

TECHNOLOGY

Phase I: Laying the Groundwork



Activity: Technical Skills Inventory, (Part One)

Goals

1. Create an inventory of what technical skills are needed for technical staff, contributors, and users to develop, support, and maintain the platform.

Prerequisites

None

Who Should Participate?

Program management (tactical thinkers), Program staff (operational)

Length

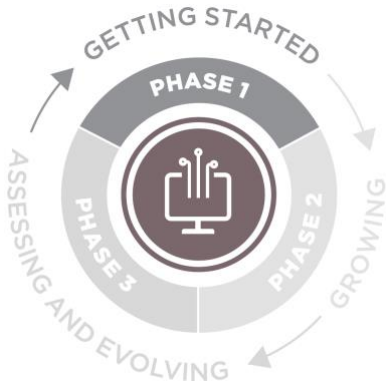
This activity does not need to be done as a group; it can be completed asynchronously/ collaboratively in a shared document.

Activity Instructions

1. Create a list of the technical roles held by program staff/stakeholders. Roles should be fairly granular, describing one aspect of developing, maintaining, or supporting your application.
2. Fill out the below template to add the technical skills required to fulfill the roles you listed. Examples in blue.
3. Once it's complete, sharing the skills inventory as part of your public documentation is a great way to let potential users and contributors know what types of skills are needed to take on certain tasks.

Once complete, this activity can be used in several additional contexts, including:

- Roadmap planning: ensuring that major deliverables on the roadmap are not all clustered around a certain skill set (and therefore a certain person).
- Community building: If users self-hosting is important to your program, the skills inventory can be used to compare skills required to install, upgrade, and maintain the software against skills that your end users have or have access to in their organizations.



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Activity: Technical Skills Inventory, (Part Two)

Example roles (depending on tech stack, may need to qualify with frontend, backend, etc.)

Technical lead, Code contributor, System administrator (e.g. install, upgrade), End user, Migration specialist, Technical support for End user

Example skills (include specific tools in table, e.g. HTML for Web design or development)

Web design, Web development, Assistive technology, Database, Data warehousing, Data analysis, GIS, Platform/OS, Quality assurance/Testing, Reporting, Security, Server

Sample Technical Skills Inventory – Examples in *Italics*

Role	Required skill	Skill Level		
		Novice	Intermediate	Advanced
<i>Developer: Front end</i>	<i>Angular/Typescript</i>	X		
	<i>HTML</i>		X	
	<i>Bootstrap</i>	X		
	<i>SAAS/CSS</i>		X	
<i>System administrator (install, upgrade)</i>	<i>Command line</i>		X	
	<i>Package manager</i>		X	
<i>Report writer</i>	<i>SQL</i>			X
	<i>Crystal Reports</i>			X
...	...			