ict champions

www.ictchampions.org.uk

Ten ways in which ICT can help you work better

1. Better service delivery

- Make it easier for people to communicate with your organisation, using email, your website, text messaging, or social networking tools (e.g. Twitter, Facebook).
- Reduce missed appointments by using text messaging to confirm times and remind clients.
- Use laptops and other mobile equipment in community centres to help people get online to find useful information and use services such as online shopping or planning holidays.

2. Better access to information for managers

- Collect, manage and report performance information to help run your organisation better.
- Prepare information for monitoring and report to funders.
- Identify trends, problems and possible solutions.

3. Better financial management

- Accounting software records income and expense and helps deal with VAT, tax and PAYE.
- Use spreadsheets to manage budgets and produce reports for trustees, managers and funders.

4. Better client records

- Keep client contact information in a shared database to enable better collaboration between colleagues inside your organisation.
- Monitoring data can be collected from the client record system rather than collated manually.

5. Better information for your community

- Computers and the Internet can help to collect, manage and publish useful information alongside telephone, online or face-to-face advice services.
- Online information can support community campaigns, such as accessing government statistics to back your case or tracking the voting record of your local MP on a key issue.
- Using an interactive website means information can be provided 24 hours a day, 7 days a week, and members of your community can check information and update it when they see mistakes.

6. Better staff development

- Encourage staff and volunteers:
  (a) to use the Internet to keep up to date with key issues in your field,
  (b) to share ICT skills and 'top tips' to help the organisation run more smoothly.

- Online e-learning courses can be a flexible, low-cost way to improve capabilities and knowledge.
- Share knowledge with peers informally through email and social media (e.g. Twitter, Facebook).

7. Better fundraising

- Use the web and email to identify potential funders and research your bids.
- Set up a payments system on your website to make it easier for people to donate money.
- Use free checklists and professional advice from fundraising sites to improve your fundraising skills.

8. Better external communications

- Design campaigns for websites, print leaflets, email and social media to raise awareness.
- Use video to overcome literacy barriers, or run a local radio station through a website.

9. Better internal communications

- Share information on a server or use web-based collaboration tools such as Google Docs or DropBox to make it easier to find key documents such as induction packs or budgets.
- Use remote access, email, Internet telephone services and video conferencing so that staff and volunteers can be flexible and work on multiple sites, or work from home.

10. Better administration

- Manage your information in a more methodical way. Use a shared file server to share files or printers, and use shared calendars and email to schedule meetings.
- Remote access to your files enables staff to be more effective when working out of the office.
- Use free and low-cost ICT resources to work more effectively; for example: Doodle (for arranging meetings), Slideshare (for sharing presentations) and Eventbrite (online event management).

Further information

(a) The **ICT Champions** briefing papers - available at: *www.ictchampions.org.uk/downloads*

(b) *'A Guide to Managing ICT'* – download from: *www.icthub.org.uk/publications/managing_ict_guide.pdf*

(c) The Lasa ICT Knowledgebase: *www.ictknowledgebase.org.uk*

Regional ICT Champions   *www.ictchampions.org.uk*

There is an **ICT Champion** in every region, a trusted expert who can answer frequently asked questions about ICT and how it can help the third sector. The **ICT Champions** website tells you who they are and offers short, jargon-free answers, useful links, factsheets, and a calendar of ICT-related events.

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