

Principles of Operations

NPower Indiana Technology Providers
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- Principle 1.** Non-Profits are mission-driven organizations that often work under financial and other constraints. Thus, my/our services will be especially sensitive and responsive to their unique needs.
- Principle 2.** Integration of technology into Non-Profits has a value that far exceeds simple efficiency improvements. Thus, my/our work will help Non-Profits realize the positive impacts that technology can have on program delivery and organizational systems.
- Principle 3.** The true total cost of any technology includes the time and money necessary for assessment, planning, evaluation, training and support. Thus, I/we will factor these costs into our discussions and pricing.
- Principle 4.** Strategic decisions about the use of technology should be made to support the mission of the Non-Profit. This requires a careful assessment by organization stakeholders of the improvements sought in a particular business system or program. This ensures that any application of technology is appropriate. Thus, I/we encourage that non-technology staff play an essential role in technology planning and decision-making.
- Principle 5.** Non-Profits should do as much work as they can internally to understand and articulate their needs before and while seeking technology advice or solutions. Thus, we will encourage their self sufficiency.
- Principle 6:** Regular and clear communications is central to the success of our working relationship. Using understandable non-technical terms also enhances communication. Thus, I/we have a responsibility to stimulate and encourage ongoing communication, to strive for clarity and to work to ensure delivery or service on time.
- Principle 7:** Transfer of knowledge to Non-Profits is a key part of my/our responsibility. Thus, I/we will work so they can sustain their use of the technology, solve problems on their own, and get the help they need when appropriate.
- Principle 8:** Technology can have both positive and negative results. Thus, I/we pledge to ensure that our products and services are used in a socially responsible manner that avoids harmful effects to society, organizations and users while protecting their privacy and confidentiality.