Water.org's Technology Department │ Charter

The Technology Team Charter defines the purpose, structure, and operating principles of our department. It outlines how we support the organization's mission through secure, scalable, and user-friendly technology solutions. As a strategic partner, the Technology Team enables staff across the globe to work efficiently, collaborate effectively, and make data-informed decisions.

This charter serves as a guide for how we operate, what services we provide, and how we engage with other departments. It also clarifies our scope, priorities, and the values that shape our work—ensuring transparency, alignment, and accountability across the organization.

Mission Statement

To serve as a key strategic partner, helping to deliver on the organization's mission by providing simple, cost-effective, secure, and reliable digital and data solutions. We are dedicated to enhancing operational efficiency and effectiveness while fostering innovation and ensuring the highest level of customer satisfaction.

Vision Statement

To continuously elevate technologies role as a key strategic partner and advisor in support of delivering Water.org's mission to bring safe water and sanitation to the world.

Operating Principles

The Technology team operates according to the following principles:

- **Service & Support:** Deliver responsive, reliable, and user-centered technology that enables teams to work effectively and fulfill the mission.
- **Security & Compliance:** Protect systems, data, and users through proactive security practices, policy enforcement, and regulatory alignment.
- **Scalability & Sustainability:** Design solutions that grow with the organization and remain maintainable, cost-effective, and future-ready.
- **Collaboration & Partnership:** Work cross-functionally to co-create solutions, ensuring technology is aligned with business needs and mission goals.
- **Innovation & Improvement:** Continuously improve systems and processes through automation, experimentation, and adoption of emerging technologies.

Department Functions – Shortened Version (Full version on Page 7)

The primary functions of the technology team include:

- **Governance and Strategy:** Develop and enforce technology policies, manage budgets, and align IT initiatives with organizational goals.
- **Infrastructure and Cloud:** Support global connectivity by maintaining networks, devices, and cloud systems.
- **Support and Operations:** Deliver frontline technical support to all staff across the organization.
- **Applications and Systems:** Ensure the functionality, security, and reliability of systems that enable communication and collaboration.
- **Security and Compliance:** Safeguard digital assets, promote security awareness, and ensure regulatory compliance.
- **Data, Development, and Integration:** Enhance decision-making and operational efficiency through data management, automation, and systems integration.

Engagement Guidelines

Rule of Thumb: If a solution involves technology, the Technology Department must be consulted early in the process. This ensures alignment with organizational standards, security, and long-term sustainability. To initiate technology-related work or request support, please visit the [Technology Department SharePoint page](#) for guidance, including tools like the Project Initiation Document. For general questions, issues, or requests, please contact the Help Desk at help@water.org as your first point of contact.

This includes:
- New system, module, software, add-on, app procurement
  - *What it Means*: Before purchasing or subscribing to any new technology—whether it's a full system, a plug-in, or an app—the tech team should be involved.
  - *Examples:*
    - Buying a new project/task management tool or HR platform
    - Adding a plug-in to SharePoint or Teams
  - *Why it Matters:* We ensure compatibility, security, licensing, and supportability across the organization
- Workflow automation
  - *What it Means*: If you're trying to automate a manual process—like approvals, notifications, or data entry—the tech team can help design and implement the right solution.
  - *Examples:*
    - Automating staff onboarding tasks using Power Automate
    - Setting up email alerts for grant deadlines
    - Creating a form that routes requests for approval
  - *Why it Matters:* We help ensure automations are efficient, secure, and integrated with existing systems.
- Data, system, or integration changes
  - *What it Means*: Any changes to how systems talk to each other, how data is stored or shared, or how users interact with platforms should involve the tech team.
  - *Examples:*
    - Connecting your CRM to your email marketing tool
    - Changing how data flows between finance and HR systems
    - Updating user permissions or access levels
  - *Why it Matters:* We maintain data integrity, prevent system conflicts, and ensure proper documentation and support.
- Security or compliance requirements
  - *What it Means*: If a project involves sensitive data, user access, or compliance with regulations (e.g., GDPR, LGPD), the tech team must be involved to assess and mitigate risks.
  - *Examples:*
    - Collecting personal data from beneficiaries or donors
    - Sharing files externally or using third-party platforms
    - Implementing MFA or encryption for a new tool
  - *Why it matters:* We protect the organization from data breaches, legal risks, and reputational harm.

Out of Scope Services

While the Technology Department plays a critical role in enabling and supporting organizational systems, the following areas fall outside its direct responsibilities:
- **Business-led Project Management**
  Ownership and execution of projects led by functional teams (e.g., fundraising, HR, finance) remain with those departments. Technology may advise or support but does not manage business-side initiatives.
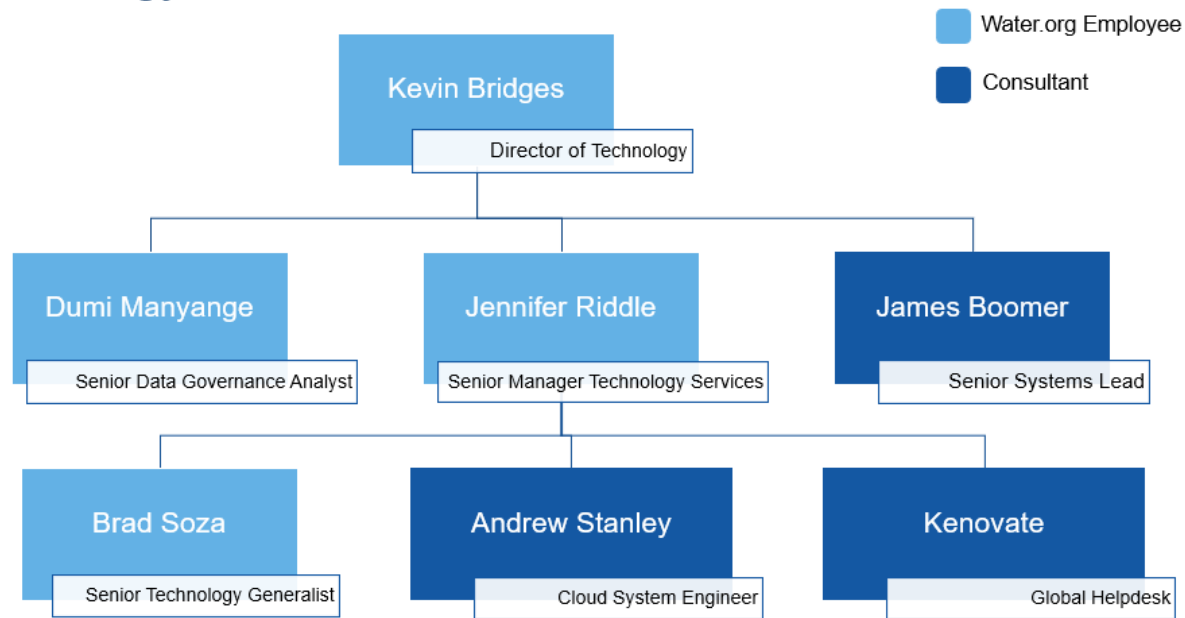
- **Functional Data Ownership**
  Departments such as Finance, Fundraising, and HR are responsible for the accuracy, integrity, and stewardship of their own business data. Technology supports access and infrastructure but does not own the data.
- **Personal Device Support**
  Technology support is limited to organization-issued devices. Personal devices (e.g., home Wi-Fi, personal phones, laptops) are not supported unless explicitly approved for business use.
- **Business Training Outside of Tech Onboarding**
  Training related to business processes, systems usage, or functional workflows is the responsibility of the respective departments. Technology provides onboarding for tech tools and security awareness only.
- **Departmental System Configuration (Unless Security-Related**)
  Functional teams are responsible for configuring their own systems (e.g., user roles, permissions, workflows). Technology may assist with security settings or integrations but does not manage business logic or configurations.

Success Metrics

- 99.9% system uptime
- 90% help desk satisfaction
- On-time delivery of tech initiatives
- High compliance audit scores
- Increased automation and reduced manual tasks
- Improved data quality and reporting adoption

Technology Team

Each member of the technology team accounts for the success and operations of our department and the organization. The information provided below includes an in-depth breakdown of each team member's roles and responsibilities to support the water.org environment.

Role	Description
Director of Technology (Kevin Bridges)	**Technology Strategy & Governance** Define and execute a technology roadmap aligned with organizational goals. Lead budgeting, policy development, vendor management, and performance tracking. **Infrastructure & IT Operations** Oversee global IT services, cloud platforms, and device management to support secure, reliable, and scalable hybrid/remote work environments. **Cybersecurity & Risk Management** Lead the organization's information security strategy, ensuring compliance, risk mitigation, and incident response readiness. **Enterprise Systems & Digital Solutions** Optimize enterprise platforms (e.g., HR, Finance, CRM), manage vendor relationships, and guide system integrations and digital transformation initiatives. **Team Leadership & Stakeholder Engagement** Build and mentor a high-performing, inclusive technology team. Collaborate with cross-functional leaders to translate business needs into effective tech solutions.
Senior Manager, Technology Services (Jennifer Riddle)	**IT Operations & Infrastructure** Provide global 24×7 IT support, manage vendors, and maintain secure, scalable cloud and on-prem systems optimized for hybrid work, including identity and access management. **Security & Compliance** Implement cybersecurity and business continuity programs while ensuring compliance with GDPR, donor data protection, and internal policies. **Project & Change Management** Lead system rollouts, migrations, and automation projects; track adoption and performance metrics. **Strategy & Budgeting** Contribute to IT roadmap and budget planning, recommending technologies to enhance mission impact. **Team Leadership**

Manage and develop a small internal and/or outsourced team, fostering a service-oriented, learning culture.

Stakeholder Collaboration & Training

Translate business needs into technology solutions and lead training to boost digital literacy.

Sr. Technology Generalist (Brad Soza)	**IT Operations & Support** Manage day-to-day tech support, help desk services, and user onboarding/offboarding. Ensure timely resolution of issues and high user satisfaction. **Systems & Infrastructure Management** Administer core systems like Microsoft 365, cloud platforms, and network environments. Oversee device lifecycle and ensure reliable connectivity across offices. **Project & Process Improvement** Lead or support technology projects, streamline workflows, and improve operational efficiency through process enhancements. **Collaboration with Development & Engineering** Partner with development teams to support technical requirements, hosting environments, and deployment of internal tools. **Training, Documentation & Adoption** Create user-friendly guides, lead training sessions, and promote digital literacy to improve technology adoption across teams. **Security & Compliance Support** Assist in implementing cybersecurity policies, managing access controls, and supporting compliance with data protection standards.
Senior Data Governance Analyst (Dumi Manyange)	**Data Governance Framework & Policy** Design, implement, and maintain data governance policies, standards, and stewardship processes to ensure high-quality, well-documented data assets across the organization. **Data Quality & Compliance** Lead data quality initiatives, monitor compliance with regulatory requirements (e.g., GDPR), and enforce data privacy and protection standards. **Cross-Functional Collaboration** Serve as a liaison among technical and non-technical teams to translate data needs, define requirements, and align metadata, data lineage, and data sharing processes. **Training & Advisory Support** Provide training and guidance on data governance best practices and support adoption across departments. **Reporting & Metrics** Define, monitor, and report on data governance KPIs and program effectiveness for leadership. **Project & Process Management** Manage governance-related projects and change requests, continuously optimizing processes to improve data reliability and accessibility.
Global Help Desk Support (Kenovate Team – Sameer and Praveen)	**User Support & Issue Resolution** Provide first-level support via phone, email, or chat for IT-related incidents and service requests, including hardware, software, network connectivity, and access issues. **Ticket Management** Log, track, and resolve tickets using the organization's IT service management system; escalate complex issues to appropriate teams when necessary. **Remote Troubleshooting** Diagnose and resolve problems remotely or coordinate on-site support as needed. **User Account & Access Management** Assist with user account creation, password resets, permissions, and access provisioning. **Hardware & Software Setup** Support device provisioning, configuration, and troubleshooting for desktops, laptops, mobile devices, and peripherals. **Documentation & Knowledge Base** Maintain accurate records of support cases and contribute knowledge base articles and user guides to improve self-service capabilities. **Cross-Regional Coordination** Work collaboratively with IT teams across regions to ensure consistent service levels and effective handoffs. **Training & Communication**

Provide basic IT training and guidance to end users; communicate system outages and updates proactively.

Cloud Engineer (Andrew Stanley)	**Automation Development** Design and implement automated workflows using tools like Power Automate, Azure Logic Apps, or other runbook solutions to reduce manual tasks and improve operational efficiency. **System Integration** Build and maintain integrations between enterprise systems (e.g., HR, Finance, CRM) using APIs, middleware, and cloud-native services to ensure seamless data flow and interoperability. **Cloud Infrastructure Support** Assist in managing cloud platforms (e.g., Azure, AWS), including resource provisioning, performance optimization, and cost management. **Technical Documentation & Training** Create clear, user-friendly documentation and training materials to support adoption of cloud tools, automations, and integrations across teams. **Collaboration & Advisory** Partner with development, data, and operations teams to understand technical requirements and provide guidance on cloud architecture, deployment strategies, and best practices.

Department Functions – Full Version

Function	Description	Scope of Services
Governance and Strategy	We guide the organization's use of technology by setting clear policies, managing budgets, and aligning tech decisions with strategic goals. This ensures that technology investments are thoughtful, cost-effective, and mission driven.	Technology policy development and enforcement, IT budgeting and cost management, vendor selection and contract oversight, strategic planning and alignment with organizational goals
Infrastructure and Cloud	We build and maintain the backbone of the organization's technology—networks, devices, and cloud systems—so that staff around the world can stay connected, productive, and secure. Our work ensures reliable access to tools and data, wherever people are.	Network design, monitoring, and troubleshooting, cloud platform management (e.g. Azure, AWS), Device lifecycle management (procurement, setup, retirement, VPN and remote access support, office connectivity (Wi-Fi, AV, conferencing systems)
Support and Operations	We're the front line of tech support—helping staff resolve issues, get set up with the right tools, and stay productive. Whether it's onboarding a new employee or troubleshooting a laptop, we make sure technology works smoothly every day.	Help desk and ticketing system management, employee onboarding and offboarding, technical training and documentation, software installation and configuration, routine maintenance and troubleshooting
Applications and Systems	We manage the systems people use to collaborate, communicate, and do their jobs—like email, file sharing, and business platforms. We ensure these tools are properly configured, secure, and accessible to the right people at the right time.	Administration of collaboration tools (e.g., Microsoft 365, Teams, SharePoint), SaaS platform management (e.g., HR, Finance, CRM), license tracking and renewals, User access provisioning and permissions, system performance and monitoring
Security and Compliance	We protect the organization's data and systems from threats, ensuring that sensitive information stays safe and that we meet legal and ethical standards. We also help staff stay informed and vigilant through training and best practices.	Identity and access management, Multifactor Authentication (MFA) setup and support, endpoint protection and antivirus management, security awareness training and phishing simulations, audit preparation and compliance reporting
Data, Development, and Integration	We help the organization make smarter decisions by managing data quality, building dashboards, and connecting systems. We also develop custom tools and automations that save time and improve how teams work together.	Data Governance and quality assurance, internal tool development (e.g., Power Apps), API and middleware integration, workflow automation (e.g., Power Automate, Logic Apps)