

## **Building Bridges to ICT Excellence**

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**CASE STUDY:** Advice organisation looking to better manage and develop their ICT infrastructure

### **SUMMARY:**

Approached by an advice organisation with 2 distinct ICT issues that they wanted help to resolve:

1. Premises move and the implications this has for the organisations ICT.
2. Recruitment of person responsible for ICT within the organisation.

The organisation had identified the importance of ICT and how it can help the organisation to function and deliver services. As with many organisations there was little technical ICT knowledge within the organisations so staff felt daunted when faced with ICT development and a lack of confidence in dealing with ICT issues.

### **WHAT HAPPENED?**

Research was carried out in to the current ICT system within the organisation. Although this was found to be ad hoc in development it was felt to be robust enough to deal with the premises move. Advice was given on how to facilitate this move, starting with the Knowledgebase article [Moving Your IT To A New Office](#). Part of this process was to carry out an audit of hardware so the organisation was able to make meaningful decisions about use of hardware.

Additionally advice was given on software purchase to look at standardisation of software across the organisation to move away from the current situation with staff using different versions of software. This advice included signposted to charity discounts and subsidised software purchase. The rationale for standardising software is that support of software becomes a lot easier. Signposting to subsidised software providers allowed the organisation to save funds whilst upgrading software.

The planned recruitment of a new staff member within the organisation with responsibility for ICT demonstrates the organisations commitment to recognising the importance of ICT. The initial plan for this post was to look for a person with high

technical skills. This decision was taken on the basis of a lack of understanding of technical issues rather than what would be the best fit for the organisation.

The organisation has access to a technical support from an external ICT provider. After discussion it was recognised that looking for a staff member with a high level of technical skills would replicate the work of the support company. The initial planning within the organisation was that this duplication would eventually allow for the reduction in support company costs.

The job description was re-evaluated in the light of good ICT management principles. After consideration the job description was refined to look for a high level of understanding of ICT with the key responsibility being the first port of call within the organisation for ICT and managing the relationship with the ICT support company. This was agreed for 2 major reasons:

1. Having a defined person and procedure for managing ICT will enable better decision making in regard to purchase, replacement and maintenance of ICT systems.
2. An appropriate ICT support contract for the organisation was recognised as essential and having that relationship managed by a named person will enable the organisation to get the most out of that contract so that it meets the organisations needs.

Redefining the job description allowed the organisation to make the most of limited funds by employing someone who understands the sector and improving the relationship between the organisation and the support company.

### **GOING FORWARD:**

The organisation has taken a forward thinking approach to ICT management and development.

Appointment of ICT staff member has been successful and the organisation is looking over the coming months to develop an ICT strategy.

The work of the Building Bridges to Excellence project enabled the organisation to better plan their ICT management meaning quicker access to information on and for clients.

## USEFUL RESOURCES:

- ICT Management -  
<http://www.ictknowledgebase.org.uk/ictmanagement>
- ICT Administrator Job Description -  
<http://www.ictknowledgebase.org.uk/ictmanagement>
- Moving your ICT to a new office -  
<http://www.ictknowledgebase.org.uk/movingyoursystem>
- Why Be Concerned About Managing ICT -  
<http://www.ictknowledgebase.org.uk/whyworryaboutictmanagement>
- Managing IT And The Role Of The IT Co-ordinator -  
<http://www.ictknowledgebase.org.uk/itcoordinator>
- The LASA Managing ICT Model -  
<http://www.ictknowledgebase.org.uk/lasamanagingictmodel>

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