

## Summary of Charity IT Leader's Quarterly Meeting – December 5 2019

Richard Bailey kindly Chaired the meeting as Dan Hall had to send apologies. He welcomed members, speakers and guests. There was a special mention for Stonewall, our 100<sup>th</sup> member!!

Richard briefly talked about some of the highlights of 2019, including:

- Annual Conference – largest ever plus two sidestreams. Conference highlights email. Positive feedback.
- Four excellent quarterly meetings. Please let us know about any topics you want covered in 2020.
- BA meeting group – getting bigger and better.
- Benchmarking – will still happen but will be smaller.
- Business Manager – enabled development of additional projects and sponsorship.
- Beta launch of Speakapp – talk to trustees if you want access prior to the full launch.

### Agenda –

Stuart Sumner and Noel Anderson from Incisive Media came and presented on Computing Delta, including a live demo of the product.

Delta – similar to Gartner and Forrester. Strategies, peer benchmarking etc.

UK and Euro-centric, not US like many competitors. Totally independent. End-user centric and focused. Network of senior IT people across Europe, brought together over 45 years.

Info gathered via 4 stages. Steering committee of 30 UK IT leaders (including Jane Deal). What info do you need? What should we be asking? Which vendors should we be talking to?

Survey to database of 2,000 IT users. Then focus groups with smaller groups. Then 1:1 interviews. Process largely conducted with end-users, not vendors. Therefore the info is the opinion of peers, not a vendor sales-pitch.

Delta connects you to people who have solved the sort of problems you are facing. Can be connected with people who have been working on the challenges you're facing.

Covers 17 areas of tech. Will be bringing in AI in security as next area. Covers most crucial and transformative areas of tech.

Delta offer to CITL is group subscription for ten users of each organisation that subscribes at heavily discounted price of £6,818 instead of the standard £20,000 for Delta Pro.

Viewed the site online. Looked at specific reports. All include a trends report and a vendor deep-dive.

Can export data from vendor deep-dives to PowerPoint and share, manipulate etc.

Ask a CIO – service linking with CIOs

Ask an analyst – can ask analyst for their detailed analysis about the data.

Interactive workshops for subscribers eg presenting latest tech-trends for their sector.

Encourage feedback from subscribers about new data, new services, what's missing etc. It's designed to be flexible and user-led.

Laura – question about ethical procurement and sustainability. Are these areas included in the deltas? Will be integrating data from a partner organisation about this into deltas in the future.

Question about UK centrism – does that mean we're missing out on global data. No – global services and products are included, but the end-users are UK and Europe-based.

### **White Hat – Peppa Wise – apprenticeships and busting the myths**

How can apprenticeships work in the voluntary sector. Tech start-up, founded in 2016. Voted fourth fastest growing start-up in Europe. Backed by silicon valley organisations, Forbes have tagged them as one to watch.

Already have considerable credibility. Training Provider of the Year. Leading in diversity space. BT tech for good award. Ofsted recommended.

Google set the bar for talent very high. Now doing a lot of work to define what talent means to them. Google hired three out of every four candidates that White Hat submitted. Huge number of suppliers, so reputation is vital. Net Promoter Scores are very high. 83 from apprentices and 75 from employers.

Have more apprentices achieving distinction on their apprenticeships than the industry average for completing the apprenticeship.

Smart-matching – how they identify apprentices and match them with employers.

Series of challenges helping business to solve:

1. Diversity. Very wide pool of candidates. Looking to attract apprentices from diverse areas and break down barriers.
2. People-based ROI – retaining the talent. Offering additional training opps.

Levy-based investment. Leveraging funding to pay value back to the business.

White Hat was founded because the world is changing, and the workplace is changing eg digitisation. Organisations are looking to future-proof, both tech and talent.

Idea of traditional learning eg university at the start of your career, is no longer appropriate. Technology changes so quickly you have to be training and developing all the time.

Apprenticeship = training alongside paid employment. Usually last 18-24 months. Range of apprenticeships available – 500 different ones. Criteria have to be applied some are Government-set and some are added by the employer.

Apprenticeships have set standards and competencies that individuals have to meet to pass the apprenticeship. Employers have to add value to these basic standards.

Levy donations – every company in UK with annual paybill of £3m+ is paying an additional 0.5% into an apprenticeship fund. Use it or it goes back to the government.

Companies can also donate their levy to other organisations.

Two types of apprenticeship – career starts – newly left school, or career developers – ‘radical reskilling’ of people in existing roles.

Can use Apprenticeship Levy to upskill existing employees.

Three main pillars at White Hat:

Smart Matching – 3% of applications get put forward to employers.

Diversity is the mission that drives them. Over 58% are female, 68% are BAME.

Smart Matching also matches existing employees with the right programme.

Applied learning – tradition is that suppliers hire contractors to deliver curriculum. White Hat have own trainers with equity in the business, so the course content is high quality, offers regular 1:1 coaching. Meetings with line manager, coach and apprentice to review progress.

White Hat community – links together apprentices with other apprentices. Different levels for young apprentices and career builders.

20% off-the-job training. Has a negative reputation. Apprentices have to spend 20% of working hours working towards achieving their apprenticeship. White Hat work in an agile way to achieve the 20% without adversely affecting the apprentice in their role. Eg Search engine optimisation module, working on SEO as part of daily work also ticks boxes for the 20%. Also job-shadowing, wider reading, coach visits, programme work. Need to spend around 3 hours a week on their programme, this will hit the 20% in conjunction with the other things White Hat offer.

Learning platform – Appli.ed

Deliver 8 programme. Entry level apprentices. Business Associate = entry level apprenticeship. Can follow-on to other qualifications. Intermediate qualifications can also be accessed by entry level apprentices. Eg data analyst. Leadership Apprenticeships.

Data fellowship programme – 18 months incorporating 100 hours of bootcamps and coaching. Costs around £15k which is covered by the levy. Can sit exams when ready after completing minimum 12 months.

Software engineering programme - £18k cost, paid for out of levy. Bootcamps and coaching.

Laura – looking at more senior level apprenticeships. Is there something coming along for data architect etc? Aiming at upper levels. Level 6 = degree level. White Hat don't offer this level. They have found it can create a barrier to accessing the diverse candidates they want to attract. However, as they grow it is likely that this could become part of the offering.

What are the skills necessary to be a data architect and how do we train to that? Pippa to research and get back to Laura.

## **Mimecast presentation**

Global citizenship and company overview

Cyber resilience

Vision

Alex – been at Mimecast for two years, previously working with box, in non-profit sector and Citrix. Lots of experience in building platforms and engagement for staff with not for profit team.

Mimecast – ‘Green Team’ – sustainable team. Part of social impact and global citizen scheme. Global matching, 5 days of employee involvement.

Mimecast – global citizenship, over 200 Mimecasters took part in group volunteering

Over 350 hours of service to local communities and services

Over £200k in financial donations

Works spans from Israel to South Africa to Australia and beyond.

Lots of Mimecast users in the room! Founded in 2003. 12 global offices. 1,500 employees. Recently moved to new office. Deliver over 603m emails per day. Email security is their bread and butter. Also do email archiving, and continuity throughout potential downtime. Also work in web.

12 data centres, 337b emails under their management.

Cyber resilience for non-profits. Extending security beyond the perimeter of client organisations. 3.0 is Mimecast’s email approach. From perimeter to pervasive. Four core zones, Perimeter, Inside the Perimeter, Beyond The Perimeter

Zone 1 – Perimeter – secure email gateway, targeted threat protection, content control and data loss protection. This is defensive security. Eg phishing, whaling (homoglyph and punyencoding), malware. Content examination of emails, attachments, headers, subjects.

Zone 2 – Inside the Perimeter – internal email protection, security awareness training, quarantine and remediation. Allowing you to build trust from the inside.

3 types of internal user – malicious user, careless insider, compromised insider.

Training is engaging, video and questionnaire-based. Also covers things like not reading customer info on the train. Not enabling tailgating (letting people follow you into the building). Also do phishing simulation.

Can also look at how your users compare to other Mimecast non-profit customers via benchmarking.

Zone 3 – Beyond the perimeter – offensive security. Global threat intelligence, proactive risk hunting, brand and domain protection. Global threat intelligence dashboard for all Mimecast customers. Way to map out trends and insights to predict potential threats by user, volume of emails etc.

Zone 4 - API and Partnerships. A lot of companies tend to have between 20 and 40 security investments. Often these products don't tend to talk to each other. Give you access to Mimecast APIs which enable you to strengthen existing protection and enhance current security investments.

Our vision –

- be #1 choice for non-profits for securing email
- stay ahead of threat landscape
- continue to innovate
- build community resilience
- reduce complexity

Want to hear from non-profits to build service and improve offering.

### **IR35 and the employment minefield – Real Staffing**

IR35 is the 35<sup>th</sup> legislation from the Inland Revenue.

Real Staffing, large international recruitment. Part of larger group. Main UK focus is public sector, and within that tech and transformation.

S3 – parent company of Real Staffing. Extensive experience of STEM recruitment, in 16 countries across 44 offices. Close to 12,000 independent contractors working through RS' end customers.

Until recently, recruitment in UK was fairly unregulated. This is changing. Exposure of 400-500 RS contractors when IR35 legislation came in across public sector in 2017. (Originally introduced in 2000).

Designed to combat tax avoidance by workers supplying their services to clients via an intermediary.

Since 2000, it has been the contractor who decides on the IR35 status of the assignment.

If working outside IR35 there are tax benefits.

Proposed changes to legislation in 2020 – end user will have to determine status of inside or outside IR35. If you engage contractors without the use of a third party, you are paying the limited company directly. Therefore you are the end client and the fee payer. Therefore you have to deduct relevant tax and NI at source before paying the limited company.

You need some kind of vehicle to pay the contractor in net and to be compliant.

This change will be applicable to any medium or large business, as defined by the Companies Act 2006. Smaller businesses will be exempt in the short-term, but don't rely on this long-term.

If the assignment is inside IR35 contractors should be paying employed levels of tax. If they are outside the legislation they pay themselves a combination of salary and dividends which has tax benefits.

Online tool called CEST.

NHS Digital and Network Rail – it went wrong!

NHS Digital recently accepted a fine of £4.3m for incorrect IR35 assessments.

Network Rail had a blanket approach that 810 out of 817 contractors were inside of the legislation, which cost contractors a lot of money, and lost a lot of talent from Network Rail's pool of contractors. Blanket approach shields employer from future liability, but leaves contractors exposed to higher costs – which may not be correct.

It's crucial that the right care and knowledge is applied when making a determination. Have to have a good understanding of the working practices in order to correctly apply the CEST tool.

IR35 determination is not an HR or procurement 'problem'.

Key considerations:

1. Control – contractors should not be subject to control from the client. They should have more control about the how, when and where they perform those services. If the client has the ability to dictate the how, when and where that starts to look like a hidden employee.
2. Personal services (substitution) – in a normal employment relationship an employee would not be able to send in someone else to carry out their duties. Where a contractor is operating outside of IR35 there should be a right of substitution in the contract. However – it is NOT ENOUGH to have this in writing. It must also be reflected in the working practices of the arrangement. Therefore, if the contractor offered a substitute, they would have to be accepted by the client.
3. Mutuality of Obligation – examines the right of the end client to provide the contractor with additional work, and whether the contractor is obligated to accept. If yes and yes, they look like an employee. If contractor is not obliged to accept then this looks like it falls outside IR35.

There are other indicators:

1. Part and Parcel – contractor clearly identifiable as an external resource and not staff member in order to qualify as outside of IR35.
2. Financial risk – if they have no risk, and are paid regardless of quality of work, they start to look like an employee.

Reasonable care – This was added to legislation before the rollout to public sector to ensure that hirers take reasonable care in making their determination. This is designed prevent hirers making blanket determinations. Need to be able to document process flows and documentation in making the determination. RS can share template documents if you contact them.

Have to be able to demonstrate reasonable care is being applied.

Umbrella companies fall outside of the legislation. There are good and bad umbrella companies. RS have a list of five that they work with, who are fully FSCA accredited.

New rules will apply from April 2020.

Debt liabilities can pass back up the supply chain.

Some assignments will be clearly outside IR35, some will be clearly inside IR35. Some will sit in the grey areas in the middle. In those cases, a change of contractual setups, reviewing working practices etc can then help to make the correct determination.

You want to still attract the best talent, despite this legislation.

There are ways of legitimately putting contractors outside of the legislation and continuing to engage positively with contractors. EG contingent staffing, Statement of Work (SOW), Direct Model, Compliant PAYE umbrella company supply chain.

Disagreement process has been inserted into the legislation. But there is no guidance about what this looks like. The process falls to the hirer and contractor, and has to be completed within 45 days. But what contractor will wait 45 days for this? They will just find another contract. RS can offer a process flow that can be delivered within 48 hours. Determine the look and feel of the assignment before you go to market. You then recruit to that assignment on the basis of inside/outside IR35.

The dispute process is more likely to occur with existing contractors, rather than future assignments.

Contractors will often try to raise their day rates to compensate for any additional costs that they might incur as a result of being inside IR35. Generally this is around 20%.

Real Staffing happy to share all their resources. Can download documents from their website.