Re-Visiting Technology for Remote and Hybrid Workplaces

Presented by Karen Graham for Hartford Foundation for Public Giving
A few notes on our Zoom platform

---

You will be muted by default, to reduce background noise.

Please use Chat to answer prompts and ask questions.

Closed captioning is available (see More... menu).

We will take questions throughout via Chat, and there is also dedicated Q&A time at the end.
Which statements describe your workplace? (choose all that apply)

- We have a single office location.
- We have multiple office locations.
- We have no physical office.
- We require people to work on premise at least one day a week.
- We let people choose whether to work on premise or remotely.
- Some people work on premise most or all of the time, while others work remotely most or all of the time.
Think back to the beginning of the pandemic...

What changes did you make to your technology setup at that time?

If you knew then what you know now, would you have done anything differently?

Photo by Ketut Subiyanto: https://www.pexels.com/photo/photo-of-mother-working-at-home-4473903/
What we’ll cover today

01 People: understanding staff needs and winning their support

02 Process: updating policies and procedures to fit a new way of working

03 Technology: optimizing your toolset for the long term
Karen Graham
Karen Graham Consulting
karen@karengrahamconsulting.com
612-314-9304

- 20+ years in nonprofit tech
- 9 years as a fully remote senior leader
- Helps nonprofits with technology strategy
- Writes and speaks about leadership and organizational development in the digital age
What’s different about the age of remote work?

---

Changes we like

- Less commuting
- Broader access to talent
- Collaboration across geography

Changes we don’t like

- Isolation and distrust
- Harder to find out what’s happening

---
What’s the same?

Team members need to collaborate on documents, have meetings, and share ideas and knowledge.

The organization needs to protect itself.

Team members need technical support, and their equipment needs maintenance.
It’s time to upgrade and integrate productivity and communication tools.
File share

Teach and enforce expectations about naming, organizing, and storing files on the network.

Share links - not attachments - at least internally.

Use collaborative editing features.

A few decent tools:

- SharePoint/OneDrive
- Google Drive
- Box
- Dropbox
How well is your org using the file share platform?

- Everything is organized and we use advanced features like document retention and metadata
- People mostly use it but keep some files on their desktop or elsewhere, and/or files are hard to find
- Hahaha it’s complete chaos
Collaboration tools

Move from free individual accounts to enterprise accounts.

Choose tools that fit with the rest of your tech ecosystem.

Push for full adoption.

A few decent tools:

Teams
Slack
Asana
Basecamp
Trello
Microsoft Project
Todoist
Phone system

Eliminate hardware

Get everyone on the same system; consider consolidating

Fine tune auto-attendant, call forwarding, transcription

A few decent tools:

- Teams
- Google Voice
- Zoom
- RingCentral
- EvolveIP
- Webex
Meeting platform

---

Upgrade microphones, cameras, and lighting

Get everyone on the same platform

Consider privacy and accessibility

A few decent tools:

Zoom
Teams
Skype
Google Meet
Discord
Tips for asynchronous and remote collaboration

- Take advantage of capabilities e.g. whiteboards, digital signatures
- Build in unstructured time, face time
- Brainstorm virtually, decide in person
Don’t stop at tools; update your practices to reduce risk.
Update policies and procedures

Rethink BYOD
Onboarding and offboarding procedures
Data privacy, encryption
Timekeeping? Supervision?

Need help updating policies?  
https://offers.techimpact.org/en/it-policy-builder ($250)
Improve security

Larger/more varied attack surface

Lock devices, use MFA and device management tools

Incident response
Update support practices

- Be clear on what support you provide for employee-owned devices
- Procedures for requesting support, getting repairs
- Consider teaching employees basic troubleshooting/maintenance
Involve the right people if you want to succeed.
Who should be involved?

---

IT professional

HR

Board of directors (risk management)

Legal counsel

End users/employees
Wrap-up

What’s your key takeaway from this session?

Questions?

Evaluation survey

More learning resources

Hartford Foundation’s Strategic Technology Program
NTEN, the Nonprofit Technology Network
Tech Impact’s Technology Learning Center
TechSoup Courses
Thank you

---

Materials are copyright 2023 Karen Graham and provided to Hartford Foundation for Public Giving under a Creative Commons Attribution-No Derivatives license.