A Framework for Making Successful Technology Decisions

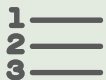| Framework Phases	Capacity Building Steps	Organizing Tools

Define and Rank Problems

Cast a wide net for pain points

Turn pain points into problem statements

Rank problem statements

- Reach out to as many people in your organization as possible
- Involve management and board in process and/or results

- Relate pain points to service and mission
- Apply risk management matrix

Develop Potential Solutions

Inventory current systems

Survey the marketplace

Prioritize

- Assemble team
- Educate decisionmakers
- Establish owner
- Vet options with subject matter experts

- Document all relevant systems in use
- Reach out strategically
- Identify tradeoffs
- Apply design thinking and/or systems engineering

Procure

Include team in process

Describe your systems and objectives clearly

Implement and Maintain

Establish roles for sustainability

Use RACI matrix to explain roles