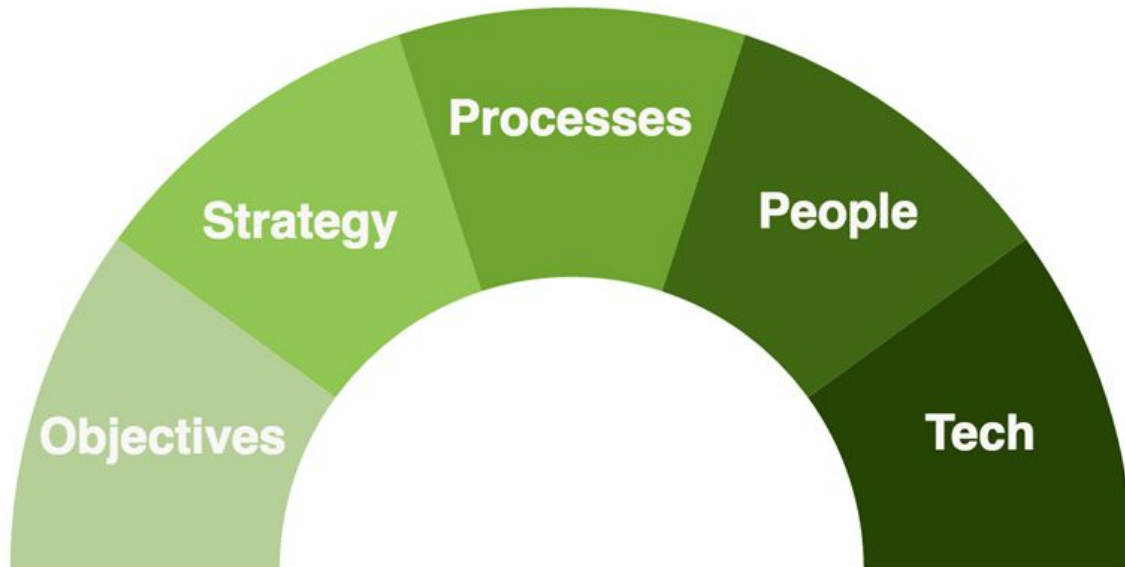# Preparing for a tech implementation?

Begin to understand your organization's readiness by considering the following questions

Objectives

Define the goals of your tech implementation

- ❏ Why is your organization considering a new technology implementation?
- ❏ What is the problem you are trying to solve?
- ❏ What are some of the questions you are trying to answer?
- ❏ What would a successful tech implementation look like for your organization?

Strategy

Plan for your tech implementation and consider what inputs are required

- ❏ How do you plan to implement the new technology?
- ❏ Do you have organizational buy-in for the tech implementation? Are the objectives clear to all relevant stakeholders?
- ❏ What resources are available? Consider budget, timeline, staff availability, and staff capacity in the short- and long-term. Is third party support required?
- ❏ How will you support the technology implementation and rollout? Who will oversee this and any required organizational change management?
- ❏ How will you support the technology in the long-term? What resources are available for maintaining, monitoring, and improving the system over time?
- ❏ How will the success of your technology implementation be monitored and evaluated?

Processes
Consider how your organization currently operates and what might need to change
- ❏ Do you have a clear understanding of your organization's current processes?
- ❏ Are the new technology options able to support your organization's current processes? Or will changes to your processes be required?
- ❏ Have you considered how you might implement any required changes to your processes? How can your organization successfully manage these changes?
- ❏ What assumptions about your processes must remain true for the technology to function as expected?

People
Understand who needs to be involved in the tech implementation and who will be impacted
- ❏ Who are the key decision-makers? Do they have the availability, organizational knowledge, and skillset to participate in the technology design and rollout?
- ❏ What is the technical capacity of your staff? What resources and training might be required to administer and support the new technology options?
- ❏ What are the infrastructure and tech resources already available to your staff? Do they have reliable access to the internet? Do they already own mobile devices?
- ❏ Does your organization need the support of a third party implementer or funder to manage the technology implementation?
- ❏ Who are the people involved in your organization's processes? How might they be impacted by the new technology options?
- ❏ Will technology users need to change their current behavior? If yes, how will this change be managed?

Technology
Consider which technology option best matches your organization's needs and capacity
- ❏ What are the requirements for your new technology? What needs and processes should it support?
- ❏ What are the different technology options under consideration? Which requirements do they satisfy? How do you plan to address any gaps in requirements?
- ❏ Are the technology options feasible and realistic given the objectives, strategy, process, and people considerations you've identified?
- ❏ Can the technology be adapted to match your organization's needs over time?
- ❏ What ongoing support is required for the technology option?
- ❏ Does your organization have the capacity to design, administer, and support the technology? Consider seeking third party support if necessary.

Questions for Vera?

Contact Julia Perlis | julia@verasolutions.org | verasolutions.org