



**CHARITIES**

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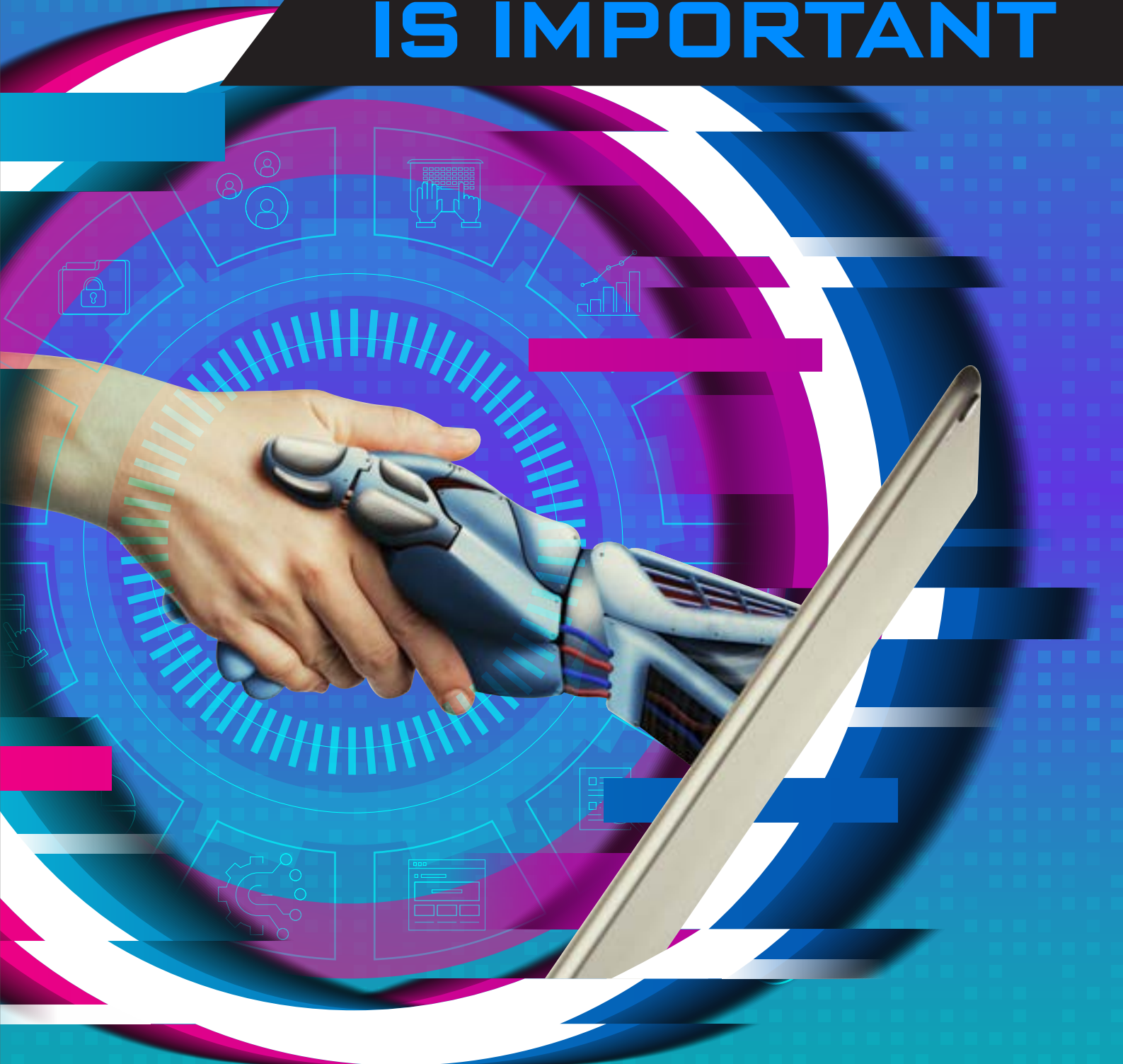
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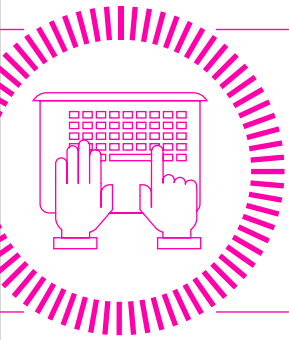
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**WHY**

**GOING DIGITAL**

**IS IMPORTANT**





# WHY GOING DIGITAL IS IMPORTANT

In today's volatile and complex environment, it is imperative for charities to adopt a progressive mindset and keep up with the ever-evolving social and technological trends. Covid-19 has rapidly accelerated the pace of digital transformation. A recent study<sup>1</sup> by McKinsey and Company showed that the eight weeks since Covid-19 began saw the equivalent of five years of consumer and business digital adoption. The rapid pace of change that has happened in the past few years is expected to further accelerate as charities adjust to the new normal and deal with uncertainties ahead.

As charities cope with the digital economy, it is important to harness new technologies and prepare for digital transformation strategy to enable a thriving digital charity sector and to face the uncertainties ahead. Digital technologies also present valuable opportunities to enhance organisational productivity, open access to new markets, and help charities explore new channels of engaging stakeholders.

Digital transformation requires a sound digital strategy that can deliver real and sustainable value for an organisation, shifts in organisational culture and capabilities to embrace digitalisation, and the right digital solutions that can respond to an organisation's specific needs.

## DIGITAL CULTURE

Even with the right digital solutions, an organisation may not be able to achieve or sustain digital transformation without buy-in and support from employees at all levels. Organisations need to create a digital culture that encourages mindsets and behaviours that facilitate digital transformation.

- A recent study<sup>2</sup> found that organisations which included new leaders who were digitally-savvy and committed to steering the organisation's digital transformation were more likely to achieve successful digital transformation. Leaders must be able to develop a sound strategy for digital transformation, effectively communicate this strategy to employees, and ensure that the strategy delivers real and sustainable value for the organisation.
- In addition to leaders, organisations need a workforce equipped with the digital capabilities needed to embrace digital transformation. Organisations should also empower employees to adopt behaviours that facilitate digital transformation, including regular upskilling, greater cross-functional collaboration, and openness to new ways of working.

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<sup>1</sup> McKinsey and Company did a [global survey](https://www.mckinsey.com/business-functions/marketing-and-sales/our-insights/global-surveys-of-consumer-sentiment-during-the-coronavirus-crisis) of consumer sentiment during the coronavirus crisis across multiple countries. Read more at <https://www.mckinsey.com/business-functions/marketing-and-sales/our-insights/global-surveys-of-consumer-sentiment-during-the-coronavirus-crisis>.

<sup>2</sup> McKinsey and Company did an online survey from January 16, 2018, to January 26, 2018, and garnered responses from 1,793 participants representing the full range of regions, industries, company sizes, functional specialties, and tenures. Read more at <https://www.mckinsey.com/business-functions/organization/our-insights/unlocking-success-in-digital-transformations>.

**CYBER SECURITY AND**

**DATA PROTECTION**





# CYBER SECURITY AND DATA PROTECTION

**S**ecurity threats are both unpredictable and not generally well understood given the rapidly advancing nature of cyberattacks. These threats can be designed to access, destroy sensitive data or extort money which can severely affect charity's operations and their reputation.

With increased reliance on technology, it also means an increase in vulnerability to cyberattacks. Hence, it is vital that charities take cyber security seriously and do not regard it as just a technology matter that should be left with technology specialists to deal with. It is everybody's responsibility to mitigate these cyber risks and prevent data from being compromised.

Charities should educate staff on security awareness so that individuals can manage personal data or sensitive information carefully. Digital defence should always be a priority to guard against threats from the digital domain.

## Personal Data Protection Act (PDPA)

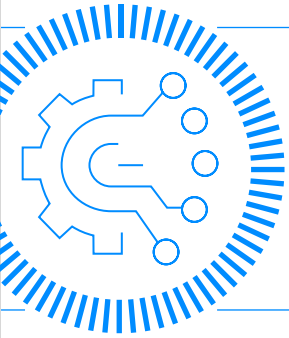
The [PDPA](#) establishes a data protection law that comprises various rules governing the collection, use, disclosure and care of personal data. It recognises both the rights of individuals to protect their personal data, including rights of access and correction, and the needs of organisations to collect, use and disclose personal data for legitimate and reasonable purposes. The PDPA comprises of Do Not Call (DNC) Provisions which came into force on 2 January 2014 and Data Protection (DP) Provisions which came into force on 2 July 2014.

## Data Protection Trustmark (DPTM)

Developed based on the PDPA and incorporating international benchmarks and best practices, the [Data Protection Trustmark certification](#) is a badge of recognition of an organisation's responsible and accountable data protection practices. As charities collect and process large amounts of sensitive personal data of beneficiaries, volunteers and donors, the DPTM would provide third party assurance that their data protection policies and practices are sound. The DPTM will also help charities increase their competitive advantage and strengthen the trust between them and their stakeholders and regulators.

# HOW TO GO DIGITAL- DIGITAL SOLUTIONS





# HOW TO GO DIGITAL - DIGITAL SOLUTIONS

**R**egardless of which sub-sector your charity falls under, the list of generic digital solutions is curated such that they can be relevant to charities throughout their digitalisation journey. Charities can use the following digital solutions to identify opportunities to boost growth and productivity as well as add value to their organisation.

There are generally 3 different areas of opportunities for digitalisation:

- **Corporate Functions:** This area consists of back-room functions. Charities should streamline operations with digital solutions to raise productivity.
- **Stakeholder Management:** This area covers the inbound resources received by the charities. Charities can enhance their engagements and improve relationships with stakeholders through digitalisation.
- **Service Delivery:** This area focuses on the services on the beneficiaries' receiving end and the interactions associated with it. Charities should focus on improving their core services with appropriate technologies to stay relevant and innovative.

## 1) CORPORATE FUNCTIONS

Digitalisation of back-office operations can improve productivity and reduce operating costs, streamline processes, and free up employees from manual and repetitive work. The list of digital solutions for corporate functions are:

Digital Solution	What it does	Key Features
Accounting Management System	Accounting Management System helps the organisation to collect, store and process financial information and produce informational report for management decisions. It helps organisations to automate the manual accounting tasks and provide a consolidated overview of the financial activities.	<ul style="list-style-type: none"> <li>• E-Invoicing processing</li> <li>• Bank Reconciliation</li> <li>• Track Income and Expenses</li> <li>• Manage Asset and Liabilities</li> <li>• Manage General Ledger</li> <li>• Manage Balance Sheet</li> <li>• Manage Cashflow Statements</li> </ul>
Business Intelligence (BI)	BI tools access and analyse the data collected from every aspect of a business, connect the dots together and provide clear data visualisation, in order to identify business trends and actionable insights.	<ul style="list-style-type: none"> <li>• Track KPIs</li> <li>• Monitor business performance</li> <li>• Analytical dashboard to identify trends</li> </ul>

Digital Solution	What it does	Key Features
Cyber Security	<p>Cyber Security solution helps to safeguard individual users' machines from malwares, cyber threats and suspicious activities through utilisation of Antivirus Software (Endpoint Protection Platform). Installation of Firewall (Unified Threat Management) helps to protect the backend infrastructure from potential security threats through consolidation of multiple security and networking functionals of an organisation.</p>	<ul style="list-style-type: none"> <li>• Protect and strengthen the infrastructure against cybersecurity threats</li> <li>• Protect end users from malwares and unauthorised intrusion</li> </ul>
Digital Asset Management System (DAMS)	<p>DAMS is a system that stores, shares and organises digital assets (e.g. videos, music, photos, and other digital media) in a central location to facilitate ease of monitoring and tracking the utilisation of these digital contents.</p>	<ul style="list-style-type: none"> <li>• Manage electronic artefacts and historic materials</li> <li>• Manage and Catalog information</li> </ul>
Digital Workplace	<p>Digital workplace includes digital tools and productivity software to help get work done and enables greater productivity and operational efficiency in the working space.</p> <p>With the current pandemic, organisations are transiting to a remote working environment to allow staff to work from anywhere and anytime in a secured virtual space.</p>	<ul style="list-style-type: none"> <li>• Word processing software</li> <li>• Presentation software</li> <li>• Spreadsheet software</li> <li>• Instant messaging tools</li> <li>• Teleconferencing tools</li> <li>• Email software</li> </ul>
Document Management System (DMS)	<p>DMS provides a centralised platform to capture, track, manage, store and retrieve electronic documents (e.g. PDFs, word processing files) in a systematic and secured approach. It facilitates the ease of access and sharing real-time information within an organisation and collaboration with external parties in a systematic approach.</p>	<ul style="list-style-type: none"> <li>• Online document collaboration</li> <li>• Track document versions</li> <li>• Cloud storage of documents</li> </ul>

Digital Solution	What it does	Key Features
Enterprise Resource Planning (ERP) System	ERP System integrates and streamlines business processes from Human Resources Management, Accounting Management, Inventory Management, Customer Relationship Management and beyond to facilitate seamless information flow within the organisation. With data consolidated on a platform, real-time information from various business functions are more accessible to facilitate more informed decision.	<ul style="list-style-type: none"> <li>• Streamline processes such as artefacts management from cataloguing heritage artefacts to tracking movement of artefacts from location to location and monitoring storage of artefacts.</li> <li>• Integrate disaster relief operations from managing warehouse logistics to transporting resources and monitoring usage of stock at disaster relief sites.</li> </ul>
Human Resource Management System (HRMS) / Workforce management System (WMS)	HRMS/WMS integrates various aspects of manpower and resources planning to streamline processes for a comprehensive overview of the profile, performance, job scope, schedule of all employees in an organisation.	<ul style="list-style-type: none"> <li>• Process payroll</li> <li>• Leave administration</li> <li>• Claim administration</li> <li>• Workforce scheduling and management</li> <li>• Appraisal evaluation</li> </ul>

## 2) STAKEHOLDER MANAGEMENT

These digital solutions can help charities to better understand, manage and reach out to more stakeholders. The list of digital solutions for stakeholder management are:

Digital Solution	What it does	Key Features
Digital Engagement and Marketing	<p>Digital engagement and marketing encompass all online engagement and marketing efforts through the Internet, leveraging on channels such as social media, websites, and email to connect with current and prospective customers.</p> <p>This helps organisations to engage their audience virtually and stay connected with them in the cyber space.</p>	<ul style="list-style-type: none"> <li>• Social Media</li> <li>• Search Engine Optimisation</li> <li>• Email Marketing</li> <li>• Online Ads</li> </ul>

Digital Solution	What it does	Key Features
Customer Relationship Management (CRM) System	<p>CRM system consolidates customer engagements across multiple sources on a central platform, allowing an organisation to have a comprehensive overview and provide continuous monitoring on the engagement track for enhanced customer service experience.</p> <p>The analytical feature provides in-depth analysis of the customer behavioural trends and actionable insights for improvement.</p>	<ul style="list-style-type: none"> <li>• Centralises stakeholder interactions across different channels to enable consistent engagement</li> <li>• Manage stakeholder feedback alongside individual records to align responses</li> </ul>
Grant Management System	<p>Grant Management System provides a unified platform to control, coordinate and streamline the grant lifecycle – from application, to verifying eligibility, to awarding grants, and monitoring reimbursement and grant reporting requirements. This reduces onerous tasks of tracking grants manually and speeds up productivity.</p>	<ul style="list-style-type: none"> <li>• Manage grants (such as receipt of grants, grant expenditure, reimbursement, etc.) across departments after it is approved</li> <li>• Track grants processes from application to approval</li> </ul>
Volunteer Management System (VMS)	<p>VMS is a useful application for organisations which are managing their pool of volunteers for charitable activities. This will help charities to manage them effectively and coordinate volunteer resources efficiently.</p>	<ul style="list-style-type: none"> <li>• Facilitates volunteer recruitment from application to onboarding</li> <li>• Volunteer scheduling for rostering and allocation of volunteer tasks</li> <li>• Manage volunteer retention and engagement</li> </ul>
Donor Management System	<p>Similar to a CRM, a Donor Management System is tailored to donor specific functions such as maintaining donor records and engaging donors through various channels. It can also track fund-raising campaigns.</p>	<ul style="list-style-type: none"> <li>• Manage various types of donations, gifts and sponsorships</li> <li>• Generate Tax Deductible Receipts</li> <li>• Matching donor to preferred benefit based on their preferences</li> </ul>
Fund-Raising Management	<p>Fund-Raising System can help charities to manage all aspects of fund-raising activities such as crowdfunding, house-to-house street collection, event fund-raising to managing allocation of funds. Charities can track fund-raising from electronic sources to physical donations seamlessly.</p>	<ul style="list-style-type: none"> <li>• Monitor multiple sources of fund-raising campaigns</li> <li>• Manage targeted groups of supporters for each fund-raising campaign</li> <li>• Integrate with external crowdfunding platforms</li> </ul>

### 3) DIGITAL SERVICE DELIVERY

Advanced technologies can also enable charities in delivering greater value in their services and charitable activities. With the aid of emerging technologies, charities should explore opportunities to leverage on relevant cutting-edge solutions that are applicable to their sectors and add value to their core services.

As the services which are provided by charities vary across the sectors, this section only provides an overview of general solutions that could possibly be applied across all sectors. Charities looking for sector-specific technologies for their sector may approach their sector leads.

Digital Solution	What it does	Key Features
Digital Payment	Alongside the growth of electronic payment, payment methods have evolved to digital payments that adopts an ecosystem which includes proprietary e-wallets, peer-to-peer funds transfer. With a unified payment system, charities can enable contactless payment easily and streamline payments across various payment platforms.	<ul style="list-style-type: none"> <li>• Contactless payment</li> <li>• SGQR payment</li> <li>• E-wallets</li> <li>• Mobile payment</li> <li>• Peer-to-peer funds transfer</li> </ul>
Engagement Chatbot	Engagement Chatbot leverage on technological advancement like Artificial Intelligence (AI) to learn and deliver consistent quality user service experience. It utilises Natural Language Processing (NLP) to stimulate human-like conversation to engage with users and it learns with the assistance of Machine Learning (ML) to drive better user engagement.	<ul style="list-style-type: none"> <li>• Seamless live chat</li> <li>• Availability of 24/7</li> </ul>
Robotic Process Automation (RPA) bot	RPA bot automates routine, repetitive and rules-based business processes like generation of email for mass dissemination, data migration, data entry and more. RPA bot complements public front serving agents to improve consistency for manual tasks so to have more time to focus on solving problem and value-add to strengthen the customer experience.	<ul style="list-style-type: none"> <li>• Process administrative tasks</li> </ul>

# WHERE TO GET HELP





## WHERE TO GET HELP

There are a wide range of resources provided by various agencies ranging from funding support and capability building programmes, to pre-approved digital solutions for specific needs, that can support charities digital transformation<sup>3</sup>.

Resources	Type		Details
VWOs – Charities Capability Fund (VCF)	Funding Support	<p>The VCF aims to enhance governance, management capabilities, and operational efficiency of Charities and IPCs, and provides grants for:</p> <p>a) <b>Training</b> – Local training courses and seminars in governance and management for Board members, executive heads and management staff of Charities</p> <p>b) <b>Consultancy</b> – Consultancy projects by external consultants to improve key governance and management areas; or collaborative projects amongst charities</p> <p>c) <b>Info-Communications Technology</b></p> <ul style="list-style-type: none"> <li>– Basic infrastructure components for Charities</li> <li>– Commercial Off-The-Shelf (COTS) software</li> <li>– Digitalisation solutions</li> <li>– Subscription charges of video and audio-conference tools</li> </ul> <p>d) <b>Shared Services</b> – Outsourcing of payroll, finance and accounting functions to third-party service providers</p>	<p>For more information, please visit:</p> <p><a href="https://www.charities.gov.sg/Grants/VWOs-Charities-Capabilities-Fund/Pages/Overview.aspx">https://www.charities.gov.sg/Grants/VWOs-Charities-Capabilities-Fund/Pages/Overview.aspx</a></p>

<sup>3</sup> The list of resources is accurate as of October 2020, and we thank the following agencies for their inputs: Cyber Security Agency of Singapore, Infocomm Media Development Authority, iShine Cloud Limited, National Council of Social Service, National Volunteer and Philanthropy Centre and SkillsFuture Singapore.

Resources	Type		Details
VCF Innovation and Productivity Grant <sup>3</sup>	Funding Support	<p>The VCF Innovation and Productivity Grant provides support for social service organisations in the following areas:</p> <ul style="list-style-type: none"> <li>a) IT Adoption</li> <li>b) Pre-scoped Consultancy</li> <li>c) Adopting and scaling of innovation and productivity improvements</li> <li>d) Research</li> </ul> <p>This grant is made available to charities with NCSS membership only.</p>	<p>For more information, please visit:</p> <p><a href="https://www.ncss.gov.sg/NCSS/media/VCF/IPG.html">https://www.ncss.gov.sg/NCSS/media/VCF/IPG.html</a></p>
Shared Services Initiative for Charities	Capability Building/ Expertise	iShine Cloud Limited (iSC) provides charities with an affordable and integrated suite of charity-specific solutions via a secure cloud-based IT platform. The suite includes MS Office 365 with virtual meeting capability, Accounting, Human Resource Management, Volunteer and Donor Management, as well as Case Management solutions.	<p>For more information, please contact iShine at Hotline : 6216 6558</p> <p>Email : <a href="mailto:contact@ishinecloud.sg">contact@ishinecloud.sg</a></p> <p>Or visit: <a href="http://www.ishinecloud.sg">www.ishinecloud.sg</a></p>
SkillsFuture for Digital Workplace		Help your employees embrace a proactive and adaptive mindset towards digitalisation at the workplace.	<p>For more information, please visit:</p> <p><a href="https://www.enterprisejobskills.sg/content/upgrade-skills/skillsfuture-for-digital-workplace.html">https://www.enterprisejobskills.sg/content/upgrade-skills/skillsfuture-for-digital-workplace.html</a></p> <p>To access SkillsFuture Enterprise Portal for more information on Upgrade Skills, please visit:</p> <p><a href="https://www.enterprisejobskills.sg/content/upgrade-skills/index.html">https://www.enterprisejobskills.sg/content/upgrade-skills/index.html</a></p>

Resources	Type		Details
SkillsFuture Series	Capability Building/ Expertise	Sign up for bite-sized courses to learn about emerging skills areas such as data analytics, cybersecurity, digital media and more.	For more information, please visit: <a href="https://www.enterprisejobskills.sg/content/upgrade-skills/skillsfuture-series.html">https://www.enterprisejobskills.sg/content/upgrade-skills/skillsfuture-series.html</a> To access SkillsFuture Enterprise Portal for more information on Upgrade Skills, please visit: <a href="https://www.enterprisejobskills.sg/content/upgrade-skills/index.html">https://www.enterprisejobskills.sg/content/upgrade-skills/index.html</a>
Skills Framework		Learn about job roles, skills trends and career Pathways, and map your manpower development plans for a more skilled and competitive workforce.	For more information, please visit: <a href="https://www.enterprisejobskills.sg/content/upgrade-skills/skills-framework/index.html">https://www.enterprisejobskills.sg/content/upgrade-skills/skills-framework/index.html</a> To access SkillsFuture Enterprise Portal for more information on Upgrade Skills, please visit: <a href="https://www.enterprisejobskills.sg/content/upgrade-skills/index.html">https://www.enterprisejobskills.sg/content/upgrade-skills/index.html</a>
Boardmatch		The programme brings diversity and rejuvenation to Boards of NPOs by matching senior executives with at least five years of management and leadership experiences from both the public and private sectors to the Boards of NPOs.	For more information, please visit: <a href="https://cityofgood.sg/leaders/">https://cityofgood.sg/leaders/</a>

Resources	Type		Details
PDPC's Advisory Guidelines for the Social Service Sector	Guides, Tools & Other Resources	The guidelines aim to address the unique circumstances faced by the social service sector in complying with the PDPA.	For more information, please visit: <a href="https://www.pdpc.gov.sg/guidelines-and-consultation/2018/09/advisory-guidelines-for-the-social-service-sector">https://www.pdpc.gov.sg/guidelines-and-consultation/2018/09/advisory-guidelines-for-the-social-service-sector</a>
Data Protection Guide for Charities: Managing, Securing Electronic Personal Data		The will guide charities on how to secure and manage electronic personal data.	For more information, please visit: <a href="https://www.charities.gov.sg/Publications/Pages/Publications.aspx">https://www.charities.gov.sg/Publications/Pages/Publications.aspx</a>
Electronic Personal Data Protection for Organisations		CSA, Cyber Security Agency, has joined hands with Personal Data Protection Commission (PDPC) to produce guides on protecting your organisation's data from cyber threats, recognising a data breach and developing a data breach management plan.  As more of your organisation's information is being stored in electronic devices and IT systems, it is important to protect the personal data of customers, employees and other individuals.	For more information, please visit: <a href="https://www.pdpc.gov.sg/-/media/files/pdpc/pdf-files/resource-for-organisation/is-personal-data-safe-with-your-organisation-v1-0.pdf">https://www.pdpc.gov.sg/-/media/files/pdpc/pdf-files/resource-for-organisation/is-personal-data-safe-with-your-organisation-v1-0.pdf</a>
Guide to Managing Data Breaches		Information which organisations may consider when formulating their framework for managing and minimising data breaches.	For more information, please visit: <a href="https://www.pdpc.gov.sg/help-and-resources/2019/05/guide-to-managing-data-breaches-2-0">https://www.pdpc.gov.sg/help-and-resources/2019/05/guide-to-managing-data-breaches-2-0</a>
Guide on Building Websites for SMEs		Information which organisations may consider when setting up websites that collect or store personal data and the considerations to be taken when outsourcing such works to IT vendor.	For more information, please visit: <a href="https://www.pdpc.gov.sg/help-and-resources/2017/10/guide-on-building-websites-for-smes">https://www.pdpc.gov.sg/help-and-resources/2017/10/guide-on-building-websites-for-smes</a>

Resources	Type		Details
Be Safe Online Handbook	Guides, Tools & Other Resources	In order to simplify how organisations can defend themselves, CSA has identified 13 integrated cybersecurity measures, of which the top six are termed 'Essentials'. The six 'Essentials' are featured in Be Safe Online, a handbook to help companies enhance their cyber defence capabilities and digital risk management, so as to better protect themselves against the increasing frequency and sophistication of cyber-attacks.	For more information, please visit: <a href="https://www.csa.gov.sg/gosafeonline/resources/be-safe-online-handbook">https://www.csa.gov.sg/gosafeonline/resources/be-safe-online-handbook</a>
Employee Cyber Security Kit		An initiative by National Security Coordination Secretariat and supported by CSA and SBF, the Employee Cyber Security Kit is a plug-and-play digital toolkit which features a simple quiz that provides an initial assessment of a company's cyber security readiness and follows up with a recommended cyber security education programme tailored to meet business needs. Included in the kit are editable presentation materials, communication tools such as digital banners, stickers and a range of resources that companies can tap on.	For more information, please visit: <a href="http://www.csa.gov.sg/gosafeonline/ecskit">http://www.csa.gov.sg/gosafeonline/ecskit</a>
Services and Digital Economy Technology Roadmap		The technology roadmap has identified nine key trends that will move the digital economy significantly over the next three to five years. They may be viewed as either challenges or opportunities. The biggest impact will be on the service sector as it forms the bulk of the global economy and Singapore's GDP.	For more information, please visit: <a href="https://www.imda.gov.sg/programme-listing/technology-roadmap">https://www.imda.gov.sg/programme-listing/technology-roadmap</a>
Industry Digital Plan		The Industry Digital Plan works as a guide for local SMEs in the specified industry to digitalise their businesses, plug skill gaps and participate in industry pilot projects.	For more information, please visit: <a href="https://www.imda.gov.sg/programme-listing/smes-go-digital/industry-digital-plans">https://www.imda.gov.sg/programme-listing/smes-go-digital/industry-digital-plans</a>
Basic Digital Skills		<p>IMDA has curated a set of digital skills which focuses on equipping digital non-natives with skills that correspond to the common everyday activities:</p> <ol style="list-style-type: none"> <li>Managing information and communication.</li> <li>Transacting digitally</li> <li>Assessing Government services</li> <li>Staying safe online</li> </ol>	For more information, please visit: <a href="https://www.imda.gov.sg/programme-listing/basic-digital-skills">https://www.imda.gov.sg/programme-listing/basic-digital-skills</a>

Resources	Type		Details
Virtual Digital Clinic	Guides, Tools & Other Resources	IMDA's Virtual Digital Clinic provides one-on-one online help by volunteers to solve seniors' queries related to their smartphone and mobile apps.	For more information, please visit: <a href="https://go.gov.sg/VDC">go.gov.sg/VDC</a>
Digital Pod		IMDA's Digital Pod is a series of free webinars curated for seniors who are interested to pick up digital skills and advance their tech interests.  View topics from IMDA's past Digital Pod sessions on IMDA's Digital Pods YouTube channel.	For more information, please visit: <a href="https://go.gov.sg/DP">go.gov.sg/DP</a> To access IMDA's Digital Pods Youtube Channel, please visit: <a href="https://go.gov.sg/DigitalPods">go.gov.sg/DigitalPods</a>
Intergen IT Bootcamp		The Intergen IT Bootcamp is a collaboration with Council for Third Age (C3A) to provide Intergenerational Learning Programme (ILP) for seniors through youths. Family Central, a service by Fei Yue Community Services, is the appointed programme organiser by the C3A to organise bootcamps for seniors and youths across Singapore.	For more information, please visit: <a href="https://www.imda.gov.sg/programme-listing/intergen-it-bootcamp">https://www.imda.gov.sg/programme-listing/intergen-it-bootcamp</a>
Learning Programmes		Increase your digital readiness with Silver Infocomm Junctions, Silver Digital Creators and PA Senior Academy.	For more information, please visit: <a href="https://go.gov.sg/LearnDigital">go.gov.sg/LearnDigital</a>
Learning Journeys		Learning Journeys are organized by IMDA to help seniors learn how to use various mobile apps to enrich their everyday life, in a more enjoyable and engaging way through small group learning and hands-on experiences.	For more information, please visit: <a href="https://go.gov.sg/SeniorsLJ">go.gov.sg/SeniorsLJ</a>
Seniors Go Digital Starter Kit		The Seniors Go Digital Starter Kit covers step-by-step guides which seniors can download to pick up useful digital skills such as using online communication tools to connect with their family and friends, accessing government digital services and learning how to use e-Payment services	For more information, please visit: <a href="https://go.gov.sg/SGDStarterKit">go.gov.sg/SGDStarterKit</a>
Seniors Go Digital website		Seniors Go Digital website contains a list of online tools and resources to support seniors in their digital learning journey, focusing on areas such as basic communication skills, Government digital services, e-Payment tools and cybersecurity tips. It includes information for seniors to find out where they can get assistance, sign up for learning journeys or online classes and download step-by-step self-learning guides to pick up digital skills. The website is available in English, Malay, Chinese and Tamil languages.	For more information, please visit: <a href="https://go.gov.sg/SeniorsGoDigital">go.gov.sg/SeniorsGoDigital</a>

Resources	Type		Details
Seniors Go Digital Mobile Plans	Guides, Tools & Other Resources	IMDA collaborates with mobile service providers to offer exclusive Seniors Go Digital mobile plans to all Singapore citizens or permanent residents aged 60 years and above. These special plans offer larger data bundles at a lower cost, to give seniors the confidence to enjoy the benefits that digital services bring.	For more information, please visit: <a href="https://www.imda.gov.sg/en/seniorsgodigital/Go-Digital-Mobile-Plans">https://www.imda.gov.sg/en/seniorsgodigital/Go-Digital-Mobile-Plans</a>
Mobile Access for Seniors Scheme		IMDA's Mobile Access for Seniors scheme provides subsidised smartphone and mobile plan to lower-income seniors who want to go digital but cannot afford them. Applications are open to individual who meets the eligibility criteria and has attended IMDA's Seniors Go Digital learning programme and picked up at least one basic digital skill at any SG Digital community hubs located at selected community clubs, centres or public libraries.	For more information, please visit: <a href="https://www.imda.gov.sg/ma">https://www.imda.gov.sg/ma</a>
SG Digital Community Hubs		The SG Digital community hubs are located at selected community clubs or centres and public libraries, providing a safe and conducive learning environment to help seniors learn digital skills through one-on-one guidance by Digital Ambassadors.	For more information, please visit: <a href="https://go.gov.sg/SDOLocation">go.gov.sg/SDOLocation</a>
Silver Infocomm Junctions		Silver Infocomm Junctions are learning hubs located island-wide that are targeted at seniors keen to learn digital skills, but are new to technology. Seniors will be able to learn how to use their smartphones and computers to send emails, make video calls, read the news, and search for information online.	For more information, please visit: <a href="https://go.gov.sg/SIJ">go.gov.sg/SIJ</a>
IM Silver		IM Silver contains a list of simple tools and resources for anyone interested to pick up digital skills, explore technology interests and stay connected in a Smart Nation. These resources include step-by-step learning instructions focusing on areas such as: <ul style="list-style-type: none"> <li>• Introduction to desktop</li> <li>• Introduction to Mobile Devices</li> <li>• E-Communications</li> <li>• Digital Transactions</li> <li>• Government Digital Services</li> <li>• Cyber Security</li> <li>• Digital Maker</li> </ul> Some of the tools are also available in Chinese language.	For more information, please visit: <a href="https://www.imda.gov.sg/programme-listing/im-silver">https://www.imda.gov.sg/programme-listing/im-silver</a>

Resources	Type		Details
Silver Digital Creators	Guides, Tools & Other Resources	<p>Silver Digital Creators (SDC) is a suite of courses for seniors who have some basic digital knowledge and are keen to take their digital creative skills to the next level. SDC offers five courses in total and participants who complete all five courses will receive an Apple Regional Training Centre certificate of recognition.</p> <p>The 5 courses are offered in these areas:</p> <ul style="list-style-type: none"> <li>• Digital Photography</li> <li>• Movie Making</li> <li>• Digital Music and Art</li> <li>• Coding</li> <li>• Book Authoring</li> </ul>	<p>For more information, please visit:</p> <p><a href="https://www.imda.gov.sg/programme-listing/silver-digital-creators-sdc">https://www.imda.gov.sg/programme-listing/silver-digital-creators-sdc</a></p>
Digital Access Programme		<p>The Digital Access Programme equips low-income households, students, and persons with disabilities with digital tools and connectivity so that they can get connected and be empowered by technology.</p>	<p>For more information, please visit:</p> <p><a href="https://www.imda.gov.sg/for-community/digital-readiness/Digital-Access">https://www.imda.gov.sg/for-community/digital-readiness/Digital-Access</a></p>
Tech Connect		<p>Tech Connect is an initiative by MCI, IMDA and People's Association (PA) to help seniors be Smart Nation ready. It is launched in eight Community Centres (CC) in Singapore, where seniors can get one-on-one tech assistance on the use of their digital devices and services.</p>	<p>For more information, please visit:</p> <p><a href="https://www.imda.gov.sg/programme-listing/tech-connect">https://www.imda.gov.sg/programme-listing/tech-connect</a></p>
Enable IT		<p>Enable IT aims to build an inclusive society and enable Persons with Disabilities (PWDs) through adoption of Infocomm and Assistive Technologies (IT/AT) to enhance their abilities and skillsets required for independent living.</p>	<p>For more information, please visit:</p> <p><a href="https://www.imda.gov.sg/programme-listing/enable-it">https://www.imda.gov.sg/programme-listing/enable-it</a></p>

Resources	Type		Details
Cyber Tips Videos	Guides, Tools & Other Resources	<p>These 4 videos are part of 2019's National Cybersecurity Awareness Campaign "Go Safe Online". To reach out the public, these videos were posted on the Gosafeonline Facebook page, Youtube channel, and the Gosafeonline website. Start practising good cyber hygiene by adopting these 4 cyber tips.</p> <ol style="list-style-type: none"> <li>1. Use Strong Passwords and Enable 2FA</li> <li>2. Spot Signs of Phishing</li> <li>3. Use an Anti-Virus Software</li> <li>4. Update your Software promptly</li> </ol>	<p>Password/2FA Video</p>  <p>Spot Signs of Phishing Video</p>  <p>Use Anti-Virus Video</p>  <p>Update Software Video</p> 
Go Safe Online Brochure		The brochure is a part of 2019's National Cybersecurity Awareness Campaign "Go Safe Online". It includes detailed tips on how to create strong passwords, spot signs of phishing, update software ASAP and use anti-virus software	<p>For more information, please visit:</p> <p><a href="https://www.csa.gov.sg/gosafeonline">https://www.csa.gov.sg/gosafeonline</a></p>
How Savvy Are You Quiz		The quiz is an initiative to help the public better assess their level of cybersecurity awareness and provide relevant tips on how to better safeguard their online activities.	<p>For more information, please visit:</p> <p><a href="https://www.csa.gov.sg/gosafeonline/resources/how-savvy-are-you">https://www.csa.gov.sg/gosafeonline/resources/how-savvy-are-you</a></p>

# SELF-ASSESSMENT CHECKLIST

Theme	Questions	Yes/No
Digital Roadmap	My organisation has a digitalisation plan or digital agenda based on my organisation's needs.	
Decision-making Capability on Technology Adoption	My organisation has a Board member or a Chief Technology Officer/Chief Information Officer who is familiar with digital technology.	
	My organisation is able to approach external consultants who can diagnose my organisation's digital needs and make recommendations on digital strategy and/or solutions.	
Access to Digital Solutions	My organisation knows which digital solutions are able to meet our needs.	
	My organisation knows where to find digital solutions and vendors.	
Access to Funding	My organisation is able to fund our digitalisation efforts internally or through fund-raising.	
	My organisation knows which Government grants we are eligible for.	
Implementation Capability	My organisation has the manpower and technical capabilities to implement our digitalisation strategy.	
	My organisation has access to vendors, skilled and unskilled volunteers, interns, temp staff etc. to support our digital implementation capability.	
Ecosystem / Support	My organisation is able to tap into a community of practice in my sector on technology adoption.	

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