors: 1

Total Number of Cores: 2

L2 Cache (per Core): 256 KB

L3 Cache: 3 MB

Memory: 8 GB

Boot ROM Version: MBP121.0167.B17

SMC Version (system): 2.28f7

Serial Number (system): C2QRF0R2GKJG

Hardware UUID: 16987F80-5AD3-5E8A-B32F-0919B1C6CCB7

**Hardware Printer**

Printers:

Deskjet 3050A J611 series:

Status: Offline

Print Server: Local

Driver Version: 2.0

Default: Yes

System Printer Sharing: No

Shared: No

URI: dnssd://Deskjet%203050A%20J611%20series%20%5BEF5199%5D.\_ipp.\_tcp.local./ipp/printer?

uuid=1c852a4d-b800-1f08-abcd-441ea1ef5199

PPD: HP Deskjet 3050A J611 series-AirPrint

PPD File Version: 2.0

PostScript Version: (3010.000) 0

CUPS Version: 2.1.0 (cups-435.2)

Scanning support: Yes

Scanning app (bundleID path): -

Scanning app version: -

Scanner UUID: 1C852A4D-B800-1F08-ABCD-441EA1EF5199

Printer Commands: none

CUPS filters:

image/urf: processed in printer

Fax support: No

PDEs:

**Hardware Storage**

SATA/SATA Express:

Apple SSD Controller:

Vendor: Apple

Product: SSD Controller

Physical Interconnect: PCI

Link Width: x4

Link Speed: 5.0 GT/s

Description: AHCI Version 1.30 Supported

APPLE SSD SM0128G:

Capacity: 121.33 GB (121,332,826,112 bytes)

Model: APPLE SSD SM0128G

Revision: BXW1SA0Q

Serial Number: S29BNYAGA95012

Native Command Queuing: Yes

Queue Depth: 32

Removable Media: No

Detachable Drive: No

BSD Name: disk0

Medium Type: Solid State

TRIM Support: Yes

Partition Map Type: GPT (GUID Partition Table)

S.M.A.R.T. status: Verified

Volumes:

EFI:

Capacity: 209.7 MB (209,715,200 bytes)

BSD Name: disk0s1

Content: EFI

Volume UUID: 0E239BC6-F960-3107-89CF-1C97F78BB46B

disk0s2:

Capacity: 120.47 GB (120,473,067,520 bytes)

BSD Name: disk0s2

Content: Apple\_CoreStorage

Recovery HD:

Capacity: 650 MB (650,002,432 bytes)

BSD Name: disk0s3

Content: Apple\_Boot

Volume UUID: E313FDDB-0503-3DFB-8066-39E35B596F05

**Software**

Software Overview

Software:

System Software Overview:

System Version: OS X 10.11.6 (15G1108)

Kernel Version: Darwin 15.6.0

Boot Volume: Macintosh HD

Boot Mode: Normal

Computer Name: Barbara’s MacBook Pro

User Name: Barbara Martin (barbaramartin)

Secure Virtual Memory: Enabled

System Integrity Protection: Enabled

Time since boot: 11 days 19:36

Notable Software Applications

* Microsoft PowerPoint
* Microsoft Excel
* Microsoft Word
* GoToMeeting

## Top 10 Technology Issues

The top 10 Technology Issues were issues that Barbara from SOS Louisville addressed as her concerns for their organization going into the future.

## IT Budget/Spending Documents

Currently there is no budget set aside for their IT infrastructure. I am assuming that if a new system that were to be proposed that would require an annual budget that they could make it happen.

**8.5 Works Cited**

Rights, Office for Civil. *hhs.org*. 17 January 2013. 4 December 2016.

Cash, James I.. “Corporate Information Systems Management” from CORPORATE INFORMATION SYSTEMS MANAGEMENT: THE CHALLENGES OF MANAGING IN AN INFORMATION AGE, (MCGRAW-HILL COMPANIES, INC. – BOOKS, 1999) /5 ed. Pp. 60-87, 547-561 [43pages] ISBN: 9780072902822

Morgan, Gareth. Images of Organization. Beverly Hills: Sage Publications, 1986. Print.