



Program
EXCELLENCE

Program Quality Standards

Digital & Technology Building Block

Digital & Technology Building Block

Our Digital & Technology quality standards relate to:



- **Planning** – including a technology plan and improvement
- **Hardware** – including different types of computer hardware
- **Applications, Data & Reporting** – including various technology applications, and capabilities
- **Risk Management** – including risk management and audit related to technology

Many building blocks have standards that may contain elements of technology. For standards related specifically to Program plans, financial systems and general standards on risk management, see the Planning & Financial Management Building Block.

Program Quality Standards

The Program Quality Standards are a tool to help Programs develop and grow. They were created with input from Programs in all Regions. The standards are for Special Olympics Accredited Programs, specifically for Program Leaders (Board and senior staff or volunteers). They enable Program Leaders to understand, manage, support and deliver activities to a high level of quality.

Using the standards:

The standards are grouped into 10 'building blocks'. Within each building block, most standards have three stages. Read them from left to right – starting with Stage 1 and moving in the direction of Stage 3.

You can use the standards to conduct a self-assessment, help set goals for your strategic and operational plans, track your progress and celebrate your growth.

You may also consider using the self-assessment tool we have created to help you identify what you have already achieved and develop an action plan for what you want to improve.



Digital & Technology	Stage 1	Stage 2	Stage 3
Planning	Program identifies technology needs in writing; needs are outlined in an annual action plan	Program has a structured multi-year plan for technology improvement	Board or technology advisory group meets at least once a year to review and approve technology strategy and plans
Hardware	Program has access to basic phone, computer, dedicated email, and internet connectivity	Program has phone, computer systems, email, and internet in place with consistent connectivity and availability	Program has a shared internal network that can be accessed by staff and key volunteers wherever they are
Applications, Data & Reporting	Program has basic office applications	Program has a shared electronic filing system for documents, photos, presentations, etc.	Program has capabilities that enable online information sharing, fundraising, marketing, social media, etc.
	Program uses spreadsheets or databases to manage data for competitions, athletes, partners and coaches	Program uses GMS or a similar databases to manage data for competitions, athletes, partners and coaches	Program uses GMS to manage data for competitions, athletes, partners and coaches
		Program tracks athlete engagement in non-sport Special Olympics activities	Program analyzes impact of athlete engagement over time
		Program has video conferencing capabilities (e.g. Skype)	Program has intranet for internal communication (within the Program)
	Program maintains spreadsheets or databases of all volunteers & family members	Program maintains a database of all volunteers & family members	Program tracks a history of job assignments/engagement for volunteers & family members
	Program has spreadsheet to track donor information and activity	Program has database to track donor information and activity	Program has a Constituent Relationship Management (CRM) that provides advanced tracking and analysis capabilities

Digital & Technology	Stage 1	Stage 2	Stage 3
Applications, Data & Reporting (continued)	Program submits annual census data in electronic format to Special Olympics	Program submits annual census/ accreditation data online to Special Olympics	Program uses surveys to gather and analyze data for Program improvement
Risk Management	Program has hardcopy back-up system and uses virus protection software	Program has a secure data storage and off-site back-up system	Program implements comprehensive information security measures and policies and runs regular technology audits