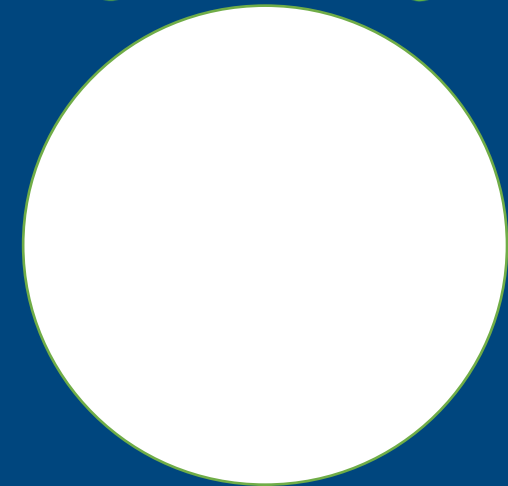


# Online Tools to Support the Growth of Human Services Transportation Programs

Adapting Cloud-Based Productivity Solutions

*Kevin Chambers, Principal, Full Path*



# What is “the Cloud”?



- A marketing term, so its meaning shifts a bit depending on who’s doing the marketing
- Generally: computing, communication, or digital storage that relies on computers located in data centers which are accessed via the internet

How to...

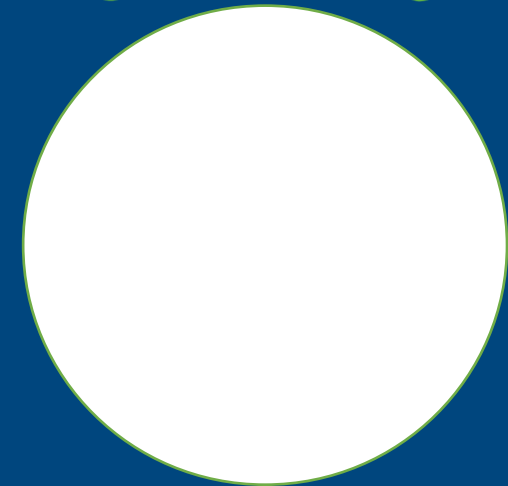
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# Some Benefits of the Cloud



- Data stored in data centers
- Vendors manage software, backups, encryption, some (not all) data security, HIPAA compliance, etc.
- Highly scalable
- Lower spending on hardware: fewer or no servers
- Easier collaboration

How to...



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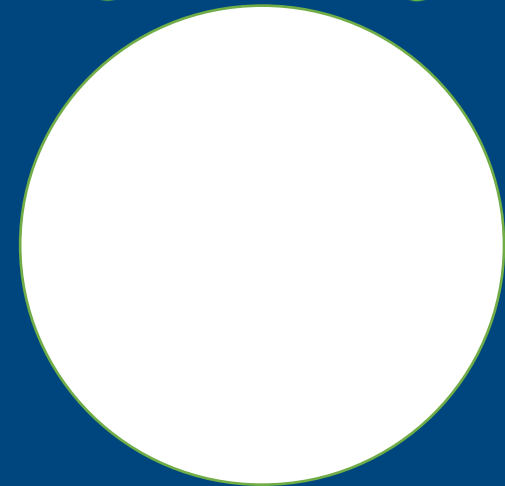
# Example 1: Data



Spreadsheets can be the perfect tool for tracking lightly structured data:

- Customers
- Trips
- Vehicle maintenance events

How to...



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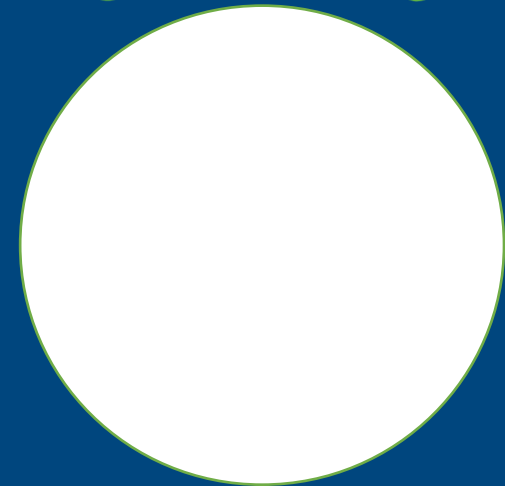
# Benefits of Cloud Spreadsheets



Spreadsheets in the cloud (Office 365 or Google Workspace) add significant value by:

- Sharing with others is easy
- Allowing multiple concurrent editors
- Providing version tracking that protects against data loss and gives an audit trail to support staff training

How to...



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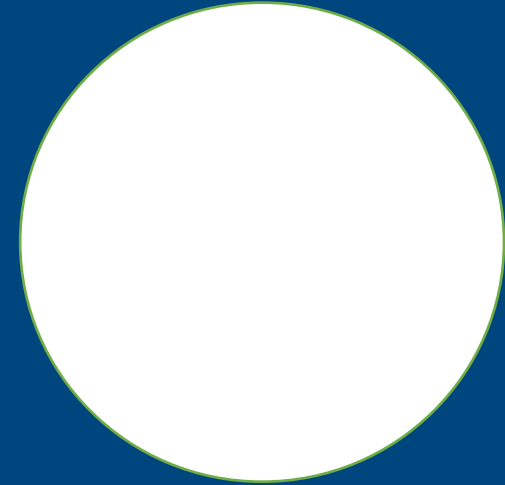
# Watch Out For

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- Finding the best data layout and design; you may need to iterate to get it right
- Using for more complex data structures; you may need a relational database

How to...



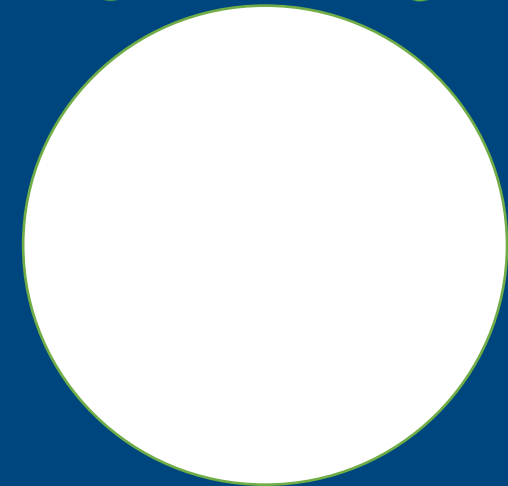
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# Use Case: RideSheet



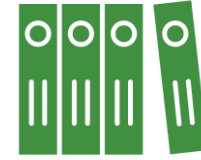
- Built on Google Sheets, designed for demand-responsive services with 10 or fewer vehicles
- Integrates with Google Docs, Maps, and Calendar

How to...



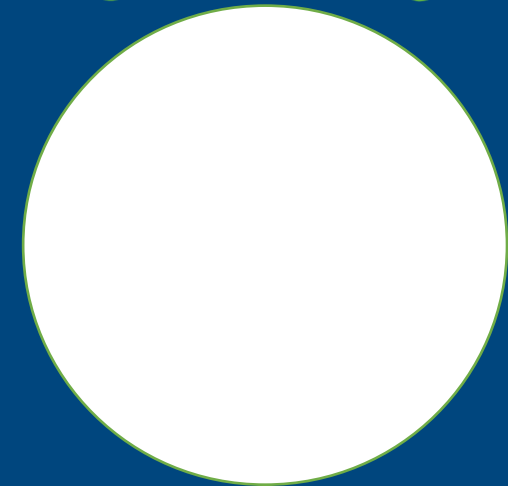
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# Example 2: Documentation



- Office 365 and Google Docs can serve as the nerve center for aligning staff around shared process and procedures
- A way to crowd-source documentation
- Version tracking + track changes are a powerful combination

How to...



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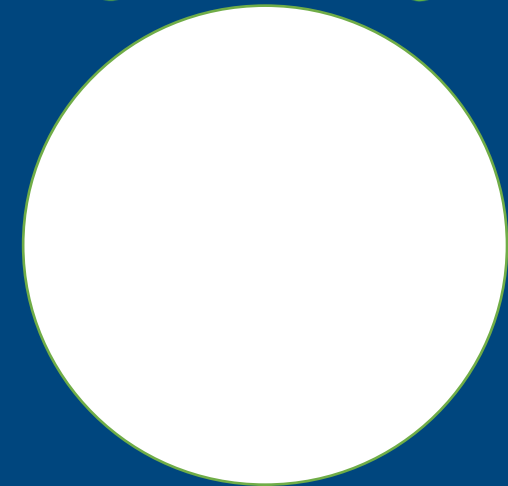
# Keep in Mind

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- Moving to the cloud involves training, including:
  - Password management
  - Proper care with sharing documents
- Internet connectivity becomes more essential: Have local backups and consider network redundancy
- Platforms need management: users, permissions, etc.

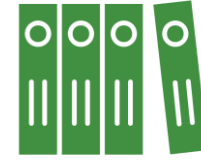
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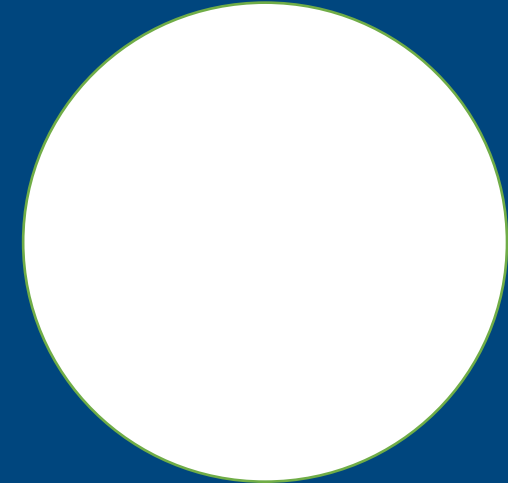
# These Tools Can Transform How You Work

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- Can relieve staff of managing servers, software & upgrades
- Increase organizational agility by eliminating barriers to collaboration
- Reduce risks to business continuity from data loss

How to...



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