Welcome!

Infoxchange is a non-profit social enterprise

Technology for Social justice

Our social objectives

» Digital Inclusion: Help more people get online and empower people to improve their quality of life through the use of technology

» Sector Capacity: Build the capability of the non-profit sector to have greater impact in their communities through the use of technology

Our services in NZ to build sector capacity include

» IT assessments and strategic advice

» Office 365 migrations and support

» Client & case management systems selection & advice
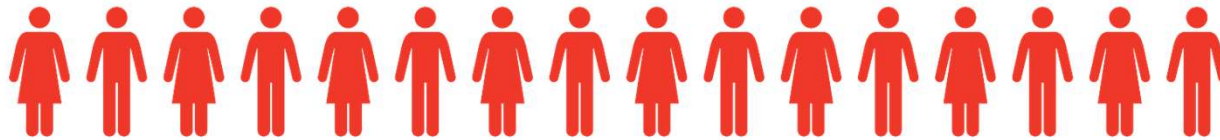
IN THE PAST YEAR, WE'RE PROUD TO HAVE SUPPORTED:

1.7 MILLION PEOPLE IN NEED

8800 NOT-FOR-PROFIT, COMMUNITY AND GOVERNMENT SERVICES
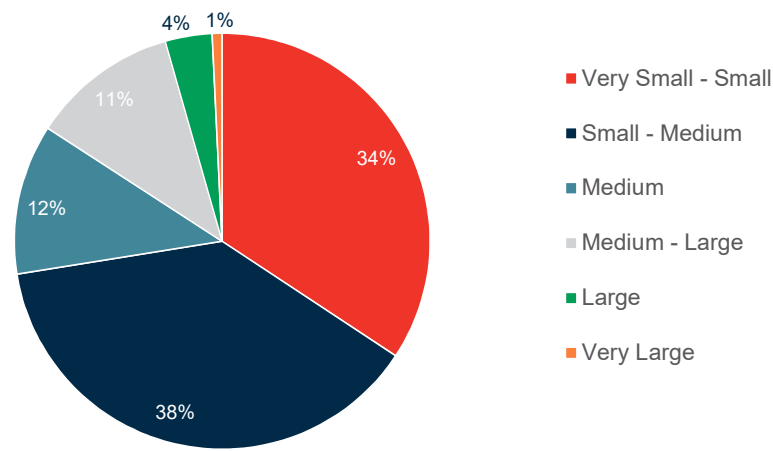
150 STAFF

51% FEMALE

VOLUNTEERS 22

9% IDENTIFY AS LGBTIQ+
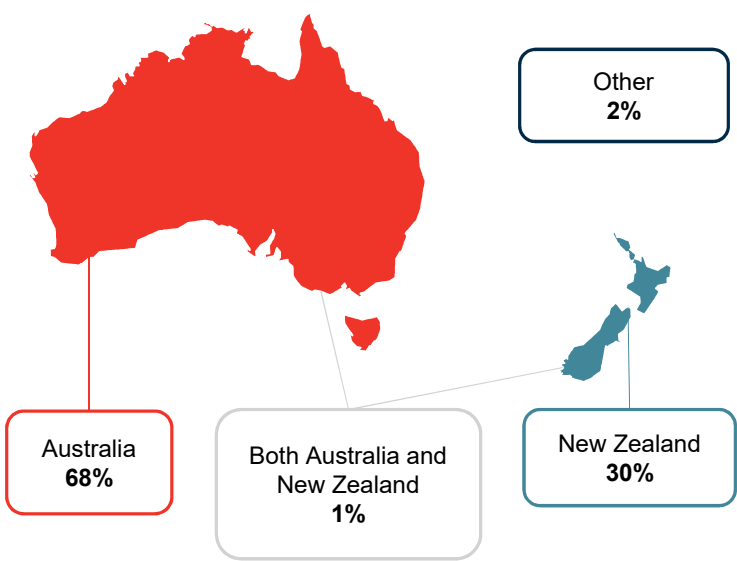
17 COUNTRIES OUR STAFF ARE FROM

21 LANGUAGES SPOKEN

385 NFP organisations completed the 2017 digital technology survey

Pie chart:
- Very Small - Small: 34%
- Small - Medium: 38%
- Medium: 12%
- Medium - Large: 11%
- Large: 4%
- Very Large: 1%

Legend:
- ■ Very Small - Small
- ■ Small - Medium
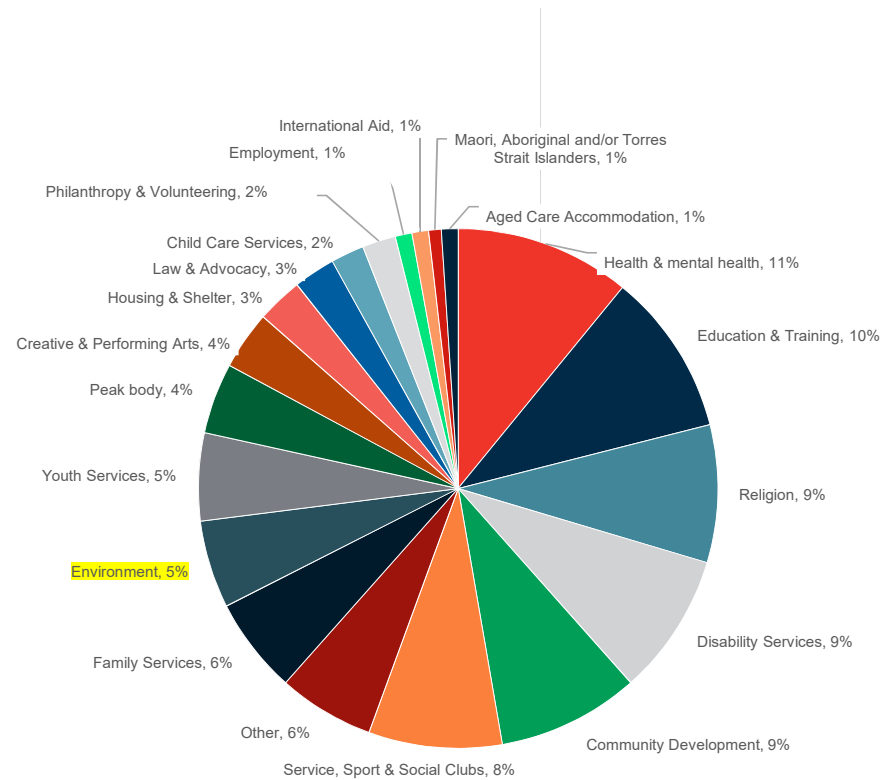- ■ Medium
- ■ Medium - Large
- ■ Large
- ■ Very Large

Organisations were categorised by size according to the total number of staff indicated in their survey response. The categorisation is as follows:

	Number of staff	Size category
■	0 – 5	Very Small – Small
■	6 – 20	Small – Medium
■	21 – 50	Medium
■	51 – 150	Medium – Large
■	151 – 500	Large
■	500+	Very Large

Respondents by country where services are delivered

- Other **2%**
- Australia **68%**
- Both Australia and New Zealand **1%**
- New Zealand **30%**

NFPs from all sectors contributed to the survey

Pie chart showing NFP survey contributions by sector:
- Health & mental health, 11%
- Education & Training, 10%
- Religion, 9%
- Disability Services, 9%
- Community Development, 9%
- Service, Sport & Social Clubs, 8%
- Other, 6%
- Family Services, 6%
- Environment, 5%
- Youth Services, 5%
- Peak body, 4%
- Creative & Performing Arts, 4%
- Housing & Shelter, 3%
- Law & Advocacy, 3%
- Child Care Services, 2%
- Philanthropy & Volunteering, 2%
- Employment, 1%
- International Aid, 1%
- Maori, Aboriginal and/or Torres Strait Islanders, 1%
- Aged Care Accommodation, 1%

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NFP **primary technology challenges** and **priorities**

Challenges

Priorities

Challenges		Priorities	
Budget / funding	23%	23%	Improve website
Affordable, skilled technical resources	14%	22%	Implement a new client or member Info Management System
Internal IT capacity and capability	12%	13%	Make better use of social media
Making the most of the cloud	12%	11%	Move to the cloud
Refreshing our IT infrastructure	10%	11%	Other
Other	9%	11%	Upgrade our IT infrastructure
Keeping abreast of technology changes and identifying where to invest our IT spend	9%*	8%	Develop an IT plan

*Additional challenges included: Improving our ability to recover from an IT disaster (4%), Affordable staff training (3%) and Impartial technical advice (3%).

Planning: Organisations without an IT plan are over 4 times more likely to report that their systems are incapable of capturing information about outcomes

Proportion of organisations who disagree with the statement 'Our system(s) are capable of capturing information about client outcomes' and who **do not** have IT plan

Proportion of organisations who disagree with the statement 'Our system(s) are capable of capturing information about client outcomes' and **have** an IT plan

35%

8%

» The presence of an IT plan allows an organisation to clearly identify areas of investment in IT operations in order to operate efficiently, generate revenue, and measure programme outcomes.

» The absence of a formal plan can impact an organisation's ability to focus on the 'right' IT areas.

» As illustrated above, organisations with an IT plan are far more likely to be have sufficient systems in place to operate effectively.

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OPPORTUNITIES

Digital technologies can facilitate greater impact for NFPs

Organisations that use digital technologies effectively are better placed to respond in a challenging environment. They have better control over their investment and funding sources, better infrastructure that enables staff to be productive in changing conditions and an established online presence that maintains continuity in client and supporter engagement. We measure digital capability across six capability areas shown below – along with the corresponding organisational benefits.

If you want to understand organisation's digital maturity, take our quiz at www.improveit.org.

	Basic ----------------→ Advanced		Benefit
IT Management	No ICT plan; ad hoc and reactive	Clear and compelling ICT vision and strategic plan, aligned with organisation's vision, mission and goals	**Maximum impact from ICT investment**
Technology – PCs, infrastructure, email, etc	Individual PCs with no information sharing capability	Information accessible anywhere, supported by functional and easy to use collaboration tools	**Staff can collaborate, work productively and access information anywhere**
Information systems	Predominantly paper based systems to support client information and service delivery	Integrated, accessible solutions support efficient processes, service delivery and track outcomes	**Painless reporting, efficient services and outcomes tracked**
Online presence	No social media presence and very basic, static website	Broad stakeholder engagement through integration of social media and sophisticated website	**Attract new funders, supporters, volunteers, staff and clients**
Skills and culture	Most staff are uncomfortable using computers, technology and the internet	Staff are keen innovators, drive technology improvements and keep skills up to date	**Productivity of staff and volunteers is maximised**
Security and risk	We'll worry about it when it happens	Practical ICT DR plan regularly tested. Client data and service provision capability protected with good security	**Service interruptions are minimised**

Is your digital technology supporting you?

» Can you find the information you need?

» Can other people in your organisation find the information they need?

» If you leave the organisation, will the person following be able to access & understand your work?

» Are you collecting the information you are going to need next year, & in 5+ years?

» Are you & your colleagues doubling up & entering the same information in separate places?

» Is it easy to contact your supporters & volunteers?

» Do you have the right tools to help manage your volunteers?

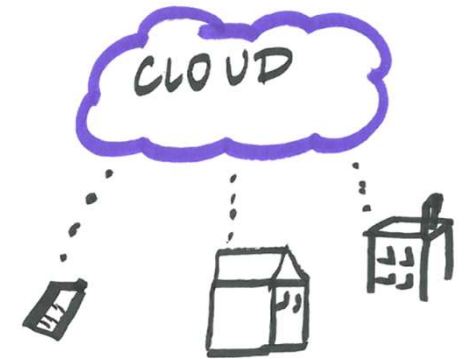» How secure is the information on your computer if it is stolen? Is the information backup anywhere?

What is the Cloud?

**General term for anything that
involves delivering
IT <u>services</u> over the internet**

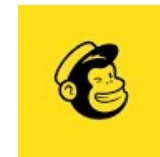# What is the Cloud?

A way to provide IT services characterised by:

» **Reliability** – with inbuilt redundancy

» **Expandability** - easy to add or remove users

» **Usage-based pricing** – often free or discounted for NFPs

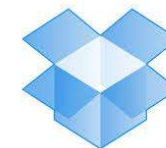» **Accessible** over the **internet** – people can work anywhere

Benefits of cloud computing

» **Greater access to functionality:**
  - cloud solutions are developed for multiple organisations & provide a lot more functionality than can be built by one organisation creating their own solution

» **Focus on core business:**
  - ability to focus on the core activities of the organisation rather than having management and resources spend time on support functions

» Scale:
  - benefit from the scale & expertise of the cloud service providers

» Flexibility:
  - the ability to scale up and down as computing needs change

» Reduced capital:
  - reduced need to utilise capital in physical infrastructure

Key technology trends in the NFP sector

1. ## Move to cloud based applications
   Client & membership management systems, cloud documents, email, finance/hr systems, social media, web platforms

2. ## Increased use of mobile devices
   Provide staff & volunteers with instant access to client & member details, expectations & history and the ability to work from any location

3. ## Increased importance of data & information
   Supporters & funders are more often asking 'what outcomes are we achieving with our support'?

Some digital strategies for your organisation

1. Take advantage of the cloud & go mobile

2. Enable ready access to stakeholder information from anywhere

3. Capture & analyse operational & outcome data

4. Make the most of your online presence

5. Encourage enthusiastic, secure use of systems

6. Make sure you are well supported

WHAT SYSTEMS ARE OUT THERE?

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Cloud based systems – some examples

» **Email, contacts, calendars & file sharing**
  • Office 365, G Suite
» **Newsletters**
  • Mailchimp, Constant Contact
» **Volunteer management**
  • Better Impact, Be Collective
» **Membership**
  • MemberConnex, MemNet
» **Event management**
  • Eventbrite, humanitix
» **Finances and payroll**
  • MYOB, Xero, Thankyou Payroll

The cost of cloud based systems

» Many of the cloud based systems have free options, or attractive NFP pricing

» Several of the cloud systems can be purchased through TechSoup

» Pricing for cloud based services is generally by user/month

» Organisations may need specialist help to select, configure and implement the more complex services

Non-profit cloud services: G Suite & Office 365

✓ Zero cost to eligible non-profits

✓ Email, contacts and calendar

✓ Create and edit spreadsheets, documents and presentations

✓ Store files

✓ Video conferencing and instant messaging

✓ Service level commitments (SLAs)

But,

• User interfaces differ – which are your people comfortable with?

• Only Office 365 is currently hosted in Australia

• You may need some specialist help with implementation, especially if your requirements are more complex

What is Office 365?

Microsoft

Office apps and Office Web apps

Always up to date

Optimized experiences for common devices

Reliable service with a 99.9% SLA

Exchange
SharePoint
Lync
Advanced IT controls and configuration

Industry trusted certifications

What is Office 365 (E1 plan)?

Office 365 diagram showing: Business-Class Email, File Sharing, HD Video Conferencing, Technical Support, Financially-backed SLA, Simplified IT Management, Anywhere Access, Office Web Apps

Office 365 Nonprofit E1

Designed for organizations of all sizes (unlimited users)

24/7 IT-level phone support for critical issues

Available as a donation to qualifying nonprofits

50GB Exchange mailbox per user

1TB OneDrive storage per user

1TB storage per organisation plus 500mb per user

Basic mobile apps (Office apps are read only)

Office Web apps only (Word online, Excel online etc)

How to choose which device is suitable for each of your staff?

Key options for hardware devices

Device	Desktop	Laptop or Ultrabook	Tablet
User type	Office based	Mobile and office based	Mobile
Common Brands	Dell, HP	Dell, HP, Lenovo, Toshiba, Mac	iPad, Samsung, Surface Pro
Operating System	Windows 10	Windows 10	IOS, Android, Windows
Life span	3-5 years	2-3 years	1-3 years
Key purpose	Good for office based and admin staff doing word processing	Good for managers or mobile staff doing word processing etc	Good for client visits, recording case notes and accessing web based apps
Cost	$500-$1,000	$600 - $2,000	$350 - $2,500

Encouraging people to embrace technology, securely

Moving to a mobile, digital first world can only happen with support & leadership from the non-profit management team & staff.

Successful digital strategies consider:

» How a culture of appropriate security can be engendered across all staff & volunteers – both to meet security obligations, and to keep confidential and sensitive data safe.

» How willing people are to embrace technology in their daily activities to support your organisation.

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AVAILABLE RESOURCES

TechSoup

» Offers value from non-profit discount & donation programmes

» Connects the not-for-profit sector to the right tools and capabilities they need to fulfil their mission

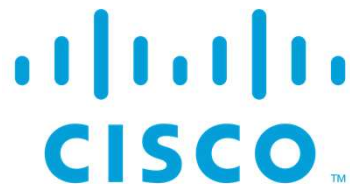» TechSoup is part of the Infoxchange family

www.techsoup.net.nz

TechSoup services

» Donated & discounted products

» Training & webinars

» Annual conference

» Suppliers directory

Some of TechSoup's partners

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Digital learning programme

»Webinars, boot camps, masterclasses, & workshops, designed specifically for the needs of people working in not-for-profits, with many free to attend

»Topic areas include:
  »Digital marketing
  »Social media
  »Technology
  »Sponsorships and funding

Sign up & start using the resources

techsoup
NEW ZEALAND

To register with TechSoup your organisation needs to:

» Be a non-profit

» Have a charitable purpose

» Be a non-government organisation

» Be a registered charity, OR have an appropriate non-profit clause in your constitution

» Other criteria may apply depending upon the donation or discount partner

www.techsoup.net.nz

ImproveIT

» ImproveIT is a website of resources developed to help non-profit and community organisations make the most of IT

» Topic areas covered:

- IT management
- Technology
- Information systems
- Online presence
- Staff skills
- Security & risk

» There's even a digital capability quiz

www.improveit.org

THANK YOU

WWW.INFOXCHANGE.ORG.NZ

WWW.TECHSOUP.NET.NZ

WWW.IMPROVEIT.ORG

Henrietta Hall, hhall@infoxchange.org , (027) 451 2315