

## CASE STUDY 11 – How net:gain helped improve and manage change



Teignbridge CVS is one of the smaller Councils for Voluntary Service, with only 8 staff. A review of their Information Management Systems was due, but Manager Susan Wroe admits that they had no real understanding of how to go about this: they needed a route map, and a guide. Moreover, she felt that their lack of understanding regarding the potential of ICT to better deliver client services would limit their vision.

Says Susan: “net:gain puts IT planning into easy steps. It was really useful to work through and see how IT could help us improve and manage the change we needed. The process made us ask the correct questions. For example, when reviewing our Information Management System the net:gain process made us add bits that we would not have thought about before going on the programme”

The outcome has been a new system that integrates all of their information management needs, and which Susan expects will save time and resources:

“We have only just had a new Information Management System installed. However, we envisage that we will be far more efficient in our work with ‘users’ and stakeholders. As an organisation we are better organised and more structured, and will be better able to identify and target the work we need to do – it will make us more pro-active, and less reactive.”

Susan thinks it was worth enrolling on the programme just to learn the planning methodology: “I can see benefits of using the process outside of IT planning – it’s transferable to other issues”

Susan Wroe attended net:gain workshops at Cosmic and praised the staff for all the support that she received

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