Trustee digital checklist

NCVO trustee conference, 5 November 2018

69% of respondents to the 2018 Charity Digital Skills Report cited their board's digital skills as low or having room for improvement, while one in three said this lack of understanding or buy-in was holding them back.

How well do you understand the potential applications and implications of digital for the charity you govern? Do you have a good grasp of the principles that underlie good digital services? Are you able to provide digitally-relevant strategy, scrutiny and support?

Discuss in groups then complete the checklist below. For the full list of digital design principles, visit BetterDigital.Services.

Principle	Questions	Yes, I know this	No, I need to take this to my Board
Start with user needs, and keep them involved	Do you feel you understand the changing digital habits and expectations of your beneficiaries/stakeholders?		
	How do you involve beneficiaries/stakeholders in the development of new services?		
	How do you keep these groups engaged in the delivery of services?		
Build the right team	What digital skills does your organisation need?		
	How do you ensure staff and fellow trustees have these digital skills?		
	How can your organisation access these digital skills?		
Take small steps and learn as you go	How do you ensure your organisation is solving the right problems?		

	How does the way you plan and execute projects allow you to learn and improve?		
	How does your organisation respond to and learn from failure?		
Think about privacy and security	How well do you understand digital privacy and security risks?		
	How much do you know about the data and systems your are accountable for?		
	How ethical and appropriate is your use of service users' information?		
Build for sustainability	How responsive and resilient is your organisation to the pace of (digital) change?		
	How much do you understand about the cost of using and maintaining technology for your organisation?		
	How confident do you feel about experimenting with new financial models and how do you plan for sustainability in new projects?		

What are you going to do next?

	Action	**Deadline**
1.		
2.		
3.		