



# Transforming Local Infrastructure IT Cluster

## How to... get the most from your IT

It's a well-known fact that voluntary organisations often have out of date computers/software and little in terms of IT support compared to others. While organisations are constrained by limited funding, there are ways of harnessing the skills and expertise available to get the most from your IT.

### Address IT issues promptly

If you worked at a large bank and reported a computer problem someone would be with you within an hour to diagnose the issue, and if it wasn't straight forward they'd replace your machine. Although voluntary organisations lack the finances to handle things this easily encouraging staff to report problems rather than 'make do' is the first step to improving how we handle IT issues.

### Find your accidental techie

We've all come across them. You may even be one! Accidental techies are the people you ask to fix your PC not because it's part of their job but because they know more about it than you do. The voluntary sector is made up of people from all sorts of backgrounds – including the world of IT – as well as an increasing number of younger employees who are technical savvy. Don't be afraid to identify and make use of your accidental techie.

### Double up on IT orders

Voluntary organisations are in an ideal position to benefit from suppliers' corporate social responsibility programmes with pro bono (free) advice and discounts. Try making more of this by ordering PC equipment jointly with another organisation – the bigger the order the more discount you'll be able to negotiate.

### Staff loan scheme

Staff with IT skills are an organisational asset. Why not consider loaning them out for a small fee or make an arrangement with another organisation which has skills that you need?

### You're not alone!

There are certain things we all go through, like changing internet provider, buying equipment, dealing with broken computers and data protection issues. If there is something that needs addressing, ask around your network to find out how others dealt with it. Keep that in mind the next time something goes wrong, none of us are alone.



