



## Making IT Work – are you digitally literate?

Digital Literacy is the ability to use information and communication technologies (ICT) to find, evaluate, create, and communicate information, requiring both cognitive and technical skills.

In an ever increasing digital landscape it is important that your setting is keeping up with everything Digital. With the Childcare Offer, Tax Free Childcare as well as parents, Local Authorities, Welsh Government and funders increasingly communicating digitally, it is vital that your setting is not only able to respond but ensure that you keep the data that you hold safe.

Settings should identify appropriate digital technologies to support the efficient management of their service and analyse their current understanding of, and confidence in using, digital technologies available to support your business management practices.

### Some of the things you should consider when using Digital Technology:

It is important to ensure that your setting has a professional email address, with an appropriate user name that clearly depicts your business. It is important that you do not use a personal email address to conduct business correspondence and that the email account you use is safe and secure.

#### How to create an email address:

If you have not got an email address for your setting, follow the simple steps below to create one in just a few minutes. According to a 2013 study, the most used email service providers include Gmail, Yahoo! and Microsoft Outlook. Most of these popular service providers will have websites that you can easily navigate.

To begin creating an account:

- Click the Sign Up button. This will take you to a form asking for your personal details and your desired username. **It is important to choose a sensible username that will be appropriate for professional use.**
- Once you have decided your username, you must create a password. A good password is

one you that will remember, but others cannot guess.

- When you have filled in all the details, read and accept the Terms and Conditions and click sign up.
- Congratulations! Your email address has been created.

#### How to keep your digital information safe:

##### Internet security:

**Internet** frauds come from all backgrounds and all age groups and for some reason they feel the **need** to post malicious software on the **internet** to cause serious damage. So many people become victims, as they didn't have the right **internet security** in place.

With broadband **security** software you can protect your computer when browsing the web or downloading. To avoid viruses, as well as online threats - including hackers, spyware, spam and identity theft - it's **essential** that you have a **security** package installed.

##### Use strong passwords.

Ensure that you use different passwords for different sites. Ensure that the password that you use is not common or easy to guess. Utilise [www.howsecureismypassword.net](http://www.howsecureismypassword.net) **this is secure and does not store any data** that is input, this will allow you to see how secure you can make it.

Websites are increasingly asking us to use more complex (and harder to remember) passwords, often containing a mix of upper & lower case letters, numbers, and special characters (<>?£\$^&). [www.passwordgenerator.net](http://www.passwordgenerator.net) allows you the opportunity to generate random passwords and test them on the security site. A strong password will be at least 13 characters long, consisting of a random mixture of letters, numbers and special characters.

You can also check your password to see if it has been compromised on this site; [www.havebeenpwned.com](http://www.havebeenpwned.com).

It is important to have a robust IT policy and a procedure for your setting making sure that your staff are clear about their responsibilities, things that you should consider are:

- Check unexpected emails before opening attachments or clicking on links in them.
- Set a password or code for ALL mobile phones, laptops, PCs and tablets.
- Store devices securely when not in use.
- Log off your computer at the end of the day.
- Lock your computer before leaving it unattended.
- Activate the 'lock' function on work mobile devices.
- Before using USB drives, make sure they're safe.
- Make sure your computer is getting antivirus updates and patches.
- Keep regular backups of the data stored on devices.
- Follow an 'incident management procedure' for lost/stolen devices.
- If your computer isn't performing as it normally does, report it.
- Comply with security and privacy laws, copyright and licences, non-disclosure agreements and contracts and the new General Data Protection Regulation (GDPR).
- Dispose of all storage devices containing restricted or sensitive data securely.
- Report anything that seems suspicious.
- Remain vigilant and ask your manager for advice if anything's unclear!

### Social Media

Having identified what **digital services** your setting uses, you should also focus on what **social media** you use and consider its benefits, that you can utilise it for marketing your setting by:

- Getting direct access to and dialogue with customers
- Creating awareness through promotion, which is usually free
- Provide a professional image for your service

You should however consider when using social media, staff and setting's responsibilities around the following:

- Password protection
- Managing settings / preferences – making the pages secure
- Content management – who can upload? Who can post?
- Understanding legal implications of each online service (& GDPR)
- Protection of identities – for those managing the online services
- SPAM, viruses & identity theft

### Online Banking

Another benefit of Digital Literacy is Online Banking, which can allow for payments to be made electronically, reducing cash being handled by staff, this is also easier to audit.

If you require assistance, please contact Digital Communities for support [www.digitalcommunities.gov.wales](http://www.digitalcommunities.gov.wales)



'Cwlwm' brings together the five leading childcare organisations in Wales to deliver a bilingual integrated service that will ensure the best possible outcomes for children and families across Wales.

