



# Enabling charities to achieve IT excellence

*CITA seeks a world in which all charities can harness the full potential of technology through access to affordable and trustworthy, independent technology services.*

The Charity IT Association (CITA) was founded in 2016 to enable charities to access expert IT help and support. CITA introduces volunteers with relevant IT skills and experience to charities who want or to improve their technology capabilities.

Our vision is a world in which charities can harness the full potential of technology to increase their impact, through access to affordable, trustworthy and independent technology services to help them achieve their strategic mission.

## **Why do charities work with CITA?**

As a charity ourselves, CITA understands the challenge of balancing the costs incurred in meeting organisational, tactical needs with the necessity of ensuring that expenditure is focused on your strategic charitable aims. We offer affordable technology support and consultancy – so that your systems, processes and resources can provide the data, information and content that you need, when you need it.

*CITA makes it easy for charities to get the IT support and advice that they need and can afford to meet their charitable aims.*

CITA provides technology support to charities through a network of independent and trustworthy professional IT volunteers, to help you get the best out of technology. We have worked with charities that have needed help with advice on cloud migration, GDPR or MS 365, right through to delivering or managing important integration projects with larger charities.

By registering with CITA as a charity you will gain access to several benefits, including:

- A pool of independent, professional IT specialists who will work with you to help you harness the full potential of technology to meet your aims
- The CITA Community – a networking community across social media platforms that will help you understand how to improve your use of information technology
- Occasional receptions and social gatherings to allow you to further build relationships with other charities, volunteers, partners and CITA trustees
- Technology services and solutions from our partners to support the charity sector, provided at discounted rates.

***“CITA provides invaluable support for organisations like ours who struggle with few resources and not having the expertise in-house to cope with the ever-changing world of IT.”*** Twinkle House

## How does CITA support charities?

CITA provides a wide range of services, delivered by professional IT volunteers, that help charities overcome the challenges of using and managing IT:

### **CITA Review Services**

***Independent advice on effective IT:*** Your CITA volunteer will help you to identify and qualify potential IT projects and initiatives that will support your charity's strategic and operational objectives.

### **CITA Advisory Services**

***IT Project management support and advice:*** Your CITA volunteer will help you to define, plan and manage an identified IT project from scoping to completion. The volunteer can offer invaluable advice on procurement and help to properly draft an RFP for services to ensure that you cover all bases.

### **CITA Delivery Services**

***The right skills for a successful IT project:*** Once you have defined and planned your IT project, your CITA volunteer will provide the technical skills needed to fulfil the project which can be managed by your charity or another CITA volunteer under your direction.

Areas that are quite common in terms of help and support include:

- Cloud migration
- CRM (including Salesforce) consultancy
- Digital policy / GDPR compliance
- Document/ records / case management
- Email set-up and management
- IT software or hardware selection and deployment
- Migration to new PCs and file sharing
- Office 365 deployment
- Web analytics / support

CITA also offers charity members opportunities to access discounted IT services and products from our partners.

***“Digital technology, cloud computing and the internet offer huge benefits to charities, but the security and privacy issues are complex and could hold many charities back. CITA matched us with a volunteer who was very experienced with IT security in an organisation of our size. Our volunteer patiently helped us work through our key risks and identify practical steps we could take to use our new cloud system with confidence.”*** Step by Step

## What impact does CITA have on charities?

CITA makes it easy for charities to get the IT support and advice that they need and can afford to meet their charitable aims.

***CITA has worked with over 700 charities, delivering a value of consultancy services of over £2,000,000.***

CITA gives charities easy access to cost effective technology expertise. Whilst a small administration charge is applied to those charities able to afford it, using CITA avoids running up costly consultancy charges.

***74% of the charities we work with have no dedicated IT resource***

CITA has worked with charities that have needed help with advice on cloud migration, GDPR or Office 365, right through to delivering or project managing important integration projects.

***18% of requirements are aimed at improving the charity's ability to deliver a better service, of which 95% outcomes were either 'useful' or 'very useful' and 65% outcomes have been actioned by the charity***

CITA is committed to ensuring that the services it provides make a positive impact on the charities.

***100% of charities who have implemented changes found the service 'useful' or 'very useful', 94% were 'satisfied' or 'very satisfied' with the service received; and 87% of charities would recommend CITA to others.***

CITA provides a broad range of technology support to charities through a network of independent and trustworthy professional IT volunteers, who provide their time, knowledge, skills and experience free of charge.

***98% of volunteers are willing to participate further with CITA and 73% of volunteers have participated in more than one volunteering activity***

***"As a small organisation, it is so valuable to know that someone with the right expertise can offer me impartial, objective advice. I was really grateful to bounce ideas off the volunteer and the charity is better off for his advice."*** Rhema Partnership

**What does it cost?**

CITA is funded through the benevolence and generosity of our sponsors, individual donors, and by asking charities that we support to contribute towards our administration costs where they are able. Many charities find the means to fund the administration fee comes from money saved (either by following through on volunteer recommendations or by associating a value to the expertise received).

***You are not charged for registering as a member of CITA.***

As a charity you will understand that funding, particularly for smaller charities, is often the most challenging part of fulfilling your aims. Whilst CITA aims to cover its modest running costs through funding from partners, grants and other sources, we also ask that charities contribute towards the administrative costs of providing the services required.

***The volunteers registered with CITA provide their services on a pro bono basis, i.e. free of charge.***

An administration fee is requested from charities with an annual income of more than £50,000 and is based on the service required. Current fees allow CITA to ensure that the charities with the least financial resources are still able to access the services and are summarised in the table below:

Charities with Income	Registration	CITA Review	CITA Advisory	CITA Delivery
Under £50k	Free	Free	Free	Free
Over £50k	Free	£100	£250	£250

CITA has access to discretionary funding and can award ‘bursaries’ to part-fund the administration fee where circumstances are appropriate. Please contact us at [contact@charityithelp.org.uk](mailto:contact@charityithelp.org.uk) for further information.

***CITA will never turn away a charity that is unable to afford a contribution towards our administrative costs.***

***“I am so glad that I found CITA and will be using their services again as well as recommending them to others.” Live Unlimited***

## FAQs

### ***Can you help me understand how I can get better technology or use my current technology better?***

CITA has a large bank of IT professionals with wide and varied IT skills and experience. Through the registration process, CITA will carefully match your needs to the right volunteer - an appropriate, independent IT professional - to help you with your technology requirements

### ***What skills can CITA provide?***

Typically, the sort of skills most often requested include:

- Consultancy
- Cloud strategy knowledge
- Coding skills
- Data management
- Data security
- Integration skills / migration knowledge
- Project management
- Web skills / analytics

### ***Will we have to pay?***

There is a small charge made to charities that have an income of over £50,000 to cover CITA’s administration costs. This charge is made on a project-by-project basis and is the only cost. The volunteers registered with CITA provide their services on a pro bono basis, i.e. free of charge.

### ***What is the process to engage a CITA volunteer?***

When you register to apply for a CITA service (CITA Review, CITA Advisory or CITA Delivery) you will outline your needs in detail. CITA will use this to match you against a list of potential volunteers. Where a volunteer is available and able to support you, they will contact you for an initial call.

***How long will it take to find us a volunteer?***

For most charities CITA can match a volunteer within a week, but for some it can take longer. Much will depend on the complexity of your project, the estimated time and duration of the volunteer effort, and your geographic location. CITA feel that providing the right volunteer is more important than rushing into an assignment – so if you have very tight, unmovable timescales, please let us know – we wouldn't want to be part of your problem!