Skills development in GR digiGOV-innoHUB

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Συνέργειες για την προώθηση της καινοτομίας στον δημόσιο τομέα, ΕΕΤΤ, 29/11/2023

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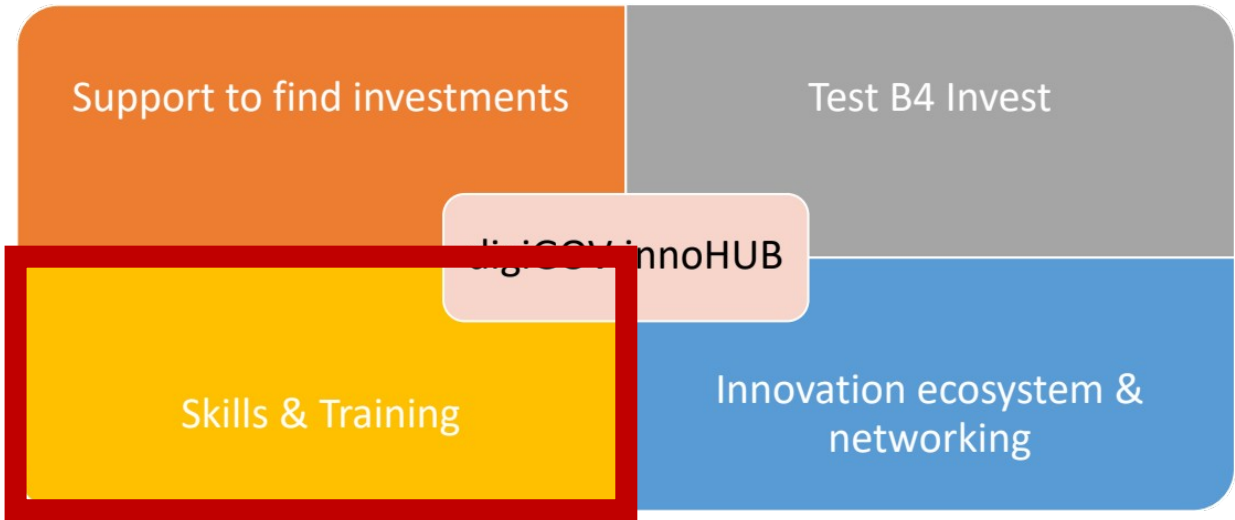
03

Major Challenges

Pin-point the issues per task that are critical to the WP

04

Action Points

List of action items and activities per task for the next period

WP Overview

Tasks Overview

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Landscape analysis and skills gap assessment and evaluation	**GR digiGOV-innoHUB** frameworks and classifications for digital skills, competences and occupations
Content, Programs and Delivery Channels	Design and development learning materials
Establishing Mini MBA on Public Administration, Digital Technologies, and Innovation	Development of a MiniMBA
Skills development initiatives	Provision of specialized skill-development seminars

Objectives

Set up a series of **training activities** oriented towards the **enhancement of digital skills and digital capacities** of the public sector/ SMEs' workforce pertaining to the use, critical appraisal and improvement of public services especially in terms of exploiting advanced Digital Technologies related to eGov (such as AI, mobile Internet, 5G, HPC, IoT, and Cloud).

Develop **synchronous** and **asynchronous training/learning instruments** capitalising on the existing European reference frameworks and classifications for digital skills, competences, and occupations (European Digital Capacities Framework DigiComp, e-Competence framework and ESCO).

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Activity

Landscape analysis and skills gap assessment and evaluation

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Overview Activity

Objectives

(a) analysis of the relevant **landscape**,

(b) exploration of the European **digital skills ecosystem** state-of-play, and

(c) provision of a **stakeholder analysis** with respect to the needs for the digital skills of the GR digiGOV-InnoHUB target group (i.e., public sector/ SMEs workforce) and

(d) performs a **continuous skill gap analysis** of the customers of the Hub at frequent intervals and evaluates existing educational material and resources

Public Sector Digital Skills State of Play Assessment

Hub's Digital Skills Strategy

Public Sector Assessment

Landscape Analysis

- Analyze trends in digital technology and market developments relevant to the public sector skills in demand, and potential future advancements.

- Identify key stakeholders of Greek public sector and assess current digital skills of workforce, including strengths and challenges

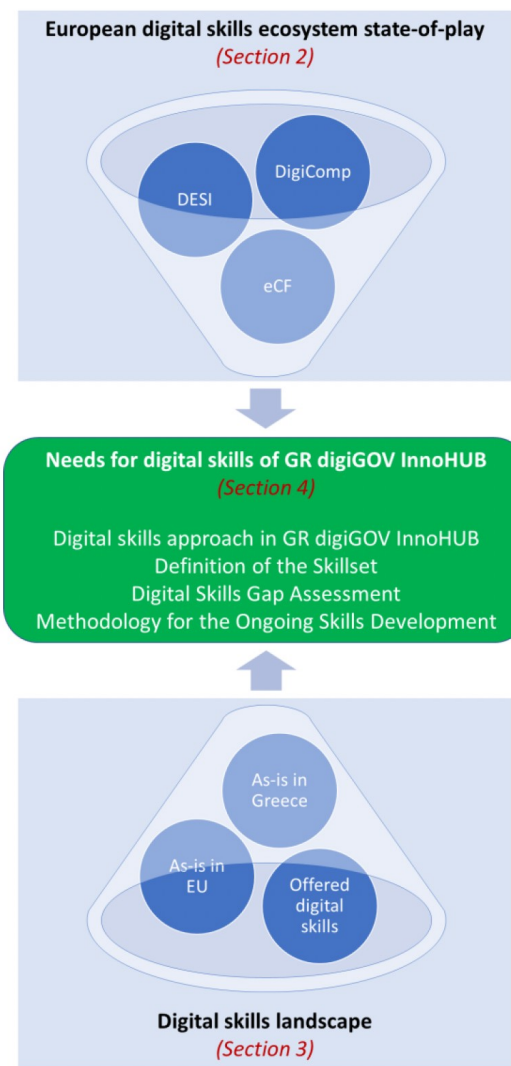- Prioritize immediate needs for digital skills development

- Develop a comprehensive digital skills strategy for the continuous assessment and development of digital skills.

Main Outcomes

State-of-Play

(a) a preliminary analysis of the relevant landscape and of the European digital skills ecosystem state-of-play related to the needs for the digital skills of the GR digiGOV-InnoHUB target group (i.e., public sector/ SMEs workforce).

(b) three main objectives: **(1) Exploration of the European digital skills ecosystem state-of-play)**; **(2) Analysis of the digital skills landscape, which presents the as-is situation in Europe and particularly in Greece**; and **(3) Identification of the needs for the Digital Skills of GR digiGOV InnoHUB**.

European digital skills ecosystem state-of-play
(Section 2)

DigiComp

DESI

eCF

Needs for digital skills of GR digiGOV InnoHUB
(Section 4)

Digital skills approach in GR digiGOV InnoHUB
Definition of the Skillset
Digital Skills Gap Assessment
Methodology for the Ongoing Skills Development

As-is in Greece

As-is in EU

Offered digital skills

Digital skills landscape
(Section 3)

4 steps Process

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01 **Definition of SkillSets**

02 **Match Skills with Learning Objectives**

03 **Skills Assessment and Gap Analysis**

04 **Targeted Training & Curricula**

Main Outcomes

HUB Educational Profiles

1. Overview of the **educational profiles** that are relevant to digital transformation in the public sector and SMEs.

2. It includes a **mapping between educational profiles and occupational roles**, as well as a description of the specific competencies and skills associated with each profile.

3. This information can be used by the hub to **develop targeted education and training programs** that meet the needs of its stakeholders and support the digital transformation of the public sector and SMEs.

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Digital Strategy & Investments	Digital Readiness	Human-Centric Digitalization	Data Management & Security	Interoperability	Green Digitalization
Organization's Preparedness for Digitalization	Digital Technologies & Solutions	Staff Training & Upskilling	Data Storage, Integration, Access and Analytics	Compliance with Interoperabilty Principles	Environmental Sustainability in Operational Areas
Digital Investments per Operational Area	Advanced Digital Technologies	Staff Engagement and Empowerment	Data Security		Environmental Aspects of Digital Choices

Activity

Content, Programs and Delivery Channels

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Overview of Activity

Objectives

(a) design, develop and customize designated **learning material** in diverse educational domains for PSOs/ SMEs' workforce in digital innovation related thematic axes;

(b) utilize the **National Digital Academy** as an LMS and the main delivery infrastructure for the above- mentioned learning activities, and

(c) design **programmes** optimally adapted to the profiles of Hub clients effectively supporting them during their digital transformation journey and enabling them to eventually accomplish digital maturity.

Overview of Activity

Outcomes

(a) MOOCs framework: the process of the selection, adjustment, and deployment of Massive Open Online Courses (MOOCs).

(b) The transformation of a traditional course into a MOOCs is taken into consideration, while the process of metadata and courses selection is thoroughly examined, **(i) course selection methodology** and **(ii) metadata employed**.

(c) Presentation on the development of a **central platform (Aggregator)** that will act as a hub to enable audience to access the deployed MOOCs are also addressed.

Learning Platform

Outcomes

(a) Created a registry for submitting proposed courses from each partner, including a mapping with educational profiles from D4.2.

(b) Prepared the platform https://courses.digigov.innohub.gr/el and the relevant form for "application for course registration" https://courses.digigov.innohub.gr/en/courses/create.

(c) Initiated uploading tests of 1-2 courses.

Learning Platform
Courses 2023

- Estimated list of course for 2023 includes:

1. Programming with R - A Gentle Introduction (EKDDA)

2. Linux Administration - Part A (EKDDA)

3. Linux Administration - Part B (EKDDA)

4. Digital Government 3.0 (UAEGEAN)

5. European Interoperability Framework (EIF) & Core Public Service Vocabulary (CPSV) (IHU)

6. Μαθαίνοντας τις πτυχές του Ηλεκτρονικού Εμπορίου (AUEB)

7. Γενικός Κανονισμός Προστασίας Δεδομένων Οι υποχρεώσεις της Δημόσιας Διοίκησης (EKDDA)

8. Εισαγωγή και Μετασχηματισμός Δεδομένων με το Power Query στο Excel (EKDDA)

9. Την αναλυτική Ανοιχτών Κυβερνητικών Δεδομένων από το data.gov.gr με χρήση python (ΠΑΜΑΚ)

10. Προηγμένες τεχνολογίες (EKDDA)

11. Διαχείριση Έργων και Χαρτοφυλακίων (EKDDA)

12. Προστασία Προσωπικών Δεδομένων (UAEGEAN)

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Activity

Establishing Mini MBA on Public Administration, Digital Technologies, and Innovation

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Overview of Activity

Objectives

(a) The miniMBA is an inter-university program supported by all the academic and educational partners of the digiGOV InnoHUB project aiming to provide specialized studies in the key areas of Management Science, Organizational Change, and IS and focuses on the following subject areas:

  (a) Change Management (actors, top management decisions, team leaders & members, motivation, etc.)

  (b) Innovation Management

  (c) Digital & Business Transformation

  (d) Compliance Frameworks (GDPR, etc.)

  (e) Risk Management (auditing, risk resilience, attitudes, etc.)

  (f) Decision Making (quantitative and/or qualitative methods)

  (g) Business Performance & Business Continuity, KPIs, KRIs

  (h) Educational and Training Project Management issues

  (i) Data management, analysis and utilization / assessment of raw data significance / transform raw data to intel and intel to business knowledge

  (j) Technology trends/pros and cons, IT & platforms, professional networks

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01 Program Scope

02 Objectives and Goals

03 Delivery Method and Duration

04 Learning Outcomes

01

The Purpose of the *mini-MBA program*

Purpose of mini-MBA on Digital Government & Innovation is to **prepare learners** from Private and Public Enterprises, Organizations and Public Services in Greece and International Space to **combine knowledge in management science, information technologies and organizational studies** to efficiently manage organizations and businesses under the pressure of complex business challenges related to digital transformation and frontier technologies.

02

Objectives and Goals

Core Pillars set a framework of specialization in the sectors of

a) Quantitative Methods and Business Analytics,

b) Digital Technologies Management and e-Business,

c) Organizational Studies, Business Strategy, and Innovation.

02

Objectives and Goals 2(2)

Providing **Knowledge and Skills** that the workforce needs to:

- develop essential and advanced digital skills

- develop innovative thinking in a digital era

- manage digital business processes

- endorse leadership and/or project team effective participation

- acquire the knowledge and skills needed to support digital transformation initiatives

- increase the ability to communicate and access information

03

Delivery Method and Duration

Delivery Method: Online synchronous instructor-led study complemented by face-to-face sessions

Duration: 150 hours in (max) 6 months (2 cycles, max 50 participants per cycle)

04 **Learning Outcomes**

Basic Digital and Managerial Skills

Advanced/meta-skills (embedded cognitive and practical knowledge) in:

- Digital Thinking

- Digital Innovation

- Design Thinking and User/Customer-Centred Design

- Agile Project Development and Agile Thinking

- Digital Collaboration and Digital Tools

- Cross-Functional Team-Working

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Activity

Skills development initiatives

Overview of Activity

Objectives

(a) Coordinate a series of practical skill development initiatives

- Specialized skills seminars,
- Experiential and hands-on seminars,
- Webinars
- and the organization of an Annual bootcamp

(b) Examples

- "Managing the Public Sector Digital Transformation"
- PM2 (PM methodologies) – Agile focus
- Design thinking workshops
- Training action on innovation contracts (PCP-PPI)

Overview of Activity

Examples

Ψηφιακός Μετασχηματισμός & Τεχνητή Νοημοσύνη

Οι δράσεις **απευθύνονται σε στελέχη του ιδιωτικού και του δημοσίου τομέα** που επιθυμούν να ενημερωθούν και να εκπαιδευτούν σε τεχνολογίες αιχμής και πώς αυτές μπορούν να χρησιμοποιηθούν για να προάγουν τον ψηφιακό μετασχηματισμό στις υπηρεσίες τους. Απώτερος στόχος είναι η **ενημέρωση** σχετικά με τις τελευταίες εξελίξεις στο πεδίο της ανάλυσης δεδομένων και ανοικτών δεδομένων και η **πρακτική εφαρμογή** εργαλείων σε σενάρια χρήσης με πραγματικά δεδομένα.

KPIs

Expected Actions and Outcomes	Description	1st Year	2nd Year	3rd Year	Totals
Projects & Beneficiaries					
Successful Projects (Target)	**Final pilot projects**	**>4**	**>8**	**>12**	**>24**
Candidates	Proposals submitted to Challenges	32	60	80	172
Beneficiaries	SMEs and PSOs	16	30	40	86
Phase A Pre Accel	(funneling)	15	23	30	68
Phase B Accel	Projects elaborated	8	15	20	43
Activities					
Events (i.e. Networking Activities, etc.)	number of events	2	3	4	9
Training Activities (i.e. webinars, workshops, etc.)	number of training events	8	12	16	36
Educational Material (MOOC's, etc.)	number of educational units	10	25	50	85
Trainees	trainees	200	350	450	1000
Investor Pitching Sessons	networking sessions	2	2	2	6
Regional motivating events	number of events	6	6	6	18
Collaborations with other HUBs	established collaborations	4	8	12	24
Intangible Assets					
Digital maturity assessment	organisations assessed	32	60	80	172
Access to Knowledge (Sandbox, Mentoring, Coaching, Repositories)	per project	23	38	50	111
Access to Infrastructure	per project	8	15	20	43

Thanks

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