



Cosmic

Background information

www.cosmic.org.uk

Cosmic is a digital consultancy and social enterprise, providing holistic support of a range of Digital needs. The team of 40 consists of Digital Skills trainers, Website Developers, Consultants and IT technicians.

Cosmic's vision is to inspire people to achieve success in the Digital world. Digital inclusion is at the heart of all we do.

In a world where success relies on the ability to use digital technologies effectively, it is increasingly important that everyone has the support, skills and motivation to make the most of these resources. This can be as true for the leaders of charities as it is for individuals and communities facing their own challenges.

For charity leaders, being Digital means making bigger and better decisions about future plans for impact, growth and productivity.

Cosmic provides an innovative range of services and support to help people identify their Digital need and to progress with their ambitions. We do this in a uniquely kind, friendly and inspiring way. We support people to grow their confidence and trust in technology, ensuring they do so in a safe and responsible way.

Development support offer

Cosmic will work with the senior leadership team of your charity to deliver bespoke advice, training and consultancy. We are specialists in supporting leaders to build their own confidence and knowledge around Digital technologies, empowering them to develop new strategies and approaches for the charity. We have supported the development of the Charity Digital Code, and we have in-depth knowledge of varying needs of charities.

We will provide beneficiaries with a bespoke consultancy service, extending for up to 6 face-to-face (or virtual) visits – spread across 3-6 months.

Diagnostic meeting: This session is designed for us to get to know you and your charity, and to establish the steps that we might take to support you in the following 6 meetings.

We recommend that a good representation from the senior leadership team joins this initial meeting to achieve buy-in and a strategic level of thinking. We typically

recommend that we meet with at least the most senior leaders/ managers, as well as any staff dedicated to managing IT or operations. Some charities include a trustee within this meeting.

At this meeting we will work with you to complete a Digital Maturity Index survey: we developed this questionnaire to establish the level of digital maturity of an organisation. We will also ask the individuals to each complete a personal Digital Competency Matrix, to establish their own level of skills and understanding.

Traditionally we do these meetings face-to-face, but are equally well versed in virtual meetings (with online video platforms).

Stage 2

Follow-up sessions 2 - 6:

Cosmic's consultants will provide a further 5.5 days of consultancy and support. Each charity is different and will be at different stages on their Digital journeys. Cosmic have a range of programmes that can be delivered to your leadership team – with the aim of taking you from *A to B* onto the next stage of your journey.

Three pillars of support are designed to match up with your charity, depending on which stage it is at:

Package 1: Operational Goals

Many charities need guidance and support with regards to the day-to-day use of IT resources and digital technologies. You may feel that you are still too analogue in your processes.

Over 6 days of consultancy, we will support you to identify the resources and processes in your organisation that are in need of a fresh start. There's a Digital solution to (nearly) everything! We will work with you to audit your resources, review their appropriateness, ensure that staff have the right skills and training and set you on the right path for the next 12 months.

This programme may include:

- Digital MOT: A review of hardware and software deployed within the organisation
- Business Processes Audit: lifting the lid on how operations function within your organisation. What systems and approaches do you take?
- Customer experience: are you using the right tools and channels to communicate with your stakeholders: funders, partners and beneficiaries.
- Staff Skills Audit: are your staff trained and matched with the resources that you have (or might) invest in?

Outcomes:

Charities that benefit from the Level 1 Operational Goals programme will now have a firm understanding of the present-day Digital status of their organisation and a clear approach to the next 12 months of Digital Operations. A light will be

shined upon the pros and cons of a range of tools and resources, designed to improve processes, enhance productivity, and improve stakeholder satisfaction.

Package 2: Tactical Approaches

You may feel that your operations and processes are functioning well. Staff have some good Digital skills, you've invested in new hardware and software, and you are starting to think about the future.

So, what are your next steps? What tactics does your charity need to make for the next 18 months, to keep on top of Digital resources and capitalise on all the gains you've made so far?

Importantly, what bad habits have started to creep into the organisation? Are you compliant with laws like GDPR? Are you safe and protected from cyber-crime?

This programme may include:

- Development of a Digital Competency Matrix for all staff (and volunteers) – leading to a Training Needs Analysis
- Development of a Training Plan
- Review of Digital and Data Governance and Risk
- Cyber Security audit
- Strategic outlook: making the most of your systems and resources.

Outcomes:

The outcome of this programme is confidence and knowledge that you are on the right path: you've invested in right Digital resources, you've ensured your staff and customers can take advantage of them, and you are acting in a safe and secure way. With this in mind, your charity can now make bolder steps forward, opening up the horizon to growth and success over the next 18-24 months.

Package 3: Strategic Outlook

This programme is for charities that have good operational functions, with dedicated staff looking after IT services and a solid foundation of IT usage across the organisation.

But you lack a Digital Strategy. There's no long-term vision of how Digital technologies could improve your provision of services, enhance customer experience, improve staff satisfaction or accelerate growth.

This programme is designed to empower your leadership team, allowing them to make sound judgement and confident investment in a Digital Roadmap for the next five years. Remove the need for IT experts and place the know-how into the arms of the Board, the Trustees and the leaders of the charity.

Based around our successful Digital Leadership Programme, "Charities In The Digital Age", this 6 session programme will cover:

- Your Digital Vision: setting goals for the years ahead. How can your charity succeed through the use of technology?
- Digital People: culture, skills, managing change and helping people to develop.

- Digital Processes: exploring the actions that are taken daily, monthly and annually that can be enhanced through technology.
- Digital Technology: shining a light on the future of emerging technology. Jargon busting terminology. Understanding what the fantastic possibilities are.
- Developing a Digital Strategy for your charity.

Outcomes

Over course of the programme the consultants and consultees will be in a position to develop the long-term digital vision, strategy and a roadmap for success. This will leave the charity in a position to confidently take the next steps in supporting the future digital direction of the organisation.

Senior leaders, trustees and managers will have confidence in discussing Digital technology: raising it as a fundamental discussion point at Board level, alongside financial and operational conversations. Digital technology will be given a strategic level of debate, opening up opportunities for the years ahead.

When might the Provider be the most appropriate solution for the charity?

If you are a charity that has begun to embrace technology, but know that there is more to be achieved; more opportunity to be grasped; and more understanding to be gained, then we are here to help.

You may have rapidly accelerated your move into Digital Transformation due to the pressures of Covid-19, or were already making big changes in how you were operating. But do you have a strategy and a vision for how Digital technology can help you to thrive? We can help guide you.

Cosmic are a Social Enterprise, driven by core values and vision to tackle the issue of Digital Exclusion. We have a long history of working with Charities – we understand how they operate and we align with their values and visions.

Input needed from the charity

It's important that conversations about IT, technology, software and hardware are not just the preserve of "geeks" but are given their due importance and discussed at all levels of organisations. Afterall, no role can escape the use of technology now!

We therefore recommend that our sessions are attended by a selection of the senior management team, and potentially any key person(s) involved in IT operations.

We will agree a workplan with the charity and there is likely to be input and time required by the charity between meetings. It may be an option to establish a working group or nominate a 'Digital Champion' for the duration of the work to maintain momentum.

Cosmic understand the time pressures and limitations that charities have, and will therefore be entirely sympathetic to the needs and capacity of each charity.