A NEW WAY FORWARD: REIMAGINING THE NONPROFIT WORKPLACE

Virtual Engagement Series

Council of Michigan Foundations

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MICHIGAN COMMUNITY RESOURCES

Leveraging Technology and Tips for Taking the Workplace Virtual

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MICHIGAN COMMUNITY RESOURCES

Today’s Program

- Welcome & Housekeeping Notes
- Panelist Presentations
- Q&A with the Panel
- Closing Comments

Housekeeping Notes

- This webinar is being recorded.
- Q&A time is built into each portion of the program.
- Use the “chat” function to share your questions anytime.
- Conversations are based on our best understanding at this time.
- The attorney presentation features legal *guidance*, not legal advice.

Next in Our Series

Upcoming Topics Include:

Strategic, Supportive and Equity Centered: Board Best Practices for Staff Re-Entry

Financial and Tax Planning

A NEW WAY FORWARD:
REIMAGINING THE NONPROFIT WORKPLACE

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MANAGING RISKS AS WORK EVOLVES

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REMOTE WORK INFORMATION SECURITY

As workers move en masse out of the confines of the office into their bedrooms, home offices, porches, and closets, new IT risks emerge

- **Home Wi-Fi Security:**
  - In the office environment IT managers (or service providers) can control the security of all Wi-Fi networks. Employees' home networks probably have weaker protocols (WEP instead of WPA-2, for example). This allows hackers easier access to the network's traffic.
- **Use of Personal Devices:**
  - Employees are more likely to use a personal device for work when at home. Although VPN makes this workable, it introduces new risks concerning unauthorized use, monitoring of private internet activity, etc.
- **Working in Public**
  - To the extent employees are working in coffee shops or other public spaces, the risk of breaches of confidentiality are heightened. This also introduces the risk of theft or destruction of work devices.
- **Physical Document Issues**
  - Remote work makes destruction/shredding of confidential physical documents, as well as retention and storage of the same, more challenging

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HEIGHTENED ATTENTION ON DATA BREACHES

- As risks of data breaches increase with employees working from home, so have the penalties.
- Laws such as the California Consumer Privacy Act, European General Data Protection Regulation, New York Cybersecurity Regulation, and others are beginning to impose liability on businesses that do not have "reasonable information security protections" and suffer a data breach.
- Although these laws have not yet imposed liability on non-profits, the wind is clearly blowing in the direction of liability for entities that do not adequately protect sensitive information.
- Additionally, beyond legal liability, data breaches can cause significant reputational damage.

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WHAT NON-PROFITS CAN DO

There are many practices and procedures that can significantly improve information security while employees work from home, without blowing your budget

- Password management
- Regular reminders of employees' confidentiality responsibilities, especially with respect to sensitive data
- Rules for use of work devices (and personal devices when logged onto to VPN)
- Employee training (e.g. phishing avoidance training), policies and monitoring
- Targeted encryption of particularly sensitive information
- Strategic use of technology such as cloud storage with access logs and permissioning

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Melanie Myer

Tech Impact, Account Manger IT Service

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Leveraging Technology and Tips for Taking the Workplace Virtual

August 12, 2020

HARDWARE

HARDWARE

- Laptop with Camera
- Headset
- Docking Station

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CDW PEOPLE WHO GET IT

DELL

Lenovo

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FILE ACCESS

TeamViewer

Google Drive

box

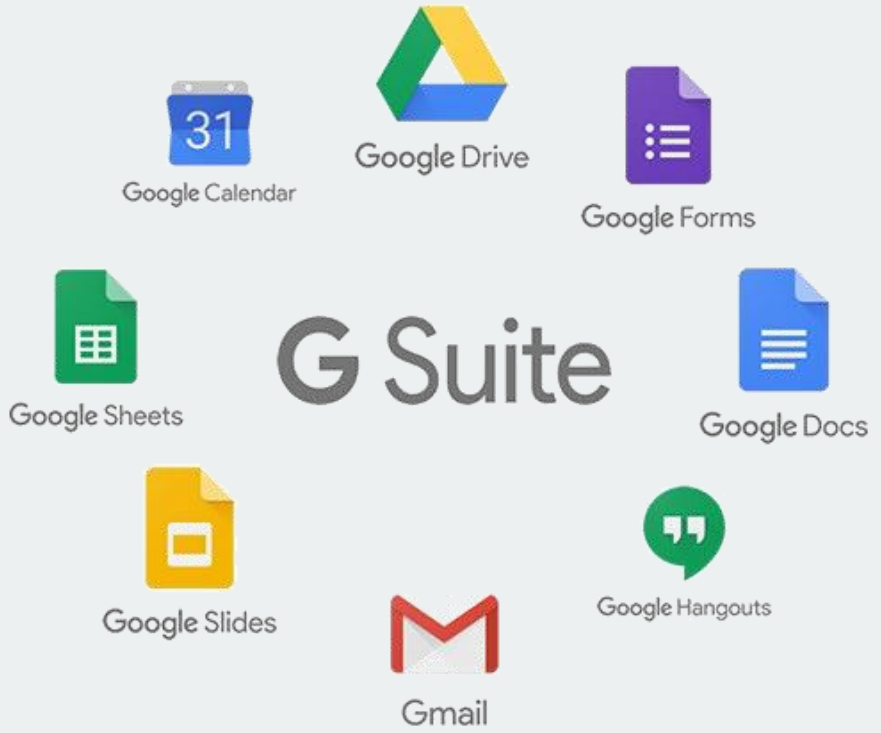
VPN

Dropbox

Microsoft

FILE ACCESS

Classical SP
Docs.com
OneDrive
Planner
Office 365
Yammer
Teams
Groups
Modern SP


Google Calendar
Google Drive
Google Forms
Google Sheets
G Suite
Google Docs
Google Slides
Google Hangouts
Gmail

Collaboration Tools

- Slack
- Limnu
- Stormboard
- Sketchboard
- Asana
- Basecamp
- Trello

PHONES

- Microsoft Voice
- Google Voice
- Ring Central
- 8X8

Video Conferencing Tools

- Teams
- Hangouts
- Blue Jeans
- Kaltura
- Ring Central
- Zoom

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VIRTUAL EVENTS

Town hall meetings, forums, debates, and conferences can move online.

VIRTUAL EVENT TOOLS

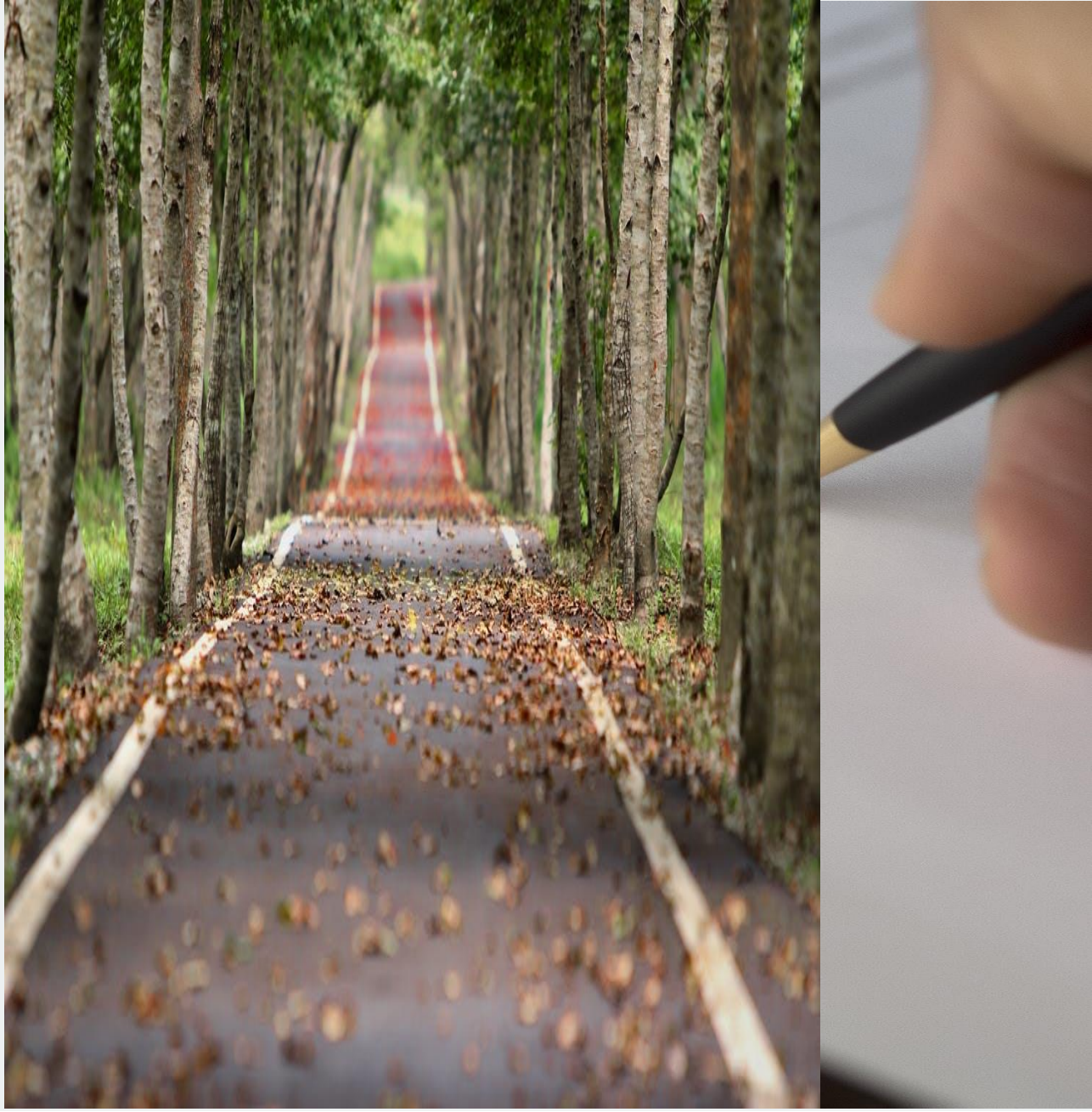
- Whova
- Run the World
- Zoom
- Hopin

DIGITAL SIGNATURES AND SCANNING

- Docusign
- Adobe Pro
- Scanner
- Microsoft Lens
- eFax

RECOMMENDATIONS

- Invest
- Think Long-term
- Consider Technology Committee
- Staff Feedback
- Provide Trainings
- Set Policies and Procedures



Resources

Prepare. Respond. SERVE.

techsoup

https://techimpact.org/events/

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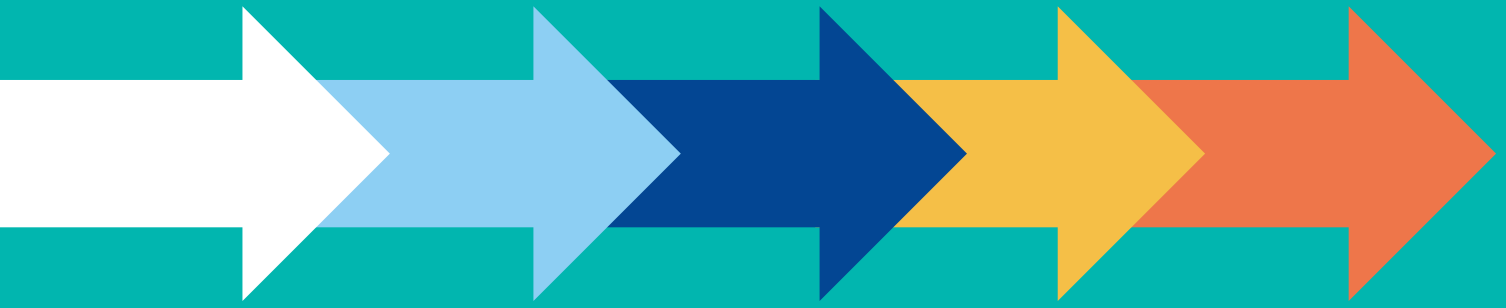
Leon Wilson

Chief of Digital Innovation
& Chief Information Officer,
Cleveland Foundation



Q&A

MNA Technology Services

- Trusted and reliable IT help desk for nonprofit staff
- Outsource common IT issues and/or supplement your existing IT staff
- Supports Michigan nonprofits with 5 to 75 staff
- Cyber security protection

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mnaonline.org/technology-services

Thank you for being a part of today's conversation!

Please be sure to complete the evaluation at the end of the session.

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