Digital Government Competency Framework

ICTA ideas actioned Information and Communication Technology Agency

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Structure of the Framework

COMPETENCY ANALYSIS

ICT Competencies

Digital Government Competencies

Managerial Competencies

JOB GRADE PROFILING

Top & 2nd Tier Management

Chief Digital Information Officer (CDIO)

Middle & Junior Management

Operational Staff

NEED ASSESMENT

Conduct need assessment to evaluate current competency levels

ACTION

Capacity Building Interventions

Focus Areas

ICT

Required knowledge and skills to enable more efficient, cost-effective, and participatory government, facilitate more convenient government services, allow greater public access to information, and make government more accountable to citizens.

Digital Government

Required knowledge and capabilities to drive an ICT enabled transformation of the public sector. And making it possible to carry out the public sector's tasks more efficiently and effectively.

Management

Are the skills, habits, motives, knowledge and attitudes necessary to successfully manage people or the knowledge and skills that contribute to workplace productivity.

Stakeholder Layers

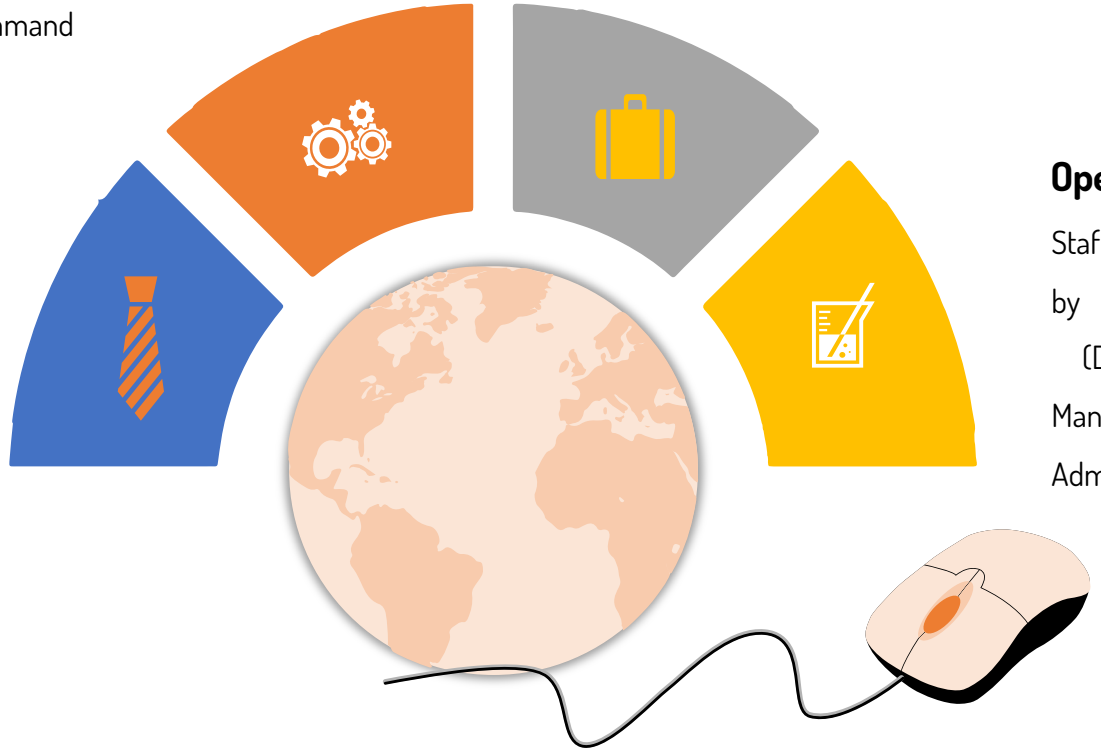
Top & 2nd Tier Management

A group of people who directs and controls an organization at the highest level. Who holds authority, resources and decision-making power regarding changes at the company.

Eg: Senior - Executive Level (Secretary, Additional Secretary, Director General, etc.) – Top and 2nd in command

Chief Digital Information Officers

A person who is responsible for facilitating providing strategic direction and promote digital transformation initiatives.



Middle & Junior Management

Subordinate to the tope and 2nd tier management and responsible for team leading. Middle management is indirectly (through line management) responsible for junior staff performance and productivity

Eg: Directors, Assistant Directors, etc.

Operational Staff

Staff executing the strategy which is developed by the organizational leaders. Secondary - (Development Officer, Technical Officer, Management Service Officer, Staff Officers, Administrative Officer, ICT Officer, etc.)

Digital Government Competency Framework
Competency Proficiency - ICT

Email Address

upekhau@icta.lk

Competency Area	Proficiency	Recommendations
Digital Citizenship	38%	Digital media and technologies, Impact of technology use, Cyber risks, Cyber-threats, Digital Empathy, Digital footprint, Digital media, Privacy Management
Information Management	0%	Information security Data protection and privacy, Tools and techniques available to retrieve data
ICT in workplace	44%	Tools techniques and trends that enables digital transformation on public services, Emerging ICT technologies, Line of Business and tools and techniques in digitalization, , Digital tools and technologies usage

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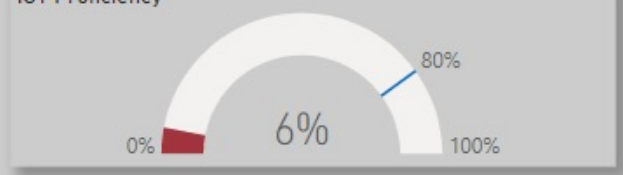
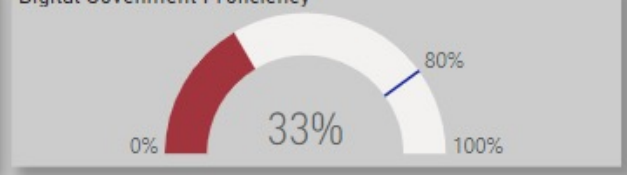
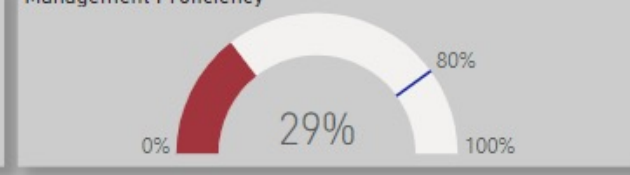
Digital Government Competency Framework
Digital Capacity Self Assessment

Email Address

test1@gmail.com







ICT Recommendations

Recognize benefits of ICT for digital government transformation of public services,
Knowledge on Emerging ICT technologies need to be improved,
Identification of digitalization needs,
Recognize the benefits of Digital Government transformation,
,
Be a avid practitioner of digital tools and technologies in the workplace,
Recognize concepts of Information security,
data protection and privacy,
Timely retrieval of information for effective service delivery,
Digital Citizen Identity,
Balanced Use of Technology,
Behavioural Cyber-Risk Management,
Personal Cyber Security Management,
Digital Empathy,
Digital Footprint Management,
Media and Information Literacy,
Privacy Management

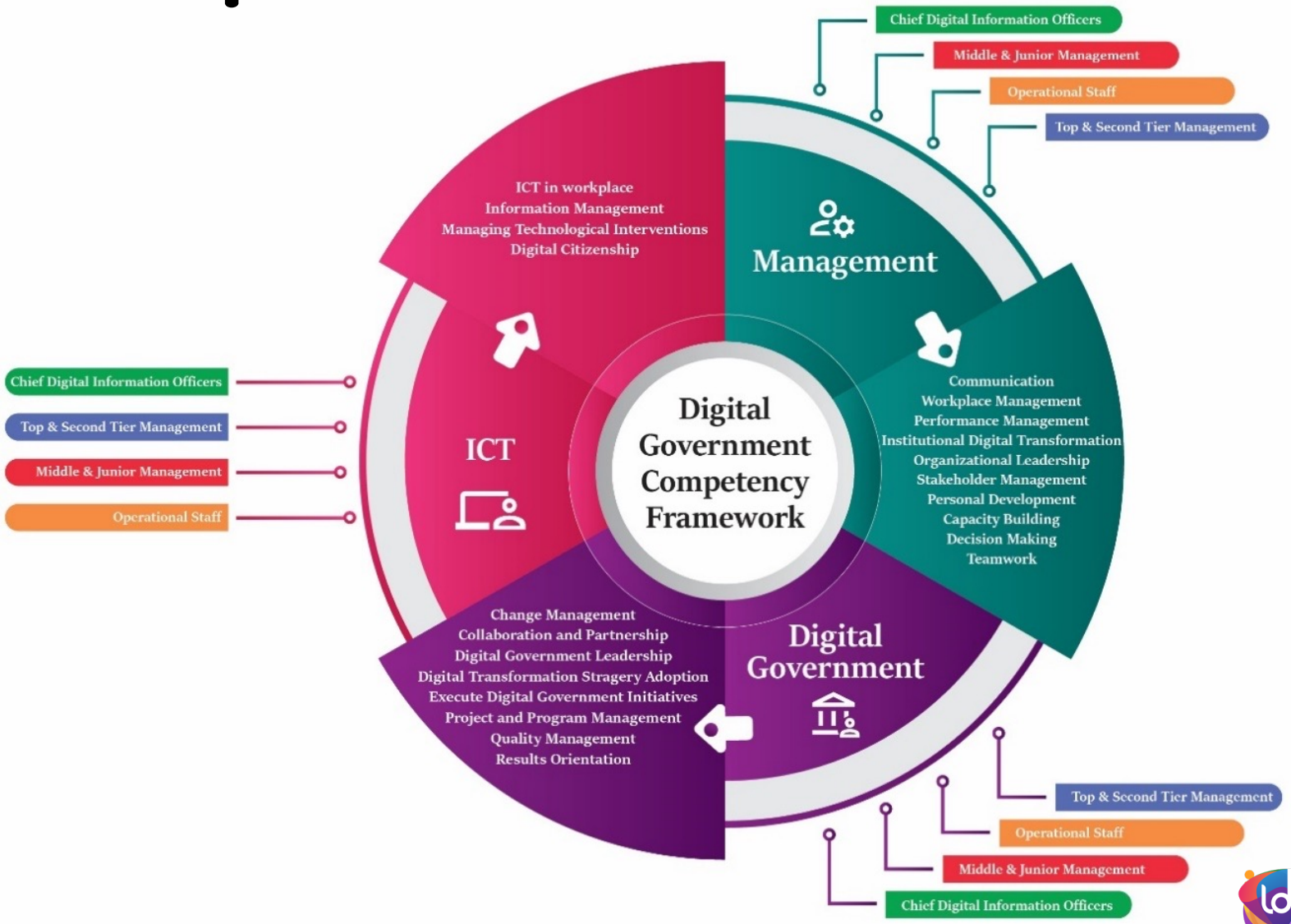
Digital Government Recommendations

Change Management,
Performance Management,
Communication,
Digital communication,
Communication
Personal development,
Leadership
Communication,
Promote benefits to the citizens of a digital service,
Team dynamics Collaboration,
Decision making,
Decision making
Personal development,
Business intelligence
Data analytics,
Risk Management,
Human resources
Talent management,
Digital transformation,
Conflict management,
Promote benefits to the citizens of a digital service amongst employees,
Empower employees Communication Learning and development Decision making,
Citizenship orientation
Customer service,

Management Recommendations

Project Management
Program Management,
Project Management
Program Management,
Digitalization
LoB,
Change Management,
Digital services,
Collaboration,
Diversity
Inclusiveness
Bridge the digital divide,
Data sharing,
Evaluate outcomes,
Continuous innovation
Stakeholder satisfaction,
Performance Management,
Business Environmental Analysis,
Stakeholder expectations and satisfaction
Quality management,
Quality management
Digital means available
Service delivery,
Service delivery
Quality management,

Snapshot of the Framework



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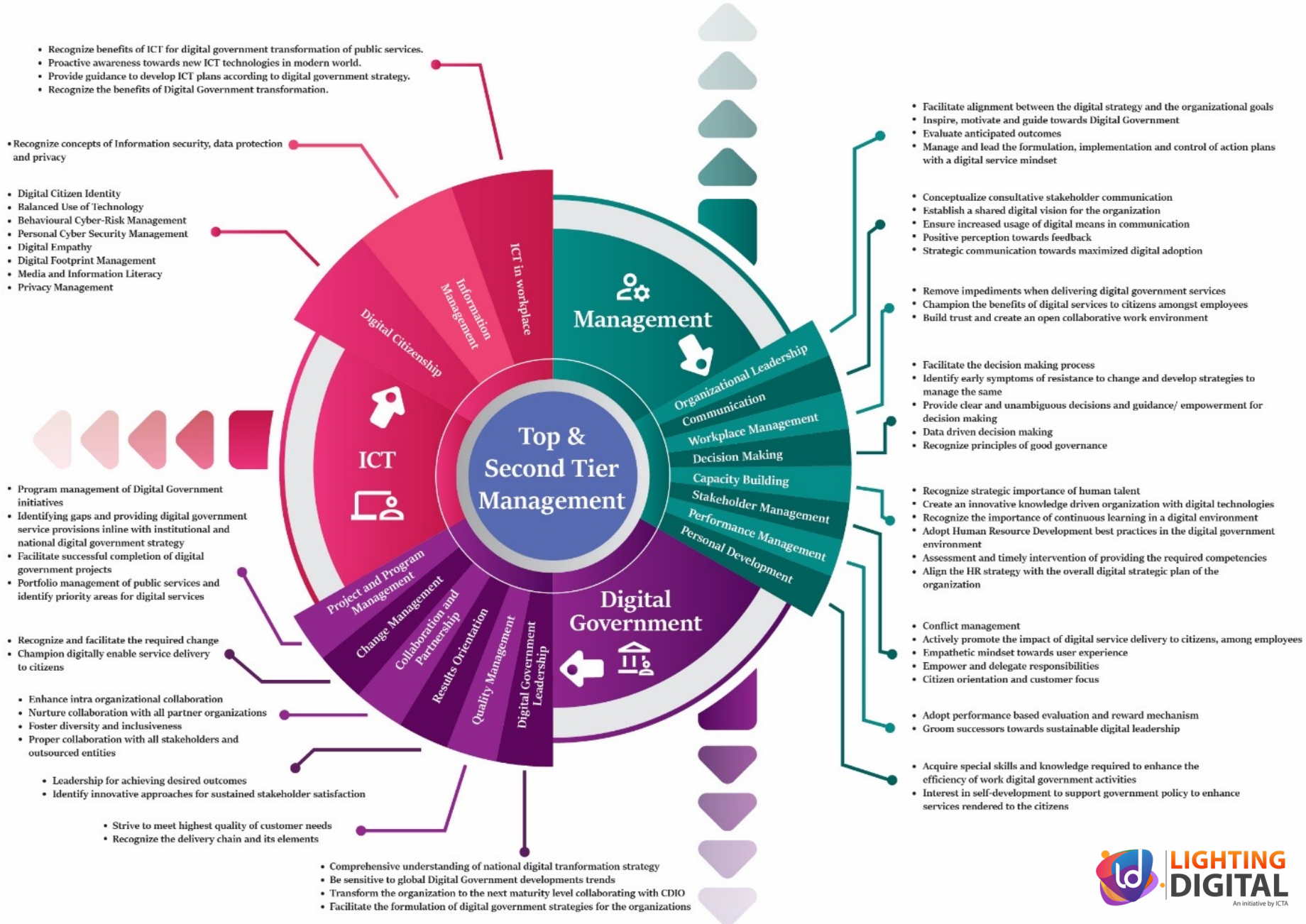

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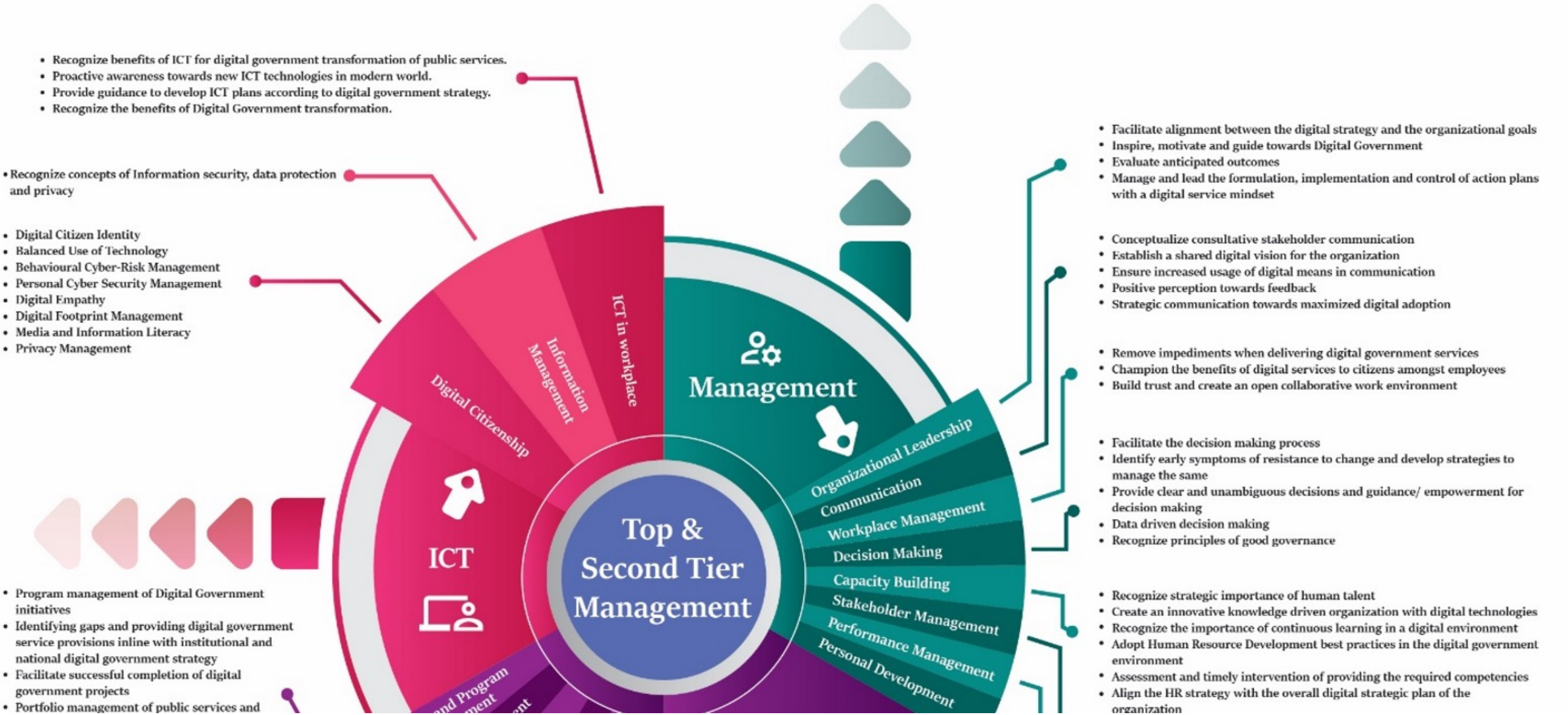
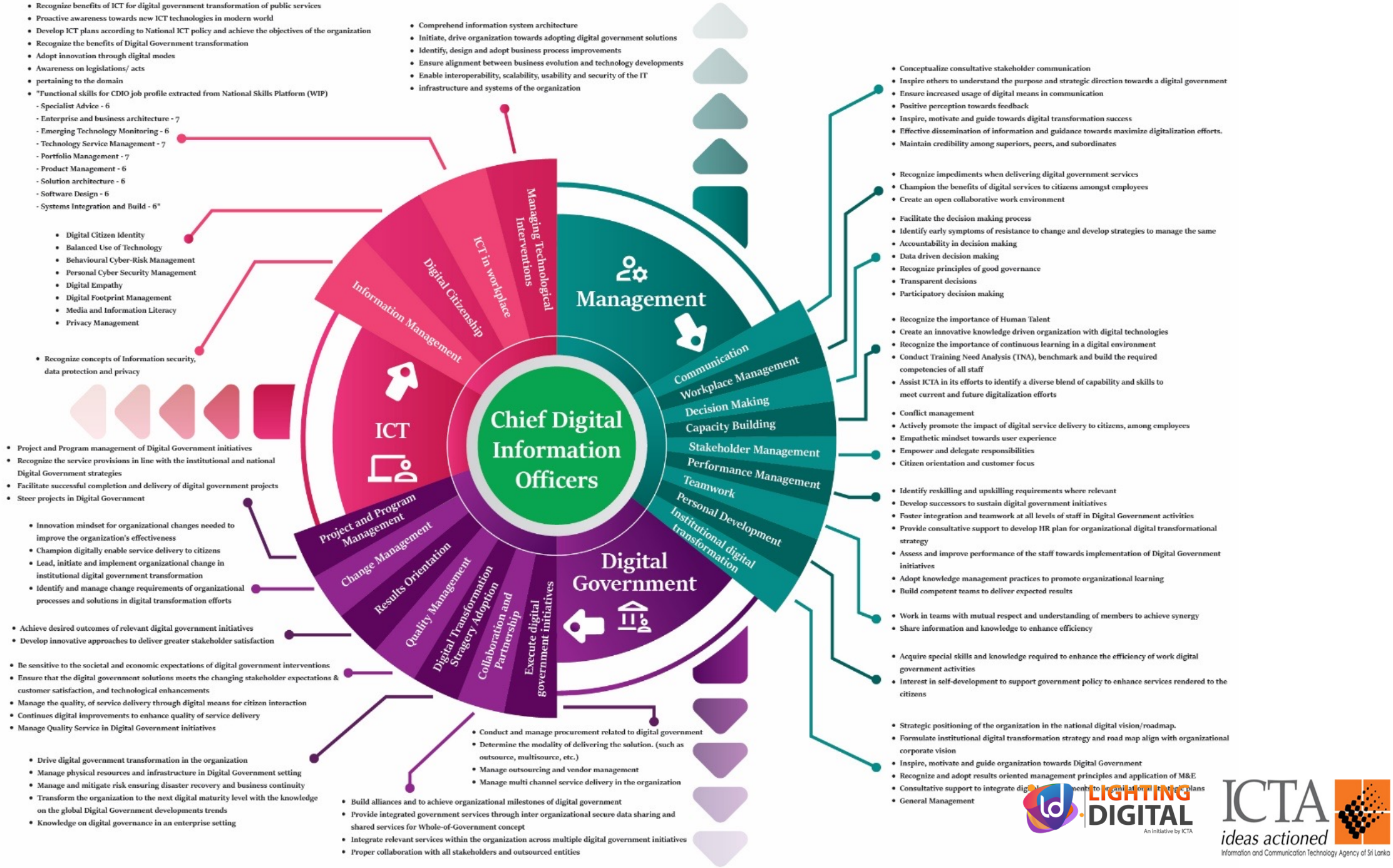

Recognize benefits of ICT for digital government transformation of public services.
Proactive awareness towards new ICT technologies in modern world.
Provide guidance to develop ICT plans according to digital government strategy.
Recognize the benefits of Digital Government transformation.
Recognize concepts of Information security, data protection and privacy
Digital Citizen Identity
Balanced Use of Technology
Behavioural Cyber-Risk Management
Personal Cyber Security Management
Digital Empathy
Digital Footprint Management
Media and Information Literacy
Privacy Management
ICT in workplace
Information Management
Digital Citizenship
ICT
Program management of Digital Government initiatives
Identifying gaps and providing digital government service provisions inline with institutional and national digital government strategy
Facilitate successful completion of digital government projects
Portfolio management of public services and
Top & Second Tier Management
Management
Organizational Leadership
Communication
Workplace Management
Decision Making
Capacity Building
Stakeholder Management
Performance Management
Personal Development
Facilitate alignment between the digital strategy and the organizational goals
Inspire, motivate and guide towards Digital Government
Evaluate anticipated outcomes
Manage and lead the formulation, implementation and control of action plans with a digital service mindset
Conceptualize consultative stakeholder communication
Establish a shared digital vision for the organization
Ensure increased usage of digital means in communication
Positive perception towards feedback
Strategic communication towards maximized digital adoption
Remove impediments when delivering digital government services
Champion the benefits of digital services to citizens amongst employees
Build trust and create an open collaborative work environment
Facilitate the decision making process
Identify early symptoms of resistance to change and develop strategies to manage the same
Provide clear and unambiguous decisions and guidance/ empowerment for decision making
Data driven decision making
Recognize principles of good governance
Recognize strategic importance of human talent
Create an innovative knowledge driven organization with digital technologies
Recognize the importance of continuous learning in a digital environment
Adopt Human Resource Development best practices in the digital government environment
Assessment and timely intervention of providing the required competencies
Align the HR strategy with the overall digital strategic plan of the organization

10. Annexure 03

10.1 Details of the Competencies of Top Level & Second Tier Management

10.1.1 ICT Competencies

ICT Competencies						
Competency Area	Description	Competency	Description	Knowledge	Skills	Attitudes
ICT in workplace	Productively perform tasks in the workplace by using ICT skills and knowledge in a digital government setting	Recognize the benefits of ICT for digital government transformation of public services	Identify the importance of ICT to deliver public services digitally	Thorough understanding of tools techniques and trends that enable digital transformation in public services	Expertise in using digital tools for digital transformation in public services	Positive mindset towards using ICT for digital transformation
		Proactive awareness towards new ICT technologies in the modern world	Awareness of global modern ICT technologies including the digital skills and technology that a workforce requires to keep pace with digital evolution including administrative, physical, and logical controls	Thorough understanding of emerging ICT technologies.	Ability to research and engage in continuous learning of new trends in ICT technologies.	Proactive attitude to learn about the emerging ICT technologies
		Guide to developing ICT plans according to digital government strategy	Guide to developing policies and procedures that have been passed through the parliament	Thorough understanding of principles of developing ICT plans and well-versed in the	Skill to provide unambiguous guidance to CDIO to develop ICT plans.	Cooperative with all stakeholders to devise ICT plans for the organization



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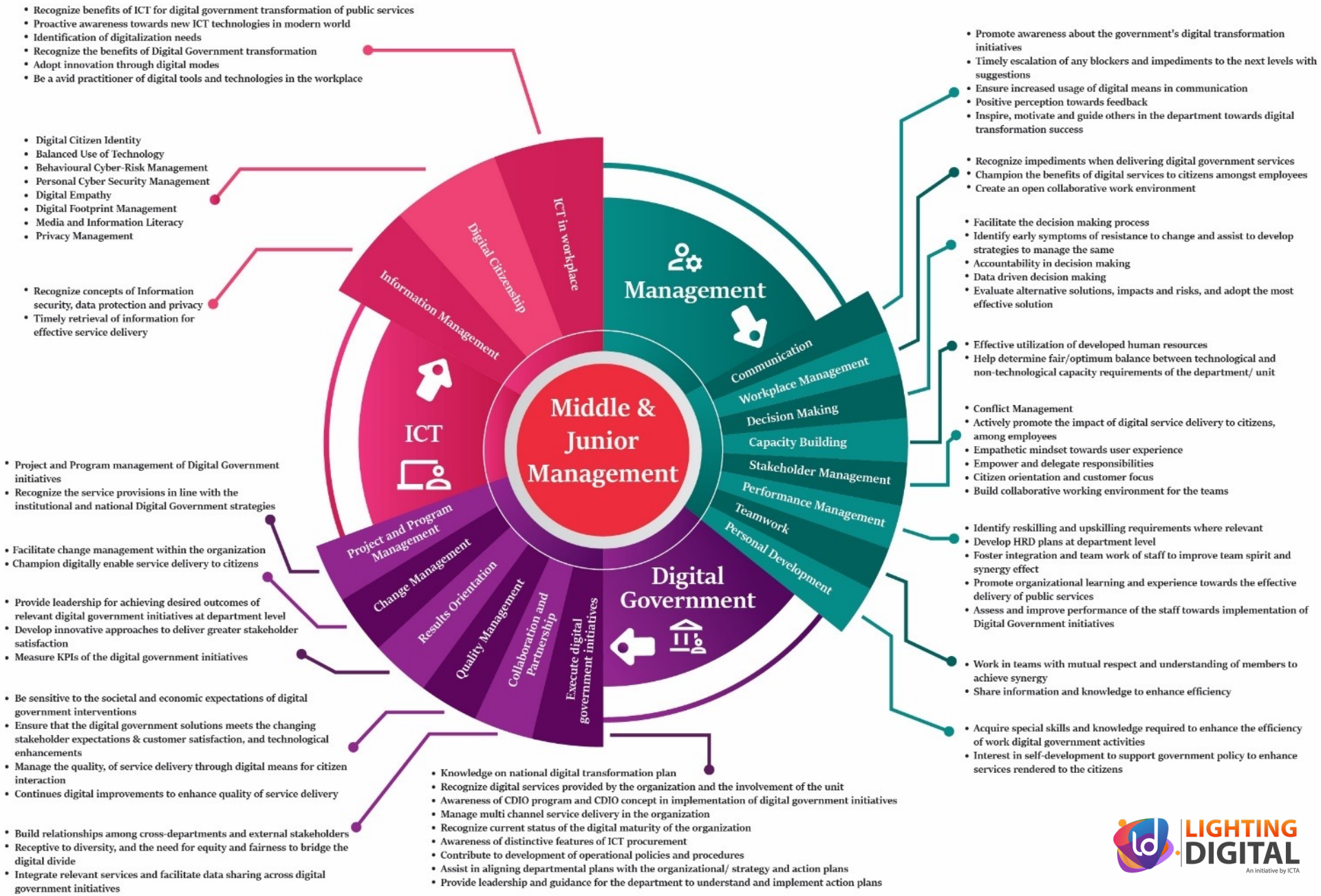

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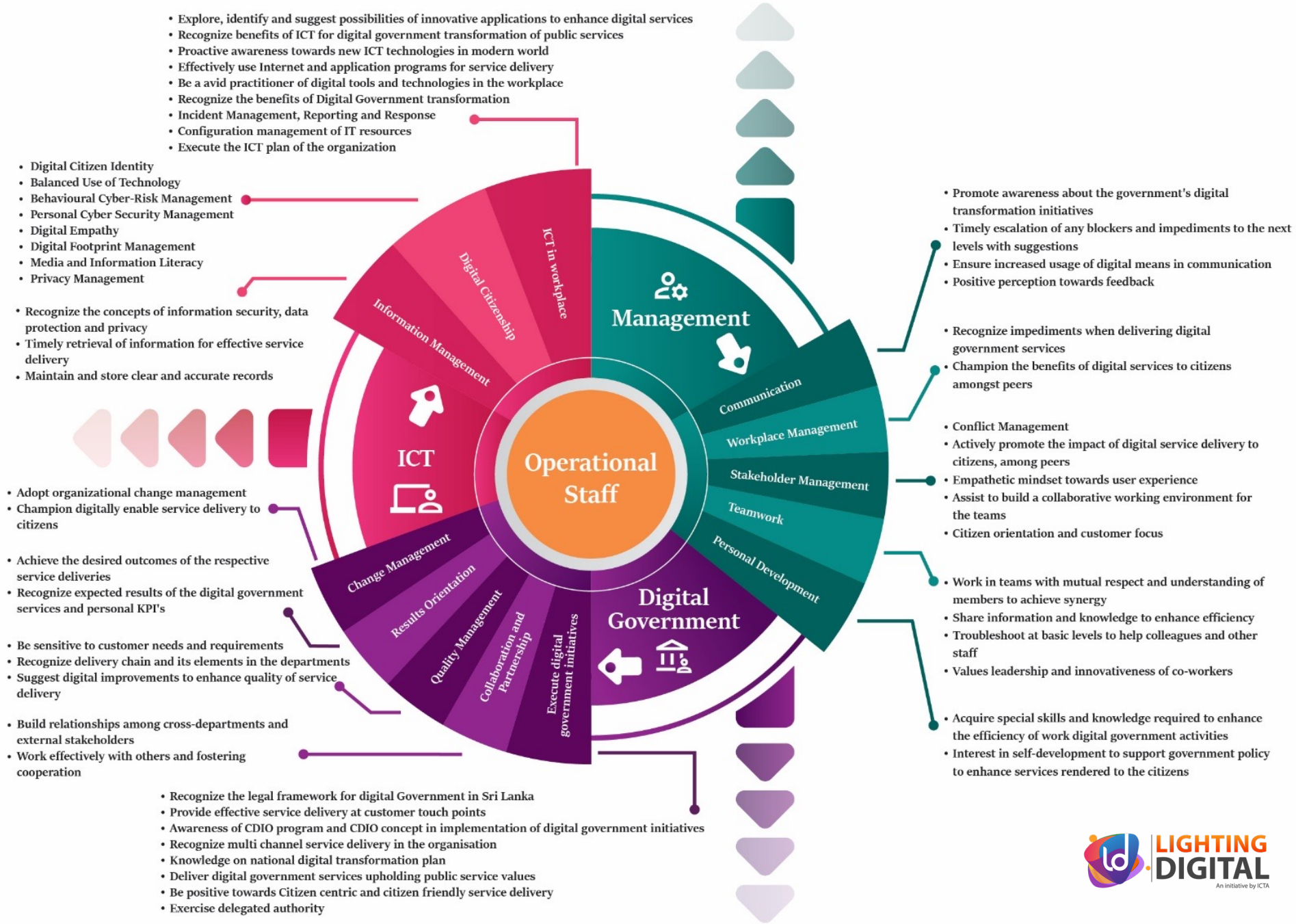

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Thank You