



# ACCIDENTAL TECHIE IN 2020

The Human Side of Technology

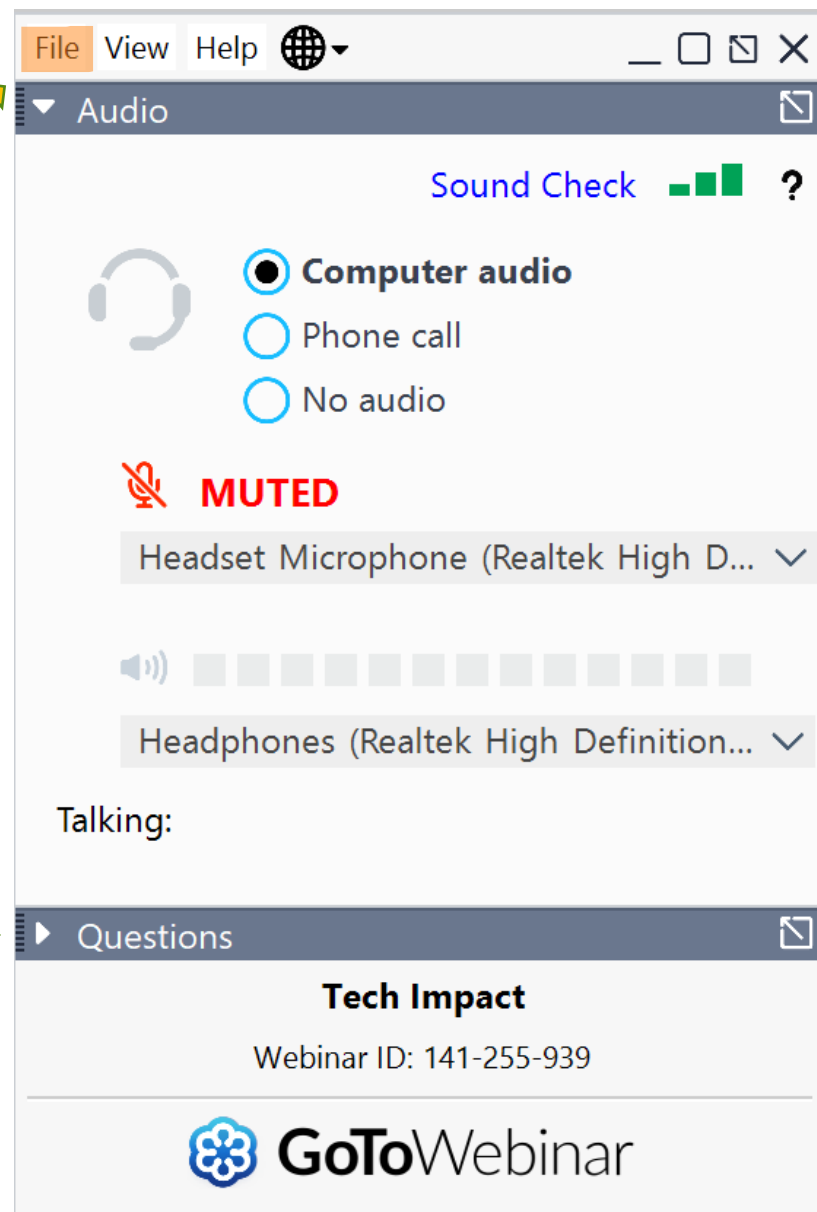


# GOTOWEBINAR INTERFACE

If you cannot hear us speaking, go to:  
**File->Preference->Audio** and check  
your audio settings.

Type all comments/questions into the  
"Questions" panel.

Your interface may display slightly differently.



# Course Page:

<https://offers.techimpact.org/course-page-accidental-techie>

## Course Page

### Course Page - Accidental Techie

Please bookmark this Course Page. It will be consistently updated with the information you need to access the webinars, slide decks, and recordings.

Thank you for joining us for this course.

#### Important Information:

- GoTo Webinar is our webinar platform. You will receive email reminders with login information for each session, or you can find the links on this page.
- **Every session will be recorded and available to individuals who have registered for the course.**
- Add [training@techimpact.org](mailto:training@techimpact.org) to your contacts to ensure meeting details do not get caught in your spam folder.

### Session 1: Hardware Infrastructure Basics

Computers, printers, phones, routers—there are a lot of gadgets that can turn glitchy. This session will cover the basics you need to know about the various pieces of hardware in a typical office and review common troubleshooting techniques to keep them up and running.

### Accidental Techie Schedule

This course takes place over three sessions on the following dates:

- **Thursday, December 3, 1-2:30 PM EST:** Hardware Infrastructure Basics
- **Thursday, December 10, 1-2:30 PM EST:** Managing Software and Security
- **Thursday, December 17, 1-2:30 PM EST:** The Human Side of Technology



## MELANIE MEYER

Tech Advisor, Tech Impact

In my role at Tech Impact, I work directly with nonprofits to help elevate their technology use to further their mission. I have a 20-year history working with a nonprofit for the overall strategic direction of technology, systems and processes, marketing, communications, and event management.





# AGENDA

1. Supporting Your Infrastructure
2. Preventing IT From Becoming Your Entire Job
3. Getting Buy-in for Change
4. Where Do You Go for Help?
5. IT Onboarding of New Staff
6. Making Technology a Priority
7. Course Recap

A professional office setting with three people. In the foreground, a woman with blonde hair, wearing a blue blazer over a yellow top, is smiling broadly at the camera. Behind her, another woman with dark hair in a bun is working on a laptop. To the left, a man in a light blue shirt is partially visible, looking towards the women. The office has modern decor, including a potted plant on the desk and computer monitors in the background.

**SUPPORTING  
YOUR  
INFRASTRUCTURE**



# WHAT DO ACCIDENTAL TECHIES DO?

- Project management
- Offer support to staff
- Troubleshoot technical issues
- Make strategic decisions about new investments
- Purchasing
- Ensure updates are installed
- Inventory
- Security





# REDUCE THE SUPPORT NEEDED

- Automate tasks, such as notifications, updates, and backups
- Document procedures
- Keep infrastructure simple
- Train staff
- Maintenance



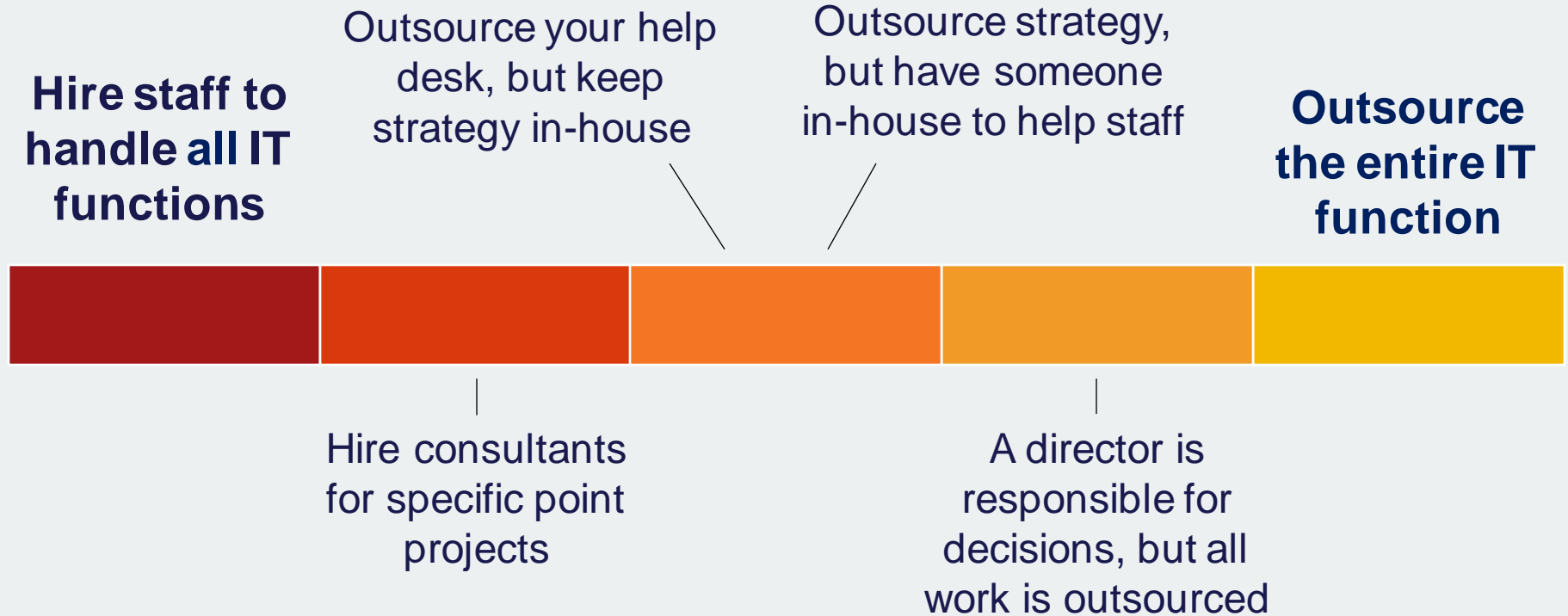
# TO THE POLLS

What level of outsourcing do you use for IT support?

- A.** We handle everything in-house (no outsourcing)
- B.** We use a mix of in-house support and outsourcing
- C.** We outsource all or most of our IT support



# IT STAFFING OPTIONS



# WHEN SHOULD YOU HIRE IT STAFF?

- Staff require regular, on-site support
- IT or software infrastructure is complex
- Vendor management is a key issue
- Organization is growing – although outsourcing may be a more practical option as it's scalable





# WHEN DOES OUTSOURCING MAKE SENSE?

- Technology is not a strategic part of your mission.
- You have little tech experience in-house.
- You need a lot of specialists.
- You don't have the budget for a full-time IT role.





# WHEN SHOULD YOU HIRE A CONSULTANT?

Consults or contract staff can be very useful to:

- Provide specific expertise you don't have
- Manage or implement a specific project
- Be “another set of hands” to help support staff or a project



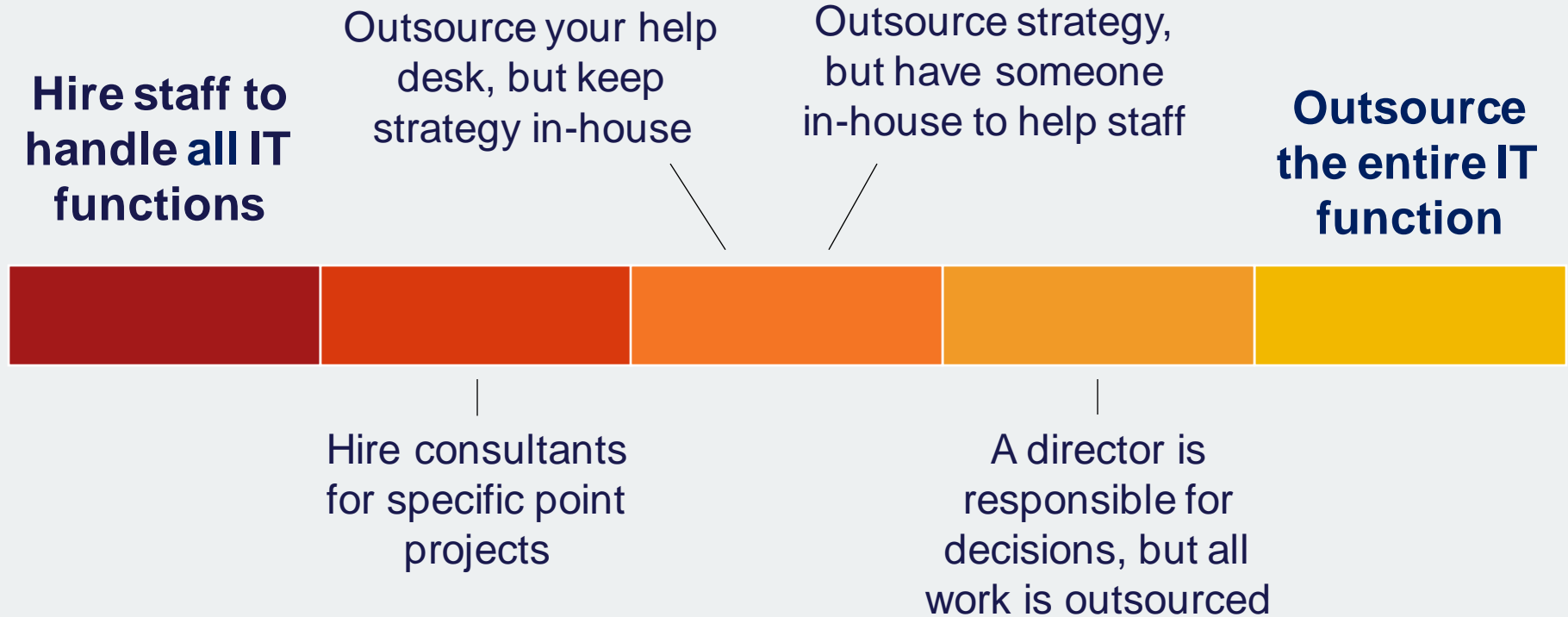
# SKILLS BASED VOLUNTEER?

Where to find volunteers:

- Catchafire
- Taproot
- LinkedIn
- Volunteer Match
- Local Business



# IT STAFFING OPTIONS



# LET'S ANSWER SOME QUESTIONS!





**PREVENTING IT  
FROM BECOMING  
YOUR ENTIRE JOB**



# TRACK YOUR TIME

- Track the time you spend on IT issues.
- Consider a ticketing system.
  - Spiceworks
  - Freshdesk



# ORGANIZE YOUR INFORMATION

Know where all your information lives. It should be in a central, accessible location.

Accounts should be tied to the organization, not an individual.



# DOCUMENT YOUR PROCESSES





# CREATE IT POLICIES

Examples include:

- Acceptable Use
- Social Media
- Data Sharing

Policies do not have to be long, detailed, or complex.

## NONPROFIT TECHNOLOGY POLICY WORKBOOK

UPDATED FOR AUGUST 2020





# ARE YOU COMPLIANT

- PCI
- PII
- HIPPA

# CYBER SECURITY

- Training
- Insurance



# LET'S ANSWER SOME QUESTIONS!





# GETTING BUY-IN FOR CHANGE

# TO THE POLLS

What do you find are the most difficult aspects of change at your organization? (You may choose multiple answers)

**A.** Lack of buy-in

**B.** Staff too busy

**C.** People prefer current way of doing things

**D.** Reluctant to learn new technology

**E.** Reluctant to learn new processes





# WHO SHOULD BE INVOLVED IN DECISION MAKING?

Make sure you have executive buy-in and oversight.

Include those that will be affected by the change.



# LEADERSHIP BUY-IN



- Make your case
- Helps to allocate funding and resources
- Helps to motivate staff
- Helps to lead by example

# STAFF BUY-IN

It's easier to make a transition when you have staff support.





# POLL

The last time your introduced new software at your organization, you...

**A.** Did not provide any formal training

**B.** Gave staff links to online training and other materials

**C.** Gave all staff one formal training on the new platform

**D.** Provided training before, during and after implementation



# LET'S ANSWER SOME QUESTIONS!





**WHERE DO YOU  
GO FOR HELP?**





# RESOURCES

- NTEN
- TechSoup
- Tech Impact – Technology Learning Center
- G2.com
- Google

# OTHER RESOURCES



- Your current vendors
- Partner organizations or similar organizations
- Online communities

# LET'S ANSWER SOME QUESTIONS!





# IT ONBOARDING OF NEW STAFF

posttv

#WOC  
IN  
TECH

# WHAT DOES IT ONBOARDING LOOK LIKE FOR NEW STAFF?

Schedule a training to ensure new hires understand how to use your technology and communication tools.

Grant Access or obtain software licenses for them.

Providing training and/or documentation.

Check in to ensure they understand and are using it properly.





# MAKING TECHNOLOGY A PRIORITY



# TO THE POLLS

What are your biggest obstacles to technology advancement at your organization? (Select all that apply)

**A.** Limited financial resources

**B.** Lack of time

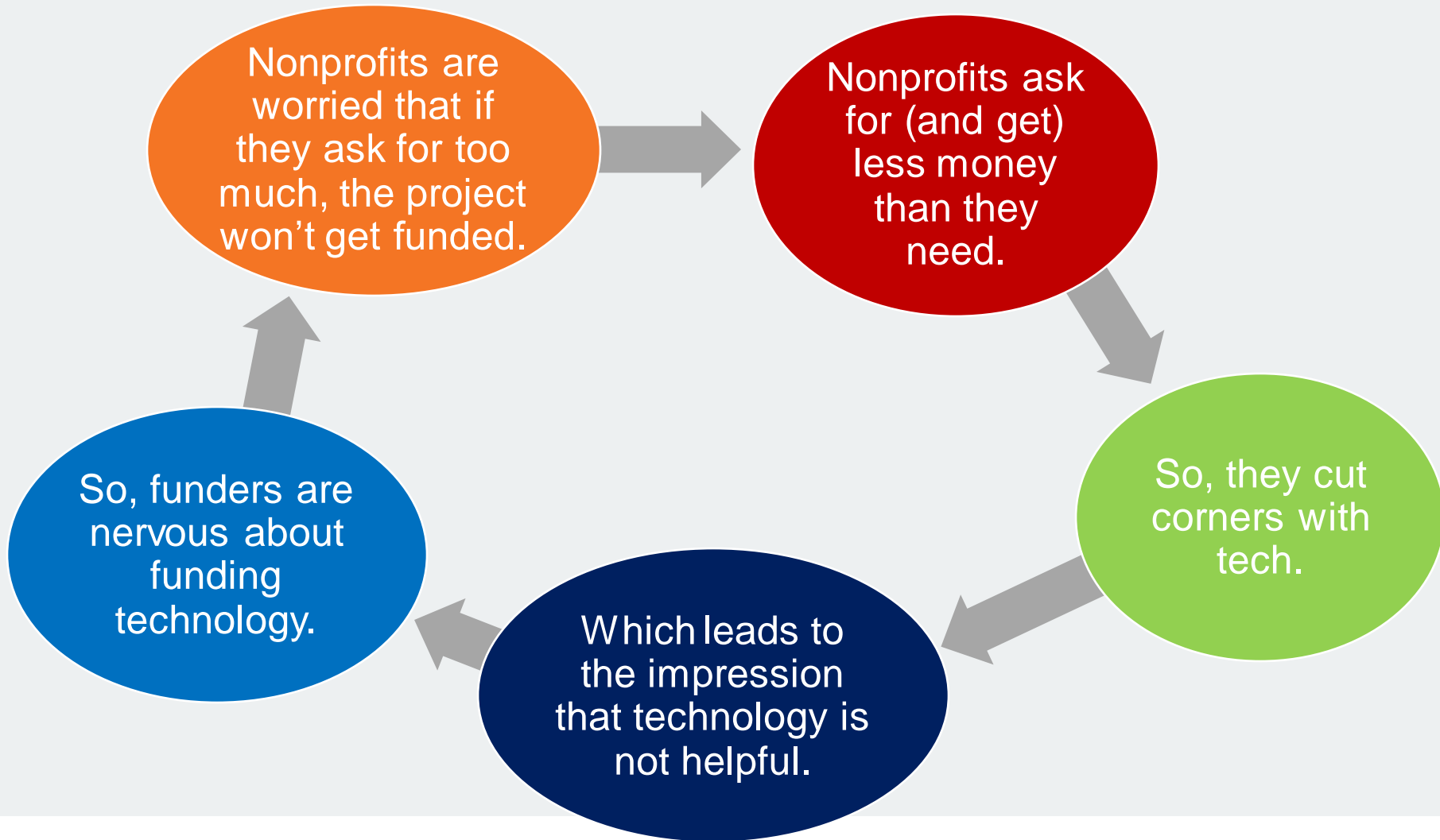
**C.** Lack of skills

**D.** Reluctance to Change

**E.** Outdated technology



# THE TECHNOLOGY FUNDING CYCLE OF FRUSTRATION



# ENSURE...

- You know what you have
- You are using what you have effectively
- You are taking advantage of free and low-cost resources Where are your gaps
- How can a funder fill these gaps?





# REACH OUT TO FUNDERS

- Do you have donors who might fund part or all of the project?
- Do you know of any “one-time capital grants” from funders.
- Include IT project in a program grant that is currently being funded – communicate how it will increase capacity.



# OTHER FUNDING POSSIBILITIES

- Engage your Board
- Check with local banks or partners
- Might a local business donate (good quality) hardware or software?
- Are there volunteers who could help you design and implement the project?



# LET'S ANSWER SOME QUESTIONS!







# COURSE Q&A

# LET'S RECAP



Session 1:  
Hardware



Session 2:  
Software



Session 3: The  
Human Side of  
Technology



# COMING UP!

Next Course

**GOOGLE ANALYTICS (3 session series)**

**February 4, 2020**

<https://offers.techimpact.org/training/google-analytics>

USE PROMO CODE

**TECHIE20 for 20% Off**



A photograph of a man and a woman in an office setting. The woman, on the left, has long dark hair and is wearing a striped shirt, smiling and looking towards the man. The man, on the right, has short hair and is wearing a grey blazer over a brown shirt, smiling and looking down at a laptop. They are both seated at a wooden desk. In the background, there is a large window with a black frame. Another person's arm and shoulder are visible on the far right.

# THANK YOU

Colin Murphy: [colin@techimpact.org](mailto:colin@techimpact.org)

Liora Lebowitz: [liora@techimpact.org](mailto:liora@techimpact.org)

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