

Community Links with Two Non-Profit Organisations: Technology Problem Solving or Proper Risk Management?

Christo Potgieter
Jannat Maqbool



Overview

1. (Wintec Voucher scheme)
2. Challenges NPOs face re resourcing
- 3. Preparation, approach and instruments**
4. Overview of sample organizations
5. Observations re these organizations
- 6. Learning** from this project

(Wintec Voucher scheme)

- Hand-outs (from Wintec website)
- ITPs closer to industry, with “**Applied Research**” role
- “RDT” redirect staff research to specific organizations
- **Solving specific problem(s) ...**
- Placing monetary value on work done for company
- For launch (2009/10), pool for **typical \$5k projects**
- Completed five with more under way

This project “just” **funded** by Wintec Voucher scheme...

Key challenge of NPOs: Resourcing

- NPO = NFP = ???
- Wikipedia: ... capacity building, Founder's Syndrome and Resource Mismanagement. **Limited and unreliable external funding for operations** especially impacts negatively on staffing processes and practices.
- Thornton about NZ (2009): ...three most challenging issues facing the NPO sector: **Financing activities, fundraising** and governance issues
- Mention of IT? Advice from only Chartered Accountants in **Canada** (Lindsay, 2009) - "Inability to perform critical functions that depend on technology"

Preparation, approach and instruments

- Initial scope was Waikato industry and whole business – **TOO WIDE** for \$5k (2-3 weeks work)
- **Narrowed** by HOS (me) to only IT, use of ITIL framework and 2-3 pilot organizations identified by Dean
- Review only (not audit) via **interviews** (no documentation checks) – **Easier for NPO and they learn**
- Extensively used **free** (websites) and cheap literature (eg “Dummies” series)

(Jannat is CA from Australia)

Overview of sample organizations

- **AAA** is a disability services provider, based here in Hamilton, providing both contracted and charitable services nationwide.
- **BBB** was formed over 20 years ago and is today a leading service provider assisting people with intellectual disabilities and their families throughout the Waikato.
- Internal **organization and operations differs** considerably
- Both **use ICT** for important “administration” and ICT support/servicing **vendors** but **ICT is not used extensively in delivery itself**



➔ ITIL V2:

Area	Review
ICT service continuity management	<p>Understand ICT continuity requirements</p> <p>Identify ICT specific aspects of any existing continuity management practices, including any documented ICT service continuity plan</p> <p>Compare practices to appropriate assessment criteria and assess</p> <p>Identify any opportunities for improvement</p>
Risk mitigation	<p>Identify - possible risks to the ICT environment, the probability of the risk occurring, the impact of the risk. (Identify any opportunities for improving existing risk mitigation practices associated with identified risks)</p>
Miscellaneous	<p>Additional points associated with business continuity and/or ICT specific continuity may arise for discussion/assessment as the review proceeds. In keeping with the methodology outlined in this document, where possible appropriate assessment criteria will be identified for comparison and findings will be summarized in a similar manner, including the identification of any opportunities for improvement.</p>

➔ “Maturity” re IT Service Continuity & Disaster Recovery

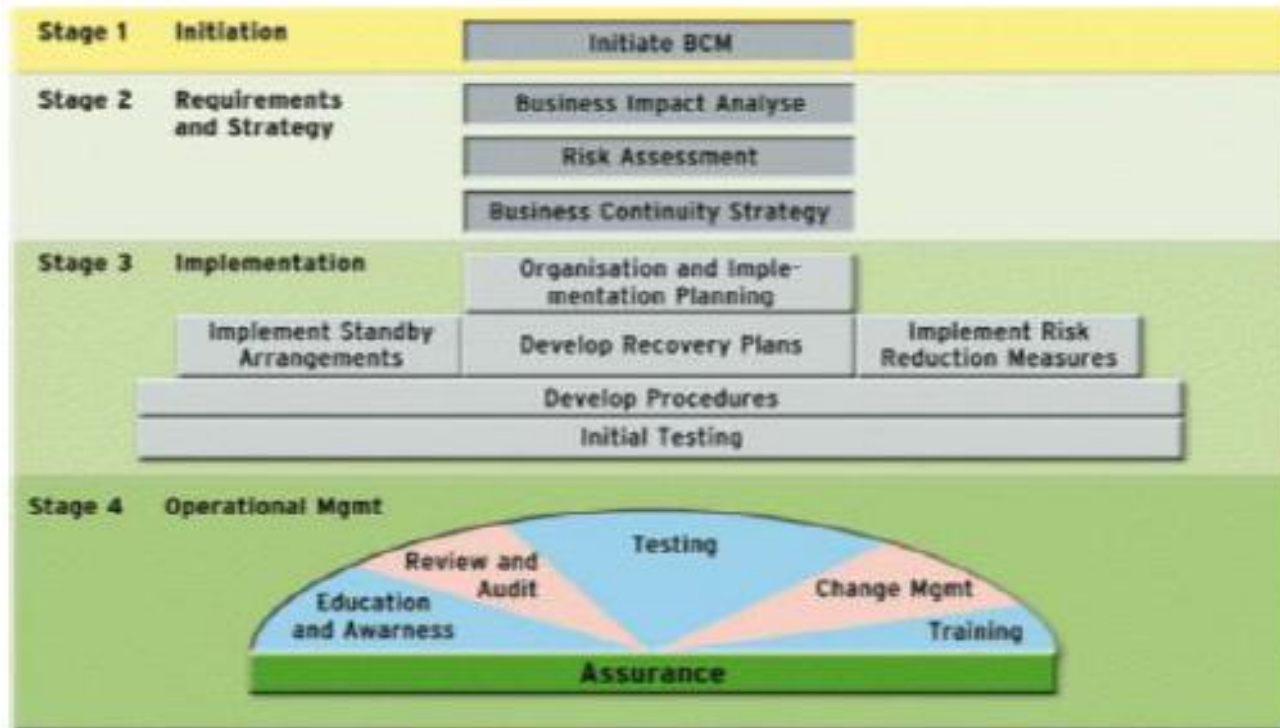


Figure 1 - The new business continuity model. Version 1.0 (Dan Wilder, 6 October 2008)

Observations re AAA and BBB

Review area	AAA		BBB		
	Assessment	Points	Assessment	Points	
• Policy and scope	Partial	1	Partial	1	
• Requirements and strategy	Partial	1	Adequate	2	
• Implementation					
• Risk mitigation	Partial	1	Partial	1	
• Emergency response plan	Partial	1	Adequate	2	
• ICT service continuity plan	Inadequate	0	Inadequate	0	
• Documentation	Partial	1	Inadequate	0	
• Operational management for assurance					
• Format and distribution	Partial	1	Partial	1	
• Education and awareness	Partial	1	Partial	1	
• Review and audit	Partial	1	Partial	1	
• Testing	Adequate	2	Partial	1	
• Change management	Adequate	2	Adequate	2	
• Training	Adequate	2	Partial	1	
Overall (out of 36)					
Average		Partial	1.16	Partial	1.08

Rating & points		Assessment
Complete	3	Agreed with more than 100% of the appropriate assessment criteria
Adequate	2	Agreed with between 75% and 99% of the appropriate assessment criteria
Partial	1	Agreed with between 50 and 75% of the appropriate assessment criteria
Inadequate	0	Agreed with less than 50% of the appropriate assessment criteria

Learning from this project: NPO

- Underestimated high and **growing reliance on ICT**
 - Staff knowledge and time to assess and address
 - Both operate rather old but also some very new ICT
 - Reliant on **one key person** per organization
 - ICT vendors of each could help more if funded
 - ICT seldom covered in discussions about risk
 - In case of disaster: **Moderate to low impact**
- ➔ **Not critical and is appreciated, but needs investment**

Learning from this project: Community and Vouchers

- Beneficial to have **independent third party** assess things
- Use of “*Engagement letters*” useful to start relationship
- Project methodology: **Flexibility very important!**
 - “**STEPS**” - **Initiate, Define, Plan, Execute, Report**
- Community: Could help more NPOs re their ICT
 - Funding: ***Started exploring*** other sources, using student projects and staff secondment for more projects
 - Linking in with ***Wintec partnership initiatives with NPOs***

CHEERS!