

# Charity IT Association



## Background information

The Charity IT Association supports charities to help them get the most from their IT. Charities are often under-resourced and lack experience in the area of IT, and don't know who to ask or who to trust. CITA provides support to small-to-medium-sized charities with advice and help through skilled and experienced IT volunteers.

## The offer under Enhance

Charities typically follow a three-stage process comprising a review, followed by some advisory service and then a project execution, however if appropriate CITA can engage at any of these stages.

### Package 1 - 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 and will provide you with a summary report of those findings.

### Package 2 - CITA Advisory Services

Helping you through your IT project: 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 the bases.

### Package 3 - 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.

## How do I know if this provider is right for my charity?

CITA support is most appropriate when charities are seeking support for any IT issue (i.e. not simply social media or websites). Consequently, they would be best when the Charity needs support to:

- Identify how best to use IT to meet its business objectives by improving the use of IT to deliver service, such as: mobile working,

cloud based services, selection and equipment set up, outsourcing, GDPR etc

- Define and plan IT projects cost effectively
- Manage (an) IT project(s)

Source the IT skills necessary to develop and implement each project

### **Input needed from you**

Staff time to:

- Describe the Charity's business processes and identify current problems
- Ensure the volunteer has the necessary information and access to manage each project

Manage the implementation of any IT projects developed for the Charity (with the assistance of the CITA volunteer)