# Technology Use and Security Policies and Best Practices

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A program of TACS

# Technology Use

- Know what your systems are
- Know how your systems are used:
  - Remote
  - On-site
  - Personal Use
  - External System Integrations

# Create Applicable Policies

- Policies that are not enforced can come back to bite you!
- Depending on how your systems are used, and what they are, some “best practice” policies may not be applicable
  - Example:  If you have staff that routinely work from home computers on an organizational system, it is impossible to enforce what other software may be installed on that computer.
  - Solution: Make an organizational commitment to providing staff with work stations that they can use remotely

# Policies and Best Practices to Consider

- Standard IT Policies and Procedures Outline
- Accessibility
- Back Up and Disaster Recovery
- Acceptable Use
- Confidential Data Protection
- Health and Safety

# Accessibility

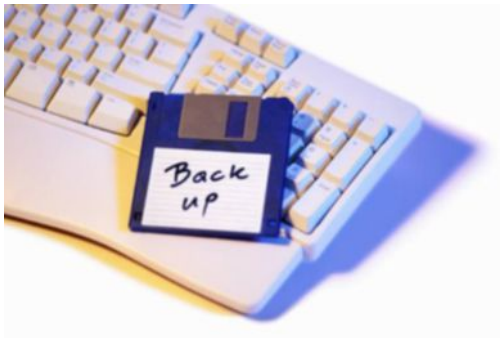
- Making your technology accessible to staff, volunteers and clients with disabilities, if not required by law, certainly is considered best practice.
  - Web site standards
  - Language
  - Alternative input devices

# Back Up and Disaster Recovery

- Do you have a plan to resume operations if any of these happen?
  - Physical Disaster – fire, flood
  - System Failure – parts fail, database becomes corrupted
  - Attack – hackers attack your network or web site, someone steals your computer

# Back Up and Disaster Recovery (cont)

- Make a plan – it does not need to be complicated:
  - Back up your data
  - Take the back up physically off-site or save it off-site
  - Have paper forms to collect data




# Acceptable Use

- What is acceptable?
  - Personal email
  - Games during breaks
  - Political information sharing
  - Purchasing new software
  - Offensive Material – who decides what is offensive?

# Acceptable Use (cont)

- For items identified as “not acceptable” –
  - How are people informed of the policy?
  - How do you identify a policy breach?
  - What are the consequences – disciplinary action?

# Confidential Data Protection

- What information should be considered confidential?
  - Employee personal information
  - Funder/Donor personal or financial information
  - Client personal information
    - Contact Information (address, phone, email)
    - Services provided
    - Assessment data
    - Health-related data
- What do you share with Partners?
  - Do you need a release?

# Health and Safety

- Ergonomic Standards
- Options for staff –
  - Furniture
  - Workstation Configuration
  - Peripherals – mouse, keyboard

# Helpful Links and Resources

- NPower – Guides and Papers
  - http://www.npower.org/resources/guides-and-papers
- NPower – Tools
  - *http://www.npower.org/resources/tools*
- Fieldstone Alliance: http://www.fieldstonealliance.org/productdetails.cfm?PC=60