

Table of Contents

Introduction	4
Email accounts and access services	4
Staff email account creation and deactivation services.	5
Password management and resets.	5
Self-password reset	5
Email /staff profile updates	5
Two-factor authentication-2FA	5
Authenticator application	6
SMS method	6
Email accounts and access services availability	6
Email accounts and access services provisioning Service Level Goals	6
Hardware services	6
Hardware purchase and leasing services	7
Hardware request and return services	7
Hardware upgrade services	7
Hardware maintenance services	7
Hardware disposal services	7
Hardware services availability	8
Hardware services provisioning Service Level Goals	8
IT Software services	8
IT software purchase and renew services	9
IT software patching and upgrade service	9
IT software end of life and decommissioning	9
IT software services availability	9
IT software services provisioning Service Level Goals	9
Business applications IT support services	10
Domain registration services	11
Website address simplification services	11
Single sign on-SSO enforcement services	11
Business applications IT support services availability	11
Business applications IT support Service Level Goals	11
Networks and internet connectivity services	13
Cable and WIFI network access services	13
Cable and WIFI network scaling services	13

Cable and WIFI decommissioning services	13
Networks and internet connectivity services availability	13
Networks and internet connectivity provisioning Service Level Goals	13
Storage and Backup services	15
Cloud storage services	15
Storage and Backup services availability	15
Storage and Backup Service Level Goals	15
Workstation security and privacy services	16
Single sign On-SSO workstation service	16
Computer encryption service	16
SOC services	16
Workstation security and privacy services availability	16
Workstation security and privacy Service Level Goals	16
IT request management services	17
IT incident management services	17
IT Problem management services	17
IT change management services	17
IT ServiceDesk solutions and services services availability	17
IT ServiceDesk solutions and services Service Level Goals	17
IT Training services	19
IT Onboarding training service	19
IT physical training services	19
Virtual IT trainings	19
Self-service trainings on the Evidence Action Academy	19
IT training services availability	19
IT training services provisional Service Level Goals	19
Cloud Computing Services (<i>future IT service</i>)	20
Cloud Database Services	20
Infrastructure as a service	20
Cloud base storage	20
Cloud computing services availability	20
Cloud computing services provisional Service Level Goals	20
AI- Artificial Intelligence Services (<i>future IT service</i>)	21
AI ask automation services	21
AI Word smithing services	21
Data analysis services	21

AI tools usage training services	21
AI- Artificial Intelligence services availability	21
AI- Artificial Intelligence services provisional Service Level Goals	21
IT Conferencing Services	22
Meeting room booking service	22
Access to conferencing devices services	22
Big meetings facilitations services	22
IT Conferencing services availability	22
IT Conferencing services provisional Service Level Goals	22

Evidence Action IT Services Catalog:

Introduction

The IT team serves in Evidence Action as the IT services and solutions provider to all the staff.

We ensure that all staff have the IT tools and infrastructure to accomplish Evidence Action vision and mission effectively while abiding by the Evidence Action values.

The IT tools include hardware, software systems and the IT and IM policy to govern the usage of these tools.

Below is the service catalog detailing the current IT services and solutions offered to the Evidence Action staff.

Email accounts and access services

We provide the below services for all Evidence Action staff:

- Creation and de-activation of email accounts this originates from the People and Culture team only
- Restore/retrieve of offboarded email accounts
- Password management and resets

Hardware services

- IT hardware services include purchase, request, return, maintenance, upgrades, and disposal of the IT hardware.
- IT hardware includes desktop computers, laptops, printers, network devices, door access control surveillance devices, keyboards, mice, headphones, projector and many more.

Software services

IT software services:

- IT software services include purchase, renew, maintenance, upgrades and patching of the IT software.
- IT software includes computer operating systems, office suite, google workspace, Computer Antivirus, and many more.
- Below is a listing of Evidence Action IT software:

Group	Approved IT Software
Computer Operating system	Microsoft Windows 10 or 11
Office suite	Microsoft Office suite-Word, Excel, Powerpoint,
Google Workspace	Google Docs, Sheets, Slides, Keep, Calendar
Computer Antivirus	Bitdefender
Storage and Backup	Box, Google drive
PDF viewers	Adobe reader, MS Edge browser

Business applications IT support services

- Business applications IT support services include sub-domain registration, single sign-on enforcement, website address simplification, routine IT governance, and many more.

- Business applications include applications owned and managed by other Evidence Action departments (not IT services team).
- IT solutions and services team ensures that these applications meet the minimum IT security and business continuity standards.
- Evidence Action business applications include:
 - Finance systems: ProcessMaker, Sage Intacct, Payspace ,
 - Procurement systems: ProcessMaker , CSI
 - People and Culture systems: BambooHR, Small Improvements, Workable

Here is the Evidence Action systems schematics

IT Governance

Evidence Action's organizational preference leans towards a decentralized system structure, granting system owners in various regions autonomy and increased control over their respective systems. While this approach fosters localized decision-making and operational flexibility, it also introduces the risk of decentralized systems falling out of compliance. For instance, systems housing Personally Identifiable Information (PII) without IT admin access, lacking Multi-Factor Authentication (MFA) or Two-Factor Authentication (2-FA), are vulnerable to compromise and data breaches. To address these concerns, IT Governance serves as a health check for critical systems, involving a structured assessment where IT poses carefully crafted questions to system owners. These questions cover aspects such as access control, business continuity, risk management, sysadmin roles, and cybersecurity. Each query is assigned a weight, and upon completion, IT furnishes a comprehensive report card to system owners. Using the scoring system, IT collaborates with system owners to develop a compliance roadmap, ensuring alignment with organizational standards and mitigating potential risks.

IT risk management services

IT risk management at Evidence Action is a vital service delivered by the IT team, aimed at evaluating the risks associated with mission-critical systems. The primary objective is to identify potential risks and propose effective mitigation strategies to ensure uninterrupted business operations. Each regional IT team is tasked with assessing the risks related to mission-critical systems specific to their respective regions. These region-specific risk assessments are then integrated into the overall organizational risk assessment framework. This integration not only offers a comprehensive view of the organization's risk landscape but also enhances transparency and instills confidence in the management team's decision-making process.

System integration services

IT offers system integration services tailored to specific needs, spanning from consultation to hands-on implementation, depending on available resources and the complexity of requests. These services encompass a broad spectrum of activities, including system consolidation and configuration, integration of both physical and cloud infrastructure, implementation of Single Sign-On across various systems, and the integration of communication systems and Artificial Intelligence, among others. This list is illustrative rather than exhaustive, highlighting the diverse range of integration capabilities IT provides to enhance organizational efficiency and effectiveness.

Cybersecurity services

Evidence Action's cybersecurity program employs a three-pronged approach. Firstly, we prioritize enhancing our cybersecurity posture by adhering to the NIST cybersecurity framework, renowned for its effectiveness in safeguarding organizations against cyber threats. Secondly, we ensure continuous monitoring of all endpoints and critical infrastructures through an external Security Operations Center (SOC). Lastly, we invest in a cybersecurity awareness program for our staff members, offering cybersecurity training and conducting regular phishing campaigns to assess and improve their skills in identifying potential threats.

IT Compliance services: routine audits conducted to ensure compliance.

The gold standard for our IT department is the NIST cybersecurity framework, and we are committed to achieving compliance with its standards. To progress towards compliance and maintain our current status, IT conducts regular audits. These audits are conducted locally within each region and are also subject to verification by other regions, ensuring thorough checks and balances across the organization.

IT Innovation services

Networks and internet connectivity services

- Services include network and internet access, scaling, decommissioning. Network entails the cable and wireless networks provided in Evidence Action offices.
- Internet entails technology to connect to the web could be Fiber, Microwave, Satellite, Cellular 4G, 5G and many more.

Cloud storage services

- Box and Google drive are cloud storage solutions provided. Box being the primary storage application.

Business continuity services

- Services include Computer back-up, google account backup ,and many more.
- All Evidence Action Google accounts are automatically backed up. Google email and drive are automatically backed up. To access your back-up, go [Google Apps-> Spanning tree](#)

Workstation security and privacy services

Services include single sign-on-SSO on workstation, Computer encryption , Workstation access control , Antivirus system, SOC, and many more services.

Single sign On-SSO workstation service

To access Evidence Action workstation, kindly login with your work email credentials.

Computer encryption service

All Evidence Action computers are encrypted on setup.

SOC services

Services include unauthorized actions detection and resolving.

Cloud Computing Services

Evidence Action IT offers Cloud Infrastructure as a Service utilizing leading cloud platforms such as AWS and Microsoft Azure. This service encompasses a wide range of offerings, including but not limited to cloud servers, databases, storage, archival solutions, domain name registration, web services, and web hosting. Our cloud infrastructure is meticulously designed with security as a top priority and undergoes continuous monitoring by an external Security Operations Center (SOC). Notably, our corporate website (www.evidenceaction.org) is hosted on our secure cloud infrastructure, ensuring reliability and optimal performance for our online presence.

AI- Artificial Intelligence Services (*future IT service*)

Services include tasks automation, data analysis , wordsmithing, spell checking and many more services. This is guided by the [Evidence Action AI tools guideline](#)

AI ask automation services

This is done on Google AI tools-Duet AI

AI Wordsmithing services

This is on the Google Duet linked to the staff Google account.

Data analysis services

This is done using Google Duet AI tool.

AI tools usage training services

IT will provide support to users on where to find, how the tool works and how to use it.

IT Conferencing Services

Conferencing services include Meeting Room Booking, Access to Conferencing devices-Projector, TV ,Big meetings facilitation , Setup and support of conferencing devices.

Meeting room booking service

Here is the listing of the Meeting rooms per office .

Refer to [this guide on how to book meeting room](#)

Access to conferencing devices services

Conferencing devices include Televisions, Projectors, Monitors,webcam, HDMI cables and adaptors . Televisions are stationary in the office meeting rooms. Projectors are portable devices .

Fill this [check-out form when requesting for a projector](#) to use off office.

Big meetings facilitations services

Big meetings are meetings with more than 70 attendees. We offer meeting setup on Zoom and assist during the meeting with host and co-host audio & video. Facilitate with Break-out rooms during the Zoom meetings.

Kindly raise [this service request](#) for big meeting facilitation

How to request the IT services:

Web: Service portal: [IT ServiceDesk portal](#)

Email: Send an email to the country IT ServiceDesk team on:

Global team: helpdesk@evidenceaction.org

India team: eaii-helpdesk@eaiiadvisors.in

Kenya team: kenya.itsupport@evidenceaction.org

Uganda team: uganda.itsupport@evidenceaction.org

Malawi team: malawi.itsupport@evidenceaction.org

Nigeria team: nigeria.itsupport@evidenceaction.org

Liberia team: liberia.itsupport@evidenceaction.org

Zambia team: zambia.itsupport@evidenceaction.org