IT Strategic Assessment Report

Patrick Warren
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Revision History

Date	Version	Description	Author
04/07/2018	1.0	Initial Creation	Patrick Warren
04/14/2018	1.1	First Draft	Patrick Warren
4/17/2018	1.2	Final Draft	Patrick Warren
4/18/2018	2.0	Final Revisions and Finished Assessment	Patrick Warren

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1. Executive Summary

Family Community Clinic (FCC) provides charitable health benefits to individuals and families in need who do not possess health insurance of their own. They have a few employees that they pay full-time, but most of their help comes from volunteers. This includes nurses from the University of Louisville and Spalding University. They also accept voluntary charitable donations from outside sources as well as patients who come to see them.

Given the number of patients that come through, they have an electronic health record system (EHR) called iSalus EHR, which was granted to them by iSalus. All patient information is stored in the cloud in accordance with HIPAA regulations. However, they have expressed that a new EMR system would be preferred over the existing system if possible.

Much like their patient software, they also have a volunteer application titled Volgistics, which is an online application that links to their website when a form is filled out for a new volunteer. Currently, their processes surrounding the volunteer process can be improved, one by consistently reviewing new volunteers and another by utilizing the Volgistics system to its fullest potential. By doing so, time and money can be saved, and more volunteers can be welcomed into the organization.

This document aims to create a well-defined assessment of their business processes and IT infrastructure and will determine how to best proceed in the future to create and/or build

upon their existing procedures. This document will break down the organization and

conclude with a recommendation for improving the organization's ability to achieve the

goals it has set.

2. History and Purpose

This section provides a brief, high-level description of the history and purpose of Family

Community Clinic.

2.1 History of the Family Community Clinic

Family Community Clinic is a non-profit organization, registered as a Charitable Health

Provider, or 501(c)(3) organization, established in May of 2010 and began accepting

patients on January of 2011. They operate out of the lower level of the Parish Offices of St.

Joseph Catholic church in Louisville, Ky and have done so since inception. The main goal

of Family Community Clinic is to provide the best medical assistance possible to patients in

need of service who do not own health insurance.

The basement that they operate out of is relatively small, however they utilize the space very

well with four rooms available for patients, single triage room, and a single room for all lab

work. They also have a few rooms set aside as offices. New offices are being built above

ground near the Parish Offices that will expand the space, increase the number of exam

rooms to seven, provide a pharmacy room, and in the future will have rooms that will offer

dental services. This new floor plan allows for expansion of network services throughout the

building.

One of the founding members, George Fischer, a well-known Louisvillian philanthropist,

took it upon himself and a few others to establish this organization to help others. Roughly 12 percent of individuals in Louisville were uninsured at the time which equates to about 90,000 people, according to the Greater Louisville Project. The call to action has resulted in over $1 million in free health care provided to the community.

Current Board of Directors

- Peter Thurman, MD - Chair

- Tara Clayton - Vice Chair

- Bev Beckman, RN - Secretary

- Elizabeth Paige, CPA - Treasurer

- Mary Lee Eady, RN - Director

- Manuel Grimaldi, MD, Director

- Laura Chandler, Director

- Muhammed Babar, MD, Director

- Joanne Berryman, RN, Director

- Tonya York Dees, Director

- Gordon Brown, Director

- Father David Sanchez

- Tim Lange, FCC Counsel

- George Fischer, Past Chair

Current Full-Time Employees

- Becky Montague – Executive Director

- Gloria Forsythe – Assistant to The Executive Director

- Juanita Richardson – Clinic Manager

- Barb Dowling – Nurse

- Fabi Rodezno – Volunteer Coordinator

- Katie Cameron – 1-year contract

2.2 Purpose of the Family Community Clinic

Family Community Clinic's main goal is to provide those individuals and families in need

free healthcare who can either not afford it themselves or are otherwise uninsured. The type

of healthcare provided mainly focuses on treating acute, episodic illnesses as well as

provides wellness education. The latter is used as a preventative to keep from becoming ill

more often. They understand the basic right that every person should have health care and

should not be turned away for financial reasons or any other.

To provide this best healthcare possible, they operate on an extremely lean budget. Including

IT related expenses such as their volunteer database software Volgistics, there are six paid

full-time employees all covering distinct aspects of the organization ranging from Executive

Director to Nurse to Volunteer Coordinator. All other help is strictly from volunteers,

including parishioners, college students, and any others who may possess some form of

medical degree.

If the scope of work is beyond the care that Family Community Clinic can provide, such as

major surgeries, they will coordinate with other free healthcare organizations in Louisville to

get the assistance needed to treat the patient correctly and affordably. Some organizations that FCC partners with are Surgery on Sunday Louisville or the Family Health Centers of Louisville. By creating these partnerships with other non-profit organizations, they can successfully provide treatments at no cost to the patients.

3. Management and Business Processes.

3.1 Recruit Volunteers

Recruiting volunteers is absolutely needed for the organization to keep running smoothly. Their main form of recruitment comes from nurses at Spalding University who have either just graduated or are currently taking classes and need experience in the field to fulfill credits, most coming from the latter pool. According to Spalding University, their graduate Master of Science in Nursing degree requires students to fulfill 25 hours of community service, or Service Learning as they call it. A close partnership between Family Community Clinic and Spalding University is beneficial for both parties involved. Along with Spalding University, they also receive volunteers from the University of Louisville as well as professionals currently established in the industry.

3.2 Register New Volunteers in Current Volgistics System

If you would like to volunteer for Family Community Clinic, it is very easy to do so through their website. Simply navigate to their website which you can find through a quick Google search, go to the Volunteer page, and you can click a button to register. Volunteers can register as an Adult Provider, Behavioral Health Provider, Pediatric Provider, Registered Nurse, Front Desk Clerk, Interpreter, Lab Tech, or Scribe. There is a section that provides a description for each volunteer to help you more easily decide how you would fit.

There is a form online to fill out that asks various questions for you contact information, your availability, where you'd like to be placed, any qualifications you may have, and your current employer for reference. The information taken in immediately gets forwarded to their Volgistics (online volunteer management system) account at www.volgistics.com where it waits in standby for a coordinator to approve or disapprove the new volunteer. Volgistics can then be used to group volunteers by type, gender, age, etc., as well as send out emails and schedule times when volunteers should be there. This system of taking in new volunteers (or one that is similar) is crucial for FCC. Without it, they could only take walk-ins and phone calls for volunteers which could account for a lot less volunteers in total.

3.3 Manage, Schedule, and Contact Volunteers

After volunteers have signed up, they are then reviewed, processed, and stored in the Volgistics database by an FCC coordinator and afterwards can then use them anytime an opening is available for daily operations (barring scheduling conflicts by the volunteers), can be contacted by the system administrators, and can be assigned tasks from Volgistics. From here, they can select certain or all volunteers and send out emails asking for times they may be available if they need assistance. Volunteers even have the ability to clock in and clock out of this system if they want an exact timesheet sent to them from FCC.

The setup they currently have with the online volunteer database is functioning correctly, but they may be understaffed or otherwise restricted by daily operations. Everything involving volunteers runs through Fabi Rodezno, Volunteer Coordinator, and one of the full-time staff members at FCC and the main administrator of Volgistics. Though they pay for

Volgistics monthly for volunteers, they are currently not using it to its fullest potential.

3.4 Process Patients Through EMR

Being a clinic, it is essential for them to be able to track and document the care being given

to patients either by hand or by the use of an Electronic Medical Record system (EMR).

Currently, they are utilizing iSalus as their EMR, which was gifted to them by iSalus

Healthcare. iSalus provides accurate record keeping of physician and patient during visits,

can be used to request lab work and/or medicine from the pharmacy, and keeps an accurate

record of how much the visit costs. The last part is essential for their grant process in

receiving funding for their operation. Training for the iSalus EMR comes strictly on-site

from individuals who are well-equipped to use it, however some individuals volunteer less

often and must be retrained more often.

3.5 Donations

Family Community Clinic operates solely on donations from the community and grants

from the government. In order to keep their operation running, they must reach out for help

with donations and they need to document daily processes in order to successfully write an

awarded grant. Currently, you are able to go on their website and donate however much you

want which goes through their PayPal account. You can also send in a check to their facility

or donate in person at their office.

Along with monetary donations, they also welcome and receive software and hardware

donations from different companies. Microsoft Office 365 is a free product that Microsoft

has allowed them to use as a non-profit organization. Many of their desktops and monitors

have been donated wiped clean and repurposed for them by Baptist Healthcare here in

Louisville, Ky. Any old equipment that Baptist is going to decommission, they have the

ability to donate to non-profit organizations in Louisville. With these types of donations,

FCC has been able to successfully operate their organization on a very tight budget.

4. Current IT Environment

This section provides a full description of their IT environment as it stands, including

software, hardware, security, their network configuration, any skills and training of the staff,

and budgeting information.

4.1 Hardware

The current hardware configuration at Family Community Clinic is fairly straight forward.

They have ten desktops used in the office for daily operations – one for the front desk, one

in their storage room off the right of the front desk, one in each of the four exam rooms, one

in the triage room, one in the lab room, and two more in the back office. All of these have a

monitor connected to them and have a network cable plugged directly to their network

switch in the waiting room, a server, and a router. The complete list is as follows:

Donated Hardware

- 11 Desktop PCs – All running Windows 10 Pro. 10 used for office, lab, triage, and exam
  use.

- 11 Monitors– All HP; 10 used for each desktop. One used for camera at front desk.

- 1 Cisco 2960-X Series 48-Port Gigabit Power over Ethernet Switch.

- 1 HP LaserJet Pro 500 color MFP M570dn.

- 1 Black and White Printer (Generic)

Purchase Hardware

- 1 Dell Laptop with a 3-year warranty – Used for Becky Montague (Executive Director).

- 1 Dell docking station – Used for the Dell laptop.

4.2 Software

Family Community Care needs certain software to operate and they have obtained just that. First, their EMR system iSalus was donated to them for use by iSalus Healthcare, a software company that has developed a highly efficient and integrity driven application that puts large focus on the patient. They have catered their software to different focuses, such as dermatology, gynecology, addiction medicine, surgeries, and much more. FCC would fall under the County Health Services, as it is the one that most closely relates. They use iSalus in every encounter with patients on a daily basis and it is the main way they track patient data. iSalus is installed and can be accessed on all desktops in the facility and uses only one password. Also, iSalus is installed on their main network server attached directly to their switch. Users can then access the iSalus application through this network server, thus the use of one password.

As well as iSalus, they also hold 30 licenses for Microsoft Office Standard Fair Market Value, which was donated to them, as well as 30 licenses for Microsoft Office Standard that they bought themselves. These are used on all of the desktops in the facility as well as Becky's laptop. They also hold 12 licenses of Microsoft Windows Pro, both 32 and 64-bit. These licenses all came pre-installed on the desktops and laptops in their possession. They have not put any password on the desktops, so security is a huge issue here, especially if they store any patient data locally.

The last application they utilize is Volgistics, an online software utility that is used to fully register and manage volunteers. Users register to volunteer by navigating to FCC's website and filling out a form. That information from the form gets posted to Volgistics application database which can then be used to fully manage the volunteers. They only need one license for this. For their email marketing strategy, they have purchased Constant Contact, an email system that will help grow your business by targeting the correct audience. If you would like to send an email out to your volunteers, you can customize the template it is sent out on in order to garner more volunteers.

Condensed List

- 12 licenses of Microsoft Windows Pro (32 and 64-bit).

- 30 licenses of Microsoft Office Standard – Fair Market Value (Donated).

- 30 licenses of Microsoft Office Standard – Bought through TechSoup.

- iSalus Application. One license. Installed on network server.

- Volgistics. Online application for volunteers.

- Constant Contact

4.3 Staff IT Skills/Training

Initially, the staff were trained to use iSalus up front by iSalus Healthcare which meant they had to be sent to a training facility. This cost them roughly $5,000 up front. Since then, veteran users of the software teach new volunteers how to use it. Of course, if they don't completely understand the software on the first go, others veteran users are there to help. All users are expected to know how to use Microsoft Office for basic functions, as well as how to navigate a Windows directory tree.

Many employees and volunteers have expressed a want to use OneDrive to store all of their files on, but that has not caught traction yet. This would add another level of security to files that would have originally been stored locally on a non-password protected device. Travis is the main person who has oversees all functions regarding IT related services, such as the software licenses obtained, the hardware obtained, and the network that was built.

4.4 IT Budgeting and Spending

Family Community Clinic has done very well in reaching out asking for help in the form of grants and donations when it comes to their IT infrastructure. Almost 95% of the infrastructure they have has been donated them; Becky's laptop and the Microsoft Office licenses are the only items they have purchased themselves thus far. Some items they pay for are the Volgistics application, Microsoft Office licenses, and Becky's laptop. Please see below for the broken-down list of purchased and donated IT:

Planned Annual Expenses

- Volgistics Application: $40 per year.

- Constant Contact (email: $400 per year.

- Roughly $13,000 worth of new IT. This includes hardware, software, networking infrastructure, new software licenses for Microsoft Office, an external hard drive, and a battery backup.

- Total: **$13,262**

Grant Award

- Microsoft Office Standard Fair Market Value Licenses: **$17,640**

Special Gifts or Donations

- Donated hardware:

- o 11 HP Desktops at $350 each. Worth $3,850 in total. Donated by Baptist Healthcare.

- o 11 Dell Monitors at $150 each. Worth $1,650 in total. Donated by Baptist Healthcare.

- o 1 Cisco 2960-X Series 48-Port Gigabit Power over Ethernet Switch at $560. Donated by Steve Kendra.

- Total: **$6,060**

In-Kind Donations

- Travis Hunter has donated is time and expertise at $125 per hour, 5 hours a week.

- This totaled to $32,500 per year.

- Microsoft Office 365 has been donated. Worth $990.

- Total: **$33,490**

Other Sources

- iSalus Healthcare donated iSalus EMR.

- o Starting price for bare minimum software is $149 per month per user. FCC only has one user account that they use.

- o Each claim/patient costs $0.50 to be entered into the system.

- o Estimate 12,000 patients per year.

- Total iSalus EMR is roughly worth **$7,788**

5. Envisioned IT Capabilities

This section provides a brief description of what the organization has planned or otherwise have proposed for their infrastructure in its current setting as well as its new location being built now. This will include any new hardware and software that they would like to have as

well.

5.1 Leadership's Vision

Family Community Clinic has been operating out of the same basement for many years now and they have done an incredible job. Against many obstacles, they have been able to survive in a market that has clinics spread all throughout Louisville already – seven main clinics and Family Health Centers, Inc has seven clinics of their own, bringing that total to fourteen.

As they look forward, FCC has started to carve out a section of space inside the Parish's Offices above ground that will basically triple their space, which allows for more patients to flow through and less wait times. The new space provides the increase from four exam rooms to seven and will introduce a dental clinic as well. Much like health insurance, many patients do not, or cannot afford dental insurance, and providing this service for free (or for donations) will attract more visitors. This will also provide the opportunity to bring on more volunteers.

Creating a new space means they will need more technology introduced. What they would like to purchase is another 48-port switch, another router, and will need to have an access point. They have a total of 48 drops in the new facility which includes 7 access points, 5 120-degree IP companies, 1 360-degree camera, and 35 network drops for ethernet plug-ins. Preferably, they would like a Cisco Certified Network Analyst to come in and completely configure their network at a reduced cost or no cost at all. Having it correct the first time is key, thus the need for a professional.

5.2 Top 10 Technology Issues

5.2.1 New Network Configuration in New Building

In August of 2018, FCC will be transitioning to the new building and as such will need to be completely configured by then. This means finding someone at low cost or who can donate their time and expertise to configure the new building. It also means finding the funding for all of the new equipment: Network router, modem, switch, and all cables, panels, access points, and cameras.

5.2.2 Information Security

All desktops in the office do not have a password on them which opens up the possibility of data theft and possibly HIPAA violations since any unauthorized users could possibly reach patient data. Each desktop, whether it is the same login or not, should have to be accessed via a password.

5.2.3 Lack of Knowledge with EMR

Apart from the initial training completed when the EMR was first purchased, many volunteers have a lot of trouble learning the system on the fly when they come to FCC. Typically, only 40 percent of what is taught will probably be absorbed by the users, thus the need for constant training onsite.

With this lack of knowledge in the system, patient data is frequently input incorrectly or not at all leading to more issues down the road if they return, as well as trouble receiving grants and/or funding in the future.

5.2.4 Network Closet Security

Their "network closet" is nothing more than switches and routers nailed into some wood boards in a cabinet that is not secured tightly. Even with a lock on it, the doors can still open slightly. In the new building, FCC should have an actual closet built that can only be accessed with a key.

5.2.5 Poor use of Volgistics for Managing Volunteers

They have a system in Volgistics that is made specifically for volunteers in which they pay for, however most of their volunteer processing is handled via Excel spreadsheet. This leads to many volunteers who sign up not being contacting for many months, or not at all. Better utilization of Volgistics to handle volunteer operations is preferred.

5.2.6 Consistent use of Software Across all Devices

If there is a desktop that is being used specifically for patients, that desktop should be password protected, have iSalus installed, Microsoft Office (whether Standard or Office 365, as long as it is the same across all hardware), and an internet browser that can go to either OneDrive or Box, whichever online cloud storage they prefer. There is a want to switch from Box (their current cloud storage system) to OneDrive.

5.2.7 Lack of Funding for Equipment

Currently a lack of funding for all of the network equipment needed in the new building.

5.2.8 Ability to Document Share

As mentioned, they would like to use OneDrive to share all documents amongst each other. As long as there is no patient data, this should be feasible, however there is a lack of interest to move to it. Files are currently stored on Box (online cloud storage similar to

OneDrive) or on the desktops themselves. A central location would be preferred.

5.2.9 *More Phone Lines and Faster Internet*

They need more phones within the office to handle the amount of calls the get each day.
Not only that, but faster internet is required if they want to keep patient wait times and
visit times down to a minimum since everything is online.

5.2.10 *Patient Scheduling and Reminder System*

There is currently no system in place to remind patients about the appointments at the
office. Housecall Pro is a free application that can be used to create appointments, send
out automatic reminders, and allow patients to schedule appointments online. This can
easily be implemented by FCC and utilized with high efficiency.

6. Closing the Gap

This section provides professional recommendations to Family Community Care's business
processes and ways they can improve.

6.1 Hire or Receive Volunteer Work from Cisco Network Professional to Network New Space

Since August 2018 is their open date for the new building, this needs to be their main topic
of focus until it is completed, preferably before construction is completed. While the walls
and ceilings are open and being worked on, it is a perfect time for someone to go in and wire
up the building to FCC's standards. If they can find a volunteer who can do just that, even
better. While searching for someone, they need to acquire all of the necessary equipment
need to start this work, focusing mainly on the extra network switch, a router, all access
points, and all IP cameras.

6.2 Use Volgistics for Everything Pertaining to Volunteers

Family Community Clinic pays for the system to be used and has integrated it into their website, so it would benefit them to use it to the fullest capacity. Understanding that multiple positions are held by employees inside FCC as well as outside the organization, finding an individual to maintain the volunteers would be beneficial. As stated, Volgistics can maintain all volunteers and their information, can request schedules from volunteers, set schedules, and send out mass emails. Managing everything on an Excel spreadsheet is actually hindering their ability to complete more tasks and is taking time away from the business and patients.

6.3 Better Training on iSalus EHR

Volunteers, veterans and rookies alike, need to receive better training on the EMR system. Inconsistency with patient data will likely cost the organization funding in the future and may hinder patient times in the future. If physicians and nurses consistently have to ask a patient over multiple visits their background, medical history, etc., it is going to waste time helping others in need.

One way to complete this is to have a sit-in with physicians and nurses to make sure they are filling out all of the information necessary, correctly the first time. This concept is to not belittle the knowledge of the professional, but to ensure accuracy. Another option is to print out forms that match the EMR system and fill those out. Later, the information can be entered into iSalus.

6.4 More Robust Network and Information Security

Network Security: It is highly recommended that the new facility has a network closet that

encloses all networking equipment behind a locked door (could be with a key or a number code needs to be input). Ensuring that no one is able to reach the networking equipment (including network server) will decrease the likelihood that organization or patient information is not obtained from unauthorized users.

Information Security: All desktops need to be password protected and should be signed out after a few minutes of inactivity. If logged in and information needs to be hidden, privacy filters can be purchased for monitor screens to only allow the user directly in front of the screen to see the information. There should not be any patient information stored directly on devices and should either be stored in a server specifically used for backups, or in a HIPAA certified cloud service such as iSalus.

6.5 Phone Tree

Becky Montague has expressed interest in an automated phone tree that will route phone calls to either specific employees within the organization, specific departments, are just a general line. The phone tree will give callers specific options to choose from that will direct them accordingly. This can be implementing fairly easily depending on the phone system they have. An application call PhoneTree can be used for free to direct callers to the correct department or individual, and it can be used to connect to the current EHR system they have to send out appointment reminders.

https://www.phonetree.com/

7. Conclusions

From where Family Community Clinic has started to where they have become, they have

done an incredible job. However, they still have much to get done before they become a more efficient organization, such as fully utilizing Volgistics to manage volunteers, effectively train volunteers to use iSalus correctly to ensure patient information accuracy and creating a phone tree system so the front desk assistant is not overwhelmed with phone calls.

They have provided free healthcare to over 12,000 individuals in the Louisville Metro area while receiving more grant monies and donations and keeping their costs down. FCC has reached out to students at Spalding University to help out at the clinic, as well as others within the industry.

8. Appendices

8.1 Basis of Analysis

The basis of analysis for Family Community Clinic's strategic assessment was to assess the baseline IT architecture from the bottom-up, given the upcoming move to a newer building and the need for more networking capability. Three aspects of IT were examined: IT Structures, IT Processes, and IT Tools. FCC is hoping to of course receive all hardware and software from donations, and a good portion of it will. Otherwise, they will need to pay for it. It will be managed by either Travis, another volunteer who has knowledge of the system, or both. They already have laid out what the new infrastructure should look like in the new building, but they need someone to come in to confirm and set it up – preferably a Cisco Network professional. They also have a complete list of all the existing hardware and software they currently own, but they may want to if there is anything else they need, such as extra cabling or more Windows operating system licenses for the extra desktops.

Their short-term goal is to reach an IT infrastructure that is feasible for the organization to operate. Internet may be a bit slow, not all licenses are on the desktops, but FCC can still operate without being completely hindered. Ideally, they would like to push infrastructure to the point where it is sustainable long-term, meaning all devices

8.2 Technology Inventory

Donated Hardware

- 11 Desktop PCs – All running Windows 10 Pro. 10 used for office, lab, triage, and exam use.

- 11 Monitors– All HP; 10 used for each desktop. One used for camera at front desk.

- 1 Cisco 2960-X Series 48-Port Gigabit Power over Ethernet Switch.

- 1 HP LaserJet Pro 500 color MFP M570dn.

- 1 Black and White Printer (Generic)

Purchased Hardware

- 1 Dell Laptop with a 3-year warranty – Used for Becky Montague (Executive Director).

- 1 Dell docking station – Used for the Dell laptop.

Condensed Software List

- 12 licenses of Microsoft Windows Pro (32 and 64-bit).

- 30 licenses of Microsoft Office Standard – Fair Market Value (Donated).

- 30 licenses of Microsoft Office Standard – Bought through TechSoup.

- iSalus Application. One license. Installed on network server.

- Volgistics. Online application for volunteers.

- Constant Contact

Name	FCC-FRONTDESK
Location	Front desk PC
OS	Windows 10 Pro 64-bit; Mini Tower
OS Serial Number	TY4CG-JDJH7-VJ2WF-DY4X9-HCFC6
CPU	Intel Core i5 @ 2.5 GHz
RAM	8GB DDR3
Motherboard	HP 1496
Graphics Card	Intel HD Graphics
Monitor	Dell E2211H (1920x1080@60Hz)
Storage	120GB Crucial SSD
Optical Drives	1 HP DVD
Audio	High Definition Audio
Security	Windows Defender
Uptime as of 3/30/2018	15 d, 13 h
Last Reboot	3/14/2018
Updates	Update checks everyday
Printers Connected	Facesheet Printer (192.168.0.219) (HP LaserJet 4200/4300) Front Desk (Default Printer) (192.168.0.219) (HP LaserJet 4200/4300) NPI024771 (HP LaserJet 300 ColorMFP M375nw)
Remote Desktop	Enabled
Network	DHCP 192.168.0.116
Peripherals	

Name	FCC-LAB
Location	Lab PC
OS	Windows 10 Pro 64-bit; Mini Tower
OS Serial Number	TY4CG-JDJH7-VJ2WF-DY4X9-HCFC6
CPU	Intel Core i5 2.5GHz
RAM	8GB DDR3
Motherboard	HP1496
Graphics Card	Intel HD Graphics
Monitor	Hanns.G Hi221 (1680x1050 @61Hz)
Storage	120GB Crucial SSD
Optical Drives	1 HP DVD

Audio	High Definition Audio
Security	Windows Defender
Uptime as of 3/30/2018	16d, 13h, 7m
Last Reboot	3/13/2018
Updates	Update Checks Everyday
Printers Connected	Epson42E512 (WF-3640 Series) (Offline)
	Epson88203C (Wf-2760 Series (Offline)
	EpsonE40614 (Workforce 545) (Offline)
	HP Laserjet 300 ColorMFP M375nw UPD PS (Offline)
	Front Desk (Default Printer) (192.168.0.219)
Remote Desktop	Disabled
Network	DHCP 192.168.0.105
Peripherals	

Name	FCC-OFFICE1
Location	Office PC
OS	Windows 10 Pro 32-bit
OS Serial Number	TY4CG-JDJH7-VJ2WF-DY4X9-HCFC6
CPU	Intel Core i3 @3.4GHz
RAM	4GB DDR3
Motherboard	Dell Inc.
Graphics Card	Intel HD Graphics
Monitor	HP LA2006 (1600x900@60Hz)
Storage	480GB Seagate HDD
Optical Drives	PLDS DVD+-RW
Audio	Conexant HD Audio
Security	Windows Defender
Uptime as of 3/30/2018	16d, 05h, 3m
Last Reboot	3/14/2018
Updates	Update Checks Everyday
Printers Connected	Epson42E512 (WF-3640 Series) (Offline)
	Epson82203C (WF-2760 Series) (Offline)
	EpsonE40614 (Workforce 545) (Offline)
	FCC Black & White Printer (Default) (192.168.0.4)
	FCC Copier Color Only (Offline)
	FCC Fax

	FCC Front Desk (192.168.0.219)
	SJ Copier (192.168.0.25)
Remote Desktop	Disabled
Network	DHCP 192.168.0.160
Peripherals	WSD Scan Device (Camera/Scanner)
	Store N Go (Portable Storage)

Name	FCC-OFFICE2
Location	Office PC 2
OS	Windows 10 Pro 64-bit
OS Serial Number	TY4CG-JDJH7-VJ2WF-DY4X9-HCFC6
CPU	Intel Core i3 @3.30GHz
RAM	4GB DDR3
Motherboard	HP 1497
Graphics Card	Intel HD Graphics
Monitor	HP LA2006 (1600x900@60Hz)
Storage	480GB Seagate HDD
Optical Drives	HP DVD-RAM SW810
Audio	Realtek HD Audio
Security	Windows Defender
Uptime as of 3/30/2018	16d, 5h, 13m
Last Reboot	3/14/2018
Updates	Update Checks Everyday
Printers Connected	Epson42E512 (WF-3640 Series) (Offline)
	Epson82203C (WF-2760 Series) (Offline)
	EpsonE40614 (Workforce 545) (Offline)
	Facesheet Printer (192.168.0.219)
	FCC Black and White (192.168.0.219)
	HP LJ300-400 Color MFP M375-M475 (Default - Printer, Copy, Fax) (USB)
	PaperPort Image Printer
Remote Desktop	Disabled
Network	DHCP 192.168.0.140
Peripherals	WSD Scan Device (Camera/Scanner)
	Store N Go (Portable Storage)

Name	FCC-ROOM1
Location	Exam Room 1
OS	Windows 10 Pro 64-bit
OS Serial Number	TY4CG-JDJH7-VJ2WF-DY4X9-HCFC6
CPU	Intel Core i5 2400s @ 2.5GHz

RAM	8GB DDR3
Motherboard	HP 1496
Graphics Card	Intel HD Graphics
Monitor	HP LA2006 (1600x900@60Hz)
Storage	298GB Toshiba SATA
Optical Drives	HP DVD
Audio	HD Audio Device
Security	Windows Defender
Uptime as of 3/30/2018	2d, 3h, 34m
Last Reboot	3/28/2018
Updates	Update Checks Everyday
Printers Connected	Epson42E512 (WF-3640 Series) (Offline)
	Epson82203C (WF-2760 Series) (Offline)
	EpsonE40614 (Workforce 545) (Offline)
	FCC Black and White (192.168.0.219)
	HP LaserJet 300 ColorMFP m375nw (Offline)
Remote Desktop	Disabled
Network	DHCP 192.168.0.151
Peripherals	WSD Scan Device (Camera/Scanner)
	Store N Go (Portable Storage)

Name	FCC-ROOM2
Location	Exam Room 2
OS	Windows 10 Pro 64-bit
OS Serial Number	TY4CG-JDJH7-VJ2WF-DY4X9-HCFC6
CPU	Intel Core i5 2400s @ 2.5GHz
RAM	8GB DDR3
Motherboard	HP 1496
Graphics Card	Intel HD Graphics
Monitor	HP LA2006 (1600x900@60Hz)
Storage	298GB Toshiba SATA
Optical Drives	HP DVD
Audio	HD Audio Device
Security	Windows Defender
Uptime as of 3/30/2018	16d, 13h, 38m
Last Reboot	3/13/2018
Updates	Update Checks Everyday

Printers Connected	Epson42E512 (WF-3640 Series) (Offline)
	Epson82203C (WF-2760 Series) (Offline)
	EpsonE40614 (Workforce 545) (Offline)
	FCC Black and White (192.168.0.219)
	HP LaserJet 300 ColorMFP m375nw (Offline)
Remote Desktop	Disabled
Network	DHCP 192.168.0.139
Peripherals	WSD Scan Device (Camera/Scanner)
	Store N Go (Portable Storage)

Name	FCC-ROOM3
Location	Exam Room 3
OS	Windows 10 Pro 64-bit
OS Serial Number	TY4CG-JDJH7-VJ2WF-DY4X9-HCFC6
CPU	Intel Core i5 2400s @ 2.5GHz
RAM	8GB DDR3
Motherboard	HP 1496
Graphics Card	Intel HD Graphics
Monitor	HP LA2006 (1600x900@60Hz)
Storage	298GB Toshiba SATA
Optical Drives	HP DVD
Audio	HD Audio Device
Security	Windows Defender
Uptime as of 3/30/2018	16d, 13h, 06m
Last Reboot	3/13/2018
Updates	Update Checks Everyday
Printers Connected	Epson42E512 (WF-3640 Series) (Offline)
	Epson82203C (WF-2760 Series) (Offline)
	EpsonE40614 (Workforce 545) (Offline)
	FCC Black and White (192.168.0.219)
	HP LaserJet 300 ColorMFP m375nw (Offline)
Remote Desktop	Disabled
Network	DHCP 192.168.0.117
Peripherals	WSD Scan Device (Camera/Scanner)

	Store N Go (Portable Storage)

Name	FCC-ROOM4
Location	Exam Room 4
OS	Windows 10 Pro 64-bit
OS Serial Number	TY4CG-JDJH7-VJ2WF-DY4X9-HCFC6
CPU	Intel Core i5 2400s @ 2.5GHz
RAM	8GB DDR3
Motherboard	HP 1496
Graphics Card	Intel HD Graphics
Monitor	HP LA2006 (1600x900@60Hz)
Storage	298GB Toshiba SATA
Optical Drives	HP DVD
Audio	HD Audio Device
Security	Windows Defender
Uptime as of 3/30/2018	15d, 22h, 31m
Last Reboot	3/14/2018
Updates	Update Checks Everyday
Printers Connected	Epson42E512 (WF-3640 Series) (Offline)
	Epson82203C (WF-2760 Series) (Offline)
	EpsonE40614 (Workforce 545) (Offline)
	FCC Black and White (192.168.0.219)
	HP LaserJet 300 ColorMFP m375nw (Offline)
Remote Desktop	Disabled
Network	DHCP 192.168.0.172
Peripherals	WSD Scan Device (Camera/Scanner)
	Store N Go (Portable Storage)

Name	FCC-RX
Location	RX Room
OS	Windows 10 Pro 64-bit
OS Serial Number	TY4CG-JDJH7-VJ2WF-DY4X9-HCFC6
CPU	Intel Core i3 2120 @ 3.3 GHz
RAM	4GB DDR3
Motherboard	HP 1497
Graphics Card	Intel HD Graphics
Monitor	Dell E198WFP (1440x900 @ 60hz)

Storage	465 GB Seagate SATA
Optical Drives	HP DVD-RAM SW810
Audio	Realtek HD Audio
Security	Windows Defender
Uptime as of 3/30/2018	2d, 21h, 0m
Last Reboot	3/27/2018
Updates	Update Checks Everyday
Printers Connected	Epson42E512 (WF-3640 Series) (Offline)
	Epson82203C (WF-2760 Series) (Offline)
	EpsonE40614 (Workforce 545) (Offline)
	FCC Black and White (192.168.0.219)
	HP LaserJet 300 ColorMFP m375nw (Offline)
Remote Desktop	Disabled
Network	"You are not connected to the internet"
Peripherals	WSD Scan Device (Camera/Scanner)
	Store N Go (Portable Storage)

Name	FCC-TRIAGE
Location	Triage Room
OS	Windows 10 Pro 64-bit
OS Serial Number	TY4CG-JDJH7-VJ2WF-DY4X9-HCFC6
CPU	Intel Core i5 2400s @ 2.5GHz
RAM	8GB DDR3
Motherboard	HP 1496
Graphics Card	Intel HD Graphics
Monitor	HP LA2006 (1600x900@60Hz)
Storage	298GB Toshiba SATA
Optical Drives	HP DVD
Audio	HD Audio Device
Security	Windows Defender
Uptime as of 3/30/2018	16d, 13h, 55m
Last Reboot	3/13/2018
Updates	Update Checks Everyday
Printers Connected	Epson42E512 (WF-3640 Series) (Offline)
	Epson82203C (WF-2760 Series) (Offline)
	EpsonE40614 (Workforce 545) (Offline)
	FCC Black and White (192.168.0.219)

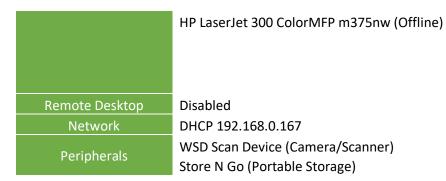|	
	HP LaserJet 300 ColorMFP m375nw (Offline)
Remote Desktop	Disabled
Network	DHCP 192.168.0.167
Peripherals	WSD Scan Device (Camera/Scanner)
	Store N Go (Portable Storage)

8.3 Top 10 Technology Issues

None

8.4 Strategic Planning/Visioning Documents

None

8.5 IT Budget/Spending Documents

IT Resource	Planned Annual Expense	Sources Other Than Planned Annual Expenses				Total	Notes
		Grant Award	Special Gifts or Donations	In-kind Donations	Other Sources		
Computing equipment acquisitions (PCs, notebooks, servers, printers, networking equipment, etc.)	$ -	$ -	$ -	$ -	$ -	$ -	
Software acquisition (applications, operating systems, utilities, etc.)	$40 Volgistics $400 Constant Contact	$ -	$ -	$ -	EMR unable to determine value	$ 16,770.00	
Software training class and/or sessions	$ -	$ -	$ -	$ -	$ -	$ -	
IT support personnel and/or IT operations personnel	$ -	$ -	$ -	Travis - IT $32,500	$ -	$ 32,500.00	$125/hr. 5hours week

IT services, including Internet access, web site hosting, and e-mail service	$ -	$ -	$ -	$990 Office365	$ -	$ 990.00	Website was a $1000 design setup payment and $550 one-time for 10yrs of hosting
New or special IT initiatives and projects, including services of IT consultants	$ 12,822.31	$17640 MS Office	$6060 Donated Hardware	$ -	$ -	$ 23,700.00	See Computer Equipment Sheet

8.6 Works Cited

1. "Index." Greater Louisville Project, www.greaterlouisvilleproject.org/.
2. "Family Community Clinic." Family Community Clinic, www.famcomclinic.org/.