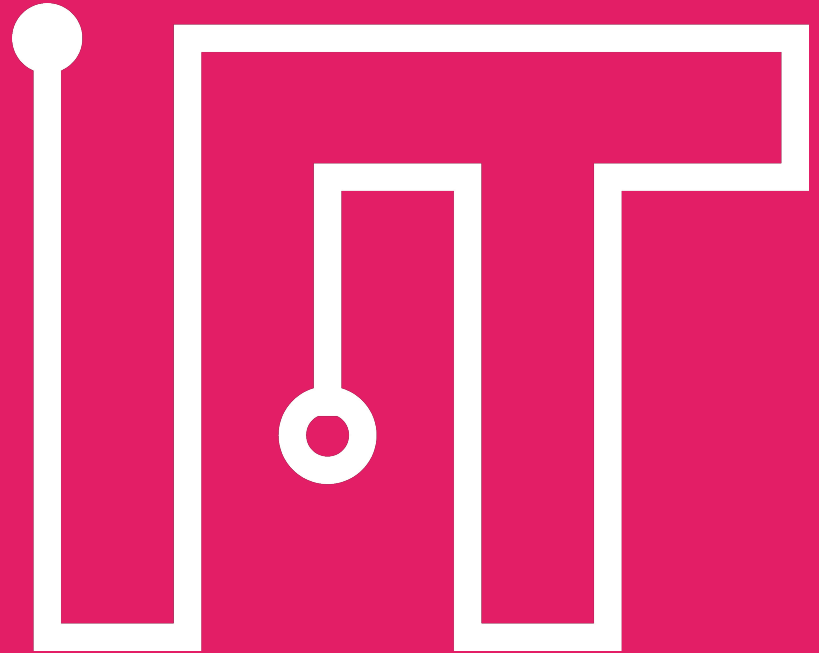


CAGI / GIP / TIG

IT Fundamentals

29 March 2019



Who is Stuart

- Husband and father of the fantastic 4
- Founder of The IT Guys helping over 200 clients in the past 10 years
- Passionate participant in the non-profit sector for 17 years



Overview

1. Document Management & Storage Platforms
2. Internal / external communications
3. Business applications
4. IT in your office environment
5. Security
6. Business continuity
7. Budget

IT IS AN ASSET TO LEVERAGE, NOT A COST TO MINIMIZE

1. DOCUMENT MANAGEMENT & STORAGE PLATFORMS

- Where does your data SIT
- STRUCTURE your data
- SHARE your data
- SECURE your data (even if you are small)

2. INTERNAL COMMUNICATIONS

- Be honest about how you communicate internally today
 - What do you want less of?
 - What do you want more of?
- Structure your communication channels

2. INTERNAL COMMUNICATIONS

- Integrate where possible (One tool to rule them all)
- Online meetings
- Empower your users

3. EXTERNAL COMMUNICATIONS

- Comms vs IT are two different skill sets; don't cut corners expecting your comms person to do your IT; have the two work together and collaborate.
- Outsource your IT, hire your comms

4. BUSINESS APPLICATIONS

- Different ways of using applications (local, private cloud, public)
- Core Applications
 - Accounting
 - Project Management
 - CRM
- Decision making criteria: Consider...
 - Purpose
 - People
 - Process
 - Product

4. BUSINESS APPLICATIONS

1. CRM is a organisational strategy, not a technology

Nadine LeBlanc, research director for CRM at Gartner, says the power of CRM starts with an organization's business strategy.

2. CRM is about taking care of your constituents

CRM helps your organization follow through with each and every engagement.

5. WORKING ENVIRONMENT

- What IT does your office need?
- Printing / Scanning
- Audio / Visual / Smart Boards
- Consider the impact
 - Productivity gains if done well
 - Perception of professionalism
 - Frustration / division if done half-way
 - Multiple people using internet concurrently

6. SECURITY

- **Covered in Workshop 3
- Why IT security?
 - Protecting the Confidentiality, Integrity and Availability of your data
- Security starts with identity

7. BUSINESS CONTINUITY

- **Covered in Workshop 3
- Taking responsibility for your organisation must involve IT
- Workshop scenarios
 - If this happened, it wouldn't be good
- Document a set of plans
 - How to avoid the scenario
 - What to do if the scenario became reality

8. BUDGET

- You need an IT budget
- IT needs to be like food when you were a kid
Sometimes you didn't like what was being served, but it was typically served quickly and did the job!
- Leverage techsoup.org
- Consider leasing (Grenke)
 - IT is an asset to your business not bad debt
 - Potential accounting advantages
 - Allows you to *start right*, right away

THANK YOU!

About The IT Guys

We empower NGOs to achieve their mission more fully by providing leadership and support in IT.

Can I help you?

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What we do

- Strategy,
- Service Desk,
- Infrastructure Management
- Network Management
- Microsoft Cloud Partner