

Time & Room	Session Title & Description	Session Objectives	Speakers
10:15  Noble A, B, C	<p><b>Technology Planning I</b></p> <p>For many nonprofits, strategic technology planning is like a sunny day in January—it rarely happens. In this two-part session, you’ll step through the strategic technology planning process – picking up valuable tools, resources and insight along the way.</p>	<ul style="list-style-type: none"> <li>• Understanding what and why of tech planning</li> <li>• Building planning team</li> <li>• Assessing current technology</li> <li>• Finding where technology supports your mission</li> <li>• Setting short-term and long term technology objectives</li> <li>• Understanding the current and future costs</li> <li>• Successfully implementing your plan</li> <li>• Evaluating the use of technology</li> </ul>	Frank Ordway Senior Consultant NPower  Sandra Greer Atlantic Street Center
10:15  Heritage	<p><b>A Technology Overview for Nonprofit Leaders</b></p> <p>This session explores how the technology landscape has changed in the last 10 years, its effect on non-profit agencies, and what’s on the horizon. All with an eye toward making the most of the opportunities and challenges ahead!</p>	<ul style="list-style-type: none"> <li>• Highlight technology developments of the past 10 years</li> <li>• Appreciate how technology changes have affected nonprofits</li> <li>• Understand what changes may be in store in the future based on current trends</li> </ul>	Clayton Beaudoin One/Northwest

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10:15  Meisnest	<p><b>Using the Internet to Deliver Your Mission</b></p> <p>Whether you serve survivors of violence, help meet critical needs of low-income families, or match children with potential adoptive families, the Internet may be a useful tool. This session will inspire you to consider innovative ways to use it - to deliver services, research issues, and access resources to help you accomplish your goals.</p>	<ul style="list-style-type: none"> <li>• Inspire new ideas of how to use the Internet at your agency</li> <li>• Become familiar with resources available on-line that could help better deliver services and mission</li> </ul>	Phil Klein Pen and Pixel
10:15  Lobby Lounge	<p><b>Fundraising for Technology: How and Where to Make your Case</b></p> <p>How do you get the cash you need to build and maintain a technology infrastructure? In this workshop, you'll find out what makes a solid tech funding proposal and learn how to turn it into the sweet word...Yes!</p>	<ul style="list-style-type: none"> <li>• Detail elements of a solid tech funding proposal</li> <li>• Know where to turn to get funding for tech proposals</li> </ul>	Lesley Mills, Director of Operations & Holly Reddell, Director of Development & Marketing Jewish Family Services
11:15  Noble A, B, C	<p><b>Technology Planning II</b> (continuation of Technology Planning I)</p>	<ul style="list-style-type: none"> <li>• See Technology Planning I</li> </ul>	Frank Ordway NPower

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11:15  Heritage	<p><b>An Emerging Technology Every Nonprofit Leader Should Learn about Subscription-based Computing</b></p> <p>Imagine your staff using the latest software without needing to upgrade to the cutting edge hardware. Learn what Application Service Providers have to offer your agency - and the right questions to ask before signing on the dotted line.</p>	<ul style="list-style-type: none"> <li>• Understand what an application service provider is, and the pros and cons of this model of software delivery</li> <li>• Learn about ASP's that provide software to the nonprofit sector</li> <li>• Learn what questions you need to ask of an ASP before you engage their services</li> </ul>	Kimberly Andrews Director of Web-Based Services, NPower
11:15  Meisnest	<p><b>On-line Donation Engines</b></p> <p>Is your agency ready to reap its share of the growing bounty in on-line giving? This workshop introduces on-line services that can help you set up a secure donations capability for your web site... and suggests criteria to use in choosing a service that meets your needs.</p>	<ul style="list-style-type: none"> <li>• Understand what's currently available through on-line services</li> <li>• Define the criteria relevant to choosing an appropriate on-line service</li> <li>• Become familiar with specific ASP tools that can assist a range of development activities</li> </ul>	Michael Beneke NPower

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11:15  Lobby Lounge	<p><b>Funding Technology Initiatives in the Nonprofit Sector</b></p> <p>Join this panel to hear first hand the challenges and realities funders face – and what they’re looking for in tech proposals. Panelists will include representatives from United Way and several well-known local foundations.</p>	<ul style="list-style-type: none"> <li>• Hear first hand what funders are looking for in technology proposals</li> <li>• Understand the challenges and realities funders are faced with</li> </ul>	<p><b>Facilitator:</b>                      Julia Kittross                      Executive Director                      Philanthropy Northwest</p> <p><b>Panelists:</b>                      Paul Shoemaker,                      Social Venture Partners; Molly Stearns, Seattle Foundation; Jaime Garcia, United Way of King County; Sarah Meyer, Microsoft</p>
1:30  Noble A	<p><b>Selecting an Automated Client Information System for Human Service Organizations – A Step-by-Step Guide</b></p> <p>Interested in implementing an automated client information system but don’t know where to start? This session will provide you with a recommended approach to identifying and selecting a system that supports your agency’s work. You’ll leave with a self-help guide and a list of software vendors that have designed products specifically for human service organizations.</p>	<ul style="list-style-type: none"> <li>• Understanding and documenting your agency’s best practice service delivery model</li> <li>• Developing software system requirements to support your agency’s best practice</li> <li>• Evaluating and selecting software vendors</li> </ul>	Joan Fanning NPower

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1:30  Noble B & C	<p><b>Visualizing the Big Picture</b></p> <p>Jump start your creativity and formulate a vision for the role technology can play at your agency. In this fun session, you'll literally draw out "the big picture" of what technology can mean to your agency - and learn how others have made the leap from vision to reality.</p>	<ul style="list-style-type: none"> <li>• Characterize your present technology as a metaphor</li> <li>• Share best practices and lessons learned with peers</li> </ul>	<p>Beth Kanter ArtsWire</p>
1:30  Heritage	<p><b>Learn from Experience</b></p> <p>The best way to learn is from experience. But who wants the pain? This panel of reps from local non-profit agencies will share technology success stories, lessons learned, and pitfalls to avoid.</p>	<ul style="list-style-type: none"> <li>• Gain insight from peer agencies</li> <li>• Identify common challenges</li> <li>• Learn what worked well for peer agencies</li> </ul>	<p><b>Facilitator:</b> Peg Giffels NW Federation of Community Organizations <b>Panelists:</b> Stuart Cohn, Friends for Life; Mark Usdane, Children's Alliance; Marianne LoGerfo, Northshore Senior Center</p>
1:30  Meisnest	<p><b>Getting on the Web</b></p> <p>It's 2001 and your agency doesn't have a web site, although it's on your agency's list of things TO DO. Sound familiar? This workshop will help you define your audience and suggest concrete steps and resources to help you get started.</p>	<ul style="list-style-type: none"> <li>• Identify the steps your agency needs to take in setting up a web site</li> <li>• Define your audience</li> <li>• Learn about resources for next steps</li> </ul>	<p>Amy Pearson Moxie Consulting</p>

Time & Room	Session Title & Description	Session Objectives	Speakers
1:30  Lobby Lounge	<p><b>Technology-enabled Evaluation</b></p> <p>You've written the proposal, received the funding and executed the program. Now it's time to report back to the funder. In this session, we'll cover trends and methods in evaluation – and explore on-line resources to help you conduct the evaluations you need.</p>	<ul style="list-style-type: none"> <li>• Unlock evaluation jargon</li> <li>• Outline steps in implementing an evaluation</li> <li>• Gain knowledge of on-line tools and resources</li> </ul>	Joni Tamalonis Program Evaluation Project Manager National CASA (Court Appointed Special Advocates)
2:30  Noble A	<p><b>Successfully Implementing an Automatic Client Information System in Your Agency</b></p> <p>(Note: this session builds on previous session related to selecting an automated client information system) In this session, you'll hear about a recommended approach to implementing a client tracking system in a human service organization. You'll also get tips on negotiating contracts with software vendors - and learn how to develop evaluation criteria to judge the success of the system you choose.</p>	<ul style="list-style-type: none"> <li>• Piloting a client-information system</li> <li>• Judging the success of the pilot</li> <li>• Implementing the client information system agency-wide</li> </ul>	Judy Davis Catholic Community Services
2:30  Noble B & C	<p><b>Know Your Software Options</b></p> <p>Overwhelmed by the burden of tracking data in Excel? Learn the pros and cons of buying a pre-built system vs. building one. Find out how to assess software packages and vendors -- and about future trends, such as hosted software.</p>	<ul style="list-style-type: none"> <li>• Identify the pros and cons of buying pre-built vs. building a custom program</li> <li>• Define the criteria your agency would use to assess software packages and vendors</li> <li>• Understand future trends in software development</li> </ul>	Beth Kanter Arts Wire

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2:30 Heritage	<p><b>Understanding Total Cost of Ownership</b></p> <p>When buying a car, the expense doesn't stop when you get the pink slip. Like car ownership, having a computer is far more costly than the initial purchase price. This session will help you understand the total price of technology ownership and provide you with tools to help you plan for it.</p>	<ul style="list-style-type: none"> <li>• Identify all the expenses that comprise the total cost of ownership</li> <li>• Learn ways to plan appropriately for the total Cost of Ownership</li> <li>• Utilize tools that help with projections</li> </ul>	John Smith NPower
2:30 Meisnest	<p><b>The Push and Pull of Attracting the Right Audience to your Web Site</b></p> <p>Build it and they'll come? Not likely. In this workshop, you'll learn how to define your audience, attract visitors to your web site, and turn them from sightseers into contributors, supporters and volunteers.</p>	<ul style="list-style-type: none"> <li>• Identify the steps your agency needs to take in setting up a web site</li> <li>• Define your audience</li> <li>• Learn about resources for help along the way</li> </ul>	Brie Gyncild WayWord Writing and Editing Services
2:30 Lobby Lounge	<p><b>How Does Your Agency Measure Up?</b></p> <p>The Technology Literacy Benchmarks for Nonprofit Organizations is a standardized guide that helps nonprofits assess their current use of technology - and plan for the future. Compiled by NPower, this tool empowers agencies to grapple with the challenges of technology – and come out ahead.</p>	<ul style="list-style-type: none"> <li>• Become familiar with Tech Literacy Benchmarks</li> <li>• Understand how to apply them to your agency</li> </ul>	Frank Ordway NPower

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3:30  Noble A	<p><b>Data Sharing &amp; Confidentiality: Practical Considerations for Client Information Systems</b></p> <p>How can your agency harness the power of client information software while respecting client confidentiality? A panel of experts looks at privacy policies and other issues.</p>	<ul style="list-style-type: none"> <li>• Understand privacy concerns facing human service non-profits</li> <li>• Learn what a privacy policy should include</li> <li>• Gain insight on current and future privacy regulation</li> <li>• Learn about possible technological solutions to privacy concerns</li> </ul>	<p><b>Facilitator:</b>                      Susan Lewis                      Project Manager                      City of Seattle,                      Human Services                      Department</p> <p><b>Panelists:</b>                      Roselyn Marcus,                      Lead Attorney &amp;                      Privacy Officer, WA                      State Dept. of Info.                      Services; Christine                      Hearth, Community                      Psychiatric Clinic;                      Phil Klein, Pen &amp;                      Pixel</p>
3:30  Noble B& C	<p><b>IT Staffing Puzzle</b></p> <p>Struggling with the challenge of how to meet your organization's tech support needs? This session covers different roles tech staff can play, skills to look for, and tools to help you assess your needs.</p>	<ul style="list-style-type: none"> <li>• Identify different IT roles needed at your agency</li> <li>• Outline the skill set for each IT role needed at your agency</li> <li>• Utilize an IT staffing tool to project future needs</li> </ul>	<p>David Holt                      Seitel Leeds &amp;                      Associates</p>

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3:30 Heritage	<p><b>Get a handle on Your Technology Using a FREE On-line Tool</b></p> <p>If your agency is challenged by how to track your technology infrastructure, you're not alone. This session explores a newly released, FREE, on-line tool developed by NPower to help you inventory your computers, software, network, IT staff know-how, and internet-related technology. Knowing where you are is key to planning for the future</p>	<ul style="list-style-type: none"> <li>• Understand the importance of an accurate hardware, software and technology know-how inventory</li> <li>• Learn how to utilize a tool that assists with the inventory process</li> </ul>	Jaime Green NPower
3:30 Meisnest	<p><b>On-line Program Design, Evaluation, and Data Collections Tools</b></p> <p>Great ideas are no longer relegated to the back of cocktail napkins. This workshop explores on-line tools and resources to help you design a new program, plan your evaluation strategy, and collect relevant data - all via the Internet!</p>	<ul style="list-style-type: none"> <li>• Basic understanding of language of evaluation</li> <li>• Steps in implementing an evaluation</li> <li>• Knowledge of on-line tools and resources</li> <li>• Data collection tools available on-line</li> </ul>	William Vesneski Director of Evaluation NPower
3:30 Lobby Lounge	<p><b>Partners in Human Services: A Dialog between Providers and Funders</b></p> <p>Interested in an open dialog among providers and funders about data-related challenges, opportunities and expectations? Representatives from the City of Seattle, King County and United Way will be on hand for a give-and-take discussion to address the issues on your mind.</p>	<ul style="list-style-type: none"> <li>• An open, facilitated dialog that uncovers opportunities and acknowledges challenges</li> </ul>	<p><b>Faciliator:</b> Joan Fanning, NPower</p> <p><b>Panelists:</b> Sadikifu Akina-James, King County; Joe Valentine , City of Seattle; Dianne Kuhn, United Way</p>