UNITED STATES CHAMBER OF COMMERCE

ACCREDITATION

2025 Accreditation Application for Local Chambers

Section 6: Technology

6. Technology

Standard

An Accredited chamber has the technological ability to effectively communicate with membership and can efficiently implement its program of action.

Minimum Qualifications

- Has functioning telephone, computer, and mailing systems
- Receives updates, patches, etc. to keep computer system current and secure
- Uses up to date anti-virus software
- Has membership database system capable of tracking membership information, participation, and dues
- Backs up data at least regularly
- Develops and communicates data protection and privacy policies
- Has a Web site and owns the domain name
- Regularly updates the chamber Web site
- Registers Web site with search engines

Minimum Requirements Attachments Checklist

☐ A 6.1 Data protection and privacy policies

Additional Criteria Attachments Checklist

☐ A 6.2 Technology plan

Section 6: Technology Minimum Requirements

A. Communication Equipment

1. Please inventory and document current telecommunication equipment (e.g., phone system, VOIP and voice mail, mobile devices, teleconferencing) as follows:

    a. Does the chamber have an office telephone system? ☐ Yes ☐ No

    b. Does the chamber have a telephone and video conference system? ☐ Yes ☐ No

    c. Does the chamber have a voice mail system or web based answering service? ☐ Yes ☐ No

    (1.) If yes, is the chamber's voice mail message in more than one language? ☐ Yes ☐ No

    i. If yes, list languages: _____

    d. Does the chamber have a fax number? ☐ Yes ☐ No

    e. Is access to an on-site or remote video teleconferencing or Web conferencing system available? (e.g. Zoom, Microsoft Teams, etc.) ☐ Yes ☐ No

    f. Is mobile communication equipment used such as laptops, tablets, or other devices? ☐ Yes ☐ No

B. Computer Hardware and Networks

1. Does each full-time staff person have a computer? ☐ Yes ☐ No
2. Is there a designated technical troubleshooter on staff or contracted by the chamber? ☐ Yes ☐ No
3. Is there someone who regularly evaluates the system and recommends upgrades? ☐ Yes ☐ No
4. Does the chamber have a local area network? ☐ Yes ☐ No
5. Does the chamber have an "always on" broadband Internet connection? ☐ Yes ☐ No

C. Computer Software

6. How often is the chamber's desktop operating system (PC/Mac/other) upgraded? _____

    a. In what year was the operating system last upgraded? _____

7. How often is the business software upgraded? _____

8. Does the chamber automatically receive and install regular updates, patches, etc., to keep computer systems current? ☐ Yes ☐ No

9. Does the chamber have anti-virus software and contracts to keep this software up to date? ☐ Yes ☐ No

10. Does the chamber have a membership database system capable of tracking membership information, participation, and membership dues? ☐ Yes ☐ No

D. Data Protection and Maintenance

1. How often is the chamber's data backed up?

☐ Daily ☐ Weekly ☐ Monthly ☐ Other _____

2. Has a data protection and privacy policy been developed and shared? ☐ Yes ☐ No

☐ **A 6.1 Attach a copy of the data protection and privacy policy.**

Attachment : _____

E. Web Site Management

1. Does the chamber own its website domain name? ☐ Yes ☐ No
2. If yes, provide the URL of the chamber's website: _____
3. How often is the chamber Web site updated?

☐ Daily ☐ Weekly ☐ Monthly ☐ Other _____

4. Does the chamber's website have a content management system that allows staff to make changes themselves? ☐ Yes ☐ No
5. Is the website listed in online search engines? ☐ Yes ☐ No

Section 6: Technology Additional Criteria

A. Computer Hardware and Networks

1. Is there a firewall between the local network and the Internet? □ Yes □ No

2. Does the chamber provide wireless Internet access to chamber visitors? □ Yes □ No

3. Does the chamber provide secure remote access to the network for staff (i.e.: virtual private network, OneDrive or VPN)? □ Yes □ No

B. Computer Software

1. Does the chamber have the ability to convert documents to PDFs? □ Yes □ No

2. Does the chamber have the ability to scan documents into electronic form? □ Yes □ No

3. Does the chamber have photo management or publishing software? □ Yes □ No

4. Does the chamber have SPAM service to block potential SPAM? □ Yes □ No

5. Which additional features does the chamber's membership database system have? (Check all that apply)

    a. □ Links to financial software

    b. □ Communicates automatically with members through the database

    c. □ Tracks program participation and attendance

    d. □ Tracks volunteer, board, committee involvement

    e. □ Tracks benchmarking data about members

    f. □ Tracks communications and interactions

    g. □ Uploads data from web-based forms

    h. □ Automatically publishes data from the database to the chamber's website

C. Data Protection and Maintenance

1. Is backed-up data stored at a remote site or on-site?

2. Has the data recovery procedure been tested? □ Yes □ No

3. Is there a comprehensive data security policy in place? □ Yes □ No

4. Is there a comprehensive data management policy? □ Yes □ No

5. If the chamber accepts credit cards, does it meet the Payment Card Industry (PCI) data security standard for the correct handling of credit card information? □ Yes □ No

D. Web Site Management

1. Does the chamber encourage members and affiliates to link to its website for search engine optimization?   ☐ Yes ☐ No

2. Are site keywords monitored and updated regularly?   ☐ Yes ☐ No

3. Does the Web site allow secure transactions for the following? (Check all that apply)

☐ Membership application   ☐ Online event registration

☐ Other Web forms   ☐ Product purchases

☐ Other e-commerce

E. Technology Planning

1. Has a technology plan been developed?   ☐ Yes ☐ No

2. If yes, is the technology plan incorporated into the strategic plan and the chamber's budget?   ☐ Yes ☐ No

3. Which of the following components has the chamber addressed in either its strategic plan or the chamber's technology plan? (Check all that applly)

☐ A staff technology training outline

☐ Technology replacement plan

☐ A detailed technology budget

☐ A broad outline of technological goals for hardware and software

☐ Detailed short-term technological goals

☐ Detailed long-term technological goals

☐ **A 6.2 Attach a copy of the technology plan[i].**

Attachment : _____

4. Has the chamber investigated or begun using any of the following? (Check all that apply)

☐ Podcasts   ☐ Online video   ☐ Online forums

☐ Cloud computing   ☐ Listservs   ☐ RSS News feeds

☐ Wikis   ☐ Live chat/Instant messenger   ☐ Mobile applications

☐ Webinars   ☐ Online networking   ☐ SMS text messaging

☐ Other

Essay Question #1

Describe the next major technology initiative intended to bolster the chamber's mission? What planning is being done to bring this technology to fruition? What aspects have already been introduced to the chamber?

☐   If the essay already exists in a file, you can attach the file in the space provided and check the box to the left.

Attachment : _____

Supplementary Information

Applicants can use this page to enter or attach supplementary information not required by the application.

Please note that the U.S. Chamber of Commerce will review the material, but does not score supplementary information either as a part of the application process or as a basis for designating the chamber as Accredited, Accredited with 3 Stars, Accredited with 4 Stars, or Accredited with 5 Stars.

Supplementary information may be awarded up to five discretionary points as deemed by the Accreditation consultant for exceptional policies or best practices.

Comments can be entered in the space below.

Additional documents can be attached here : _____

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[i] **Technology plan:** An individual document that is incorporated into the chambers strategic plan that focuses on the chamber's technological vision for up to the next five years. A technology plan could include staff training outlines, technology replacement plans, detailed technology budgets, or long- and short-term goals. For sample technology plans, refer to the best practices Web page at http://www.uschamber.com/chambers/accreditation/best_practices.htm