

October 2023

## Global Technology Procedure | Procedure

**PROCEDURE OWNER:** Technology Department

**PROCEDURE APPROVED BY:** Director of Technology, Technology Department

**PROCEDURE CONTACT:** Technology Department, [help@water.org](mailto:help@water.org)

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#### I. Procedure Overview

##### Purpose of Procedure

This procedure defines key points of contact, covers the acquisition, recycling, or retirement of technology assets, defines onboarding/offboarding processes, and outlines infrastructure guidelines.

#### II. Procedure, Approvals, and Responsibilities

The purpose of this procedure is to establish standards and agree on processes surrounding technology assets for Water.org. This policy will document the guidelines, including identifying the users or points of contacts, defining laptop and other tech accessories specifications and price cap, and outlining the critical processes and timelines around procuring, configuring, troubleshooting, and retiring hardware.

##### 1. Procedure Guidelines

1.1 Refer to our [Global Technology Plan](#) for details including:

- *Outlines the designated individuals or points of contact for the critical roles to successfully procure, configure and distribute technology assets to Water.org employees globally.*
- *Defines the process and steps required encompassing the technology lifecycle for users.*
  - *For example, procurement and configuration of laptops for new hires.*
- *List the laptop specifications or details for the best or most efficient hardware for employees.*
- *List the additional common hardware accessories (monitor, headset, laptop bag, etc.) specifications or details covered by the Technology Allowance.*
- *Identifies the vendors used by each region or country to purchase and/or service hardware.*
- *Identify a succession plan or back up for a Technology or Finance Point of Contact*

## Governance

The **Technology Department** is the owner of this procedure and is responsible for reviewing, implementing, amending, and making recommendations for updates or changes to these procedures in alignment with the business needs of Water.org.

## Violations (if applicable) or Effect of Non-Compliance (e.g. delay in processing claims)

It is the expectation of Water.org that direct supervisors proactively manage their direct reports' compliance with these Procedures in collaboration with the issuing Department.

Non-compliance, from an employee or a direct supervisor, may result in progressive disciplinary actions consistent with the organization's established HR procedures.

## III.Additional Resources

### Contact for Support

Technology Department, [help@water.org](mailto:help@water.org)

### Related Policies

Help Desk Policy

Remote Work Stipends Policy