



STRATEGIC TECHNOLOGY PLAN –July 1, 2015-June 30, 2018 John J. Driscoll United Labor Agency

1. [Vision](#)

The John J. Driscoll United Labor Agency will continue to grow and develop its client offering through creative and innovative ways. The agency needs to sustain growth and develop staff so that they can meet the challenges of today’s job market and better serve our clients.

2. [Mission Statement](#)

Our mission...is to assist union members and other workers in handling problems and difficulties arising off the job, including maintaining or achieving economic self-sufficiency through gainful employment. This involves mobilizing and using the support of existing public agencies as well as the resources of the labor movement.

3. [SWOTs](#)

Major *existing* strengths (S), weaknesses (W), opportunities (O) & threats (T). S & Ws are internal to the business and O & Ts are external.

Key Strengths	Key Weaknesses
• AFL-CIO/LABOR AFFILIATION	• PROVIDER COMPETITION
• EMPLOYEE EXPERIENCE	• LACK OF DIVERSIFIED FUNDING
• GIVING CULTURE	• OVER-RELIANCE ON GRANT FUNDING
• GOOD NETWORK/CONNECTIONS	• FUNDERS DEFUNDING THE AGENCY
• VOCATIONAL REHABILITATION/EMPLOYMENT SERVICES REPUTATION	• OVER-RELYING ON THE SAME FUNDER POOL
• IN-KIND DONATIONS	• PAYROLL & FRINGE RATES NOT COMPETITIVE

4. [Objectives](#)

- Update agency website
- Update agency client computers hardware/software
- Update agency email, calendar, client database—migrate to the Cloud through Microsoft Office 365



- Update agency technology policies
- Ensure technology hardware/software is up to date
- Ensure the budget reflects enough funding to ensure that our technology is up to date