

## **Building Bridges to ICT Excellence**

---

**CASE STUDY:** Environmental campaigning organisation.

**SUMMARY:** A small organisation promoting environmental issues are using a computer system that has evolved over time. Purchasing decisions have been made purely on when funds have become available.

This has resulted in a disjointed system with equipment varying greatly in age and the subsequent variances in software used within the organisation. For example although the organisation has standardised on Microsoft Office computers within the organisation are using a wide range of versions. Due to lack of knowledge and training on using the software this often meant that documents could not be opened by all staff.

The organisation has been using a server based network for 6 years. Due to restrictions in finance there have been no upgrades to the network since its original installation.

Allied to this the organisation has no ICT support contract. When the network was first installed the organisation had this done as part of a support contract. As the organisation was looking to save money over the last 3-4years this contract had not been renewed. The organisation since then has been relying on volunteers to deal with ICT issues and support their computer network. This has resulted in mixed success and a lack of documentation on what work has been carried out. Recently with the ageing server the organisation has had to call in a professional support company on occasions, as this has been on an ad-hoc basis it has proved to be a costly solution.

### **WHAT HAPPENED?**

Initial meetings took place with the organisation and their ICT volunteer and staff member with nominal ICT responsibility. The emphasis of these meetings was to get the volunteer and staff member to understand the need for documenting ICT within the organisation and all ICT work that they carried out.

This was followed by a complete Healthcheck of the ICT within the organisation. This unearthed a number of ICT issues including lack

of disk space on the server, individual computers not being updated, no back-up of server being carried out and unsecured wireless access to the network.

The Healthcheck was followed by a survey of staff to gather together their thoughts on how the ICT within the organisation was functioning.

Both of these pieces of work resulted in staff within the organisation realising that pro-active measures needed to be taken to improve not only the ICT within the organisation but also how it was used.

### **GOING FORWARD:**

With funding being still being an issue for the organisation it was not possible to spend money straight away to solve ICT issues.

For that reason a number of interim measures were put in place to alleviate some of the major ICT issues, these including:

- Using the information from the Building Bridges Healthcheck as a starting point for an ICT Audit
- Purchasing a USB Storage Disk to enable copying of vital folders to ensure at least a basic level of back-up is taking place.
- Securing wireless access to the network to just organisation staff.
- Turning on Automatic Updates for individual computer to ensure they are kept up to date.

As well as these quick solutions the organisation has prepared a paper for the Board seeking commitment to investing in their ICT system and the importance of ICT support as and when funds allow.

Although the organisation still faces a range of ICT issues the major development as a result of the Building Bridges is a recognition of these issues and the creation of a "road-map" of how to deal with these issues enabling a way forward so the organisation can better meet their goals.

### **RESOURCES:**

- What to expect from an IT Support Contract - <http://www.ictknowledgebase.org.uk/whattoexpectfromsupport>

- Working With an IT Support Company - <http://www.ictknowledgebase.org.uk/workingwithsupportcompanies>
  - So You Think You Want a Server? - <http://www.ictknowledgebase.org.uk/gettingaserver>
  - Server Hardware: What To Look For - <http://www.ictknowledgebase.org.uk/serverhardware>
  - ICT Equipment Replacement Strategy - <http://www.ictknowledgebase.org.uk/replacementstrategy>
  - [From Nightmare to Nirvana: an ICT survival guide for trustees](#)
- 

The Building Bridges to ICT Excellence has been funded by [The City Bridge Trust](#), [Wates Foundation](#) and [Cripplegate Foundation](#).



wates  
foundation

*Cripplegate Foundation Helping since 1500*