



Technology Toolkit

Session 1

Presenters



Hosted by





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IT SOLUTIONS
WITH A 
SUSTAINABLE
FOOTPRINT

WH Consulting is an environmentally friendly firm providing sustainable computer support, IT services and training for PCs and Macs.

- Support and Training
- Network and Database Design
- Sustainable Office Solutions

What is Technology?

(Use of scientific knowledge to invent new devices or tools)



- Tools (Calculators, Computers, Devices)
- Methods and Skills (How we approach tasks)
- Processes (The way we perform tasks - faster, more accurate)
- For our purpose - tools designed to make our jobs
 - Easier
 - Convenient
 - Efficient
 - Safer
- Green or Sustainable (Environmentally friendly)

Types of Technology

Analog

- No software needed
- Examples
 - Clocks
 - TVs , CRTs
 - LPs or Records
 - VHS tapes
- Large, takes up a lot of space

Digital

- Need software to work
- Examples
 - Smart watch
 - HDtv, LEDs,
 - Ipod, mp3s
 - DVDs
- Smaller, Store a lot more

Access



Local

- Store data physically on your computer
- Single User at a time
- Limited access – from computer only
- Limited expansion takes up a lot of space
- Security (Single Point Access)

Remote

- Distributed Storage of data/Cloud based
- Multiple Users
- Access Offsite – Home, Backyard, or Beach
- Unlimited Expansion with out taking up space
- Security (multiple access points)

Equipment



Hardware

- Personal Computers (PCs)
 - Desktops
 - Laptops
 - Smart phones
- Other Devices/Peripherals
 - Printers/Fax Machines
 - Monitors
 - Mice/Keyboard

Software

- Operating Systems
 - Windows
 - Apple/Mac OS
 - Linux/Unix
 - Android
 - Apple iOS
- Applications/Apps
 - Standalone
 - Subscription/Cloud

Storage



Units

- 1 Byte = Unit of Data
- 1000 Bytes = 1 Kilobyte (KB)
- 1000 Kilobytes = 1 Megabyte (MB)
- 1000 Megabytes = 1 Gigabyte (GB)
- 1000 Gigabytes – 1 Terabyte (TB)

Documents/Photos

- 1 letter or number
- 1 Page (200-250 words)
- 75 pages/20 photos
- 75, 000 pages/500 photos
- 7 Million pages/50,000 photos

Before you select...



- What do you need to do
 - Store a lot of data
 - Share data with others (public vs private)
 - Take information on the road
 - Replicate tasks you already perform to automate or make more accurate
- When do you need it?
 - Take time to investigate



Requirements for Remote Access



- Internet (Hotspots, Internet Services)
- Hardware
 - Desktop (Stationary)
 - Laptop (Mobile)
 - Chromebook/Tablet/Smartphone
 - Web Camera/Microphone
- Software
 - Applications (Word-processing, Spreadsheet, Video Conferencing)
 - Apps (applications for smart phones and tablet)

What to buy?

- Windows/Mac
- Brand name vs Generic
- Other Options to consider
 - Compatibility
 - Warranties
 - Maintenance Agreements with purchase
 - Software Addons Necessary?



Where to buy?



- **Retailers (local)**
 - Microcenter
 - Best Buy
 - Staples
- **Retailers (online)**
 - Amazon
 - CDW
- **Nonprofit Solutions**
 - Techsoup – Hardware and software solutions
 - PCs for people
 - Dell/Apple for Nonprofits
- **Other Solutions**
 - Refurbished Certified



Challenges



- Costs – upfront/backend
- Training Required or Easy to Use
- Compatible with your client's solutions?
- Language Needs





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- Full-Service IT Sales and Support
- Managed Network Services
- vCIO and vCTO Services
- Cloud Services
- Helpdesk
- Phone Services

IT Maintenance

- Devices need TLC
- MTTF
- Patch, Update, Repeat
- Backup & Archive
- Test MTTR



Solutions for Remote Work

- What Do You Need?
- Basic Need – Files Services
 - Local Storage & Local Server vs Cloud
- Work Suites Local and Online / Cloud Based
- Microsoft Teams / Microsoft 365



Collaboration Tools for Remote Work

- Microsoft Teams
- Zoom
- GoToMeeting
- Slack
- Google Meet



VoIP Mobility Services

- Single Number Principle
- Location is no longer relevant
- VoIP – Nonprofit Village has VoIP with 8x8
- E911



Online Communication & Surveys

- Constant Contact, Mail Chimp, & MyEmma
- Survey Monkey, Survey Gizmo & Wufoo



Cybersecurity

- Internet Dangers
- Secure the Borders
- Secure Passwords
- Password Managers



Resources

- **Email Marketing Reviews**
 - <https://www.pcmag.com/categories/email-marketing>
- **FCC Cyber Security Planner**
 - <https://transition.fcc.gov/cyber/cyberplanner.pdf>
- **Stay Safe Online**
 - <https://staysafeonline.org/>
- **Have I Been Pwned?**
 - <https://haveibeenpwned.com/>





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