

## How CITA helps charities:

### *An overview of what CITA delivers*

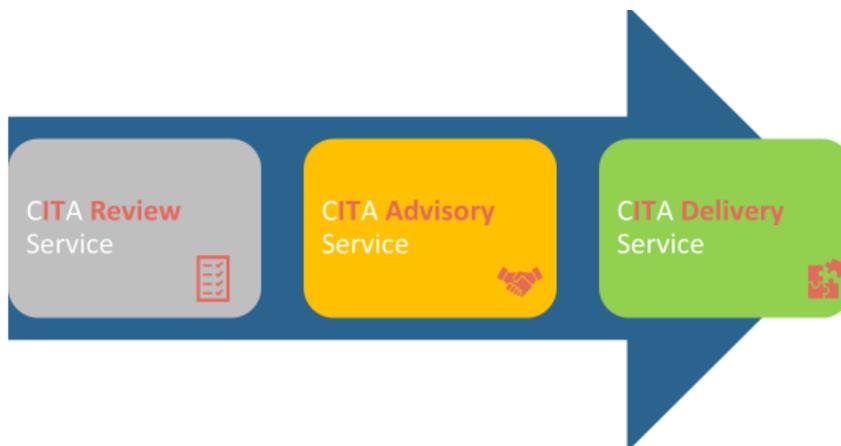
The Charity IT Association (CITA) was founded in 2016 for the purpose of enabling all charities to be able to access expert IT help and support. CITA introduces volunteers with relevant IT skills and experience to charities who want or need to improve their technology capabilities.

Our vision is to have a world in which charities can harness the full potential of technology to increase their impact for good and this is achieved by providing charities with access to affordable, trustworthy and independent technology services in order to allow them to achieve their own strategic mission.

***“The advice and support provided by the CITA Review Service has helped make the previously overwhelming task of overhauling all of our IT systems into a manageable process, clearly linked to our strategic objectives for the next 5 years.” Accessible Arts & Media***

### **An overview of CITA Services**

CITA provides a wide range of services, delivered by independent, trustworthy, professional IT volunteers, helping charities to 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 review is an independent professional review of a charity’s IT capability, undertaken by a qualified volunteer introduced by CITA.

CITA will match you with an experienced IT professional who will undertake a two-hour workshop which will look at the aims, ambitions, challenges and needs of your charity and how Information Technology (IT) can help.

Whether you don't know where to start with IT and how it can help your charity, have some idea, or think you know exactly what you want, a CITA Review will help you find clear direction.

### **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.

The CITA Advisory service allows CITA to introduce an independent, qualified IT consultant and/or project manager to oversee IT projects to completion

CITA can support you when you have an identified IT requirement that could make a difference to your charity, but you feel that you don't have the necessary skills and knowledge to plan or manage the project.

The CITA Advisory service provides an opportunity for you to receive guidance and support from experienced IT professionals accustomed to scoping, managing and delivering IT projects

### **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. The project will be managed by your charity or another CITA volunteer under your direction.

The CITA Delivery service allows CITA to introduce an independent, qualified IT volunteer to bring current and specific skills to a defined IT project.

If you need specialist technology skills essential to deliver your IT project in a timely and cost-effective manner, CITA Delivery services can help you.

Where you do not have the internal capability or the funding to match those skills externally, then CITA volunteers can provide support reducing the overall cost of your project and increasing its viability.

***“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

### **Where can CITA help?**

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

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

- A pool of independent, professional IT staff 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 to help you better understand how to improve your use of information technology
- Occasional receptions and social gatherings to allow you to 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.

*"The free IT consultancy offered by CITA allowed Respect to assess its IT needs and plan for the future. The volunteer was friendly, knowledgeable and offered advice suitable to Respect's needs and size. I would recommend the service to anyone."* Respect

### **Who provides the services?**

CITA volunteers help charities improve the way they use technology. Whether undertaking this as an individual or as part of an organisation's CSR programme, CITA volunteers have supported over 700 charities and have committed over 7,000 hours of pro bono work to make a positive impact on how charities work with technology.

Volunteers select projects according to their skills and availability and will communicate the timescales that they are able to commit. This helps CITA to match the right volunteer skills, experience and availability to the needs of a specific charity.

***CITA values the time, talent, and passion our volunteers contribute to help charities run more efficiently through technology review, advice and delivery.***

CITA volunteers gain greater experience and exposure to broader IT issues and concerns, as well as knowing that they are indirectly helping people in need of charity support. The CITA volunteer programme also helps organisations and employees through Corporate Social Responsibility activity. The CITA CSR Scheme allows organisations to support CITA by encouraging staff to volunteer as part of their CSR initiatives.

### **How do I register for a CITA service?**

Registration is via the CITA website. We ask a few simple questions and ask you to outline your problems, concerns and requirements. From there, we will identify an appropriate volunteer and assign them to you for the duration of the project.

### **What does it cost?**

CITA is funded through the benevolence and generosity of our sponsors and 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).

*“CITA provided Media Trust with two strategic volunteers who spent a day facilitating a workshop with our core IT users. The day was well structured and helped us work out our top-level IT needs and issues. CITA then provided an action plan on how to tackle this and got our feedback to see if this was practical. Based on the advice we have already carried out an assessment of our CRM and using a template provided carried out an audit of potential IT risks.”* Media Trust