



Internet NZ

Accountability Report

August 2020

*The* **right help** *at the* **right time** *in the* **right way**



### **Background:**

Internet NZ granted Skylight Trust \$18,5000 to assist with the capture of the Resilience Hub data analytics and for measuring impact during COVID 19 and the subsequent lockdown periods. This variation on the grant funding was an extension to further the project: Resilience Hub/Digital Resources for the resilience hub.

### **Analytics**

We maintained a relationship with the Project Manager of the Resilience Hub. He continued to provide backup and maintenance on the hub in a voluntary capacity, as this that was over and above our capability and capacity. Following the receipt of funding from Internet NZ, we contacted him and asked if he was willing and able to do this work in a paid capacity. As he now works full-time, he was able to help 10 hours per week. With his acceptance we engaged him to do the following:

The purpose of the Business Analyst is to:

- Align the reporting period for the analytics on all website data and provide insights for the Trust Board and management
- Set up quarterly evaluations of the data and analytics
- Analysis on Data and usage since 23<sup>rd</sup> July 2018 to July 2019 and so far, this year
- Provide a narrative around the analytics
- Review the online shop and Xero to understand and resolve their compatibility
- Develop a manual for Skylight staff describing the process to obtain analytics from the hub

**Cost of this service: \$3,826.08**

### **Cyber Security Review:**

For the past three years Skylight has been asked by its Trust Board to conduct a Cyber Security Review. There are several reasons why this has not happened. Lack of available funds has been the main reason; however, another contributing factor has been the development of our Client Management System. Again, this has been developed by one of the Project Managers who worked with Skylight on the hub in a voluntary capacity. This has taken 18 months to develop. From October 2019 to March 2020 we piloted and trained all clinical and administrative staff on the use of the CMS. Over the last couple of months, we have also developed a reporting system. We now have the CMS sitting on the hub portal. From the Internet NZ funding we put \$10,000 aside in reserve to review Cyber Security and we are currently working on the scoping document to seek expressions of interest and quotes for this review.

**Cyber Security tagged in reserve: \$10,000.00**

### **Operational Costs**

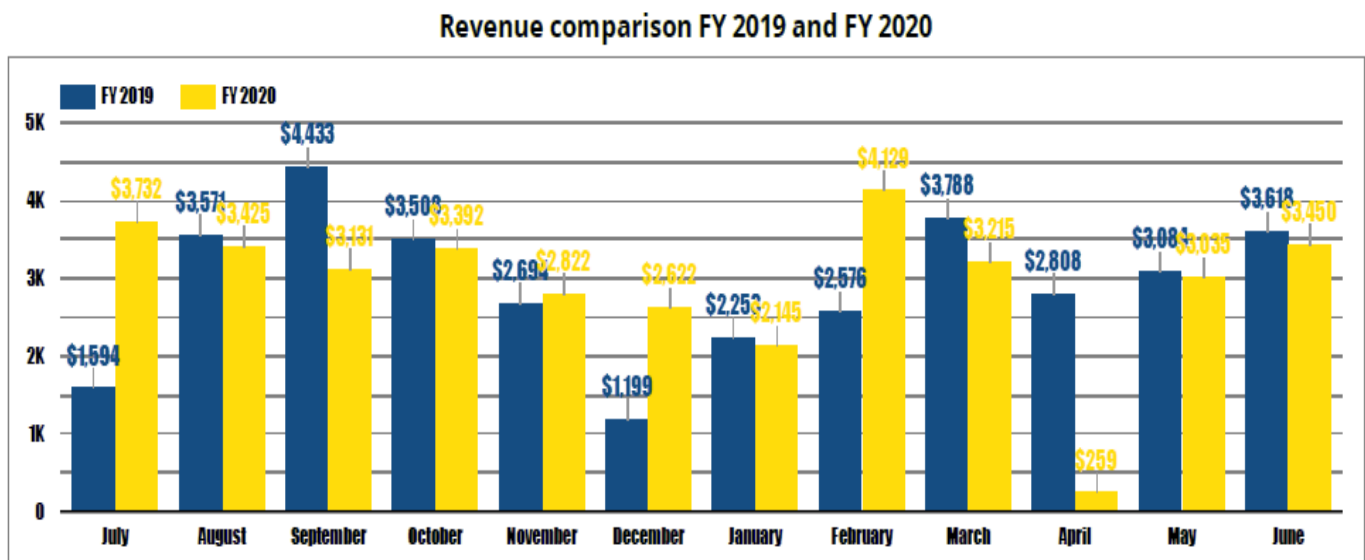
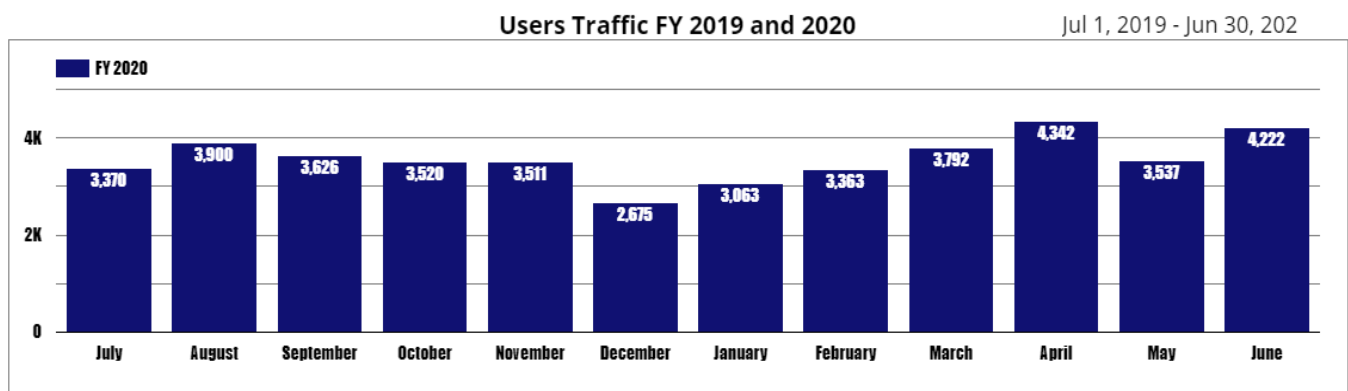
During stage two and three of Covid 19 all organisations and businesses had to prepare workplaces for return to work. This consisted of organising all spaces within the workplace to ensure social distancing, undertaking deep cleansing, and preparation work in the Counselling rooms. This was to ensure all services were wipeable



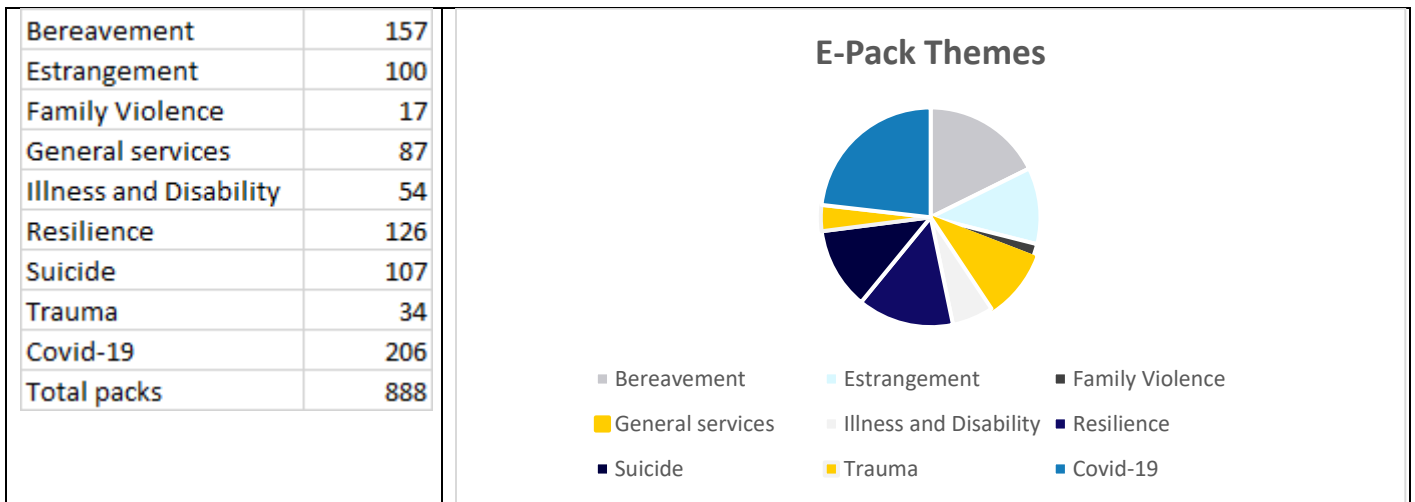
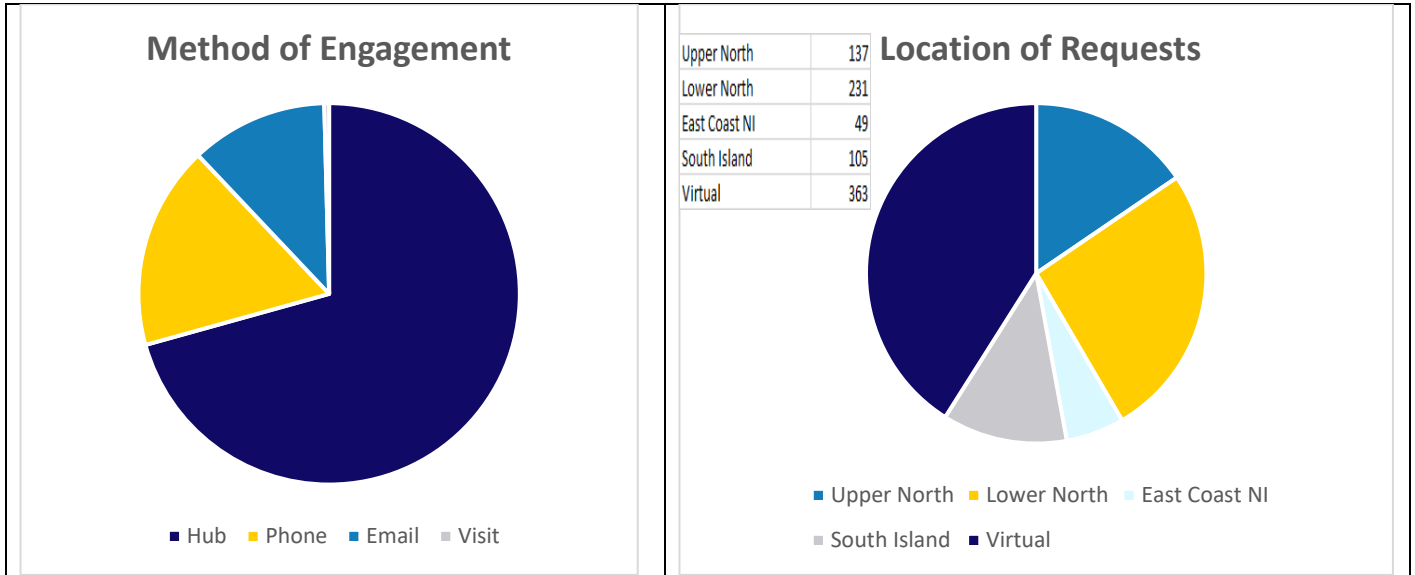
and protocols established for all counselling and administrative staff, to reduce any health risks to clients and visitors. This required extra operational costs of which we utilised a small portion of the Internet NZ funding.

Operational Costs: \$2,498.45

Resource Centre Data 01 July 2019 – 30 -June 2020



Overall, FY 2020 revenue trend was similar to FY 2019. Drop in April revenue is due to lock down, sales returned to normality in May and June



### Summary of Expenses

Expenditure summary is attached. Unspent funds remaining total \$2,175.47. We would like to retain these funds to cover the anticipated increase in cost expected, for the Cyber Security work. When the Trust Board requested a quote for this work in 2017 it amounted to \$13,000.