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Glen Innes Natural Resources Advisory Committee

I.T for community groups and
their committees

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About GLENRAC...

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GLENRAC
Glen Innes Natural Resources Advisory Committee

IT for community groups and their committees

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Introduction




What topics we will cover...



Who is Brad.

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Today's Topics

- Helping identify areas of I.T need
- Cost effective Software, Hardware & I.T Services for Nonprofit.
- Hints, Tips for Files, emails. the Cloud?
- Useful online tools & resources
- Better ways to manage accounts, passwords.

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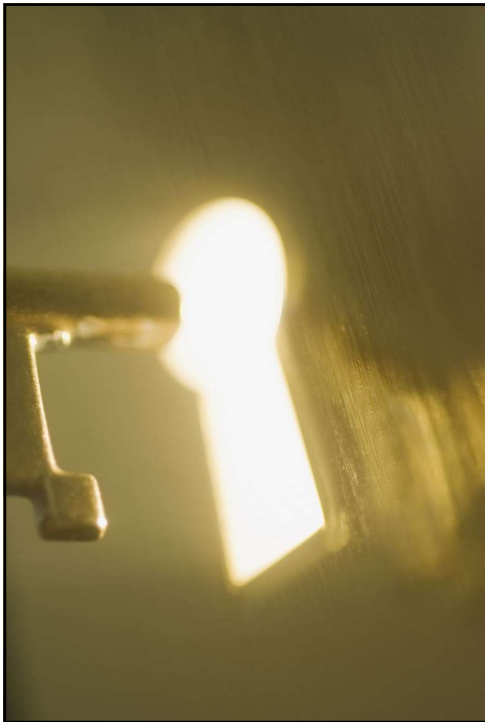
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Who is Brad ?
Search Google or Facebook:
"I.T Service by Brad Watson"

Brad's Website address is
itservice.com.au

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Potential Benefits, How can we Help.

- Help Unlock IT potential, access opportunities
- Identify IT issues needing professional assistance.
- Aid Succession planning & Operational efficiency through technology planning & change.
- Get Current, Stay Modern, Be Safer with Security.
- Shift organisation focus to the future,
 - Are you stuck in the past? Resistance to technology change?, being out of date and inaction can be costly.
 - Free or cheap does not always mean value in the long-term or in best interest to your group..

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Introductions

Let's go around the room...

- Who you are
- What organization or group do you represent
- What you hope to get out of today?



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Before we begin.

Take a few Minutes to write down your thoughts with regards to the next questions

These will help your organization, Brad & GLENRAC to better understand your needs and where you may need some help

Later you may choose to share with the group.
(or organize to discuss privately)


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Some Questions to think about...

Q1. What are your community group's main technology pain points?

Take 2 Minutes now to write down your thoughts

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Who would
like to share?

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another
Question to
think about

**Q.2 In the event of disaster,
what processes does your
organisation follow regularly
to ensure your information,
data, files, emails are
backed-up and protected?**

Take 2 Minutes now to write down
your thoughts

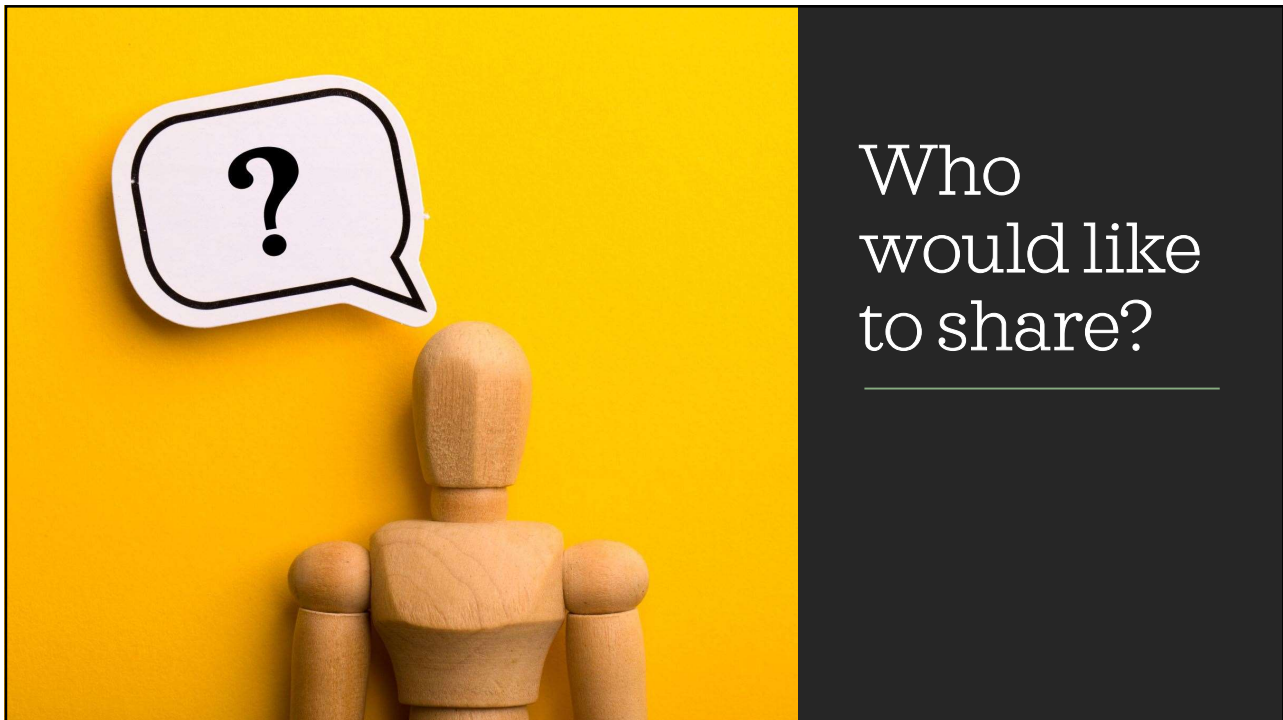
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One more to think about...

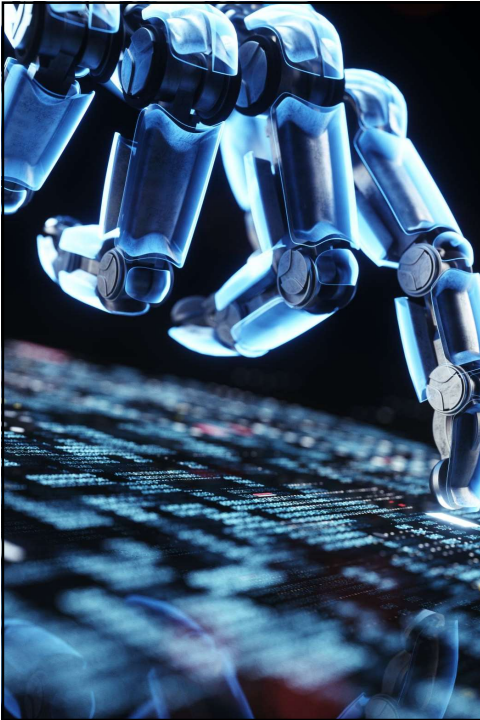
Q.3 What happens when a volunteer or staff member leaves your organisation or group?

Take 2 Minutes now to write down your thoughts, examples of this happening, troubles expericned.

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What newer technology or upgrades have you wanted or needed?

But never got? (yet)

What technologies do you need to move away from? (plan to replace / retire)

Take 2 Minutes now to write down your thoughts

WHITEBOARD EXERCISE / GROUP DISCUSSION

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Barriers

WHITEBOARD EXERCISE / GROUP DISCUSSION

What has got in the way? Why does your organization not have the tools and technology you need / want?



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What works well? Share?

WHITEBOARD/
GROUP
DISCUSSION

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What's waiting for you?

Get **CURRENT**,
Stay **MODERN**
& **UNLOCK** your
IT potential

\$4000+ PA (in donations)
Microsoft For Nonprofits

Software Discounts 80+%. More donations.

Cost effective Refurbished Hardware, Desktops, Laptops ex-government / ex-corporate.

\$10 000 credit for Google Advertising.

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**People and Organisations don't plan to Fail.
they FAIL TO PLAN** (especially IT Planning)

Would you like to learn more ?



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**Economical Software & Hardware through
*"Connecting Up"***

Qualify your organization to access Not-for-Profit Technology Benefits, Donations, discounts and more.


Create an account and register your organization with *"Connecting Up"*. HOW? GO TO <https://www.connectingup.org/>

Some things you will be asked about ...

- Your organization's activities, specific purpose
- Mission statement, Aims
- ABN, Annual expenses/income




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Microsoft for Nonprofits

Microsoft Cloud Services from Connecting Up Did you know Connecting Up is a Microsoft Cloud Services Provider? Qualified chariti...

Provided by **Microsoft Cloud Subscriptions**




Microsoft 365

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Things to avoid

- END the desire to “remember” passwords.
- END AVOIDING THINGS THAT PROTECT YOU, EVEN IF ANNOYING. The use of PINS or passwords on devices.
- Avoid simple, well known or guessable passwords/PINs e.g. 2370, Telstra2370, 1234, 1111, YourOrgName2370, Celtic, gleninnes
- Avoid password re-use for different accounts / services

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More things to avoid

- Avoid continued use of email accounts provided by an Internet Service Provider (ISP) e.g. @bigpond.com , @exetel.com.au @iinet.net.au.
- Plan for and Prioritise your gradual transition to recommended email alternatives.
- Avoid password managers included “free” or bundled with other products such as third party Antivirus/Security products. (Use a dedicated/reputable cross-platform password manager.
- Web Browser password manager? Maybe?

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Windows Computer?

Still using Windows 7?

STOP! All computers running windows 7 are unsupported as of January 7, 2020

Get Windows 10/11 Professional for newer/future group/organisation owned devices. (not Home edition)

Windows 10 "End of Life" is scheduled for 2025

Configuration & Standards are important for multiple organization owned devices, easier to manage, support, grow at reduced cost. Use Cloud based Device Management.

Use an experienced IT Professional to help.
(family / friends / kids may not always be the best in the long term)

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Tips for email

- email account password MUST be UNIQUE, not reused, NEVER EVER.
- Don't get locked out, Setup/Check account recovery information (Outlook / Gmail) * Check recovery email address, phone number, DOB etc
- When was password last changed?
- Multifactor Authentication / 2FA STRONGLY ENCOURGAGED

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More tips for email

- Use organisation OWNED & MANAGED email accounts (or many depending on your structure/needs (not private/personal/home accounts))
- Business Grade email Technologies with Internet Domains STONGLY RECOMMENDED e.g. glenrac@glenrac.org.au, support@itservice.com.au, museum@gleninneshistory.com.au
- If you qualify, use donated business grade Cloud product that includes email & File Storage services. e.g. Microsoft 365 Business Premium. (available via NFP Donation) 10 Donated Premium, and up to 300 Basic

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As last resort use modern public email / File services such as

outlook.com / OneDrive
mycommunityGROUP@outlook.com,

or Gmail.com / Google Drive
mycommunityGROUP@gmail.com

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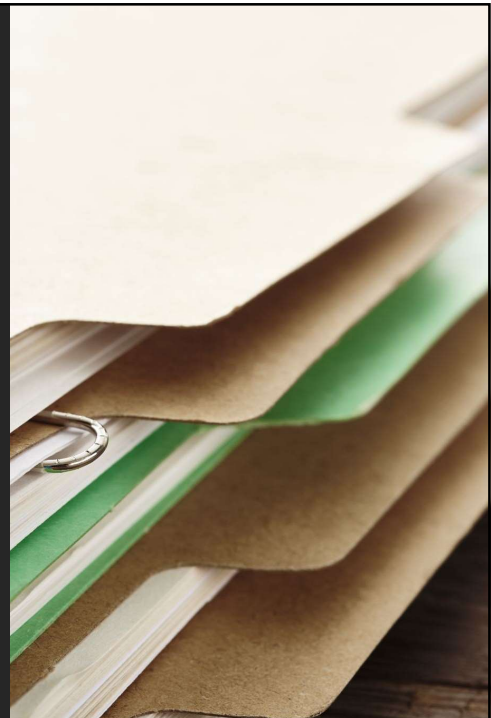
File Storage & Backups

- Use Cloud storage for files & back-ups (more later)
- Avoid very long file names, Avoid very long folder names.
- Avoid Deep folder structures. Keep Flat, Max 5-10 High Level Folders, no more than 2-3 Deep.
- Archive Yearly / Move Older Files out of the way (KEEP)
- Date all Files beginning with YYYYMMDD

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File Storage & Backups

- Organisations using common/shared storage space should agree on Folder and File Structures and Naming Conventions (document it, communicate it, police it)
- If using Local Device Storage, ensure multiple USB Hard Drive backup copies are taken often + offsite + tested.



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Security

- “LIFE CHANGING” tool?
- Use a Password Manager. e.g. [Dashlane](#). Pay for it! (there are many others, LastPass, BitWarden)
- Very least, use a “notebook” keep written record of strong passwords with your important papers in secure place. Make a copy. Take a photo! Share it with others in your organisation. KEEP IT UP TO DATE. Capitalisation.!!!
- Use Complex strong passphrases. (generated) [See Creating stronger passphrases](#)

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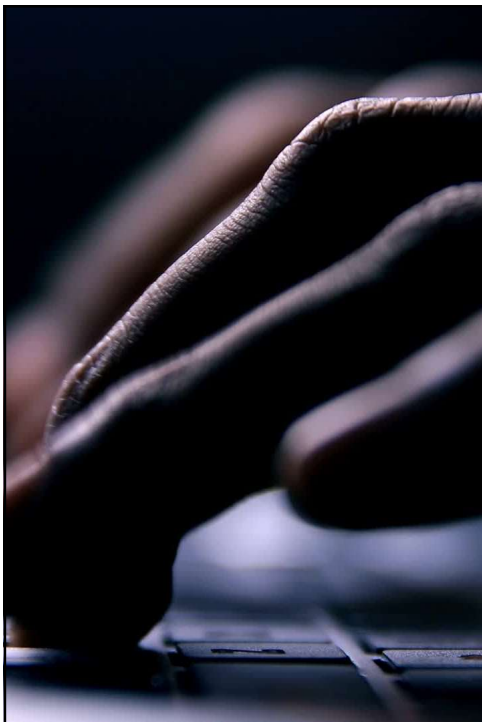
Security

- Use PINs, biometrics as a shortcut to complex strong passphrases on your devices
- Prioritise unique strong passphrases and MFA for critical services and “sensitive” accounts. Banking, Government, Social Media, email!
- More resources at [cyber.gov.au](#)
- Protect Accounts with MFA / 2FA

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Show of hands

Who already uses Multifactor Authentication?

Who uses Unique Passphrases?

What Accounts so far? Email?

What Accounts & Passwords are next ?

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Cloud storage for files, back-ups

Cloud based File Storage Products include.

Microsoft OneDrive (Personal), Google Drive, Dropbox. iCloud and many more.

Business grade email and file storage is strongly recommended for NFPs (**OneDrive for Business, SharePoint Online & Exchange Online**), even organisations/groups of 1 or 2 people.

Get Professional IT Guidance

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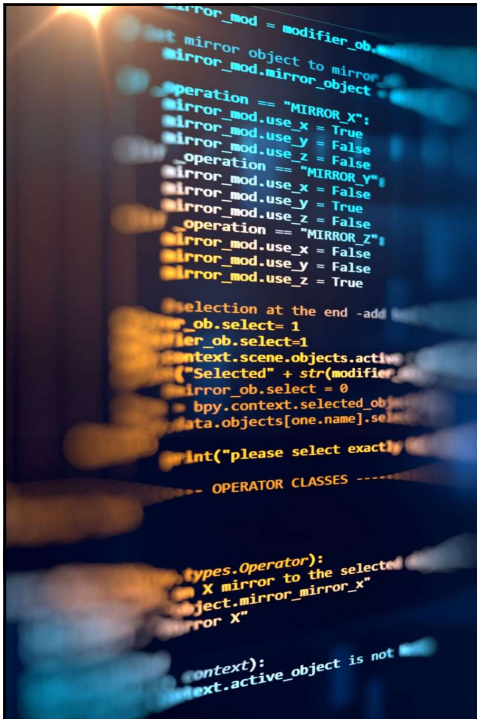
Cloud storage for files, back-ups

Most common commercial Cloud solutions are **Microsoft 365 Business** or Google Workspace (G Suite).

Note: Microsoft 365 Personal/Family not recommended for use by NFP organisations.

Microsoft 365 Personal/Family is not the same as Microsoft 365 Business products.

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Get Current, Stay MODERN. Be Safer.

Modern Software = Frequent updates to software is the new Normal. (often several updates a week)

Most updates are automatic, in the background, but know how to check manually.

Leave your Windows device on overnight regularly (turn off SLEEP) to allow updates, scans, maintenance and restarts to occur when you are NOT using your device. Especially older / slower computers.

Being current or modern does not mean "NEW" expensive Hardware in most cases. Habits, Software, configuration & scalability/flexibility more important.

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What is next for your group?

Feeling overwhelmed?

Have you identified areas you need assistance with?

Expressions of Interest?
(see Karen)

Evaluation form (give to Karen)

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Thank you

Any parking lot items?

Questions?