

## **Changing Information and Communications Technology: *What will it mean for your organisation?***

### **Group discussion:**

#### **So *what* are the implications of ICT change for governance, workforce and admin?**

- Forward business planning: making ICT an integral part of planning/ considering the skills of staff
- Digital divide – particularly with trustees
- Staffing numbers could change
- New concepts vs old structures
- Creating an “authentic” code for staff/ changing skills of staff
- Coordinating organisational messages (this relates to the idea that if you’re asking everyone in an organisation to be the voice for that org online then you need to be confident everyone knows organisational positions/ policies so there’s an issue about internal comms)
- Reputational “control”
- Balance of “monitoring” social media usage with encouraging its use for work purposes
- Budget

#### **Now *what* strategic decisions and actions need to be taken to seize the opportunities and meet the challenges around ICT change and governance, workforce and admin?**

- Start educating the trustees
- Case studies – how are other orgs using social media?
- Understanding the risks of social media (for trustees)
- Incorporating costs of social media into funding
- Integral/ accessible IT training
- Change management training
- Thinking about what skills we need/ are available in the organisation