Project Context

About the Futureproofing the Community Service Workforce Project

Futureproofing the Community Service Workforce is a 3-year project supporting nonprofits to strengthen their digital skills to improve service delivery, meet user needs, and increase impact. The project team conducted research activities, including a nationwide sector survey, focus groups and expert interviews to identify key digital capacity needs and inform the development of the prototype.

About the Building Data Management Capacity Prototype

Through our research activities, **data management skills** emerged as a critical skill gap. Nonprofits also struggled to assess their digital needs and prioritize limited money, time and resources to enable service delivery.

In response, we co-developed the **Building Data Management Capacity Prototype** with 16 nonprofit partners. It is a self-guided series of activities, composed of 4 activities (1 input activity and 3 synthesis activities), designed to help nonprofits:.

- Build digital skills through practical activities and experience
- Gain a deeper understanding of their data and processes
- Identify the skills needed for specific staff roles to participate in key processes

How to use this Prototype

Learn about **the activities and expected outcomes** through a high-level summary of how each activity contributes to building data management capacity in your organization.

Download the activities via this link in a single ZIP folder with full Prototype instructions and templates or download the desired section from our Prototype website.

Reference the **Activities Checklist** that provides a breakdown of each activity and helps you keep track of sub-activities you have completed.

Project Partners

Blueprint

Pilot Lead

IMAGINE CANADA

CANADIAN CENTRE FOR NONPROFIT DIGITAL RESILIENCE

Project Lead

CONSEIL DE GOUVERNANCE NUMÉRIQUE

DIGITAL GOVERNANCE COUNCIL

Governance and Knowledge Mobilization

Toronto Metropolitan University

the dais

Research Partners

For more information on the project and Prototype, go to the project website at: ***www.futureproof.ccndr.ca***

Activities and Expected Outcomes

The prototype activities support the following process and organizational outcomes. The activities provide tools and practices to be used iteratively across your organization.

Input Activity

The first step

Create a User Story Map

An exercise to create a visual step-by-step map of a chosen process.

~ 3 hours

Synthesis Activities

Activities to make meaning from the user story map

1. Understand your data

1. Create a **data inventory** to catalog the who, what, when, where, why and how of each data point in the process.
2. Review tips to improve data quality and articulate who has access to what data.

2. Assess your process

1. Review a series of **guiding questions** that help you assess how users are interacting with the process, the current steps of the process, and identify opportunities for improvement.

3. Identify your skill needs

1. Articulate the steps roles are required to complete and **identify the associated skills**.
2. Review the Digital Skills Matrix to identify potential training for staff

2 to 5 hours per set of activity

Process Outcomes

The immediate benefits of working through the activities

Understand your data outcomes

- Improve understanding of data collected through the process
- Improve data quality and data security of the process's data

Assess your process outcomes

- Improve staff's understanding of the articulated process
- Increase efficiency through automation or process improvements

Identify your skill needs outcomes

- Identify required skills for each role associated with the process
- Identify areas of skills growth for staff in roles associated with the process

Organizational Outcomes

The organizational benefits from using the prototype

Outcomes for organization

- Improve understanding about organizational processes & associated data to:
  - Increase confidence and capacity to make decisions related to data and data management
  - Improve efficiency and effectiveness of processes
  - Increase capacity to identify data related problems and engage in data related problem solving
- Identify areas of skills growth for staff and enable the organization to invest in relevant skills development with targeted development plans

✓ Activities Checklist

Use this checklist to help track which activities and sub-activities you've completed.

Key Input Activity	Synthesis Activity 1	Synthesis Activity 2	Synthesis Activity 3
❑ Create a User Story Map	❑ 1. Understand your data	❑ 2. Assess your process	❑ 3. Identify skills needs
Sub-activities: ❑ Prepare for your User Story Map activity ❑ Create your User Story Map	**Sub-activities:** ❑ 1.1 Build a Data Inventory ❑ 1.2 Document your data access ❑ 1.3 Assess your data quality	**Sub-activities:** ❑ 2.1 Assess how users interact with the process ❑ 2.2 Assess the steps in the process ❑ 2.3 Explore opportunities for automation	**Sub-activities:** ❑ 3.1 Articulate required skills for each role ❑ 3.2 Identify opportunities for skills growth



Using the Building Data Management Capacity Prototype – Full Toolkit ZIP folder

Each file in your Toolkit folder is numbered (e.g., 2.0-assess-your-process.pdf). The files names' numbers correspond to the activity numbers in the checklist above. The file titled "Building Data Management Capacity Prototype" is a combined pdf of the key instructions (0.0, 1.0, 2.0 and 3.0)

If you encounter issues working with the ZIP folder, you can download each activity separately on our project website.