



Organization: _____
 Your Name: _____

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AGRICULTURE

STAGE	NETWORKED PLACES	APPLICATIONS & SERVICES	LEADERSHIP
0	Not using the Internet.	No computer use. No website. All contacts via phone and postal mail.	There is no technology or telecom plan.
1	Some growers, suppliers and processors have limited access through a dial-up connection.	Some growers, suppliers and processors use e-mail and Internet.	The Internet is seen as a possible enhancement to the way daily business is conducted.
2	Some growers, suppliers and processors have always-on connections to the Internet at their desks.	Some growers, suppliers and processors have an informational website. Some growers, suppliers and processors transmit or receive some orders electronically.	The Internet is seen as essential to business operations. Employees are trained on basic applications.
3	Most growers, suppliers and processors have always-on connections to the Internet. Some mobile workers have laptop computers and can access the network remotely. Affordable videoconferencing facilities are available in the community.	Most growers, suppliers and processors have informational websites. Some websites can accept credit card purchases. Some growers, suppliers and processors participate in the electronic supply chain.	Some suppliers and processors permit employees periodically to telework. Some growers, suppliers and processors encourage employees to take work-related classes offline .
4	Some growers, suppliers and processors use VoIP to save money. Some workers have converted from desktop computers to portable devices with wireless connections. Some office computers have webcams for videoconferencing.	Some growers, suppliers and processors outsource most of their computing services. Some growers, suppliers and processors sell goods out of state or internationally.	Training on new technology is a priority. Some suppliers and processors permit employees to telework one or two days a week. Some facilities encourage employees to take work-related courses online .
5	Most growers, suppliers and processors use VoIP to save money. Most computers have video cameras. Some growers, suppliers and processors use Radio Frequency Identification (RFID) to track inventory and equipment.	Some growers, suppliers and processors send and receive video mail. Some growers, suppliers and processors outsource most of their computing services. Some growers, suppliers and processors routinely use multiparty videoconferencing to coordinate operations.	Some suppliers and processors have restructured to focus on their core contribution and outsource nonessential functions. New hires are required to have experience using new technology in business applications.



Sector: Agriculture Business & Industry Community-Based Organizations Government
 Healthcare Higher Education K-12 Libraries Tourism, Recreation & Parks

Name: _____

Organization: _____

COMMUNITY BENCHMARK WORKSHOP

Column	Current Assessment	2-Year Goal	Comments/Notes
	0 1 2 3 4 5	0 1 2 3 4 5	
Network Places			
Applications & Services			
Leadership			

Define Current State

resources, applications, limitations/barriers, etc.:

Explain Future Vision

How advanced communications services will make your sector more successful (include resources and applications needed or desired):

2-3 Ideas for Action Initiatives

Ways to help your sector achieve your two-year goals and get you closer to your vision. Please include cross-sector idea.

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BUSINESS AND INDUSTRY

STAGE	NETWORKED PLACES	APPLICATIONS & SERVICES	LEADERSHIP
0	Not using the Internet.	No computer use. No website. Customers use phone and postal mail.	No technology or telecom plan.
1	Some employees have limited access through a dial-up connection.	Some employees use basic e-mail services through their connection.	The Internet is seen as a possible business enhancement.
2	Some office employees have always-on connections to the Internet at their desks.	Some businesses have an informational website. Some businesses transmit or receive some orders electronically.	Some view the Internet as essential to business operations. Employees are trained on basic applications.
3	Most office employees have always-on connections to the Internet at their desks. Some mobile workers have laptop computers and can access the office network remotely. Affordable videoconferencing facilities are available in the community.	Most businesses have an informational website. Some retail websites can accept credit card purchases. Some businesses participate in the electronic supply chain.	Some businesses permit some employees periodically to telework. Some businesses encourage employees to take work-related classes offline . Employee training on new technology is a priority.
4	Some businesses use VoIP to save money. Some office workers have converted from desktop computers to portable devices with wireless connections. Some office computers have webcams for videoconferencing.	Some businesses outsource most of their computing services. Some retailers and manufacturers sell goods out of state or internationally. Some employees work remotely, some out of state.	Some businesses permit some employees to telework one or two days a week. Some businesses encourage employees to take work-related courses online . Businesses are working with educational partners to raise workforce skill levels.
5	Most businesses use VoIP to save money. Most computers have video cameras. Some retailers and manufacturers use RFID to track inventory and equipment.	Some businesses send and receive video mail. Some businesses outsource most of their computing services. Some businesses routinely use multiparty videoconferencing to coordinate operations.	Some businesses have restructured to focus on their core contribution and outsource nonessential functions. New hires are required to have experience using new technology in business applications.



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COMMUNITY-BASED ORGANIZATIONS

STAGE	NETWORKED PLACES	APPLICATIONS & SERVICES	LEADERSHIP
0	Not using the Internet.	No computer use. No website. Use phone and postal mail.	No technology or telecom plan.
1	Accessing the Internet through a limited dial-up connection.	Currently using e-mail and possibly other basic Internet functions.	The Internet is seen as a possible enhancement and marketing tool.
2	Some organizations have computers that are no older than three years old. Many organizations have e-mail. Some office employees have always-on connections to the Internet at their desks.	Some organizations have informational websites.	Organizations are minimally involved in community economic development issues. Little or no plans exist for better using telecommunications services and technologies. Some organizations provide technology training to their staff at least once a year.
3	Most organizations with at least five paid staff have at least one computer for every three employees. Many organizations have e-mail.	Many organizations have an informational website. Many local chapters are able to share data electronically with the national parent organization. Some organizations accept online donations.	Some organizations are involved in specific economic development initiatives, but most do not participate. Some organizations plan to use telecommunications services and technologies within the next year. Some organizations provide technology training to their staff at least once a year.
4	Many organizations with at least five employees have direct connections to the Internet. All paid staff have e-mail accounts. Some organizations use VoIP to save money. Some office workers have converted from desktop computers to portable wireless devices. Some office computers have video cameras.	Most organizations have an informational website. A unified portal provides access to a broad range of community information and services. Most local chapters are able to share data with the parent organization.	Some organization leaders are actively involved in community economic development issues and there are visible leaders taking a significant role in economic development. Many organizations plan to use telecommunications services and technologies within the next year. Most organizations provide technology training to their staff at least once a year.
5	Many organizations use VoIP. Every organization is connected to the Internet. Every computer can access the Internet via a local area network. Many computers have video cameras. Most organizations use affordable videoconferencing facilities.	Most organizations accept online donations. Some organizations use an interactive service to further engage the community and make their services more broadly available. Electronic data sharing is a common practice between organizations locally and with national parent organizations.	Organizations collaborate with one another regularly to share resources and provide up-to-date training to their employees and volunteers. Organizations have a defined role in supporting local economic development initiatives. Most organizations plan to use telecommunications services and technologies within the next year.



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GOVERNMENT

STAGE	NETWORKED PLACES	APPLICATIONS & SERVICES	LEADERSHIP
0	Not using the Internet.	No website.	There is no technology or telecom plan.
1	Select employees have access to the Internet through dial-up connection.	Some employees use the Internet for e-mail purposes.	The Internet is seen as a possible way to enhance daily communications.
2	Some employees have e-mail accounts.	Most public agency websites offer informational features such as a community calendar, staff directory and downloadable forms. Customers rely mostly on postal mail and telephone to conduct business.	Public agencies do not have a strategy for how best to use e-government. Minimal telecommunications planning has occurred. Elected officials are not involved in telecommunications issues.
3	Many employees have e-mail accounts. Some field workers are collecting data on laptop computers or palmtops. Webcams are starting to be deployed.	Some e-government applications are available, such as simple building permit applications, e-mail listservs and some downloadable forms. E-mail from residents is manually routed to the appropriate departments. Some agencies routinely use the network to share data.	Government staff is actively involved in framing technology and telecommunications issues. Processes are underway for enhancing connectivity, rights-of-way management and information technology innovation. Employees are trained and knowledgeable about basic applications.
4	Some field workers use wireless networks to upload and download data in the field. Some employees use desktop videoconferencing. Sensors and webcams monitor locations, such as rivers that are important to public safety.	Customers can make routine payments, such as parking fines, online using credit cards or electronic fund transfer. Parks and recreation classes have online registration. Employees can enter building inspections and violations from the field.	Some agencies have a formal policy that allows some employees to work from home at least one day a week. Rights-of-way and tower siting policies are in place. Elected officials understand the importance of the network for economic development and quality of life.
5	The telephone system is being converted to VoIP to save money. Many field workers use wireless networks to upload and download data in the field. Critical traffic signals are connected. Desktop videoconferencing is widely available.	Interactive applications, such as customer relationship management, online GIS and videostreaming are in regular use. Employees manage benefits programs on an intranet. Emergency response teams can reliably communicate across jurisdictions. Council meetings are indexed and available for searching and retrieval online.	The government has telecommunications, e-government and information technology master plans in place to guide its efforts. Innovative processes are used to collaborate with the private sector.



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HEALTHCARE

STAGE	NETWORKED PLACES	APPLICATIONS & SERVICES	LEADERSHIP
0	Not using the Internet.	Customers use phone and postal mail. No website.	No technology or telecom plan.
1	Some physicians and/or staff have access to the Internet through a dial-up connection.	Physicians and/or staff use a dial-up connection in order to access health-related sites.	Healthcare providers are considering what advantage may come from using the Internet in the office.
2	Some doctors regularly use computers to enter and maintain patient records. Digital instruments and imaging equipment are being acquired.	Some providers have informational websites. Some providers store patient records electronically. Telemedicine is being evaluated. Some offices are electronically transmitting records to insurers for reimbursement.	Some providers have begun the conversion to electronic medical records. Some providers are investigating how to deploy wireless technologies for mobile workers.
3	Some doctors and nurses are using laptop and palmtop devices connected to wireless networks to enter patient information and access databases.	Many providers have informational websites. Many providers store patient records electronically. Telemedicine is being tested. Many offices are electronically transmitting records to insurers for reimbursement.	Many providers have begun the conversion to medical records. Many providers are investigating how to deploy wireless technologies for mobile workers.
4	Internet-based videoconferencing is used to consult experts and for training programs. Some patients are being monitored at home and at work via portable devices with wireless transmitters.	Some providers allow patients to e-mail doctors. Most providers store patient records electronically. Some lab results and images are received electronically.	Work is underway by some providers to begin online exchanging of test results and other medical records with appropriate parties. Healthcare leaders are talking with the community about enhancing online services and using the network to improve community-wide healthcare.
5	Most equipment has been converted to digital. Desktop videoconferencing is routine at all hospitals and major clinics. Telephone systems have converted to VoIP to save money. Remote monitoring of patients with chronic conditions is standard procedure.	All providers allow patients to schedule appointments, view records and get advice online. All patient records are stored electronically and routinely sent electronically to distant providers to aid in diagnosis and treatment for emergency patients. Telemedicine routinely used to access specialists. Wireless feeds in ambulances provide real-time patient assessment to ER staff.	Healthcare leaders see themselves as a key part of the community's overall economic strategy. Leaders are visible and active in strategy development and implementation. Executives of the region's hospitals, clinics, insurers, employers and other healthcare providers are meeting regularly to find ways to collaboratively reduce the cost of healthcare without compromising quality of service.



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HIGHER EDUCATION

STAGE	NETWORKED PLACES	APPLICATIONS & SERVICES	LEADERSHIP
0	Not using the Internet.	Use phone and postal mail.	There is no technology or telecom plan.
1	Some on-campus residents have broadband connections through non-university providers.	Few faculty members are trained to use the Internet for instruction. Few classes use digital content and/or web-based content for instruction.	Few departments have plans for better utilizing telecommunications services and technologies in their operations.
2	Most on-campus residences have a 10 mbps connection to the network. Some classrooms are wired to the college/university network and are equipped with digital projection capabilities.	Some faculty members are trained to use the Internet for instruction. Some classes use digital content and/or web-based content for instruction.	Some departments have plans for better utilizing telecommunications services and technologies in their operations.
3	Most on-campus residences have connections to the network in every room at least 10 mbps. Some classrooms have projection equipment that allows the instructor to display videos from the Internet into the classroom.	Many of the faculty are trained to use the Internet for instruction. Many classes use digital content and/or web-based content for instruction. Students use chat rooms to discuss lessons and ask questions of instructors outside of class hours. Online registration, catalogs and payment are available.	Specialized courses have been developed to cater to area businesses seeking to improve the skills of workers. Some colleges and universities have or are developing online classes to provide greater convenience for students and to increase student enrollment. Faculty training on new technology is a priority.
4	Some classrooms have been remodeled to include network connections and power outlets at every seat. Many students bring laptop computers or other network-enabled devices to class. Some classrooms have video equipment for recording lectures.	Most of the faculty are trained to use the Internet for instruction. Most classes use digital content and/or web-based content for instruction. Some undergraduate students take distance learning classes for specialized subjects and graduate-level research.	Higher education and local businesses are working together to raise the skill level of the current workforce. Community colleges are expanding their capacity by using distance learning technologies to reduce the need for classroom time. Some colleges and universities are developing online classes to market to students in other parts of the country and the world.
5	Many classrooms have been remodeled to include network connections and power outlets at every seat. Most students bring laptop computers or other network-enabled devices to class. Many classrooms have video equipment for recording lectures.	Many undergraduate students take distance learning classes for specialized subjects and graduate-level research. All aspects of higher education are available through the network including instruction and administration.	Colleges and universities see themselves as a vital partner in the community's economic development strategy and have formed partnerships with local businesses to provide skilled technology workers and innovative solutions. Colleges and universities actively promote information technology literacy to drive positive impacts on economic performance, skills, and innovation in the classroom.



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K - 12

STAGE	NETWORKED PLACES	APPLICATIONS & SERVICES	LEADERSHIP
0	Not using the Internet.	Schools use phone and postal mail. Schools have no website.	There is no technology or telecom plan.
1	Few middle and high schools have computer labs for students. Few classrooms and teachers have access to computer projectors.	Few schools have an informational website. The Internet is not used as a resource for instruction or homework assignments.	Few experienced teachers are trained on how to incorporate material from the Internet into their curriculum.
2	Many middle and high schools have computer labs for students. Some classrooms and teachers have access to computer projectors.	Many schools have an informational website. The Internet is rarely used as a resource for instruction or homework assignments.	Few schools have plans for better using telecommunications services and technologies in their classrooms. Some experienced teachers are trained on how to incorporate material from the Internet into their curriculum.
3	Schools provide at least one computer for every four students in grades K-12. Most classrooms have computers for student use. Some teachers use computer-based presentation tools and projectors for their lessons.	Some schools have an interactive website that offers access to homework assignments and communication with teachers and administrators. Many experienced teachers know how to incorporate Internet information into the curriculum. Many teachers welcome e-mail from parents and students.	The school board sees opportunities to use the network to raise test scores and operate the school more efficiently. Teacher training on new technologies is a priority at most school districts. Schools are using consultants to take advantage of e-rate and other discounts.
4	Some high school students are provided their own laptop computers at school. Many classroom teachers have access to digital projection capabilities. Most middle and high schools have video programs that allow students to produce and share shows on a public network. Some schools use wireless sensors to monitor energy consumption.	Many schools have an interactive website that offers access to homework assignments and communication with teachers and administrators. All teachers meet National Educational Technology Standards. Most students meet National Educational Technology Standards. Parents and family members are encouraged to participate in student learning via e-mail and online applications. Online classes are available to high school students via Internet-based instruction, including college online classes.	All schools have comprehensive plans for learning activities utilizing technology in the classroom. School districts actively promote information technology literacy to drive positive impacts on economic performance, skills and innovation in the classroom. The school system plays a vital role in raising the skill level and awareness of community and family members.
5	Many classrooms have large, flat-panel displays or projectors for video-based instruction. Most schools have converted their phone system to VoIP to save money. Most high schools have one-to-one computing for their students. Some school computer labs have been made available to the public.	Schools use the network to connect students, teachers and parents, improve learning via online resources, and manage administrative responsibilities more efficiently. All students meet grade level requirements in the National Educational Technology Standards. Technology training is offered in the community. Many high school students use online teachers and experts to explore subjects and execute individual learning plans.	Colleges and universities see themselves as a vital partner in the community's economic development strategy and have formed partnerships with local businesses to provide skilled technology workers and innovative solutions. Colleges and universities actively promote information technology literacy to drive positive impacts on economic performance, skills, and innovation in the classroom.



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LIBRARIES

STAGE	NETWORKED PLACES	APPLICATIONS & SERVICES	LEADERSHIP
0	Libraries do not provide Internet access.	Customers use phone and postal mail. No website.	There is no technology or telecom plan.
1	Some employees have access to dial-up connection.	Some employees are accessing e-mail and library-related websites.	Employees are accessing the Internet in order to help the patrons of the facility.
2	Public libraries provide several computers with free access to the Internet.	Most libraries have a website with basic information about hours of operation and location.	Libraries are the first to offer free access and instruction in the use of the Internet.
3	There is rarely more than a 10-minute wait to use the Internet-enabled computers.	Most libraries have catalogs online. Patrons may use the Internet to place books on hold and request books from other libraries in the library system. Patrons can search online databases from home, school or work. Libraries host live video feeds of public interest events.	The library research desk is an online community resource. Staff training on new technologies is a priority at most libraries. Libraries are using consultants to take advantage of e-rate and other discounts. Library policies reflect appropriate filtering requirements.
4	Public libraries have added network ports or wireless networks and electrical outlets to carrels.	Patrons may review their accounts online and pay fines by credit card. Patrons can access the library online as a portal for other online information services.	Libraries help the community understand copyright issues and how to protect privacy on the Internet. New hires are required to have experience using new technology. Libraries take internal responsibility for continuing e-rate and other discounts. Libraries have developed network management policies and technologies to prevent patrons from sending spam.
5	Most public libraries offer patrons a 54 mbps or faster wireless network.	Public libraries offer live video consultations. Public libraries allow patrons to borrow e-books over the Internet. They help patrons conduct research and assist with legal access to copyrighted databases and publications, including music and movies. Two-way videoconferencing is available to the general public.	Libraries continue to upgrade their facilities to offer the community the next generation in technology, services and training. Libraries actively promote information technology literacy to drive positive impacts on economic performance, skills and innovation in the community.



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TOURISM, RECREATION & PARKS

STAGE	NETWORKED PLACES	APPLICATIONS & SERVICES	LEADERSHIP
0	Not using the Internet.	No computer use. No website. Customers use phone and postal mail.	There is no technology or telecom plan.
1	Some employees can access the Internet through a dial-up connection.	Some employees currently use the Internet for e-mail.	The Internet is seen as a possible way to enhance operations.
2	Some office employees have always-on connections to the Internet at their desks.	Some facilities have an informational website. Some facilities transmit or receive some reservations electronically.	The Internet is seen as essential to business operations. Employees are trained on basic applications.
3	Most office employees have always-on connections to the Internet at their desks. Some mobile workers have laptop computers and can access the office network remotely. Affordable videoconferencing facilities are available in the community.	Most facilities have an informational website. Some websites can accept credit card purchases. Some facilities participate in the electronic supply chain.	Some facilities permit some employees periodically to telework. Some facilities encourage employees to take work-related classes offline . Employee training on new technology is a priority.
4	Some facilities use VoIP to save money. Some office workers have converted from desktop computers to portable devices with wireless connections. Some office computers have webcams for videoconferencing.	Some facilities outsource most of their computing services. Some facilities market themselves out of state or internationally. Some employees work remotely.	Some facilities permit some employees to telework one or two days a week. Some facilities encourage employees to take work-related courses online . Facilities work with educational partners to raise workforce skill levels.
5	Most facilities use VoIP to save money. Most computers have video cameras.	Some facilities send and receive video mail. Most facilities outsource most of their computing services. Some facilities routinely use multiparty videoconferencing to coordinate operations.	Some facilities have restructured to focus on their core contribution and outsource nonessential functions. New hires are required to have experience using new technology in business applications.



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