Qlic
IT FOR CHARITIES

Questions Trustee Boards Should Ask About Their Charity's IT

Use this checklist to prepare for your next board meeting, and bring it with you. You don't need to be an IT expert. These questions show you what to ask and what to listen for. A good answer is short, specific and backed by evidence. A vague answer is a sign to ask more.

☐ **1. Is multi-factor authentication switched on for everyone, including volunteers and trustees?**

- Good answer: Yes, for every account, and it's required, not optional.
- Push back if: "Most people have it" or "We've asked staff to turn it on."

Notes: _____

☐ **2. If we lost our data, how quickly could we get it back, and when did we last test that?**

- Good answer: A clear recovery time, and a restore tested recently.
- Push back if: "Microsoft handles that" or "Probably pretty quickly."

Notes: _____

☐ **3. Who can access what, and do we remove access when people leave?**

- Good answer: A regular access review and a leavers process that covers staff, volunteers and trustees.
- Push back if: Nobody is sure how many active accounts there are.

Notes: _____

☐ **4. Have staff and volunteers had cyber awareness training this year?**

- Good answer: Yes, within the last 12 months, including volunteers, with a record of who completed it.
- Push back if: Training only happens at induction, or only staff receive it.

Notes: _____

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☐ **5. If we had a data breach, do we know who reports it, to whom, and how fast?**

- Good answer: A named person, a written plan, and both the ICO and the Charity Commission on the list.
- Push back if: "We'd work it out at the time."

Notes: _____

☐ **6. Is our IT provider delivering what we pay for, and how do we know?**

- Good answer: Regular reports showing performance against the agreed response and fix times in the contract.
- Push back if: There's no reporting, or the board only hears about IT when something breaks.

Notes: _____

☐ **7. Do we have a three-year IT plan and budget?**

- Good answer: A roadmap with planned and budgeted replacements.
- Push back if: IT spending only ever shows up as unexpected costs.

Notes: _____

Answered by: _____

Next review date: _____

Since 2018, Qlic has supported over 350 charities across the UK. If you would like someone independent to check the answers, get in touch with our IT experts.

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