

Top 10 things someone running a voluntary organisation should know. Do you?

Credited to [Deborah Elizabeth Finn](#).

1. Very little technical knowledge is required in order for vol org CEOs to participate actively in strategic IT planning.
2. Your board of directors should be calling for and participating in your strategic information technology planning.
3. A tremendous number of high-quality resources for strategic IT planning are available to volorgs at no charge.
4. You can keep an eye on innovations in IT, and think about possible uses for them in the voluntary sector, even if you don't have a technical background.
5. Information technology, no matter how strategically you apply it, will probably never save your organisation any money.
6. You need an in-house IT group (if you have enough staff to warrant one - say 7). Convene an Information Technology team or working group, within your organisation, and make sure that you meet regularly to give input to the senior management/management committee on strategic IT issues.
7. Secretaries and administrative assistants should be the lynchpins of your IT infrastructure. Budgeting for IT training for these employees can be one of your best investments.
8. In the long run, IT training and support (and other operating expenses) will make up about 70% of your IT budget.
9. Donated hardware, software, and services can cost an organisation more than purchased products or services in the long run.
10. In a voluntary sector organisation, most strategic IT problems are actually organisational development problems.

Hands-on IT skills that the CEO, Finance officer, and operations/general manager of every small organisation ought to have:

- How to compose, send, read, and delete email, using the organisation's standard application.
- How to create and save a simple text document, using the organisation's standard application.
- How to do the daily back up of the system.
- How to bring down and bring up the network server.