

# **MAPPING REPORT OF ICT REQUIREMENTS IN THE VOLUNTARY & COMMUNITY SECTOR OF BARKING & DAGENHAM**

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# METHODOLOGY

### **Methodology**

ICT Questionnaires were sent out to 457 community and voluntary organisations in Barking and Dagenham to assess ICT resources and needs. The questionnaires were disseminated by post having been preemtped by 145 electronic versions of the document delivered by emails to organisations with contact details published in the CVS directory.

The first 20 respondents were offered a free webpage design to induce participation.

18 satisfactory responses were received.

# SUMMARY

## **ChangeUp ICT Overview**

### **Respondents**

18 respondents in total from organisations with a turnover ranging from sub 25k to over 500k, based in homes and locations covering up to 4 offices, and providing support across a range of interests, both directly to the community and 2<sup>nd</sup> tier organisations.

### **Hardware**

The PC is the preferred and ubiquitous platform. The largest stock was found in an organisation with 62 networked units.

Most respondents confirmed that their PC's were networked and a similar number operated servers, though demonstrated little awareness of related technical details.

The average age of computer equipment amongst respondents is 5.93 years old, and overwhelmingly equipment is changed as and when necessary.

### **Software**

Predictably, Microsoft Office Tools is the software application. Most use up-to-date Windows platforms, though some require updating.

A broad range of MS Office suite applications are utilised for a variety of purposes, including databases, presentations, leaflets and flyers, accounts, organisation charts, newsletters, brochures and invitations. Other bespoke database applications are also used, including SAGE and RESOLVE IT.

### **Usage & Training**

Approximately half of respondents allow access to their machines to non-staff, variously: clients for computer courses; students and partnership organisations.

Additionally, most staff appear to have received some training indicating a degree of IT literacy and 66% are issued with usernames and passwords.

### **Networks**

ICT are ubiquitous technologies holding the potential for widespread exploitation across the voluntary sector. They are also convergent technologies, lending themselves increasingly to streamlined information processing and communication within and between organisations and sectors. Taken together, these features both facilitate and at the same time encourage organisations to network electronically, making connectedness crucial to the achievement of mission strategy and business objectives.

66% of respondents are networked and use Ethernet technology, though this is mostly limited to one location.

50% also operated professionally installed wireless networks, though few were able to provide technical details.

### **Security**

The majority have anti-virus software installed on their machines but there are varying degrees of diligence in its maintenance.

The use of firewalls is prevalent.

Backup practices are generally poor with few organisations having contingencies. The more sophisticated backup by “mirroring to a remote offsite provider” while the more rudimentary still backup to floppy disk.

### **Legal**

14/18 respondents said they collected personal data and all said that they were aware of the Data Protection Act. However, only 2 were aware of Directive on Privacy and Electronic Communication (DPEC).

## **Website**

10/18 advised that they had websites established for the following purposes:

- Recruiting volunteers
- Information for carers and other organisations
- Networking
- Focal point for information, support services and resources
- To be accessible to clients
- Marketing, information dissemination, news
- Learn Direct

The larger funded organisations had their sites built by professional web designers, while all the others were created in-house. All updated content at least half-yearly, most monthly.

All relied on search engines to shepherd traffic to their sites.

## **Routine Site Maintenance**

66% carry out regular maintenance on their computer systems, respectively prioritising defragmentation, spyware and adware.

## **Mobile Technologies**

The use of mobile technologies is widespread amongst the respondents (66%) and mainly utilised to maintain communication with off-site staff and to facilitate work away from the office.

### **ICT Strategy**

Two-thirds of participants have an ICT strategy aligned with their business plan. However, the same organisations say that raising funds to support their strategies is difficult, although the vagueness of their explanations indicate inertia and apathy in this respect. This is borne about by the discrepant number who have a specific budget for ICT (just over one-third).

### **ICT Spend**

There is a direct correlation between ICT spend and turnover, though most organisations were too reticent to provide any thorough analysis of patterns and practices.

Those that provided responses said that their ICT spend was minimal, but the larger organisations clearly had access to significant financial resources to meet imperative requirements.

### **Management Information**

Participants rated their understanding of management information on a 1-10 scale as follows (10 = Very Good Understanding):-

Systems = 6

Uses = 6

Data is inputted by staff at all levels from youth workers, crèche workers and freelancers to office managers.

This information is stored on electronic media though the use of paper-based systems is still pervasive. Notwithstanding, the range of electronic techniques utilised vary in sophistication from floppy disks to hard-drives.

## **Email Usage**

Email is used unanimously amongst respondents as a vital communication tool with all stakeholders, although only two thirds of staff have internet access and use of the facility.

### **Needs identified by participants**

- Due to funding all our computers are old and very slow. It would be a great benefit to have computers that are able to be networked.
- Our ICT needs to be developed. Our case records are kept manually. A computer case file system would improve case recordings and be quicker. Lack of resources prevent this at present.
- Update equipment - priority. More memory, intranet, wireless, broadband - faster.
- If we can help other organisations we are only too willing. Also, if a complete agreed strategy for our sector was being proposed, we would want to conform and support.
- Change our computers - network them. Provide computers for volunteers; laptops to enable us to do our work away from the office.
- Training volunteers.
- Maintenance cost - qualified person to regularly update.
- Need a designer expert to work with us on permanent basis.

- We need up-to-date systems capable of immense speed and storage capacity. Primarily for our admin and research into health updates; additionally to administer our website.
- The organisation needs more computers and other hardware such as printers and scanners in order to be able to function effectively. We also need to replace or upgrade old computers or bring them up-to-date with latest software, and have access to computers with greater storage/speed/memory etc in order to complete our tasks more efficiently and effectively and to be more compatible with other systems.
- IT Staff, Website Designer
- We have a PC at hospital office which can receive email but not send. Some staff say they are 'too busy' to attend training, need to take firmer stance.
- Worry about backing-up, no-one here does this.
- Just get new systems and newer is introduced. Still use 3.5 floppy but have to use memory pen drive for presentations and not all PC's can take this. Don't know about saving to CD, seem to have too many places and ways to save and not all PCs have same capacity.
- Build website; laptop; laser printer
- We have one server but need another two. We need to be linked between all 3 offices. We need laptop for training use.
- Equipments for use. Training in basic use of ICT.
- All staff needing to have up to date skills in ICT in order to do their jobs effectively.

### **The uses of ICT in VCOs**

The respondents collectively regarded ICT as vital and intrinsic to their work, providing the following functions and services:

- electronic databases to link with their national parent organisation and clients and/or other units within the same organisation;

- spreadsheets enable the efficient production of statistical and financial data for statutory accounts and reports;
- the internet is variously used to deliver online learning services, conduct research and obtain statutory information and documents only made available online;
- bespoke software facilitates the employment of disabled people
- Staff in 2/3rds of the participating organisations use ICT from home.

# **BUDGETING FOR ICT**

## Budgeting for ICT

Although 40% advised they had an ICT strategy or technology linked to their business plan not surprisingly, participants overwhelmingly found it difficult to allocate funds to ICT, reporting that:

- Funding provisions had no facilities for an ICT budget;
- Other priorities supplanted ICT needs;
- Funders are reluctant if not unwilling to make ICT grants

Respondents were largely reticent on the subject of ICT expenditure and, as a consequence, insufficient data was submitted to indicate trends. However, the observations made during analysis have been conflated to produce the following aggregated profiles:

### PROFILES

- Turnover 500k+ (based on 2 submissions)
  - £3-4k budgeted to replace old computers
  - £1k allocated to acquisition of additional computers
  - £2.5k allocated to installing or improving a network
  - £1.5k allocated to setting-up or improving a website
  - There is an (unspecified) provision for a significant software project (e.g. database)
  - Last year's ICT spend represented approximately 0.6% of annual turnover
- (3 submissions)
  - £700 budgeted to replace old computers
  - £700 allocated to acquisition of additional computers
  - £4.5k allocated to installing or improving a network
  - £700 allocated to setting-up or improving a website
  - Last year's ICT spend represented an average of 2% of annual turnover
  - One organisation has budgeted for an exceptional spend of £12k

- Turnover 25k - 100k (3 submissions)
  - £200 allocated to installing or improving a network, £300 budgeted for 2007
  - £500-£800 budgeted for 2007
  
- Turnover 25k (3 submissions)
  - £200 allocated to installing or improving a network, £300 budgeted for 2007
  - £500-£800 budgeted for ICT in 2007

# **MANAGEMENT INFORMATION**

## Management Information (MI)

ICT allows managers to interrogate information systems in new ways, to integrate across their organisation information that was previously unconnected, to ask new questions about their organisation and its relationship with clients, members, supporters, partners and competitors. In the process they achieve insights previously denied.

Unable to draw firm conclusions other than that the scant attention given to this section indicates a lack of understanding across all categories.

Most use electronic systems to manage data and all but one of the remaining paper-based organisations appear to have budgeted for ICT upgrades.

MI Functions exhibited amongst participants:

- End-of-year reports,
- Project Management,
- Audits
- Funding reports to Companies House / Charities Commission
- Financial Reports, Monitoring & Evaluation
- Annual reports,
- Research papers
- Statistics

Turnover	Average of How difficult is it to produce reports? 1-10 (10 = Extremely Difficult)
over 500k	2
100k - 500k	6
25k - 100k	0
25k	6

# **CURRENT ICT RESOURCES & SUPPORT PREFERENCES**

## Current Resources & Support Preferences

### PROFILES

- Turnover 500k+ (based on 3 submissions)
  - ICT support readily available
  - Strategic ICT knowledge obtained at all levels from the Board to volunteer staff, benefiting from in-house specialists and paid consultants
  - Computer problems usually addressed by external contractor or internal staff with designated responsibility
  - No extensive knowledge of external resources
  - Software and internet maintenance issues dominate their priorities
  - ICT ranks below funding and legal support
  - A voluntary sector specific resource would have to meet their standards and is attractive largely for potential cost-savings
  - Very ICT dependant: information is on a server and reliant on email
  - Staff are ICT competent but training is not a priority
  - Frustrations appear to centre around systems/equipment failure
  - ICT could be made more effective by improving networks and access between branches
  
- Turnover 100k - 500k+ (based on 4 submissions)
  - ICT support not readily available which, given the responses of the other, categories may indicate special requirements. See priorities below.
  - No information provided regarding strategic decision making
  - Computer problems addressed by paid consultant and general staff
  - Good knowledge of external resources
  - ICT infra-structural issues such as establishing a website and server are the priorities, followed by maintenance and repair issues
  - Would be very supportive of an initiative to establish a voluntary sector service
  - Very ICT dependant: information is on a server and reliant on email

- Frustration at lack of ICT competence amongst staff and lack of funds
  - ICT training is not prioritized despite under performance being recognised
  - ICT could be made more effective by improving networks and standardising software
- Turnover 25k - 100k+ (based on 4 submissions)
    - ICT support mostly available
    - Strategic ICT knowledge obtained at all levels from the Board to volunteer staff and paid consultants
    - Computer problems usually addressed by external contractor or knowledgeable member of staff
    - No extensive knowledge of external resources
    - ICT infra-structural issues dominate their priorities, e.g. setting-up a server, database systems, as well as establishing a viable network.
    - ICT regarded as equally important as funding and legal support
    - Little support for voluntary sector specific resource – largely happy with current arrangements
    - Very ICT dependant: information is on a server and reliant on email
    - Lack of funding and old computers a frustration
    - Staff confident, competent, and supported by some training
    - ICT could be improved by more training
- Turnover 25k (based on 5 submissions)
    - ICT support very difficult to obtain
    - Strategic ICT knowledge provided by volunteer expert
    - Computer problems usually addressed by volunteer expert
    - Minimal knowledge of external resources
    - Technical issues are pre-eminent, e.g. firewalls, compatibility, out-of-date software
    - ICT regarded as equally important as funding and legal support
    - Very positive about ICT services provided for the voluntary sector
    - Very ICT dependant: information is on a server and reliant on email

- Staff are ICT competent but training is not a priority
- Frustrations appear to centre around systems/equipment failure
- ICT could be made more effective by better training, improved equipment and an in-house expert

ICT SUPPORT PREFERENCES FOR THE FUTURE										
Turnover	Purchasing	General IT advice	Networks/servers	Web	Databases	Policies	Strategies / planning	IT Healthchecks	Help with funding	General IT troubleshooting
over 500k - 100k - 500k	NOT NEEDED	A LITTLE	MODERATE NEED	MODERATE NEED	MODERATE NEED	NOT NEEDED	A LITTLE	A LITTLE	MODERATE NEED	MODERATE NEED
	A LITTLE	MODERATE NEED	MODERATE NEED	MAJOR NEED	MODERATE NEED	A LITTLE NEED	A LITTLE	MAJOR NEED	MAJOR NEED	MAJOR NEED
25k - 100k	MODERATE NEED	A LITTLE	MAJOR NEED	MAJOR NEED	MAJOR NEED	MODERATE NEED	A LITTLE	MODERATE NEED	MODERATE NEED	MODERATE NEED
	MAJOR NEED	MAJOR NEED	A LITTLE	MAJOR NEED	MAJOR NEED	MODERATE NEED	MODERATE NEED	MAJOR NEED	MAJOR NEED	MODERATE NEED
25k										

INTEREST IN PROVISION OF SUPPORT FOR ICT NEEDS									
Turnover	Helpdesk	Healthcheck/audit (how often)	Forums and meetings	Hands-on tech support (scheduled e.g x visits per year)	Hands-on tech support (emergency)	Email query (24/48 hours response)	Training (1-2-1)	Training (groups)	E-groups
over 500k	LOW	LOW	LOW	MEDIUM	MEDIUM	LOW		IN SUFFICIENT RESPONSES	
100k - 500k	MEDIUM	MEDIUM	MEDIUM	MEDIUM	LOW	LOW	MEDIUM	MEDIUM	MEDIUM
25k - 100k	MEDIUM	LOW	LOW	LOW	LOW	MEDIUM	MEDIUM	LOW	MEDIUM
25k	HIGH	MEDIUM	MEDIUM	MEDIUM	MEDIUM	MEDIUM	MEDIUM	LOW	MEDIUM

# **RECOMMENDATIONS**

## **Recommendations**

The disappointing number of participants was not sufficient to identify clear trends in the sector in Barking & Dagenham. However, amongst the respondents, some patterns emerge that are indicative of the practices and needs which could guide ICT strategy and policy in the future.

The overall finding is that this sector is fragmented in numerous ways which have implications for the co-ordinated development of an ICT strategy. Firstly, the size of organisations, measured by income, varies significantly with turnover varying from £25k to over £500k. The structures range from isolated organisations, to loose local networks and organisations with national affiliations. This has a bearing on the recognition received from major funders and access to resources. Furthermore, computer resources vary from comprehensive networks spanning multiple locations to single outdated computers.

There also appears to be a wide range of capabilities and resources. These can be characterised according to the turnover categories noted above:

- Big organisations have sufficient IT resources and skills, or if not can afford to buy them in;
- Small organisations have difficulties across the board – frequently lacking some or all of the following: computer literacy, IT skills, and up-to-date IT equipment.
- Medium sized organisations tended to have better IT resources than the smaller groups

The capacity of the sector to develop its ICT systems would appear to be very dependant, at the smaller end, on a critical need for IT support of some kind.

As part of the ChangeUp 10 Year infrastructure development plan; the following recommendations are suggested to attract funding to enhance ICT support for Barking & Dagenham VCOs:

- Advice on packages and systems best suited to cater for second tier organisation's growing ICT needs;
- Publication of best practice guides for PC maintenance, MI management and data storage on central intranet site
- Publication of trouble-shooting guides based on poll of common difficulties
- Publication of introductory guides to MS Office suite
- Dedicated ICT newsletter to heighten awareness of ICT issues and importance
- Online and Telephone Support Service in all areas of ICT technical queries;
- Technical assistance for purchasing ICT Equipment;
- Advice on hiring ICT staff e.g. advice on what level of qualification/experience staff should have for the necessary ICT task;
- ICT Capacity Building tailored to Individual Organisational needs would be a bonus;
- Consolidation of ICT contact information into ChangeUp website.

There are Online Centres and Learning Villages offering ICT training in Barking and Dagenham. This could be useful for those who can engage local organisations. Details on the Barking and Dagenham Online Centres can be found on the borough's website and in the mapping report of ICT Resources.

The research findings and the telling low level of participation suggests that an ICT strategy would need to be built on a stronger conviction of the importance and benefits of improved systems and practices amongst the VCO community.

# **QUESTIONNAIRE RESPONSES**



ORGANISATION					
Do you have your own office or more than one?	Overall annual expenditure: under 25k , 25k-100k , 100k-500k , over 500k	Do you work with disabled / elderly?	Do you work with ethnic minority groups or individuals?	Do you provide support to other organisations?	If so, what kind of support do you provide?
	100k - 500k	Y	Y	N	Training, Networking
2	100k - 500k	Y	Y	Y	Information and guidance for young women age 11 to 30. For example personal, social and educational support.
Y	100k - 500k	Y	Y	Y	
Y	25k	Y	Y	N	Media & Publicity
Borrowed desk	25k	Y	Y	Y	
	25k	Y	Y	Y	Information, Help, Advice
Y	25k	Y	Y	Y	Collaborative support with personnel and equipments
Y	25k	N	Y	Y	Information, Help, Advice
Y	25k - 100k	Y	Y		Information, Help, Advice
	25k - 100k				Recruiting; Training & Support volunteers; providing a CRB service
1+	25k - 100k	Y	Y	Y	
Y	25k - 100k	Y	Y	N	
Y	25k - 100k	N	Y	N	
Y	25k - 100k	Y	Y	N	
4	over 500k	Y	Y	Y	1st Tier & 2nd Tier
Y	over 500k	Y	Y	Y	Grants
3	over 500k	Y	Y	Y	Training in communication skills
Y		Y	Y		

HARDWARE							
Turnover	Do you use PCs/ Macs? PC Mac Both	How many PC/Mac are used within your organisation? PC(s) Mac(s)	What is the approximate age of your oldest PC/Mac?	How often do you replace your hardware?	Are any of the PCs/Macs networked?	Do you have any server computers?	If yes, what are the ages and specifications of the servers?
100k - 500k	PC	32	9	When necessary	Y	Y	
100k - 500k	PC	5	5	When necessary	Y		"Don't think so"
100k - 500k	PC	12	6	When necessary	Y	Y	Four years
25k					N	Y	
25k	PC	4		When necessary	Y	Y	Less than 1 year
25k	PC	1	3	2	N	N	
25k	PC	1	6	When necessary	N	N	
25k	PC	1	4	When necessary	N	N	
25k - 100k	PC	4	2	When necessary	Y	Y	
25k - 100k	PC	6	10	Hardly ever	N	N	Compaq file servers; Win2k - 3 years
25k - 100k	PC	6	4	When necessary	Y	Y	
25k - 100k	PC	5	8	When necessary	Y	Y	
25k - 100k	PC	7	2	5	Y	Y	
over 500k	PC	62	10	When necessary	Y	Y	
over 500k	PC	3	4	3	Y	N	
over 500k	PC	13	4	When necessary	Y	Y	1 new - no details
							2.8GHz Xeon Processor, 280Gb Hard Disk, 1.5Gb RAM, 1Mb ADSL, purchased 18/01/06
	PC	22	10	When necessary	Y	Y	

SOFTWARE												
What software do you use on your PC/Mac and for what purpose?												
Turnover	What operating system do you use on your PC/Mac?	If servers are in use, what operating system are they using?	Word	Word Perfect	Excel	Access	PowerPoint	FrontPage	Outlook	Publisher	Photoshop	Other software
100k - 500k	WinXP	Win2000	Letters Letters, Case notes, newsletter, posters		Statistics	Databases	Presentations & Organisation Charts		E-mails	Leaflets & Flyers		
100k - 500k	Win98 Win2000	DONT KNOW			Accounts	Databases	Presentations				Photos	
100k - 500k	Win2000	Win2000	Y	Y	Y	Y	Y		Y	Y		
25k	WinXP	Win2000	Y		Y		Y				Y	
25k	WinXP; Win2000	Win2000	Y		Y				Y	Y	Y	Quark Express
25k	WinXP	Win2003	Y		Y	Y	Y	Y	Y	Y		
25k	WinME		Letters		Spreadsheet	Databases	Presentations		E-mails			
25k	Win2000		Y		Y		Y		Y	Y	Y	
25k - 100k	Win2000	Win2000	Y		Y	Y	Y		Y	Y	Y	
25k - 100k	Win98; WinXP; Win95		General		Database		Presentations			General; Newsletters; Invoices; Letters	Newsletters; Reports	
25k - 100k	Win2000	Win2000	Letters / Posters		Finance & Monitoring	Databases	Presentations		E-mails	Posters / Tickets & Invitations		Ms McNeley - Accounts, Sage Payroll, Nambase Information
25k - 100k	WinXP		Y		Y				Y			Databases - Computers; Photo Deluxe
25k - 100k	WinXP	Win2003	Letters		Finance Database	Databases	Presentations		E-mails	Newsletters and Reports		
over 500k	Win98; WinXP; Win2000	Other	Letters		Database	Databases	Presentations		E-mails	Newsletters	Editing photos for newsletter	SAGE & other
over 500k	WinXP Pro		Y		Financial Management	Y	Presentations		Y	Brochures & invitations		DIGITS - donor database
over 500k	WinXP Win2000		Y		Y	Y	Y		Y	Y	Y	RESOLVE IT - database for meetings; RASC database for counselling
	WinXP	Win2003	Documents		Spreadsheet	Spreadsheet	Presentations		E-mails	General, Newsletters		

Turnover	USAGE & TRAINING					
	Are the PCs/Macs used exclusively by staff members?	If no, what are they used for and by whom?	Are staff members trained to use the IT equipment?	Are staff members given individual user names/passwords?		
100k - 500k	N	Some computers are used for training carers access to the web	Y			
100k - 500k	N	8 of our computers are used by the clients	Y		N	
100k - 500k	N	computer courses for	Y		N	
25k	N	Use also by beneficiaries to do job search, writing CV etc			N	
25k	N	Sometimes by				
25k	Y	volunteers & visiting clients to research	Y		Y	
25k	Y	Volunteers	N		N	
25k - 100k	Y		Y		Y	
25k - 100k	Y				Y	
25k - 100k	Y	One is used for service users only; 2 others jointly used		"Only one"	N	
25k - 100k	N		Y		Y	
25k - 100k	Y		N		Y	
25k - 100k	Y		Y		Y	
over 500k	N	LearnDirect & NVO Care Students; IT Partnership Orgs.	Y		Y	
over 500k	Y		Y		Y	
over 500k	Y		Y		Y	

Turnover	NETWORK				WIRELESS CONNECTION	
	Is there a network installed?	If yes, what type of network?	Does the network cover more than one location?	Other	How was the network set-up?	What security is in place?
100k - 500k	Y				Professional	
100k - 500k						
100k - 500k	Y	Ethernet	Y		In House	Don't know
25k	N					
25k	Y	Ethernet	Y		In House	
25k	N				In House	
25k	N					
25k	N					
25k	Y	Ethernet	N		In House	Don't know
25k - 100k	Y	Ethernet	N		Professional	IP filters
25k - 100k	N					
25k - 100k	Y	Ethernet	N	Internet & Server	In House	Don't know
25k - 100k	Y					None
25k - 100k	N					
over 500k	Y	Ethernet	N		Professional	
over 500k	Y	Ethernet	N	Wireless	In House	IP Filters
over 500k	Y		N		Professional	Don't know
	Y	Ethernet / Wi-fi	N		Professional	IP filters, MAC address filtering, Hidden SSID

Turnove	SECURIT										LEGAL					
	Do you have anti-virus software installed on all your machines?	If not, why?	How often is the anti-virus software updated?	How often do you use the software to scan your system for viruses?	Do you have a firewall installed?	Is there a backup mechanism in place for your critical data?	If yes, what backup mechanism is in place?	Is there more than one backup mechanism?	If yes, please state other backup mechanisms?	Do you keep your computer software to-date?	Is your computer(s) password protected?	Do you collect and store personal data?	Are you aware of the Data Protection Act?	Registered	If using commerce are you aware of comm directive and DSR?	If capturing personal email addresses are you aware of DPEC?
100k -	N		Don't know/never		Hardware / Software	Y		N		Y	Y	Y	Y		N	N
100k -			Don't know/never		Software	N				N	Y	Y	Y		N	N
100k -	Y		Weekly	Monthly	Hardware	Y		Y		Y	Y	Y	Y		Y	Y
25k	Y		Don't know/never	Monthly		Y		Floppy disk, CD Rom and hardcopies		Y	Y	Y	Y			
25k	Y		prompted by pop-ups	Not often	Software	N				Y	Y	Y	Y		N	N
25k	Y		Frequently	Monthly		N				Y	Y	Y	Y			
25k	Y		Daily	Weekly	Software	N				Y	N	Y	Y		N	N
25k	Y		Don't know/never	Occasionally	Hardware / Software	N				N	Y	Y	Y		N	N
25k -	Y		Monthly	Weekly	Hardware / Software	Y		Nero		N	Y	Y	Y			
25k -	N	Too old	Monthly	Monthly	Software	Y				N	Y	Y	Y			
25k -	Y		Daily	Daily	Hardware / Software	Y		Tape & External Harc drive		Y	Y	Y	Y			Y
25k -	Y		Daily	Weekly	Hardware / Software	Y		Copy files to disk		N	Y	Y	Y		N	Y
25k -	Y		Monthly	Weekly	Hardware / Software	Y		Tape		N	Y	Y	Y		N	N
over 500k	Y		Daily	Weekly	Not in all areas	Y				Y			Y			
over 500k	Y		Automatic	Weekly	Hardware / Software	Y		Backups		N	Y	Y	Y		N	N
over 500k	Y		Monthly	Monthly	Software	Y		Offsite data storage		N	Y	Y	Y			
	Y		Daily	Daily	Hardware	Y		Hard Disk Backup via Windows		Y	Y	Y	Y		N/A	N/A



Turnover	CONNECTIVITY			WEBSITE				
	Do you have an internet connection or access to a connection?	If yes, what type?	What is the connection used for?	What is the purpose of the website?	How is the site updated?	How often is the site updated?	When was it last updated?	How do you drive traffic to your website? Search Engines
100k - 500k	Y		Surfing / Research	Information for carers and other orgs.	In-House	1 Month	Feb-06	Search Engines
100k - 500k	Y	BT-ADSL	Surfing / Research					DON'T UNDERSTAND
100k - 500k	Y	BT-ADSL		To inform and update readers	In-House	1 Month	3 months ago	Search Engines
25k	Y	ISDN	Research	To be accessible	In-House		2005	Search Engines
25k	Y	BT-ADSL & Wireless	Surfing / Research	Marketing, information dissemination , news	In-House	More often than monthly	2 weeks ago	
25k	Y		Fax / Surfing / Research					
25k	Y	Cable	Surfing / Research					
25k	Y	Dial-up	Surfing			Never		
25k - 100k	Y	BT-ADSL	Surfing / Research					
25k - 100k	Y		Research / Surfing / Uploading to national website					
25k - 100k	Y	ISDN	Surfing / Research	Recruiting volunteers	In-House	6 Months	Nov-05	Dealt with by umbrella body
25k - 100k	Y	BT-ADSL	Surfing / Research	Service promotion & contact	In-House	Never	2 years ago	Search Engines
25k - 100k	Y	ISDN / BT-ADSL	Surfing / Research	Networking	Web Designer		In the process of updating	Search Engines
25k - 100k	Y	ISDN	Fax / Surfing / Research					
over 500k	Y			Focal point for information, support services and resources				
over 500k	Y	BT-ADSL	Research	Web Designer	Web Designer	Only running for 6 months	Update due	Search Engines
over 500k	Y	BT-ADSL	Surfing / Research / Email	Publicity - access for clients	In-House	New		Search Engines
over 500k	Y	Wireless	Surfing / Research	To inform general public	In-House	6 Months	About 5 months ago	Search Engines
	Y	BT-ADSL	Fax / Surfing / Research	Learn Direct				

Turnover	ROUTINE SYSTEM MAINTENANCE			MOBILE TECHNOLOGIES			EMAIL		
	Is regular maintenance carried out on your computer systems?	If yes, what does this consist of?	Are any technologies used within organisation?	If yes, what are they?	What do you use these technologies to do?	Is email used within organisation?	What is the email used for?	On all staff access to email?	
100k - 500k	N		Y	Phone, Laptop	Work away from office; Office contact	Y	Receiving email from the website; Communicating with supplier; Receiving email from the website; Communicating with customers	Y	
100k - 500k	N		Y	Laptop		Y	Receiving email from the website; Communicating with customers	N	
100k - 500k	Y	Defrag	Y	Phone / Laptop	Communicate with workers on visits/day-trips	Y	Receiving email from the website; Communicating with supplier; Communicating with customers	Y	
25k	Y		N			Y	Receiving email from the website; Communicating with customers	Y	
25k	N		Y	Laptop	Work away from office; Laptop; Communicate with suppliers; mobile for programmes & contacts - to reach & be unavailable at land lines.	Y	Receiving email from the website; Communicating with supplier; Communicating with customers	Y	
25k	N	Defrag, Spyware removal	Y	Phone	Making calls	Y	Other	Y	
25k	Y	Defrag, Spyware removal	Y			Y	Communicating with customers	Not sure	
25k - 100k	Y	Defrag, Spyware removal	Y	Phone, Laptop	Run projects	Y	Receiving email from the website; Communicating with customers; Receiving email from the website; Communicating with customers	Y	
25k - 100k	Y	Defrag, Spyware removal	N			Y	Receiving email from the website; Communicating with customers	N	
25k - 100k	Y	Defrag, Spyware removal	N			Y	Receiving email from the website; Communicating with customers; Admin or	Y	
25k - 100k	Y	Defrag, Spyware removal	Y	Phone, Laptop	Work away from office	Y	Receiving email from the website; Communicating with customers; Communicating with customers	Y	
25k - 100k	Y	Defrag, Spyware removal	N			Y	Receiving email from the website; Communicating with customers	Y	
over 500k	Y	Defrag, Spyware removal, Spyware removal	Y	Phone, Laptop, fax	Outside presentations and comm. outside of working hours within working hours	Y	Receiving email from the website; Communicating with customers; Internal memo & students	Y	
over 500k	Y	Defrag, Spyware removal	N			Y	Communicating with customer; Communicating with supplier	Y	
over 500k	Y	Defrag, Spyware removal	Y	Laptop / Skype phone	Communicate between offices	Y	Communicating with supplier	Y	

ORGANISATION	
Turnover	What do you think are the ICT needs of your organisation?
100k - 500k	Our ICT needs to be developed. Our case records are kept manually. A computer(...) case file system would improve case recordings and be quicker. Lack of resources prevent this at present. We have a PC at hospital office which can receive email but not send. Some staff say they are 'too busy' to attend training, need to take firmer stance. Worry about backing-up, no-one here does this.
100k - 500k	Just get new systems and newer is introduced. Still use 3.5 floppy but have to use memory pen drive for presentations and not all PC's can take this. Don't know about saving to CD, seem to have too many places and ways to save and not all PCs have same capacity.
100k - 500k	All staff needing to have up to date skills in ICT in order to do their jobs effectively. Change our computers - network them. Provide [separate] computers for volunteers; laptops to enable us to do our work away from the office.
25k	# Training volunteers.
25k	# Maintenance cost - qualified person to regularly update.
25k	# Need a designer expert to work with us on permanent basis. We need up-to-date systems capable of immense speed and storage capacity. Primarily for our admin and research into health updates; additionally to administer our website.
25k	The organisation needs more computers and other hardware such as printers and scanners in order to be able to function effectively. We also need to replace or upgrade old computers or bring them up-to-date with latest software, and have access to computers with greater storage/speed/memory etc in order to complete our tasks more efficiently and effectively and to be more compatible with other systems.
25k	Equipments for use. Training in basic use of ICT.
25k - 100k	Due to funding all our computers are old and very slow. It would be a great benefit to have computers that are able to be networked.
25k - 100k	Need to upgrade server software, telephone support for server / PC problems at reasonable prices not excessive.
25k - 100k	Full self teach or programmes at own pace and comfort
25k - 100k	Build website; laptop; laser printer
over 500k	Update equipment - priority. More memory, intranet, wireless, broadband - faster. If we can help other organisations we are only too willing. Also, if a complete agreed strategy for our sector was being proposed, we would want to conform and support.
over 500k	We have one server but need another two. We need to be linked between all 3 offices. We need laptop for training use.
over 500k	IT Staff, Website Designer

	How important are computers in general and internet/email in particular to your organisation's work?		
Turnover	Computers	Internet	Why is it important?
100k - 500k	VITAL	FAIRLY IMP.	Email has improved communication between staff - saved on phone bills. The Databases we keep mean we can produce statistical information so much quicker and easier than before they were in place.
100k - 500k	VITAL	VITAL	All statutory organisations do not use paper systems. All invites/agendas/minutes etc are via email. Dept of Health will not send out publications, have to download from internet. Need PC for letters, posters, newsletters, agendas etc. Clients of service need up to date info available via internet.
100k - 500k	VITAL	VITAL	The internet is the most way of communicating with other agencies and accessing information on different areas of our work with young women.
25k	VITAL	VITAL	Because sometimes we work off hours when we can't call (out of work hours).
25k	VITAL	VITAL	If it's cheap and a record is always available for future reference.
25k	VITAL	VITAL	It helps with time management and preparing documents required for administration purposes.
25k	VITAL	FAIRLY IMP.	Computers are vital for day to day use for preparing letters/reports/press releases/leaflets/accounts/managing database/presentations etc. The internet is crucial for email communications and for finding valuable information for example relating to other organisations etc.
25k	VITAL	VITAL	Because of globalisation of marketing and strategies
25k - 100k	VITAL	VITAL	
25k - 100k	VITAL	VITAL	Our link with Volunteering England requires regular updates. Our work with vulnerable people means databases.
25k - 100k	VITAL	VITAL	This is one of our main forms of communication and also helps with confidentiality. Email is better use of time and cheaper. Keeping up-to-date on latest findings and developments are easier too.
25k - 100k	VITAL	VITAL	Used everyday for networking all computers to server. We communicate with all partnership organisations. Basically nearly all our admin work is non the computer and it is the way all our contacts also communicate with us.
25k - 100k	VITAL	VITAL	To store private & confidential information. Pay role records. Communication with others & groups. Computers are better for disabled people and we try to employ disabled people.
25k - 100k	VITAL	VITAL	Key to the organisation, TMA system, finance, managers/management reports, e-learning systems for our training unit, mail outs and newsletters. Email is fundamental to the organisation. Audit/Accounts/PAYE all undertaken through SAGE system. Itineraries, Job/Work allocation, timesheets, data, monitoring/evaluation etc.
over 500k	VITAL	VITAL	
over 500k	VITAL	VITAL	To link with other Relate centres.
over 500k	VITAL	VITAL	For communication purposes; to allow people to find out about the work of Harmony House; email is essential for multiple purposes including conference booking; internet essential for LearnDirect.

Turnover	ABOUT YOUR USE OF COMPUTERS							Why?
	Do your staff use ICT from home?	Do you support this?	Do you have an overall business plan?	Do you have an ICT strategy or technology plan?	Does this link to your business plan?	Do you find it easy/average/difficult to allocate money for ICT?		
100k - 500k	Y	N	Y	Y	Y	DIFFICULT	Have other priorities most of the time	
100k - 500k	N		Y	N	N	AVERAGE	We are a charity organisation that requires funding to run any programmes or to upskill staff	
100k - 500k	Y	Y	Y	Y	Y	Y	I think too many people apply for ICT funding and [?] are shifting away from that, hence the difficulty [?] accessing funding for [us]?	
25k	Y	Y	Y	Y		DIFFICULT	Because it is not a project by itself.	
25k	Y	Y	Y	N		DIFFICULT	We are a small charitable organisation who do not have enough funds	
25k	Y	Y	Y	N	N	DIFFICULT		
25k	Y	Y	Y	N	N	DIFFICULT	We have no funds for that.	
25k - 100k	Y	N	Y	Y	Y	DIFFICULT		
25k - 100k	Y	Y	Y	N	N	DIFFICULT		
25k - 100k	N	Y	Y	N	N	DIFFICULT	Lack of funding	
25k - 100k	Y	Y	Y	N		Y	Difficult to balance using reserves etc when service user needs are more needy.	
25k - 100k	Y	Y	Y	N	N	N		
25k - 100k	Y	Y	Y	Y	Y	Y	Funders do not like providing money for IT	
over 500k	Y	Y	Y	Y	Y	DIFFICULT	Funding limitations for forward investment	
over 500k	Y	Y	Y	N		DIFFICULT	No time available for fundraising	
over 500k	N		Y	N		DIFFICULT		

Turnover	What did you spend last year in the following areas, and what do you plan to spend this year?										Please rate your understanding of Management Information:			Who inputs the data?	How is the information stored?	What reports do you need/want to provide?	Who do you report to?	How often (to daily, weekly, monthly, annually)?	How difficult to produce reports? 1-10 (10 = Extremely Difficult)	
	Do you have a specific budget for ICT?	Replacing old computers	Buying additional computers	Installing a network	Installing or upgrading an internet connection	Setting up or upgrading a website	A big software project with contacts database	Consulting with ICT last year	No spend on ICT last year	What proportion of ICT spend is this?	Is this a typical proportion?	Systems? 1-10 (10 = Very Good Understanding)	Uses? 1-10 (10 = Very Good Understanding)							What system use (electronic or paper-based)?
100k - 500k	Y			600	700				0%	N	Yes, but plan to spend 12% of this year	7		Electronic & paper-based	Admin staff	Statistical, Financial		Monthly	4	
100k - 500k	Y		1000	8000					2 PER CENT					Electronic & paper-based	All Staff					
100k - 500k	N	700	400								ZERO	ZERO		Electronic & paper-based		Quarterly reports to funders, annual reports, research papers	Funders, primary care trusts, mental health commissioners	Quarterly & Annually	5	
100k - 500k	Y	PLAN TO	PLAN TO	PLAN TO					Unsure					Paper-based	Admin / Youth Managers / Creche workers	Evaluations on plans, case notes, budgets etc.	Line Managers, Area Managers, Head Office	Daily, weekly, monthly, Annually	8	
25k	N	300	1k	200	500				60%	N		6		Electronic & paper-based	Myself and colleague	Floppy disk, hard-drive and CD-rom	Board of Trustees & Management	Monthly for Trustees	4	
25k	N										6	6		Electronic & paper-based	Appointed volunteer staff	Funding, annual, partnership, financial	Different orgs.	Depends on this agreement	5	
25k	N							720		Y		7		Electronic & paper-based	Project Assistants	End-of-year, Project Evaluation, Audits	Management Board, Funders	Quarterly to annually or 'one-off'		
25k	N	N/A	N/A	N/A	N/A	N/A	N/A	Y			5	5		Paper-based	Staff volunteers	n/a	n/a	n/a	8	
25k	N	N / Y	N / Y	N / Y	Y / Y	Y / Y	Y / Y	Y / Y	5%	N		5		Electronic	Volunteers	Work in last year	Partners	Annual	8	
25k - 100k	Y	DECLINE TO ANS.	DECLINE TO ANS.	DECLINE TO ANS.	DECLINE TO ANS.	DECLINE TO ANS.	DECLINE TO ANS.	DECLINE TO ANS.	DECLINE TO ANS.	DECLINE TO ANS.	DECLINE TO ANS.			Electronic & paper-based	All Staff	Agmt. committees, Project management	?		0 rating	
25k - 100k	N							No spend on ICT last year				8		Electronic	Office manager	Various	Principal Officer / Management Committee			
25k - 100k	N	500 in '05	nil	250 in '05 / 500 in '06	nil	nil	nil		Based on need		7	8		Electronic & paper-based	Paid workers	Provision levels, financial, monitoring reports	Local Authority, PCT, Funding Trust & Trustees	Some weekly, most monthly & quarterly	5	
25k - 100k	N			200 (300 budget)	(500-800 budget)				Minimal					Electronic & paper-based	Various staff & freelancers	Annual reports, evaluation reports, funding reports	charity commission, co-house etc.	ALL	Varies	
25k - 100k	N																			
over 500k	Y	3-4k		2.5k	1.5k				0.16%	Not sure	9	9		Electronic & paper-based	Central Admin dept & each dept	We have a very comprehensive	Funders, commissioners, board et al	Varies	1	
over 500k	Y		Y	Y	Y	Y	Y		LESS THAN 1%		1	1		Electronic & paper-based	ALL STAFF	Variety	Donors	Quarterly & Annually	2	
over 500k	Y		3000 (05); 1000 (06)						Very small	Y	5	5		Electronic & paper-based	Admin staff	Database info	Relate Head Office; Funders	Half-Yearly	4	



YOUR COMPUTERS				
Turnover	How dependent are you on ICT?	How big a frustration is ICT for your organisation?(Please use a separate sheet if necessary)	What is the organisation's approach to ICT skills?	Could your ICT be more effective?
100k - 500k	We can fix things as we go along	The frustration is not having the things to bring ICT on properly. Also staff are not positive about ICT.	ICT training isn't prioritised	Yes - need computerised case files. Systems to be streamlined so they all have same software and I could develop a handbook for users, but systems are different. Would need to make basic IT training compulsory for staff.
100k - 500k	We make heavy use of email and internet; We can fix things as we go along	I would like other staff to learn the basics rather than rely on me. They use PC to type a letter but do not understand backing-up, security or how to switch them off! delay our transactions but with other agencies but with our own staff.	We could be better	
100k - 500k	All our information is on a server; We make heavy use of email and internet; Our systems are mostly paper based	Without the use of ICT it would be impossible to run the business. We are part of a larger organisation, with 20 different projects throughout England and Wales.	We act on regular training needs analysis; We could be better	The organisation is planning on having ICT support engineers locally.
25k	All our information is on a server; We make heavy use of email and internet;	All our information is on a server; We make heavy use of email and internet;	We could be better	Yes if we replaced our computers employed an IT literate personnel and get our staff trained.
25k	We can fix things as we go along	Major problem. No volunteers who are qualified enough to work on specific projects.	We could be better	In-house computer expert would be the ideal solution.
25k	We make heavy use of email and internet	On a scale of 1 to 10, it is 6	ICT training isn't prioritised	Yes. Up to date equipment with unlimited memory and high speed.
25k	We can fix things as we go along	It is a very big frustration when things go wrong, and when faced with technical difficulties and outdated equipment.	We could be better	Yes, more training, the development of a website and new computers would make the organisation much more effective.
25k	We make heavy use of email and internet	It is a major need to move us from non-performance to medium key players	ICT training isn't prioritised	This is our hope as we can achieve a lot more by this
25k - 100k	All our information is on a server; We make heavy use of email and internet	Not difficult at all	All staff is confident and competent at ICT; We act on regular training needs analysis	
25k - 100k	We can fix things as we go along	Old and slow computers very frustrating	ICT training isn't prioritised	
25k - 100k	Most information is on a server	Lack of knowledge and high cost. Personally I find it frustrating as we are a small organisation with limited resources. This means we have to learn as we go along with problems that arise.	We could be better	I'm sure there is more we could do if we had time to find out - training is only useful if another person can stand in and cover the person who is away being trained.
25k - 100k	All our information is on a server; We make heavy use of email and internet		ICT training isn't prioritised	Yes - training would be appropriate. Yes, server keeps crashing. We use a variety of equipment (e.g. larger screens & special keyboards) to meet the needs of our disabled staff and volunteers.
25k - 100k	We make heavy use of email and internet; Our systems are mostly paper based	None	We act on regular training needs analysis	
over 500k	All our information is on a server; We make heavy use of email and internet;	Huge when it doesn't work!	All staff is confident and competent at ICT; We act on regular training needs analysis; ICT training isn't prioritised	All PCs set-up the same way as we have a programme to access PCs in another branch for problem solving easy access.
over 500k	We can fix things as we go along			
over 500k	We make heavy use of email and internet			
over 500k	We make heavy use of email and internet	It's time to sort the necessary things out as we have a delegated person in charge of our ICT	We could be better All staff is confident and competent at ICT; We act on regular training needs analysis	More training. Better equipment By ensuring we prioritise our ICT needs and act on them



ICT SUPPORT PREFERENCES FOR THE FUTURE										
Turnover	Purchasing	General IT advice	Networks/servers	Web	Databases	Policies	Strategies/ planning	IT Healthchecks	Help with funding	General IT troubleshooting
100k - 500k	A LITTLE	MAJOR NEED	A LITTLE	MAJOR NEED	MAJOR NEED	A LITTLE	A LITTLE	MAJOR NEED	MAJOR NEED	MAJOR NEED
100k - 500k	A LITTLE	A LITTLE	MAJOR NEED	MAJOR NEED				MAJOR NEED		MAJOR NEED
100k - 500k	A LITTLE	A LITTLE	NOT NEEDED	NOT NEEDED	NOT NEEDED	NOT NEEDED	NOT NEEDED	A LITTLE	MAJOR NEED	NOT NEEDED
25k	MAJOR NEED	MAJOR NEED	A LITTLE	MAJOR NEED	MAJOR NEED	MAJOR NEED	MAJOR NEED		MAJOR NEED	MAJOR NEED
25k	MAJOR NEED	A LITTLE	A LITTLE	MAJOR NEED	MAJOR NEED	A LITTLE	A LITTLE	MAJOR NEED	A LITTLE	A LITTLE
25k	MAJOR NEED	MAJOR NEED	MAJOR NEED	MAJOR NEED	MAJOR NEED	A LITTLE	A LITTLE	MAJOR NEED	MAJOR NEED	MAJOR NEED
25k	MAJOR NEED	NOT NEEDED	NOT NEEDED	A LITTLE	NOT NEEDED	NOT NEEDED	A LITTLE	NOT NEEDED	MAJOR NEED	NOT NEEDED
25k	MAJOR NEED	MAJOR NEED	MAJOR NEED	MAJOR NEED	MAJOR NEED	MAJOR NEED	MAJOR NEED	MAJOR NEED	MAJOR NEED	NOT NEEDED
25k	NOT NEEDED	NOT NEEDED	NOT NEEDED	NOT NEEDED	NOT NEEDED	NOT NEEDED	NOT NEEDED	NOT NEEDED	NOT NEEDED	NOT NEEDED
25k - 100k										
25k - 100k	MAJOR NEED	A LITTLE	MAJOR NEED	MAJOR NEED	A LITTLE	A LITTLE	A LITTLE	A LITTLE	MAJOR NEED	A LITTLE
25k - 100k		A LITTLE	MAJOR NEED	MAJOR NEED	MAJOR NEED	A LITTLE	A LITTLE	MAJOR NEED	A LITTLE	MAJOR NEED
25k - 100k	MAJOR NEED	A LITTLE	MAJOR NEED	MAJOR NEED	MAJOR NEED	MAJOR NEED	A LITTLE	A LITTLE	MAJOR NEED	
25k - 100k										
over 500k	NOT NEEDED	NOT NEEDED	NOT NEEDED	A LITTLE	NOT NEEDED	NOT NEEDED	NOT NEEDED	NOT NEEDED	A LITTLE	NOT NEEDED
over 500k		A LITTLE	MAJOR NEED	MAJOR NEED	MAJOR NEED	NOT NEEDED	A LITTLE	A LITTLE	MAJOR NEED	MAJOR NEED
over 500k		A LITTLE	NOT NEEDED	NOT NEEDED	NOT NEEDED	NOT NEEDED	A LITTLE	A LITTLE	MAJOR NEED	MAJOR NEED
	NOT NEEDED	NOT NEEDED	NOT NEEDED	MAJOR NEED	A LITTLE	A LITTLE	MAJOR NEED	A LITTLE	MAJOR NEED	MAJOR NEED

	WHAT SUPPORT WOULD YOU LIKE WITH YOUR ICT NEEDS (ARE YOU WILLING TO PAY AND HOW MUCH)?									
Turnover	Helpdesk	Healthcheck/ audit (how often)	Forums and meetings	Hands-on tech support (scheduled e.g x visits per year)	Hands-on tech support (emergency)	Email query (24/48 hours response)	Training (1-2- 1)	Training (groups)	E-groups	
100k - 500k	MEDIUM	HIGH	MEDIUM	HIGH	HIGH					
100k - 500k	MEDIUM (WILLING TO PAY GBP 50 p.a.)	MEDIUM (WILLING TO PAY GBP 25 p.a.)		MEDIUM	LOW	LOW	LOW	MEDIUM		
100k - 500k	LOW	LOW	LOW	LOW	LOW	LOW	MEDIUM	MEDIUM	MEDIUM	
25k	HIGH	MEDIUM	MEDIUM	HIGH			Y			
25k										
25k	LOW	LOW	LOW	MEDIUM	HIGH	HIGH	LOW	LOW	LOW	LOW
25k	HIGH	HIGH	MEDIUM	HIGH	LOW	LOW	HIGH	LOW	HIGH	HIGH
25k - 100k	LOW	LOW	LOW	LOW	LOW	LOW	LOW	LOW	LOW	LOW
25k - 100k	HIGH	LOW	LOW	LOW	MEDIUM	MEDIUM	LOW	LOW	LOW	LOW
25k - 100k	MEDIUM	AD HOC		MINIMUM	MINIMUM	Y	Y			
25k - 100k	NO	NO	LOW	NO	NO	NO	NO	NO	NO	NO
25k - 100k										
over 500k	NONE	LOW	LOW	LOW	LOW	LOW				
over 500k										
over 500k	LOW	LOW	LOW	WILLING TO PAY MEDIUM	WILLING TO PAY	LOW	WILLING TO PAY	LOW	WILLING TO PAY	WILLING TO PAY

Turnover	Would you be interested in training and briefing sessions?	Are you willing to receive further ICT consultation for your organisational needs or do you just want help as and when needed	Are you interested in having a free webpage design
100k - 500k	Y	FURTHER CONSULTATION	
100k - 500k	Y	HELP WHEN NEEDED	Y
100k - 500k	Y	HELP WHEN NEEDED	N
25k	Y	FURTHER CONSULTATION	
25k	N	HELP WHEN NEEDED	Y
25k	Y	HELP WHEN NEEDED	Y
25k	N	HELP WHEN NEEDED	Y
25k	Y	FURTHER CONSULTATION Happy with current help or support	Y
25k - 100k	N		
25k - 100k	Y	HELP WHEN NEEDED	
25k - 100k	Y	FURTHER CONSULTATION	Y
25k - 100k	Y	HELP WHEN NEEDED	
25k - 100k	N	HELP WHEN NEEDED	Y
over 500k	Perhaps to support partners as well as share info		
over 500k			
over 500k	Y	HELP WHEN NEEDED	Y
	Y	FURTHER CONSULTATION	Y
	Y		Y

# **APPENDIX**

## Questionnaire

## Information and Communication Technology (ICT) Questionnaire

Kindly return this form by 28<sup>th</sup> February, 2006 via email: [changeup-ict@hotmail.co.uk](mailto:changeup-ict@hotmail.co.uk) or via post to: ICT Questionnaire, c/o K. Mason, P.O. Box 723, RM8 1WT, United Kingdom or fax: 0871 211 3797.

If you need any assistance please email: [changeup-ict@hotmail.co.uk](mailto:changeup-ict@hotmail.co.uk) or you can reach an ICT team member on 0208 590 9151.

**Environmental People's Organisation (EPO) operates under the Data Protection Act of 1998 and therefore the information provided in this questionnaire will only be used to collate anonymous data for the ChangeUp ICT Pilot Project. EPO will not rent, sell, or share personal information about you or your organisation with anyone else and the information will not be used for any other purposes than for the expressed purpose that you have provided it for.**

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Please answer the questions below to help ChangeUp determine the ICT needs of your sector and remember to return promptly for the chance to qualify for a free web page design!

**Please tick or write in the boxes/space provided where applicable.**

### About Your Organisation

Name of Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Post Code \_\_\_\_\_

Organisation Contact No.: \_\_\_\_\_

Email Address: \_\_\_\_\_

Website Address: \_\_\_\_\_

We may need to contact your organization to further discuss your ICT need. Please state the name and contact number of the person we can talk to.

Name: \_\_\_\_\_

Contact Details (if different from above): \_\_\_\_\_

Best Day/Time to Contact: \_\_\_\_\_

Do you have your own office  or more than one?

Overall annual expenditure: under 25k , 25k-100k , 100k-500k , over 500k

Do you work with disabled/elderly? Y  N

Do you work with ethnic minority groups or individuals? Y  N

Do you provide support to other organisations? Y  N

If so, what kind of support do you provide? \_\_\_\_\_

**Hardware** (If your organisation does not use any ICT equipment, please go to page 7)

Do you use PCs/ Macs?  PC  Mac  Both

How many PC/Mac are used within your organisation?  PC(s)  Mac(s)

What is the approximate age of your oldest PC/Mac ?  years

How often do you replace your hardware?  years or  When Necessary

Are any of the PCs/Macs networked?  Y  N

Do you have any server computers?

 Y N

If yes, what are the ages and specifications of the servers? \_\_\_\_\_

\_\_\_\_\_

## Software

What operating system do you use on your PC/Mac?

 Win98 WinXP Win2000 Other: \_\_\_\_\_

If servers are in use, what operating system are they using?

 Win2000 Win2003 Linux Other: \_\_\_\_\_

What software do you use on your PC/Mac and for what purpose? e.g. Microsoft Publisher – Designing Newsletters  
(Tick all that apply and state purpose of use)

Word  \_\_\_\_\_

WordPerfect  \_\_\_\_\_

Excel  \_\_\_\_\_

Access  \_\_\_\_\_

PowerPoint  \_\_\_\_\_

FrontPage  \_\_\_\_\_

Outlook  \_\_\_\_\_

Publisher  \_\_\_\_\_

Photoshop  \_\_\_\_\_

Other software(s) used & purpose(s): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Usage & Training

Are the PCs/Macs used exclusively by staff members?

 Y N

If no, what are they used for and by whom? \_\_\_\_\_

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Are staff members trained to use the IT equipment?

 Y N

Are staff members given individual user names/passwords?

 Y N

## Networks

Is there a network installed?

 Y N

If yes, what type of network?

 Ethernet 10 base T Wi-fi Other:

Does the network cover more than one location?

 Y N

## Wireless Connection

Was the network set up professionally or was it installed in-house?

 Professional In House

What security is in place?

 WEP Keys IP filters MAC address filtering Hidden SSID Other Don't Know None

## Security

Do you have anti-virus software installed on all your machines?

 Y N

If not, why? \_\_\_\_\_

How often is the anti-virus software updated?

- Daily     Weekly  
 Monthly     More  
 Don't know/Never

How often do you use the software to scan your system for viruses?

- Weekly     Monthly  
 Other \_\_\_\_\_

Do you have a firewall installed?

- Hardware     Software

Is there a backup mechanism in place for your critical data?

- Y     N

If yes, what backup mechanism is in place?

\_\_\_\_\_

Is there more than one backup mechanism?

- Y     N

If yes, please state other backup mechanisms

\_\_\_\_\_

Do you keep your computer software up-to-date?

- Y     N

Is your computer(s) password protected?

- Y     N

## Legal Issues

Do you collect and store personal data?

- Y     N

Are you aware of the Data Protection Act?

- Y     N

Registered?

If using e-commerce, are you aware of E-comm directive and DSR\*?  Y  N

If capturing personal email addresses are you aware of DPEC\*\*?  Y  N

\*Distance Selling Regulation    \*\*Directive on Privacy & Electronic Communication

## Connectivity

Do you have an internet connection or access to a connection?  Y  N

If yes, what type?  Dial-up  ISDN  Cable  
 BT-ADSL  Satellite  Wireless  
 None

What is the connection used for? (Tick all that apply)  Fax  Surfing the web  
 Research

Other: (Please State) \_\_\_\_\_

## Website (Please complete if your organization has a website(s))

What is the purpose of the website? \_\_\_\_\_

How is the site updated?  Web Designer  
 In House

How often is the site updated?  Never  6 Months  3 Months  
 1 Month  More often

When was it last updated? \_\_\_\_\_

How do you drive traffic to your website?

Search Engines

Pay Per Click

Print Ads

Other: \_\_\_\_\_

## **Routine System Maintenance**

Is regular maintenance carried out on your computer systems?

Y

N

If yes, what does this consist of?

Defrag

Adware removal

Spyware removal

Other: \_\_\_\_\_

## **Mobile Technologies**

Are any mobile technologies used within your organisation?

Y

N

If no, please go to the next section

If yes, what are they?

Phone

PDA

Laptop

Tablet PC

Other: \_\_\_\_\_

What do you use these technologies to do? \_\_\_\_\_

## **Email**

Is email used within your organisation?

Y

N



**About your use of computers**

How important are computers in general and internet/email in particular to your organisation's work? (Please tick)

	Vital	Fairly important	Not very important	Not at all important	Not used
Computers					
Internet					

Why is it important?

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Do your staff use ICT from home? Y  N

Do you support this? Y  N

Do you have an overall business plan? Y  N

Do you have an ICT strategy or technology plan? Y  N

Does this link to your business plan? Y  N

Do you find it easy/average/difficult to allocate money for ICT?  
(Please circle applicable) Y  N

Why?

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Do you have a specific budget for ICT?

Y  N

What did you spend last year in the following areas, and what do you plan to spend this year?

	Last year	Plan to
Replacing old computers		
Buying additional computers		
Installing or improving a network		
Installing or upgrading an internet connection		
Setting up or improving a website		
A big software project e.g. contacts database		
Consultancy advice with planning or strategy		
No spend on ICT last year		
Don't know		

What proportion of your organisation's turnover is this?

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Is this a typical proportion?

Y  N

Please rate your understanding of Management Information:

Systems? 1-10 (10= Very Good Understanding)

Uses? 1-10 (10 = Very Good Understanding)

What system does your organisation use (electronic, or paper-based)?

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Who inputs the data?

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How is the information stored?

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What reports do you need/want to provide?

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Who do you report to?

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How often (e.g. daily, weekly, monthly, annually)?

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How difficult is it to produce reports? 1-10 (10 = Extremely Difficult)

### **ICT Support currently in place**

Do you find it easy to get help with ICT (advice and hands-on)? Y  N

What internal sources of strategic ICT knowledge does your organisation have?

- Board
- Strategic Management Team (SMT)
- Staff
- Volunteer expert

What sources of practical ICT help does the organization have?

- Strategic Management Team (SMT)
- IT Staff
- General staff
- Volunteer expert
- Paid consultant

Who normally deals with your organisation's computer problems?

- Computer Store Personnel
- External person on contract
- External person ad hoc
- Internal person with ICT responsibility
- Most ICT literate member of staff
- Staff fixes their own as they go along
- Volunteer or trustee
- Other \_\_\_\_\_

What other sources of ICT advice and support are you aware of and have you used them?

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What issues have you recently needed help with (three most important)?

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

How important is advice on ICT in comparison to things like fundraising and legal support?

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Would you use a voluntary sector specific service if it was available? Please state reason for your answer

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**Your Computers**

How dependent are you on ICT? (please tick as appropriate)

- All our information is on a server
- We make heavy use of email and internet
- We can fix things as we go along
- Our systems are mostly paper based

How big a frustration is ICT for your organisation?(Please use a separate sheet if necessary)

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What is the organisation's approach to ICT skills?

- All staff is confident and competent at ICT
- We act on regular training needs analysis
- ICT training isn't prioritised
- We could be better

Could your ICT be more effective? If yes, please state how

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**ICT Support preferences for the future**

	Not needed	A little	Major need
Purchasing			
General IT advice			
Networks/servers			
Web			
Databases			
Policies			
Strategies/planning			
IT Healthchecks			
Help with funding			
General IT troubleshooting			

What support would you like with your ICT needs (are you willing to pay and how much)?

	Need (high/ medium /low)	Willing to pay (Please tick)	How much per annum
Helpdesk			
Healthcheck/audit (how often)			
Forums and meetings			
Hands-on tech support (scheduled e.g x visits per year)			
Hands-on tech support (emergency)			
Email query (24/48 hours response)			
Training (1-2-1)			
Training (groups)			
E-groups			

Would you be interested in training and briefing sessions?      Y       N

Are you willing to receive further ICT consultation for your organisational needs  or do you just want help as  
and when needed

If you qualify, are you interested in having a free webpage design      Y       N

*Thank you for your help...*

*We'll update you with the results of the survey when it's completed and ChangeUp will evaluate the results over  
next few months.*

**END OF SURVEY**