Increasing the capacity of our communities to engage with technology

Office 365 to empower your non-profit

@marcusjharvey   -   June 2014

Our (shared) opportunity

Good ICT is critical for non-profits to:

1. Make the most of staff & volunteer time
2. Measure & improve client/community outcomes
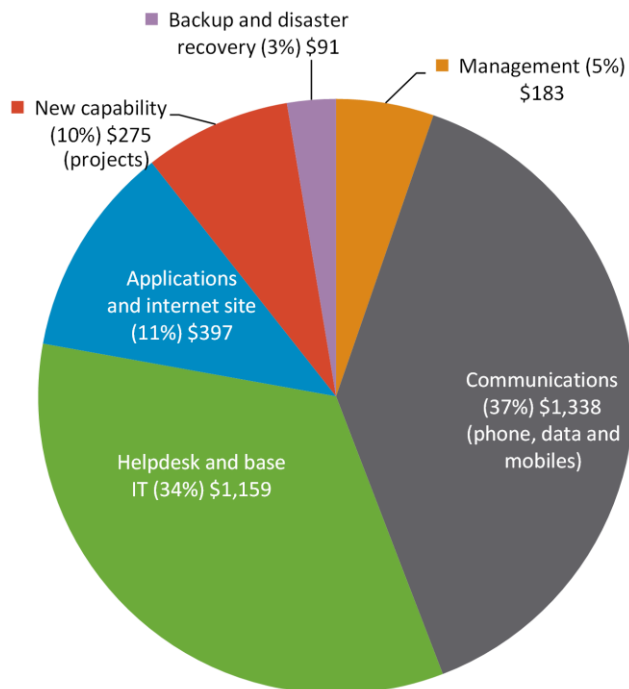3. Minimise service risk

However, most non-profits

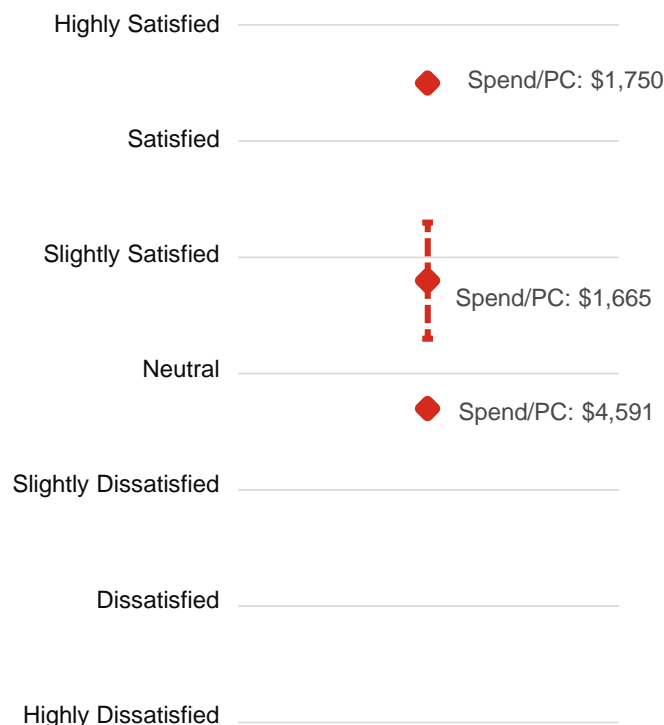» Feel they spend too much on ICT
» Are not satisfied with their investment

What do non-profits spend on ICT?

	ICT investment per person per annum	ICT investment as % of operating expenses
Victorian NFP Benchmarking study[1]	$2,628	3.9%
Christchurch non-profits[2]	$1,545	3.8%
Average – Gartner[3]	$12,030	3.5%
Healthcare Providers – Gartner[4]	$5,205	3.2%

ICT spend breakdown[1]

- Backup and disaster recovery (3%) $91
- Management (5%) $183
- New capability (10%) $275 (projects)
- Applications and internet site (11%) $397
- Communications (37%) $1,338 (phone, data and mobiles)
- Helpdesk and base IT (34%) $1,159

Staff IT satisfaction vs spend data[2]

Highly Satisfied

Satisfied — Spend/PC: $1,750

Slightly Satisfied — Spend/PC: $1,665

Neutral — Spend/PC: $4,591

Slightly Dissatisfied

Dissatisfied

Highly Dissatisfied

Notes:

[1]NFP benchmarking study of 13 NFP organisations (predominately delivering family and community services) who benchmarked their ICT spend, ranging in size from 80 to 800 staff. Refer www.nfpbenchmarking.com.au for more information

[2]Data provided as provided by 40 Christchurch non-profits, 2013.

[3]Gartner IT Key Metrics Data 2011: Summary Report. For more information on Gartner's ICT benchmarking see www.gartner.com. Gartner US$ figures were converted to $AU using exchange rate at 7 Aug 13).

[4]No Gartner metrics were available for the NFP or human services sector – Healthcare Providers appeared the most similar comparison group

Common non-profit challenges

Effective ways to work with staff & volunteers who work out of the office
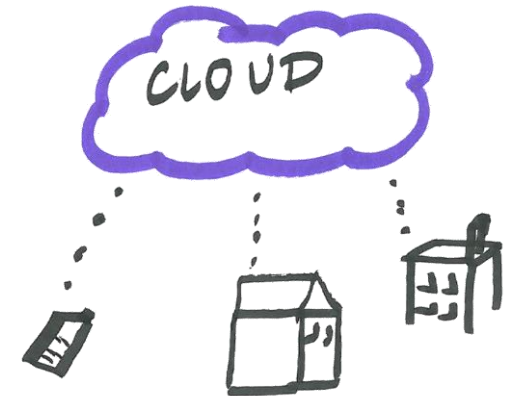
Reliable, cost-effective backup

Consistent funding for ICT

Access to affordable technical resources

What is the Cloud?

A way to provide ICT services characterised by

» **Reliability** – *with inbuilt redunda*ncy

» **Expandability** - *easy to add or remove users*

» **Usage-based pricing** –
without capital investment

» **Accessible over the internet** –
people can work anywhere

Today, almost every technology service required by your non-profit is available in the Cloud

Infoxchange has already migrated more than 50 non-profits to the Office 365 cloud including..

…but we also install local infrastructure for many clients – *it depends what is most appropriate*

What is Office 365 (E1 plan)?

» Professional email & shared calendaring (50 Gb / user)

» Instant messaging (IM), high definition video / audio conferencing and screen sharing

» Online storage (>1Tb), collaboration & document management

» Strong privacy and security controls

Word Online
Excel Online
PowerPoint Online
OneNote Online
Lync
Exchange Online
SharePoint

Key Benefits from Office 365

Staff can work efficiently and stay connected anywhere

» Information is readily accessible anywhere with an internet connection, from a wide range of devices

» It is easy to connect with staff, access the latest version of a document or collaborate independent of location

Staff can *"forget about technology and get on with their jobs"*

» Server upgrades are reduced or eliminated leading to lower technology costs

» Backup and redundancy is no longer a headache

» Flexibility to readily scale up or down as required

» Availability is guaranteed

» Security and privacy controls that only large companies had access to in the past

Why Office 365 over others?

Office 365 (E1 plan)

- >1Tb of storage per user (50Gb mail, 1Tb Onedrive
  plus SharePoint (10Gb plus 500Mb per user)*

- Online document editing with native MS-Office style interface

- Strong support for MS Office file formats

- Other features within SharePoint including websites, intranet,
  collaboration tools, etc

- Independently verified privacy & security controls

- Free for eligible non-profits in 41 countries

- No secondary use of data (Microsoft doesn't scan for advertising
  analytics)

* For more information on SharePoint storage, see
http://office.microsoft.com/en-au/office365-sharepoint-online-enterprise-help/sharepoint-online-software-boundaries-and-limits-HA102694293.aspx

What about privacy & security?

» Strong security & privacy controls
http://office.microsoft.com/en-us/business/office-365-trust-center-cloud-computing-security-FX103030390.aspx

» Strong Privacy controls: ISO 27001, EU model clauses, HIPAA BAA & FISMA accredited
http://office.microsoft.com/en-us/business/office-365-trust-center-top-10-trust-tenets-cloud-security-and-privacy-FX104029824.aspx#complianceStandards

» You own and retain all rights to your data
http://office.microsoft.com/en-us/business/office-365-trust-center-top-10-trust-tenets-cloud-security-and-privacy-FX104029824.aspx#securityAndPrivacy

» While an Australian data centre has been announced, today data is stored offshore

» Many organisations (including Qld government) have chosen to use Office 365

» Its suitability depends on what information you intend to store and your funding agreements

Building the Business Case for Office 365

Reduce or eliminate server upgrades and refreshes
saving IT support and server costs

Use videoconferencing applications & teleworking structures
which provide flexibility and reduce travel costs

Defend against hardware failure
with cloud solutions so there's no need to worry about your server failing and your data is protected in the cloud

Collaborate effectively
across all locations leading to increased efficiency

Create a single source of truth
for information which saves time looking for files in different locations

Top Ten Tips for Successful Implementation

1. Explain the <u>benefits</u> to staff & support them to make the change; local *'champions'* can help staff to make the most of the new features

2. Ensure your <u>internet bandwidth & reliability</u> is suitable

3. Make effective use of <u>OneDrive</u> for offline file access
   (but you will need to manage sync issues & ensure you invest in bandwidth)

4. Consider <u>upgrading Office</u> on your PCs

5. Use an <u>Office 365 expert</u> to make the transition a success, and to assist with ongoing support if required

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Top Ten Tips for Successful Implementation

6. Consider <u>local storage</u> if you share <u>large videos</u> or quantities photos

7. Review your <u>security controls and policies</u>

8. <u>Active Directory offers value</u> for organisations with a larger number of computers

9. <u>Headsets</u> minimise potential issues during <u>video</u> and audio <u>conferencing</u>

10. <u>Online collaboration spaces</u> can be valuable for your <u>Board</u> or volunteers
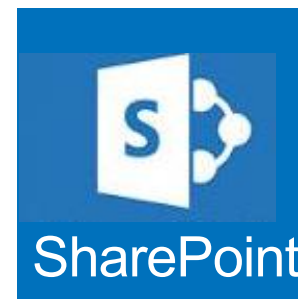
Case Study

State based, nine organisations, 60 staff & up to 100 volunteers

Office 365 benefits include:

- Lower technology risk -
  guaranteed availability & automated backup

- Time savings of 10 – 15% -
  travel savings & information accessibility

- Happier staff -
  more informed & able to support RSNV

Lync

Outlook & Exchange

SharePoint

SkyDrive

Office 365 Resources

For more information:

» Office 365 readiness assessment
offered in partnership with Connecting Up & TechSoup NZ:

  – AU - http://www.connectingup.org/office365
  – NZ - https://www.techsoup.net.nz/office365

» Office 365 for nonprofits:
www.microsoft.com/office365nonprofits

» The Microsoft Trust Centre
http://office.microsoft.com/en-us/business/office-365-trust-center-cloud-computing-security-FX103030390.aspx

» **ıl.ImproveIT** · ImproveIT.org
Resources to help your organisation get the most from your technology investment

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Final Thoughts

Office 365 enables you and your organisation to:

» Share information

» Work efficiently irrespective of location

» Reduce infrastructure costs

» Telework

» Improve disaster readiness

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Questions and discussion…..

Infoxchange is a not-for-profit social enterprise dedicated to

Technology for Social justice

Our objectives:

1. Increase **Digital Inclusion** by assisting all those in our communities to access and efficiently use ICT

2. Raise the level of **Digital Proficiency** and improve the efficiency and effectiveness of the community focused sector through Information and Communication Technology

3. Advocate for and showcase the benefits of **Digital Empowerment** in our communities

Contact: marcush@infoxchange.net.au

Our services for the sector include……

1. **IT plans, assessments & IT strategy development**

2. **Office 365, website & intranet services**

3. **Cloud, infrastructure & desktop services**

4. **Client & case management and service co-ordination solutions**

5. **CRM for non-profits**