



Technology Policy

Purpose

This written technology policy is intended to provide clarity to uses regarding expectations, risk mitigation and to define effective, secure use of technology within the organization by the board of directors, members of the organization, stakeholders, and visitors to our website.

This policy was adopted on April 3rd, 2020 by the Executive Committee of the Board of Directors of the Friends of T.C. Steele, Inc. “*Friends*”, a nonprofit 501c3 corporation established under the laws of the State of Indiana, on the 16th day of August 1991. This document “Technology Policy and Processes” is reviewed annually by the Board of Directors of “*Friends*” and signed by each board member annually.

I. Hardware, Software and Platform

1. Friends owns one personal computer (hardware) used for membership management;
 - a. BOD computer is maintained by outside services and quarterly maintenance is completed by vendor.
 - b. Virus protection is installed and updates are installed as needed.
 - c. Key applications used are cloud based, i.e. Boardsource, Mailchimp, Salesforce and QuickBooks.
 - d. Document storage is accomplished by files loaded to SharePoint.
2. Friends owns no software; all applications are cloud based with exception of MS Office Suite on the one personal computer used by membership management.
 - a. Personal computer for membership management is on quarterly maintenance plan and managed by a third-party vendor.

II. Security

3. Board members and non-profit members interact using personal computers by accessing MS Outlook 365 account platform.
 - a. Passwords are to be changed at 90 day interval, exception can be approved by president using “PasswordPolicies” settings on MS Office 365.
4. Cell phones are not supported by tcsteele.org platforms.
 - a. BOD member are permitted to use personal cell phones for business of “*Friends*” so long as business minutes/notes are recorded and placed on Salesforce or SharePoint.
 - b. E-mail using MS Outlook 365 (tcsteele.org) is preferred method of communication for record retention and storage.



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5. Personal e-mail domains are not to be used for business communication or activities of “Friends”.
6. Website is maintained and hosted by outside services.
 - a. Internet Privacy Statement exists on website, is reviewed by board of directors annually and remains in effect until amended by board of directors.
 - b. Domain is owned by “Friends”.
 - c. Domain registration + renewal is managed by outside services.
 - d. Content strategy; creative/design, copywriting, search engine optimization, marketing, content work flow and governance is accomplished by BOD and outside services collaboration and hosted by cloud based services.
 - e. Strong focus on voice and tone will be utilized, e.g. Mailchimp.
www.voiceandtone.com
 - f. Search Engine Optimization (SEO) is a core part of the webmaster’s guidelines for content strategy with a goal of remaining on “Goggle’s good list” using Google SEO Starter Guide as consultative resource.
 - f) Limited e-commerce is conducted via website and use of WooCommerce, PayPal, and WordFence are widely recognized applications to ensure security.

III. Onboarding and Separation

1. New board members will receive a technology orientation using the guidelines of this document and acknowledge by signing the “Technology Policy and Processes Orientation” form.
 - a) Annually the president or his/her designee will brined the board of directors on any changes, breaches, new risks associated with the “Technology Policy and Processes” guidelines for “Friends”.
2. Outgoing board members by board term expiration, self-termination or BOD directed termination will be required to ensure all electronic documents in their possession are either stored in SharePoint or returned to the president.
 - a. President will remove MS Outlook 365 access and any other access the departing member may have with applications.
 - i. President will review, Boardsource, Mailchimp, Outlook 365, Salesforce, QuickBooks and make changes as needed.
3. Board members elected to Board Member Emeritus status will retain and be required to use MS Outlook 365 suite of products.



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IV. Data Hygiene

1. Access to MS Outlook 365 will be required for all board of director members; and the expectation is this will be the tool used for “Friends” related work and communication
2. Access to Boardsource, Mailchimp, Salesforce, QuickBooks will be by role assignment and need;
 - a. “Friends” goal of to providing the tools to complete work and tasks, while mitigating risk where possible, i.e. members will not be given access to applications unless there is a clear need.
3. Document storage will be a responsibility of the president and secretary with all board members being accountable for ensuring their work and files are stored in SharePoint in a timely and searchable manner with appropriate naming conventions and in adherence with document retention policy.
4. Document destruction will be achieved electronically via SharePoint deletion mechanism or if needed, through a reputable shredding third-party services provider; carried out by both the president and secretary as needed with listing of documents shredded.

V. Disaster Recovery & Business Continuity

1. Personal computer backup is maintained by operator.
2. Website: Third-party services provided retains copy of zipped website file on their fileserver.
3. Website: Third-party services providers maintains firewall, malware scanning, blacklist checker, server state and file change monitor, and 24/7 scanner for immediate notification and update is available for WordPress or plugin.
4. Website: Third-party services provider accomplished restoration if needed by SQL database being restored via cPanel via third-party outside services.

I understand the proper use of technology based systems and the proper storage of electronic information per the “Technology Policy and Processes” guidelines approved the executive committee of the board of directors in 2020.

Signature _____ Date _____

Name (print) _____

This policy is reviewed by the Board of Directors annually