

# Questionnaire for Determining Technology Strategies and Training

Name \_\_\_\_\_

Date \_\_\_\_\_

**Grab a notebook, some paper, a tape or voice recorder, whatever is required for your preferred mode of taking notes before you begin.**

**All the following questions need to be answered by interacting with your main computer. In addition any additional devices you use such as cell phones, blackberries, iPods, digital cameras, etc. should be handy.**

We will evaluate our current use of technology along a basic split: the **Personal Side** versus the **Stuff Side**.

For each side of the split we will consider three levels of thinking about that side: high, medium, and low. This will help us to see our current context and then to envision, strategize for, and realize better more empowered experiences with all our technology.

## **A. The Stuff Side**

The stuff side is just what it says; all the stuff we use in our daily personal and/or work lives. While the computer is the centre point around which technology revolves it should not be seen as the only thing we think of when we think of technology. Technology is anything humans have created that we use to bring value or novel experiences into our lives.

### ***High Level – technology of any kind above or beyond the level of your main computer***

1. List all the pieces of technology that are important to you and that you enjoy using
2. List all the pieces of technology that are important to you but cause you frustration, or you wish you could do without.
3. List any or all pieces of technology you are interested in learning more about, or you wish existed.

### ***Medium Level – technology at the level of your operating system(s) and computers***

Take a seat in front of your computer, turn on so you can explore it, and provide the following information:

1. List all the things you like about your computer, for example what you enjoy using it for. Think at the level of informal actions, not detailed procedures, such as sending email to friends or chatting on-line, making photo albums, downloading music, etc.
2. List all the things about your computer and how it works that frustrate you or you wish would work better or at least made more sense.

3. List all the things you wish your computer could do that it doesn't seem to be able to do now or at least what you haven't been able to get it to do.

### ***Low Level – technology at the level of applications or software***

1. List all the pieces of software you use that you enjoy using.
2. List all the pieces of software that you need to use but are sometimes or often frustrating to use.
3. List any software that you would like to use or learn more about, or that you wish existed.

## **B. The Personal Side**

The personal side involves the things you create with your technology or that are created for you; primarily your data (information) and other people's data that you have access to. This will include things you create above and beyond your data, such as your business or your social life. This side is where all the real value lies, even though we often spend more time, energy, and money in dealing with and even valuing the stuff side!

***Low Level – data stored on your or someone else's computer (on-line or on another computer on a network), BUT NOT INTENTIONALLY, or data apparently stored within applications such as bookmarks, contacts, etc.***

For every application you listed on the lowest level on the Stuff Side explore the application or software and determine what information is contained within it that is valuable to you. This includes all the on-line services you participate in such as social networking sites, newsletters you receive, email addresses in Gmail, etc. This will take the most time, but will also provide the most information with which to strategize. For your internet browser simply list 3 or 4 of your most visited websites, the search engines you like, etc. In all likelihood most of your time will be spent exploring your internet browser. Take your time and be reasonably thorough.

### **IMPORTANT AND CRUCIAL STEP!!!**

**As a side project, on a separate piece of paper, for every application and/or account you use that requires a username and password write this information down (we will take steps to keep this information secure, but don't leave this piece of paper lying around!). If you don't know this information simply write down the application name or account description and what you do remember. Please do not include information for on-line banking or any other passwords of a very sensitive nature.**

***Medium Level – data stored on your or someone else's computer (on-line or on another computer on a network), INTENTIONALLY!***

1. Explore your computer and list all the data that you know about or discover that is stored somewhere on it. List any data you have intentionally stored online or on another computer or device. This would include things such as word documents, music and/or movies files, photographs, etc.

## ***High Level – things you create with your data***

1. Think about what you use your computer for that creates value that has nothing to do with the computer (i.e. isn't actually on the computer) but is or was facilitated by your use of it. This includes things such as publishing an article, preparing a new recipe, starting or running a business, burning music or movies to disc to play on other equipment, making photo albums from digital images, meeting a new person, etc.

Now here's the most important question of all. One part of our service is to get you thinking in a different way about technology that frees you as much as possible from the frustrations of the Stuff Side of things. This new way of *envisioning* requires that you start from a different focal point, a new premise. This can be a frightening and overwhelming thing to do but everything truly worthwhile is this way. We are trying to get out of the problem solving mode of using technology and into the imagination mode.

**To do this we must be willing to let go of behaviours that keep us trapped in old ways of thinking and doing, and adapt new ones.**

Let's give it a try right now!

***Imagine a world in which anything is possible without any thoughts of limitations of resources or abilities.***

What would you wish to do?

1. In your life?
2. With your environment? And finally...
3. What would you like to do with your technology and how would it work for you in accomplishing this (it might help to look at all the high to low level wishes and frustrations you provided in previous answers) assuming, again, that anything is possible?

## **B. Miscellaneous Questions**

1. Do you have any back up strategy in place? If you do have you tested it, and how do you maintain it. If yes provide brief point form descriptions?
2. Do you understand the difference between recoverability (fault tolerance), backing up, and version control? If yes, provide brief point form descriptions.
3. Do you have any strategies in place to secure and protect your sensitive data starting from the level of your internet connection to the level of knowing what are and aren't safe behaviours in using technology and sharing information? If yes, provide brief point form descriptions?
4. Do you have any strategies in place for securing your computer against being compromised by the various malicious threats that come with the use of the Internet? If yes, provide brief point form descriptions.