



Technology Evaluation and Planning

Common Impact's technology services will streamline your information systems and improve your infrastructure—creating efficiencies that enhance client service.

WHAT'S THE BENEFIT?

A Common Impact Consultant will evaluate your current technology efforts, examining the technical, cultural, and staffing challenges that affect the success of IT systems. Our evaluations cover the following topics:

- Client information management
- Data systems for fundraising and contact management
- Communications (website, e-mail, intranet)
- Website usability
- Staffing an IT department (full- or part-time)
- Support and troubleshooting
- Training and technology competencies
- Infrastructure (computer hardware, software, networking, and security)

The technology evaluation process culminates in the development of a written technology plan. This three-year plan outlines the needs we heard during the assessment process and provides concrete recommendations. Once your technology plan is in place, we connect you to teams of corporate professionals to implement tactical projects such as a new website or database.

(Note: At this time, we only work with PCs running Microsoft Windows. If you have a mixed environment of Windows PCs and Macintosh or Unix/Linux-based computers, we will only evaluate your Windows PCs.)

HOW DOES IT WORK?

We gather insights about how technology could better serve your organization by using a combination of surveys, interviews, focus groups, document reviews, and an independent technical audit. We spend a significant amount of time speaking with staff members about how they do their jobs and how technology either facilitates or hinders their ability to get work done efficiently, building the buy in that is critical for future technology improvements. We then document our findings and discuss them with your senior team.

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→ Read a Case Study

<http://www.commonimpact.org/work/>

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