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How do you tackle the challenges in the field of strengthening the digital competencies of civil servants?

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Belgium	Croatia	Cyprus	Czech Republic
Denmark	Estonia	European Commission	Finland
France	Germany	Greece	Hungary
Italy	Latvia	Luxemburg	Netherlands
Poland	Portugal	Slovakia	Slovenia
Spain	Sweden	Switzerland	

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BELGIUM

The Minister of Civil Service explicitly mentions the need to invest in the development of digital skills. A very useful tool in that respect is a digital skills test that maps out which civil servants still need extra support and in which area. In addition, the FPS BOSA continuously develops its training offer on digital skills. Finally, we are also exploring how we can integrate digital skills and other future skills into our current competency model. More details on the digital skills test can be found at Test digitale kennis en vaardigheden - OFO IFA (belgium.be). For an overview of all IT-related trainings, including digital skills courses, go to:
https://www.ofoifa.belgium.be/nl/offerf%5B0%5D=themes%3A171.

CROATIA

The drafting of the National Plan for the Development of Public Administration, in which we are planning measures in the area of strengthening the digital competencies of civil servants, is underway. In general, digital competencies in the public administration of the Republic of Croatia are developed depending on the IT systems that civil servants work with. Furthermore, it should be noted that there is no standard / program / exam for general digital competencies.

CYPRUS

Cyprus Academy of Public Administration, in cooperation with the newly established Deputy Ministry of Research, Innovation and Digital Policy, have gathered the training needs for the Cyprus civil service, in order to upskill civil servants' digital skills. The training needs are divided in different thematic categories (Basic & Advanced Microsoft Programs, Ms Project I & II, Digital transformation – The role of senior management staff, Cybersecurity, Social Media as a tool of communication, Digital tools for effective tele-working, E-learning tools for trainers, E-collaboration and productivity tools, Office and data management programmes). More than 90 public organizations have responded, and more than 13600 participants are expected to participate in the trainings until the end of 2023.

CZECH REPUBLIC

The Digital Czechia strategy approved in 2018 emphasizes – among many of its goals – the need to strengthen digital competences of public employees. In order to achieve this goal, training activities for public employees are organized (eLearning on cybersecurity, other trainings on electronic ID, eIDAS, Citizen Portal etc.). Digital competencies of public employees will be strengthened by other instruments as well, e.g. including digital literacy as a criterion in employees' evaluation and rising awareness of importance of digital competencies among HR specialists.

DENMARK

To utilize the full potential of digitization and new technologies it is essential that civil servants are continuously upskilled. Denmark has created the Central Government Academy for Digitization. The purpose is to provide education and training to civil servants across central government authorities. The main objective is to secure the right digital competencies and enable civil servants to identify and manage digital solutions within their areas. The academy has developed a model for digital competencies, which identifies the specific skills required to work successfully with digitization.

ESTONIA

In Estonia, development of digital competencies is one of the current priorities of central training and development activities. We organize central trainings for civil servants in many different areas of developing digital skills, for example Tools for organizing digital meetings and security factors, Digital Skills Development: Creative Tools (MS Powerpoint, Forms, Power BI, Power Automate, OneNote, Planner, Sway), Digital security in the workplace and data protection. We also pay specific attention to the concept and foundations of the information society, internet freedom, privacy and protection of personal data and data disclosure principles. We also touch upon basic requirements for cyber hygiene and main cyber hazards in the workplace.

EUROPEAN COMMISSION

The Commission's Learning & Development service provides staff with training on basic and advanced digital skills. We have also set up specific user communities as well as a "Network of Champions" - colleagues who take the lead in following up on latest changes in tools, spread information and help colleagues increase their digital skills. Finally, we have created a Digital Workplace Portal to provide access to learning resources and guidance on flexible ways of working.

FINLAND

Government agencies support the development of staff's digital competence in many ways. It is vital to ensure that work develops towards "a digital way". Government level support is also important, few examples: 1) The digital learning environment eOppiva.fi provides free-of-charge learning on the common themes; 2) The model on the skills required by digitalisation, has been updated, 3) Based on the model, coaching cards will soon be published. They help the management to discuss the effects of digitalisation, including organisation-specific development measures.

FRANCE

The French Directorate general for administration and civil service and the IT Division are working together to this end by relying on accurate knowledge of the professions and expected IT skills, on the acculturation of managers to support the increase in skills of their agents and identify their need for IT skills training, and on the interministerial training offer to guarantee an harmonized and well-defined skills training,supplemented by innovative measures such as the online platform for the certification of digital skills for agents (PIX) and open classroom.

GERMANY

The IT Planning Council is a body in which Germany's federal and state governments address issues of digital transformation which concern them all, and it initiated the research project called Qualifica Digitalis. In this project, a scientific approach was taken to identify nine competence clusters with 53 skills relevant for the public service. Additionally the project aims to provide practical recommendations and orientation for training and learning conditions in the public sector by June 2022.

GREECE

The SecGen for Human Resources of the Public Sector of the Ministry of Interior is aiming at improving the digital competencies of Greek civil servants, through a series of training seminars organized by the Ministry of Digital Governance, in collaboration with Microsoft, in the context of the National Alliance for Digital Skills and Employment. We are also updating the existing digital skills trainings offered by the National School of Public Administration and Local Government, so as to strengthen the digital capacity of ageing and/or secondary education personnel.

HUNGARY

The Hungarian Government considers it of outstanding importance that digital public administration services effectively support the administration of citizens and businesses. An expert committee was set up for the development of the common frame of reference, whose members are staff from the Ministry of Interior and lecturers from the National University of Public Service. As a result of the expert work, a public service digital competence reference framework has been developed, comprised of 7 main digital competences and 19 digital sub-competences, all defined at 6 skill levels. Completed framework will be integrated into a new competency-based selection and training system developed in the project "Strategic support for the supply of competitive public service personnel".

ITALY

The initiative "Digital Skills for Public Administration" is one of the many key actions for human capital development and more specifically for the enhancement of digital skills. After having self-assessed their level of knowledge – against a set of digital skills codified in a Syllabus – public employees can access targeted training courses to bridge any skill gap. This initiative also includes an ex-post evaluation stage, at the end of training, to measure the real improvement of public employees. The initiative "Digital skills for PA" is one the actions included in the Operational Plan of the National Digital Skills Strategy.

LATVIA

One of the strategic priorities in "Educating and Development Plan for Education and Development of Public Administration for 2021-2027" (https://likumi.lv/ta/id/325395-par-publiskaja-parvalde-nodarbinato-macisanas-un-attistibas-planu-20212027-gadam) is digital transformation and data literacy of public servants (https://likumi.lv/ta/id/324715-par-digitalas-transformacijas-pamatnostadnem-20212027-gadam). School of Public Administration offers training for civil servants to strengthen their digital competencies, and each state direct institution organizes internal training regarding digital competencies. State Chancellery implements ESF project "Senior leadership development programme in public administration" (https://www.mk.gov.lv/lv/projekts/augstaka-limena-vaditaju-attistibas-programma), offering training modules such as "ICT and public administration", organizing thematic activities, etc.

LUXEMBURG

To foster digital competencies across the Luxembourgish civil service, INAP has set up three different axes. The 2000-responder survey was based on The Digital Competence Framework for Citizens: DigComp 2.1 of the European Commission. Next, the digital training offer includes different courses. Examples of recently introduced courses are "Artificial Intelligence for Decision makers", "Room #42", "Elements of AI", ICDL, Vaste program on digital skills and Digital Leadership Programme in cooperation with the Luxembourg Tech School. Finally, the new digital training formats are introduced in the context of a blended learning offer. In terms of further developments, INAP is planning to optimize the Learner Journey by implementing an AI-based and user-centred online platform.

NETHERLANDS

The Netherlands tackles the challenges by determining what is required as of I-knowledge, I-skills and/or I-competences (basics, skills per job-group and domain-specific). We have suitable offers per job group and a wider range of learning modules and tailor-made training offered by RADIO (academy for digitization and computerization). Several ministries, including the Ministry of the Interior and Kingdom Relations, research emerging technologies that are relevant to the public sector. This includes TechNovember, a month full of lectures and workshops by civil servants who share their experiences with digital innovations. Civil servants are working together with tech companies and knowledge institutions: learning on the job. Done through public-private partnerships such as the Netherlands AI Coalition.

POLAND

In order to strengthen the digital competencies of civil servants, Poland produced and made available to all civil servants e-learning courses on the usage of IT applications such as MS Excel. We also organized central training courses on remote recruitment and online training techniques. On our e-learning platform we published courses on effective work from home as well as efficient management of dispersed teams. All these courses are very popular with the Polish civil servants.

PORTUGAL

Civil servant's digital competencies strengthening is being addressed within the "INCODE 2030 National Program" which aims to provide the new generations and the workforce with the set of skills required in a digital society. One of its strategic lines applies to PA which seeks the qualification and requalification of its HR in the digitalisation area through two projects focusing on the acquisition and development of basic (infoexclusion zero) and advanced (AP Digital 4.0) digital skills. These projects are integrated in the Digital Skills Training Programme of the Portuguese National Institute of Administration.

SLOVAKIA

Slovakia identifies the need to develop employees' digital skills as a priority in several strategic and conceptual documents. For example, Slovakia's Digital Transformation Action Plan for 2019-2022 sets out the objective of introducing more effective support for learning in the digital sphere. The concept of developing the digital skills of civil servants as a special group is currently in process. The current Civil Service Act already sets out IT training as part of the systematic training of civil servants. However, this is the responsibility of individual offices/agencies and training in this area is not centrally provided for.

SLOVENIA

The Administration Academy renewed the training program for raising the digital literacy of civil servants following the European Digital Competence Framework for Citizens in 2020. The goal of the program is to raise basic literacy with an emphasis on creative, reliable, safe, and critical use of information society technologies. The Administration Academy also conducts trainings for work and communication at a distance, meaningful use of certain tools, presentation of the use of new technologies, data management, business analytics, etc. Digital training programs for managers and IT professionals are also being prepared.

SPAIN

The Spanish Institute for Public Administration (INAP) develops the programme of life-long learning (https://www.inap.es/en/formacion-general)with trainings on digital competencies, communications, etc. adapted to the profiles and needs of the civil servants (Plan España Digital 2025 & Plan Nacional de Competencias Digitales), complementing those carried out by the Ministries for their own staff. INAP is also responsible for digital transition projects of the Recovery Plan (https://portal.mineco.gob.es/RecursosArticulo/mineco/ministerio/ficheros/plan_de_recuperacion.pdf) including support to remote working. Attraction programmes (Captación de talento (mptfp.gob.es)) to engage Technical Universities and institutes graduates in ICTs positions are being developed by the Ministry of the Treasury and the Civil Service.

SWEDEN

The Swedish central government is characterized by relatively small ministries and a high degree of delegation to agencies. The Government has handed over responsibility and authority to the agencies for, among other things, skills provision and skills development. We believe that this model enables flexibility and promotes government effectiveness and efficiency. The digitalization of government is supported by the Agency for Digital Development. It should also be noted that a relatively high proficiency in digital working tools is generally seen as a prerequisite for state employment.

SWITZERLAND

The digital transformation and the ensuing digital competencies require a cultural change at all levels. Therefore, the Federal Administration's HR Strategy 2020-2023 addresses the employees, managers and HR professionals. One of the measures taken is to develop leadership principles and values that achieve a common understanding and commitment at all levels of the federal administration. In addition, our Training Centre has intensified their offer of digital skills courses and encourages the use of e-learning in employees' basic and advanced trainings.