



ICT HUB CASE STUDY – THE SHARED ICT WORKER

Organisation name:

Black Training & Enterprise Group (BTEG)

Summary:

A collaborative project to meet the ICT needs of Black Training & Enterprise Group (BTEG), PATH National and Race On the Agenda (ROTA).

All 3 partner organisations – who share an ICT Worker – are based in London, capacity build black and minority ethnic organisations (BMER) and together boast a total of 50 staff to make this project economically viable.

What happened?

The ICT Worker facilitated partnership meetings between all 3 organisations to identify their ICT priorities, which were to:

- bring in sources of capital funding to upgrade ICT equipment – extra RAM was fitted to help computers run faster
- reduce spam email – the ICT Worker worked to reduce spam email by 75%
- to use membership databases as a key business tool for advocacy and campaigning
- identify staff training needs in ICT – training delivered and fewer help calls directed to their ICT support companies

What difference has ICT made?

Sharing an ICT worker has made significant differences to the ICT of all 3 partner organisations.

- ICT is now a management priority, incorporated into the budget and is being implemented by a shared worker
- Efficiency and effectiveness – the ICT worker has reduced ICT 'downtime', implemented hardware upgrades and kept systems running smoothly.
- The ICT worker functions as a single point of contact for all 3 partners with external support companies



- Increased staff skills – the ICT worker has helped train staff to better use their ICT
- Increased collaboration and communication – having a shared ICT worker has increased co-operation and understanding between the partners
- Economies of scale – shared ICT functions enables bulk purchasing of RAM, back-up tapes and other consumables

What was learnt?

The model of a shared ICT worker is in its fourth year for these partners.

- Funders have some to see the value in supporting a shared ICT worker – it has delivered increased ICT effectiveness, increased staff skills and reduced costs through bulk purchasing
- Senior management at partner organisations have bought into the model – it helps that all 3 organisations work closely together
- External support companies have a single point of contact – this has helped make ICT across the partner organisations more consistent and easier to support

FIND OUT MORE:

Organisation's web address

Black Training & Enterprise Group:
<http://www.bteg.co.uk/>

Regional Champion

Miles Maier – London Regional Champion (Lasa)

Email: mmaier@lasa.org.uk

Web: <http://www.lasa.org.uk/ictchampion>

Knowledgebase

Managing your ICT:

<http://www.ict hubknowledgebase.org.uk/ictmanagement>

UK circuit riders: <http://www.ukriders.info/>