



# The ICT Centre

## Common Needs & Solutions Survey

### Welcome to the Common Needs and Solutions Survey

The Common Needs and Solutions Survey is for Victorian Community Sector Organisations, and is designed to determine common Information and Communications Technology (ICT) needs and potential solutions. The results of the survey will be used to deliver improved ICT products and services for all Victorian Community Sector Organisations.

The survey consists of three sections:

**Section A** asks general questions about your organisation

**Section B** gathers ICT information about each of your main sites

**Section C** asks questions about your overall ICT infrastructure

One in five participants in the survey receive a great prize of a 256MB USB key (see <http://www.ictcentre.org/survey.php> for prize information). The information gathered will be kept private by the ICT Centre, although anonymous aggregate data may be published in future (see <http://www.ictcentre.org/survey.php> for privacy statement).

The estimated time to completion is 10-15 minutes. When you have completed the survey, please mail the completed document to The ICT Centre, P.O. Box 4004, Balwyn East VIC 3129.

Thank you for taking the time to complete this survey.

Should you win one of the ten great minor prizes on offer we need to know which one you'd like! Please tick the box to indicate your preferred prize.



**Kingston 256MB Data Traveler II USB 2.0 flash drive**



**D-Link 7 port USB 2.0 powered hub**

## Section A - Your Organisation

This section asks some introductory questions about your organisation.

**What is the name of your organisation?**

**What is your name?**

**What is your title?**

**What is your email address?**

**What is your work address?**

**What is your work phone number?**

**How many sites / campuses are there in your organisation?**

*Tick only one item*

- One
- Two
- Three
- Four or more

## Section B – Site Information (site one)

This section asks questions about the ICT infrastructure at your main sites. There are separate pages for each site, so please answer the questions **one site at a time**. If you have more than four physical locations, please provide the information for your four largest sites.

**What is the name of the site?**

**Where is the site located (suburb)?**

**What is the primary function of the site?**

*Tick all that apply*

**Accommodation**

Including residential, respite and emergency

**Business services**

Actual performance of work, assisted employment, etc.

**Disability**

Non-residential, including support, education and training

**Health (non-residential)**

Including men's, women's and children's health, dental, drug/alcohol, sexual health, home-based aged care, palliative care, community health, counselling, clinics

**Health (residential)**

Including hospital, rehabilitation, aged care, nursing home

**Other day programs**

Non-residential, including youth, employment services, referral, self-help groups, etc.

**Number of paid staff (at this site)?**

None

1 - 4

5 - 15

16 - 50

51 - 200

> 200

**Number of clients?**

None

1 - 4

5 - 15

16 - 50

51 - 200

> 200

**Number of desktop computers?**

None

1 - 4

5 - 15

16 - 50

> 50

**Number of laptop computers?**

- None
- 1 - 4
- 5 - 15
- 16 - 50
- > 50

**Number of servers?**

- None
- 1
- 2 - 5
- > 5

**Type of local / internal network?**

*Tick all that apply*

- Wired
- Wireless

**What type of Internet connection does the site have?**

- Dial-up
- Broadband
- Leased
- None

**Are there network connections from this site to other sites?**

- No
- Yes, via the Internet
- Yes, via dedicated leased lines
- Yes, via a wireless link
- Yes, via another method

**Does the site have a PABX?**

- Yes
- No

**How many phone extensions does the PABX handle?**

*Only answer if you ticked 'Yes' for the previous question*

- 1 - 4
- 5 - 15
- 16 - 50
- > 50

**How many incoming phone lines handle voice calls?**

- 1
- 2 - 3
- 4 - 8
- > 8

**How many incoming phone lines handle other types of calls (fax, modem, EFTPOS, etc.)?**

- None
- 1
- 2 - 5
- > 5

## Section B – continued (site two)

If you only have one site in your organisation then go straight to Section C (page 11). Otherwise please answer these questions about the ICT infrastructure at your second site.

**What is the name of the site?**

**Where is the site located (suburb)?**

**What is the primary function of the site?**

*Tick all that apply*

**Accommodation**

Including residential, respite and emergency

**Business services**

Actual performance of work, assisted employment, etc

**Disability**

Non-residential, including support, education and training

**Health (non-residential)**

Including men's, women's and children's health, dental, drug/alcohol, sexual health, home-based aged care, palliative care, community health, counselling, clinics

**Health (residential)**

Including hospital, rehabilitation, aged care, nursing home

**Other day programs**

Non-residential, including youth, employment services, referral, self-help groups, etc.

**Number of paid staff (at this site)?**

None

1 - 4

5 - 15

16 - 50

51 - 200

> 200

**Number of clients?**

None

1 - 4

5 - 15

16 - 50

51 - 200

> 200

**Number of desktop computers?**

None

1 - 4

5 - 15

16 - 50

> 50

**Number of laptop computers?**

- None
- 1 - 4
- 5 - 15
- 16 - 50
- > 50

**Number of servers?**

- None
- 1
- 2 - 5
- > 5

**Type of local / internal network?**

*Tick all that apply*

- Wired
- Wireless

**What type of Internet connection does the site have?**

- Dial-up
- Broadband
- Leased
- None

**Are there network connections from this site to other sites?**

- No
- Yes, via the Internet
- Yes, via dedicated leased lines
- Yes, via a wireless link
- Yes, via another method

**Does the site have a PABX?**

- Yes
- No

**How many phone extensions does the PABX handle?**

*Only answer if you ticked 'Yes' for the previous question*

- 1 - 4
- 5 - 15
- 16 - 50
- > 50

**How many incoming phone lines handle voice calls?**

- 1
- 2 - 3
- 4 - 8
- > 8

**How many incoming phone lines handle other types of calls (fax, modem, EFTPOS, etc.)?**

- None
- 1
- 2 - 5
- > 5

## Section B – continued (site three)

If you have two or less sites in your organisation then go straight to Section C (page 11). Otherwise please answer these questions about the ICT infrastructure at your third site.

**What is the name of the site?**

**Where is the site located (suburb)?**

**What is the primary function of the site?**

*Tick all that apply*

**Accommodation**

Including residential, respite and emergency

**Business services**

Actual performance of work, assisted employment, etc

**Disability**

Non-residential, including support, education and training

**Health (non-residential)**

Including men's, women's and children's health, dental, drug/alcohol, sexual health, home-based aged care, palliative care, community health, counselling, clinics

**Health (residential)**

Including hospital, rehabilitation, aged care, nursing home

**Other day programs**

Non-residential, including youth, employment services, referral, self-help groups, etc.

**Number of paid staff (at this site)?**

None

1 - 4

5 - 15

16 - 50

51 - 200

> 200

**Number of clients?**

None

1 - 4

5 - 15

16 - 50

51 - 200

> 200

**Number of desktop computers?**

None

1 - 4

5 - 15

16 - 50

> 50

**Number of laptop computers?**

- None
- 1 - 4
- 5 - 15
- 16 - 50
- > 50

**Number of servers?**

- None
- 1
- 2 - 5
- > 5

**Type of local / internal network?**

*Tick all that apply*

- Wired
- Wireless

**What type of Internet connection does the site have?**

- Dial-up
- Broadband
- Leased
- None

**Are there network connections from this site to other sites?**

- No
- Yes, via the Internet
- Yes, via dedicated leased lines
- Yes, via a wireless link
- Yes, via another method

**Does the site have a PABX?**

- Yes
- No

**How many phone extensions does the PABX handle?**

*Only answer if you ticked 'Yes' for the previous question*

- 1 - 4
- 5 - 15
- 16 - 50
- > 50

**How many incoming phone lines handle voice calls?**

- 1
- 2 - 3
- 4 - 8
- > 8

**How many incoming phone lines handle other types of calls (fax, modem, EFTPOS, etc.)?**

- None
- 1
- 2 - 5
- > 5

## Section B – continued (site four)

If you have three or less sites in your organisation then go straight to Section C (page 11). Otherwise please answer these questions about the ICT infrastructure at your fourth site.

**What is the name of the site?**

**Where is the site located (suburb)?**

**What is the primary function of the site?**

*Tick all that apply*

**Accommodation**

Including residential, respite and emergency

**Business services**

Actual performance of work, assisted employment, etc

**Disability**

Non-residential, including support, education and training

**Health (non-residential)**

Including men's, women's and children's health, dental, drug/alcohol, sexual health, home-based aged care, palliative care, community health, counselling, clinics

**Health (residential)**

Including hospital, rehabilitation, aged care, nursing home

**Other day programs**

Non-residential, including youth, employment services, referral, self-help groups, etc.

**Number of paid staff (at this site)?**

None

1 - 4

5 - 15

16 - 50

51 - 200

> 200

**Number of clients?**

None

1 - 4

5 - 15

16 - 50

51 - 200

> 200

**Number of desktop computers?**

None

1 - 4

5 - 15

16 - 50

> 50

**Number of laptop computers?**

- None
- 1 - 4
- 5 - 15
- 16 - 50
- > 50

**Number of servers?**

- None
- 1
- 2 - 5
- > 5

**Type of local / internal network?**

*Tick all that apply*

- Wired
- Wireless

**What type of Internet connection does the site have?**

- Dial-up
- Broadband
- Leased
- None

**Are there network connections from this site to other sites?**

- No
- Yes, via the Internet
- Yes, via dedicated leased lines
- Yes, via a wireless link
- Yes, via another method

**Does the site have a PABX?**

- Yes
- No

**How many phone extensions does the PABX handle?**

*Only answer if you ticked 'Yes' for the previous question*

- 1 - 4
- 5 - 15
- 16 - 50
- > 50

**How many incoming phone lines handle voice calls?**

- 1
- 2 - 3
- 4 - 8
- > 8

**How many incoming phone lines handle other types of calls (fax, modem, EFTPOS, etc.)?**

- None
- 1
- 2 - 5
- > 5

## Section C – Overall ICT Infrastructure

This section asks a series of questions about your organisation's overall ICT infrastructure.

**How many staff have their own mailboxes?**

- None
- A few
- Most
- All

**Is your email hosted on an external / Internet server (e.g. by your ISP)?**

- Yes
- No

**What types of websites exists in your organisation?**

*Check all that apply*

- External / public website
- Internal / staff website
- Extranet / client (private) website

**Does your organisation have an Acceptable Use Policy for your computer resources?**

- Yes
- No
- Don't know

**Is the Acceptable Use Policy being followed?**

*Only answer if you ticked 'Yes' for the previous question*

- Occasionally
- Usually
- Always
- Don't know

**Does your organisation have an ICT Security Policy (document retention, backups, disaster recovery)?**

- Yes
- No
- Don't know

**Is the Security Policy being followed?**

*Only answer if you ticked 'Yes' for the previous question*

- Occasionally
- Usually
- Always
- Don't know

**What are your organisation's top three ICT issues?**

*Tick the top three issues*

- Lost staff time providing ICT 'help'
- Inadequate support for current ICT
- Inability to implement new systems required by funders (e.g. Incident reporting, supported wages, etc.)

- Lack of ICT planning
- Lack of funding for ICT
- Inadequate ICT facilities
- Maintaining currency of ICT systems
- Ineffective communications (phones, email, web sites)
- Other (short description of the issue)

**Thankyou for completing the Common Needs & Solutions survey**

Please mail the completed document to The ICT Centre, P.O. Box 4004, Balwyn East VIC 3129.