Summary	**IT Needs & Equipment Brief**
Deadline	5pm Friday 1st October 2021
Who we're looking for	IT Consultants/Support Agencies with experience or specialising in charities.
Key stakeholders	Laura Kay (Team Assistant), Kayleigh Brown (Executive Assistant), Seyi Akiwowo (Executive Director)
Exec sign off	Seyi Akiwowo, Executive Director
About Glitch	Glitch is a UK-based charity recognised internationally for working to make the online space safe for all by raising awareness of online abuse and its impact through an intersectional lens, which means highlighting how women from different backgrounds are disproportionately affected by online abuse. We campaign for long-term and systematic change from both tech companies and governments, and we champion digital citizenship - which is awareness and agency to navigate online spaces in a safe, responsible way - through the delivery of a range of resources and workshops on digital citizenship, digital self-care and online safety. The charity was founded in 2017 by then local UK politician and Digital Leader of The Year 2019, Seyi Akiwowo. Our team is very small, with four current employees, due to grow to seven by the end of the year. We also have five part-time freelancers and under five volunteers. We have no IT experience within the team and no internal function for this.
Background	- No physical office. All team members working remotely across the UK - Currently using GSuite and intend to remain using this service for minimal disruption - Using Asana, Beacon, notion and Zoom on a daily basis - Only one employee has been given a laptop supplied by us (Dell)
Objectives	- Be able to provide all staff with IT equipment where required and ensure necessary, ongoing maintenance of such equipment to enable staff members to work effectively from home. - Provide ongoing telephone or online IT support to all staff members, particularly in relation to the case management system and any IT equipment supplied by Glitch. - Comply with our obligations to staff members under the Health and Safety at Work Act 1974 and other relevant legislation as set out in Glitch's Health and Safety Policy. - Continue to maintain our Employer's Liability Insurance to ensure that staff members are covered for injury arising out of and in the course of

	employment at home as well as effective insurance to cover Glitch's equipment supplied to staff members to enable home working ● Ensure each member of staff has their own personal email for work related business ● Ensure staff do not save any work-related data to the Drive of their personal PC, laptop or other personal equipment or device or upload it to a personal cloud server ● Ensure staff do not access their work emails from personal mobile phones, tablets or other devices unless they have been authorised to do so ● Ensure access to Glitch's cloud storage facilities or servers is in accordance with any technical guidance issued from time to time by or on behalf of Glitch ● Ensure we are following our staff handbook policies
Deliverables	● Support to deliver the above, including; ● Regular review of Glitch policies including lone risk assessments and DSEs completed by each team member ● Support with IT inductions for new members of staff ● Support to back up our work on a regular basis (at least monthly) ● Provision of IT training and ongoing support ● An IT policy with a code of practice, which includes the use of internet, email and social media ● Supply of IT equipment including laptops and phones ● Hosted voice calling service and support ● Virus software and security package ● Set up with VPNs ● Hardware support
In the future	● Support with transitioning to office based working
Proposal Submission	Ideally, you'll set out options for 2-3 different packages to support our needs and deliverables. Please outline costings in your proposal and provide a testimonial from a previous client.
Questions	● Do you work with Google/G-Suite? ● What are your guaranteed response times for different levels of incident/request, and how do you define those different levels? ● Is there an additional/different cost for support out of traditional office hours? ● What experience do you have working with small charities? ● What experience do you have supporting staff with diverse needs?