

**Rochester Area Nonprofit Consortium
IT Tech Support
2019 Action Plan
Working DRAFT**

Goal: Increase support to local organizations in their IT functions by creating shared arrangements (staffing or contracts) and technical assistance and training opportunities.

Deliverable/Task	Timeline	Person(s)/Group(s) Responsible
DELIVERABLE: Shared or jointly negotiated contract for IT services.		
1) Update IT survey data analysis to identify organizations interested in and willing to spend resources on a shared contract for IT.	Early Feb 2019	Strategist
2) Present action plan for feedback during February “Taking Action to Develop Shared Services: Part 2” Forum. Facilitate small group breakout to gather additional information.	Mid-Feb 2019	Strategist, IT Action Group Representative
3) Outline tasks for IT Subgroup and recruit participants.	Feb/Mar 2019	Strategist
4) Convene IT Subgroup comprised of 4-5 representatives from organizations which: <ul style="list-style-type: none"> ▪ have a high need and are willing to spend resources on additional support, and ▪ already have IT staff who can add valuable expertise. 	Mar/Apr 2019	Strategist, JP Action Group Representative
5) Develop messaging that clearly articulates needs. Gather additional data through surveys or interviews to assist in this process if needed. Consider including small businesses or government in effort.	Apr 2019	IT Subgroup, Strategist
6) Create a list of potential IT vendors. Reach out to existing IT groups (OpenBeam ¹ , Techcrunch, etc.) that may have ideas or lists available.	Apr 2019	IT Subgroup, Strategist
7) Draft Request for Information (RFI). The RFI will articulate the needs and interests of local organizations of varying sizes and types to solicit interest from potential vendors.	May 2019	IT Subgroup, Strategist
8) Consult with IT experts and/or legal counsel if appropriate to discern any potential issues with contracting across multiple organizations.	May 2019	IT Subgroup, Strategist
9) Approve RFI and distribute to list of potential vendors.	Jun 2019	IT Subgroup, Executive Committee
10) Review responses to RFI and select a subset to present to the Subgroup and/or Executive Committee.	Jul/Aug 2019	IT Subgroup, Executive Committee
11) Share progress with the broader group of interested nonprofits (the Consortium). Determine if enough interest to move forward.	Aug 2019	Strategist
12) Develop a Request for Proposals (RFP) that incorporates the learnings from the RFI process.	Aug/Sep 2019	IT Subgroup, Strategist
13) Approve RFP and distribute to list of potential vendors.	Sep/Oct 2019	IT Subgroup, Executive Committee
14) Review responses to RFP and select a subset to present to the Subgroup and/or Executive Committee.	Oct 2019	IT Subgroup, Executive Committee

15) Identify one or more potential vendors to negotiate contract and/or rates.	Nov 2019	IT Subgroup
16) Share progress and opportunities with the Consortium.	Dec/Jan 2019	Strategist
17) Develop shared/jointly negotiated contract.	Jan-Mar 2019	Interested Orgs
18) Develop an evaluation plan and continue to monitor effort. Improve as needed.	Ongoing	Strategist, TBD
19) Determine additional shared services priorities to focus on.	Spring 2019	Executive Committee, local nonprofits
DELIVERABLE: Shared IT staff (if deemed appropriate).		
1) Update IT survey data analysis to identify organizations interested in and willing to explore shared staffing.	Early Feb 2019	Strategist Carlson
2) Convene interested organizations to discuss opportunities.	Mar/Apr 2019	Strategist
3) Determine feasibility of a shared staffing agreement including barriers and legal/liability issues. Consult experts as needed.	Apr 2019	Strategist, Interested Orgs
4) If feasible, identify which organizations will pursue a shared staffing arrangement.	May/June 2019	Interested Orgs
5) Determine best model for and begin discussions of a shared staffing arrangement between committed organizations.	Jun/Jul 2019	Committed Orgs
6) Upon agreement, develop position description, promote, recruit, interview, and hire position.	Aug-Oct 2019	Committed Orgs
7) Share learnings with broader Consortium.	Oct 2019 and beyond	Strategist, Committed Orgs
8) Assist other interested organizations in developing similar model.	Nov 2019 and beyond	Strategist, Committed Orgs
DELIVERABLE: Knowledge sharing culture through informal or formal technical assistance, training, and networking opportunities related to IT (for organizations without IT expertise on staff).		
1) Determine existing support networks related to IT.	Mar/Apr 2019	Strategist, IT Subgroup
2) Promote existing opportunities and identify gaps. Collect additional information on interest/purpose/format for new networking opportunities.	Apr/May 2019	Strategist, IT Subgroup
3) Propose solutions to filling gaps based on input from Consortium members. This could be a listserv, a SharePoint site, helpdesk, ongoing topic-specific trainings, or informal networking such as brown bags with local experts.	Jun/Jul 2019	Strategist, IT Subgroup, Executive Committee
4) Identify additional resources required to fill gaps and seek additional funds/expertise if needed. This could mean recruiting private sector or government experts to present to local nonprofits.	Jul/Aug 2019	Strategist, IT Subgroup
5) Implement solution(s) to provide better support to local nonprofits.	Sep 2019 and beyond	Strategist, IT Subgroup
DELIVERABLE: Informal or formal networking opportunities related to IT (for organizations with IT expertise on staff).		
1) Create schedule and format for informal monthly or bi-monthly convenings of nonprofit IT staff (name "IT Expert Group" or something similar). Explore including IT staff from government, school district, academia, and other similar organizations.	Feb 2019	Steve Conners, Al Lun
2) Identify resources needed to implement regular convenings (co-leads, supplies, technology, staff time, etc.)	Feb/Mar 2019	IT Expert Group
3) Begin convening IT Expert Group.	Mar 2019	Steve Conners, Al Lun

4) Adjust format/schedule/topics as needed. Continue to invite participants as staff changes within local nonprofits.	Ongoing	IT Expert Group
5) Identify new opportunities to support nonprofit IT infrastructure. Ideas include: <ul style="list-style-type: none"> ▪ creating a shared staff position called a “virtual Chief Information Officer” for nonprofits who can articulate technology needs and requirements and directions in a way that is consumable by the business process owners; ▪ connecting to regional IT training opportunities such as the Minnesota Council of Nonprofits annual nonprofit technology conferenceⁱⁱ in Minneapolis/St. Paul. 	Ongoing	IT Expert Group

ⁱ <https://riamn.sharepoint.com/itsite/SitePages/References.aspx>

ⁱⁱ <http://www.minnesotanonprofits.org/events-training/technology-and-communications-conference>