Interoperability skills and competencies: the drivers for digital growth in Public Administrations

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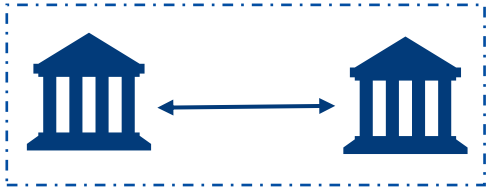
Agenda

1. Research Background
2. Interoperability Academy in a nutshell
3. EFISC
4. Problem definition
5. Research Methodology
6. Conclusion & Next Steps
7. Q&A

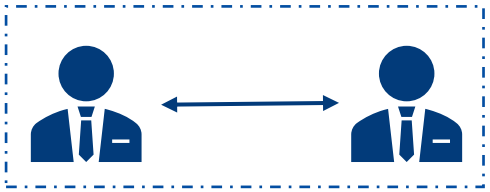
Research Background

Digitalising all aspects of public sector is imperative to meet public's expectations for open & transparent governments but also to become more efficient and resilient.

Organisational level
(i.e. public organisations)



Individual level
(i.e. public servants)



Delivery of specialised training in advanced digital skills

Civil servants possess skills & competencies to operate digital gov services.

Source: https://ec.europa.eu/isa2/news/european-commission-has-announced-investment-%E2%82%AC92-billion-align-next-long-term-eubudget-2021_en

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Interoperability Academy in a nutshell

Objectives of IOP Academy

Increase the adoption of ISA² and CEF solutions.

+

Support European Digital Government Eco-System (EDGES) in Digital Europe Programme (DEP).

+

Improve level of advanced digital skills in the public sector.

Interoperability Academy represents an organised **set of learning resources and courses** about Interoperability solutions based on a tailor-made curriculum

DIGIT

Run by Directorate-General for Informatics

Benefits

eLearning courses, available 24/7 complemented by face-to-face sessions.

+

Participating in community around advanced digital skills and knowledge exchange.

+

Award certificate of completion to enhance career opportunities.

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EFISC

European Framework for Interoperability Skills and Competencies

Attitudes

1. Flexible
2. Enthusiastic
3. Responsible
4. Persistent
5. Efficient
6. Innovative
7. Service-oriented
8. Results-oriented
9. Evidence-based
10. Cultural openness

Soft Skills

1. Analytical thinking
2. Critical thinking
3. Communication/collaboration
4. Decision-making competences
5. Negotiation
6. Teamworking
7. Creativity
8. Adaptability
9. Leadership
10. Networking
11. Self-development
12. Teamwork-oriented
13. Communicative
14. Future-oriented
15. Proactivity
16. Empathy
17. Holistic viewpoint

Hard Skills

1. Digital Information skills
2. Research skills
3. Reviewing skills
4. IT skills
5. Financial skills
6. Management skills

Knowledge elements

1. Information & communication technologies
2. Expertise in administrative workflows
3. Organisational knowledge
4. European interoperability Framework knowledge
5. National interoperability knowledge
6. Knowledge of regulations related to their field, including General Data Protection Regulation

Values

1. Demonstrate the added value of interoperability
2. Contribute to public values
3. Understanding the value of common standards
4. Consciousness on the relevance or interoperability

Casiano, C., et al. (2021). Study on the development of a European framework for Study on the development of an interoperability skills and European framework for competences in the public sector interoperability skills and (EIFISC).

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Problem definition

Are public organisations able to integrate the skills and competencies for interoperability?

Currently, it has not been assessed how the EFISC could be reused by public organisations and whether these organisation have the required dynamic capabilities to integrate trainings for skills & competencies.

We need to assess organisational capabilities to:

Problem definition

Research objective

To propose a methodology for investigating the application & effectiveness of the EFISC framework in public sector via a case study

Where can we start assessing?

European Local Governments
(e.g. Greek municipalities, one from each region)

Who can provide us the information we need?

Public Administration Managers
(e.g. policy managers, human resource managers, procurement managers)

Public servants and their organisations: reinforcing the processes involved in organisational learning and human resource development.

Interoperability Academy: gathering new inputs for the design and update of innovative learning resources

European Commission-DIGIT: gaining insight on how to monitor the development of organisational interoperability in terms of skills and competencies.

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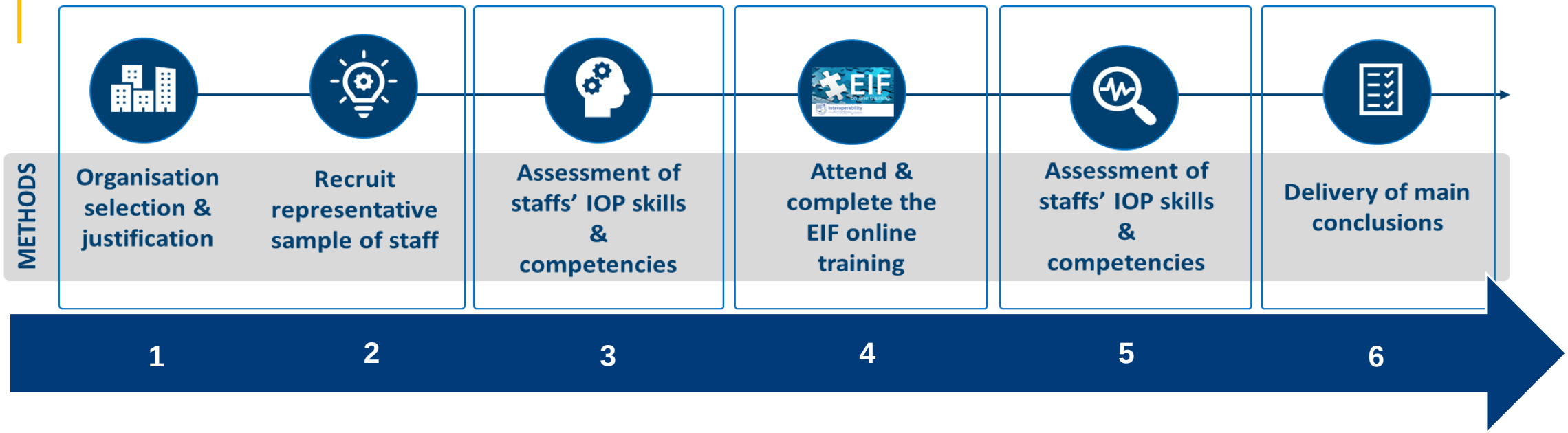
Research Methodology



Methodological Steps

Research Methodology

The assessment will be conducted with the goal to understand:

Which skills and competencies civil servants possess

Is there a knowledge gap?

What type of training is required to acquire further IOP skills and competencies?

How could advanced digital skills & competencies training be incorporated in public administrations?

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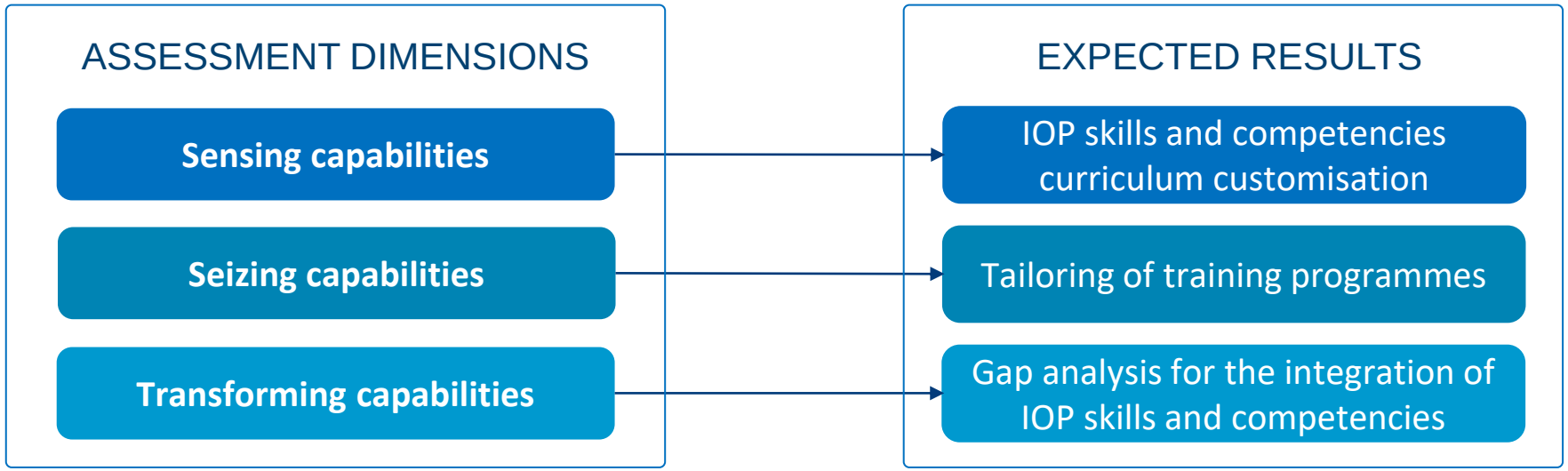
Conclusion & Next Steps

This research will provide valuable insight for the potential update and customisation of the EFISC and the Interoperability Academy curriculum.



Added-value provided by this research

- Realisation of an organisational capabilities' assessment process, which could be **replicable in the future and for different kinds of public organisations**.
- **A contextualised approach for the assessment of organisational capabilities** for interoperability-oriented human resource development.

Conclusion & Next Steps

The added value of the practical application of the EFISC in public administrations through the case study is multidimensional.

- Act as source of inspiration for the design of innovative learning resources.
- Provide insights on how to monitor the development of IOP in terms of skills & competencies.
- Empower civil servants to create a seamless user's journey.

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Q&A

Thank you for your participation!

Any questions or comments?

Thank you

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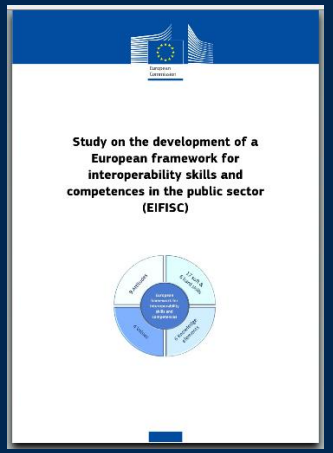
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