NFP Digital Futures

CAPABILITY INDEX FRAMEWORK

An initiative enabled by Infoxchange

Digital Domain	At Risk	Essentials	Progressive	Transformative
Digital Foundations *Effective, collaborative teams with value from digital investment* *Devices, tech infra & NFP Cloud platforms, IT strategy & planning, engagement*	Devices can be unreliable. We use personal or free versions of online tools for work. We operate without an IT plan or budget. Staff education occur, as necessary.	Staff are provided with devices that meet core needs, and NFP subscription cloud tools are in place. A 12-month IT plan with budget.	Tech foundations effectively support staff productivity and ensure all staff can perform efficiently. Multi-year IT strategy aligned with org strategy, with strong exec & staff buy-in.	High-performing devices and tools facilitate team collaboration and productivity, resulting in high satisfaction. A strong partnership between IT and exec teams.
Systems & Data *Efficient processes, outcomes & impact* *Data storage, cleanliness, analytics and visualisation*	Handle data collection manually and sporadically, with no consistent method or tools for analytics.	Began to standardise data collection methods, using basic digital tools and some reporting features.	Data systems are well-structured, enabling consistent data collection and providing essential insights informing management.	Leverage advanced data management and analytics across the organisation, driving strategic decisions and ensuring robust data governance
Cyber Security *Protected reputation and information* *Tech protections, education, policies, info classification, compliance & risk mgt*	We'll worry about a breach when it occurs. We lack proactive security measures.	Automated patches on all devices and systems. MFA is in place for core systems. Dedicated backups and Basic cybersecurity policies & education are provided.	Information is classified & appropriately secured. Effective risk management processes and technical controls are in place. A disaster recovery plan is in place.	We employ best-practice cybersecurity protections, with staff well-educated in processes that mitigate risks and ensure data security.
AI & Innovation *Growth, efficiency & transformation* *Generative AI, automation, machine learning, application development, AI ethics and innovation*	Staff might be starting to see the value in the use of AI, but it is not on the organisation's radar.	Staff are supported to explore the use of AI. An AI Policy or guideline is in place, and staff are familiar with the ethical risks.	The organisation sees value and is investing in AI & automation. There are use cases in place, there might be an externally facing AI pilot running.	AI is implemented in everyday use. There are specific AI solutions in place that deliver sustained impact.

The digital transformation of the NFP sector will focus on four key domains. The work will span these domains and require enablement and collaborative effort.
These domains breakdown into categories, which enable us to assess domain capability to change. Domain capability frameworks are found here.

Digital capacity is quantified across four levels

At Risk

Digital technologies are not reliable or used in inappropriate ways preventing staff to work easily and efficiently. Significant opportunities exist to use digital, enable the organisation to use digital technologies safely and reduce risk.

Essentials

Essential digital foundations and capabilities are in place. Key non-profit discounts are leveraged but further work is required for systems to enable staff and for processes to be resilient. Many organisations require a greater degree of sophistication to effectively support staff and clients.

Progressive

Sound, cost effective digital capabilities exist across the organisation in all key areas - staff collaboration, service delivery, data analytics, online presence, and cyber security protections – enabling delivery of reliable, efficient and effective services. While further opportunities exist to drive further value from digital technologies in key strategic areas, they are not urgent.

Transformative

The organisation is sophisticated in its use of digital technologies. Digital underpins service delivery and enables impact. Systems are reliable, cost effective and valued by staff, clients and the management team.