



The Global Network Assessment Program (GNAP) **develops inclusive collaboration and trust between decentralized country offices and headquarters** (HQ) through intentional fact-finding to uncover and understand each office’s unique challenges.

Our step-by-step process evaluates local and global networks to facilitate improvements that streamline your IT systems. Together through the GNAP, we build a **customized technology strategy that fits the budgets and goals of each office to improve your entire organization.** You will save time, money, and internal resources so your mission impact can continue to grow.

# 1

## Alignment

Participants from HQ and country offices are introduced to the GNAP. Together, we identify expectations and network challenges, then review the scope of the project and timeline.



# 2

## Assessment and Analysis

The GNAP project manager and HQ guide each country office through the preliminary network assessment, a collaborative deep-dive to discover exactly what problems exist and explore possible solutions.



# 3

## Review and Planning

In collaboration with HQ, the GNAP project manager creates a unique organization-wide plan. Each country leader reviews recommendations for their office, including costs and timelines. Participants provide feedback, then HQ prioritizes changes across all country offices in the program.



# 4

## Implementation

Each country office leads network changes based on recommendations from their customized improvement plan. HQ and Telecom4Good support the process, including procuring equipment and providing training as needed.



# 5

## Follow-Up

Telecom4Good ensures preparedness of each country office to manage their new IT infrastructure and addresses any additional needs. HQ reviews the final program report. HQ and country office participants provide program feedback to improve the process for future partners.



“The challenge is having our headquarters in Texas and a satellite office in Ethiopia. We don’t have the budget for a dedicated IT staff in Ethiopia, and this creates barriers—we often aren’t aware that a problem exists, we don’t always understand the root causes, and we struggle to find and implement solutions. The value of the GNAP was having an IT expert who is also familiar with challenges in developing countries. Telecom4Good added value immediately and in ways that I hadn’t even considered. We truly appreciate their dedication to helping improve ‘all things tech’ in our Ethiopia office, and feel fortunate to have them on our team. They make it so easy for us!”

**-Stephanie Fast, A Glimmer of Hope**