

IT Operations Checklist

10 Essentials for Nonprofits



None of these require a technology background. They require the same management skills you already use for budgets, hiring, and contracts. Check off what is in place, and make a plan for the rest.

EQUIP YOUR PEOPLE

- 1 ☐ Every staff member has an organization-owned, managed device, replaced on a set life cycle (usually every three to five years: replace 1/3 to 1/5 every year)
- 2 ☐ IT is part of onboarding: accounts, system access, and working equipment ready on day one
- 3 ☐ IT is part of offboarding: accounts shut down, equipment returned, unused licenses canceled
- 4 ☐ Core tools are defined and communicated to all staff
- 5 ☐ Everyone knows where to go to get IT help

KNOW WHAT YOU HAVE

- 6 ☐ Hardware, software, and licenses are inventoried
- 7 ☐ Admin access, credentials, and license keys are documented, stored securely, and accessible if other systems go down
- 8 ☐ IT vendors are documented: who they are, what each is responsible for, and what they deliver

PLAN AND OWN IT

- 9 ☐ IT is part of a holistic annual budget, planned by leadership around what your mission needs
- 10 ☐ A named IT owner accepts the role, has the authority to act, and has a succession plan