

eSkills Workshops

Output

January 2022

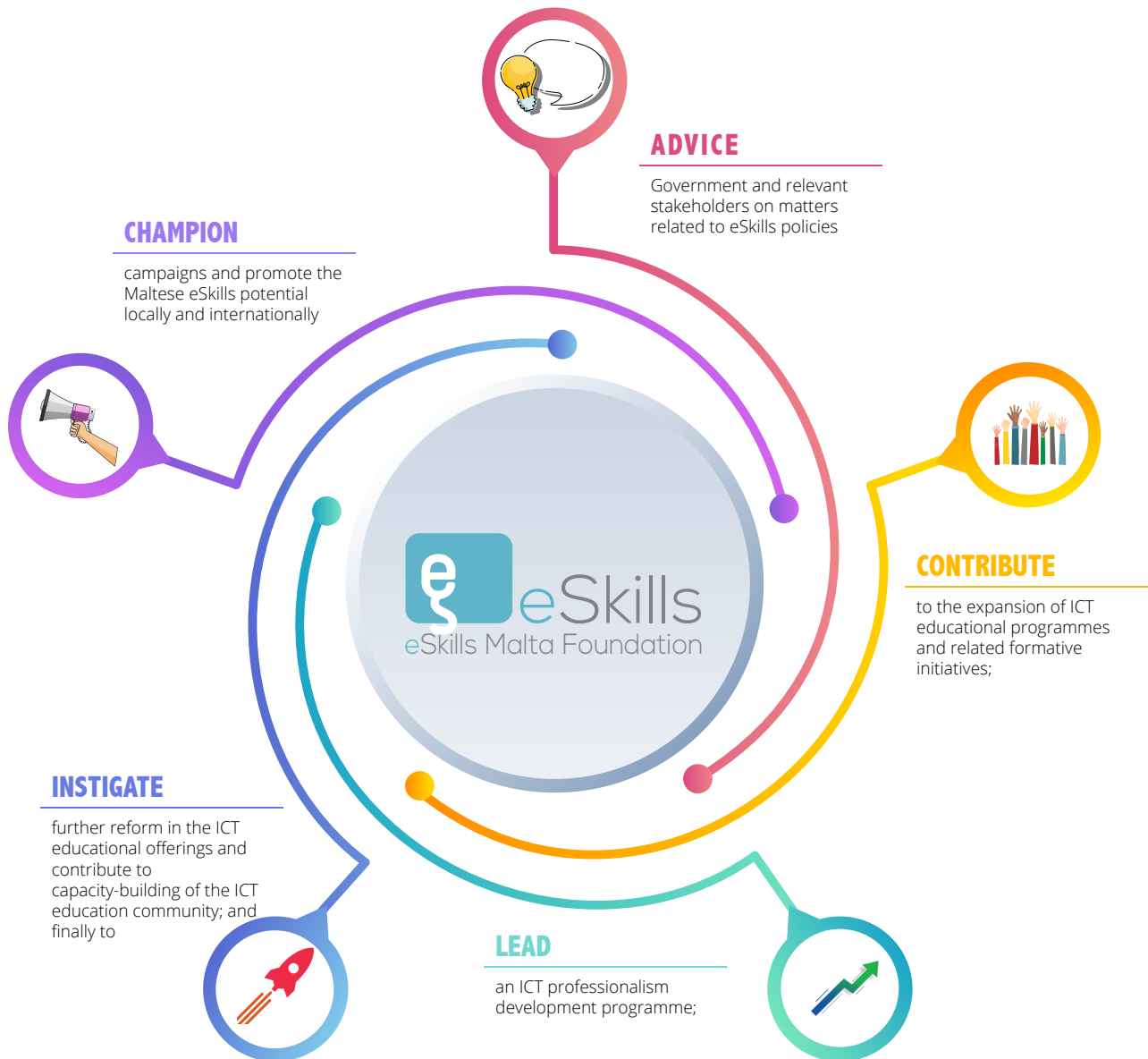
Data Classification Policy: Restricted use (DC 2)

1

Introduction

Mandates


eSkills Malta Foundation was launched in 2014 as a National Coalition between Government, Industry & Education.



Goals



 **01** Coherent National Strategy

 **02** to serve as a policy point of reference

 **03** short-and long term solutions for the current eSkills problems

 **04** Popularising and professionalising ICT Careers

 **05** Energising the Education Ecosystem from primary to FHE

 **06** Internationalising Networking

International eSkills Manifesto



INTERNATIONAL ESKILLS MANIFESTO

ACKNOWLEDGE ICT DEMAND

IDENTIFY SKILLS GAP AND QUICK ACTION

EDUCATION ECO-SYSTEM FOR EMERGING TECHNOLOGY

QUALITY OF ELEADERSHIP

SELF-LEARNING COURSES FOR ALL

SHARE BEST PRACTICE

IMPORTANCE OF SECURITY

INNOVATIVE APPROACH TO BRIDGE THE DIGITAL DIVIDE

EMPOWER BUSINESS TO TAKE ADVANTAGE OF TECH ADVANCE

FUND AND SUPPORT DIGITAL TRANSFORMATION

BUSINESS ENCOURAGEMENT ON BIG DATA

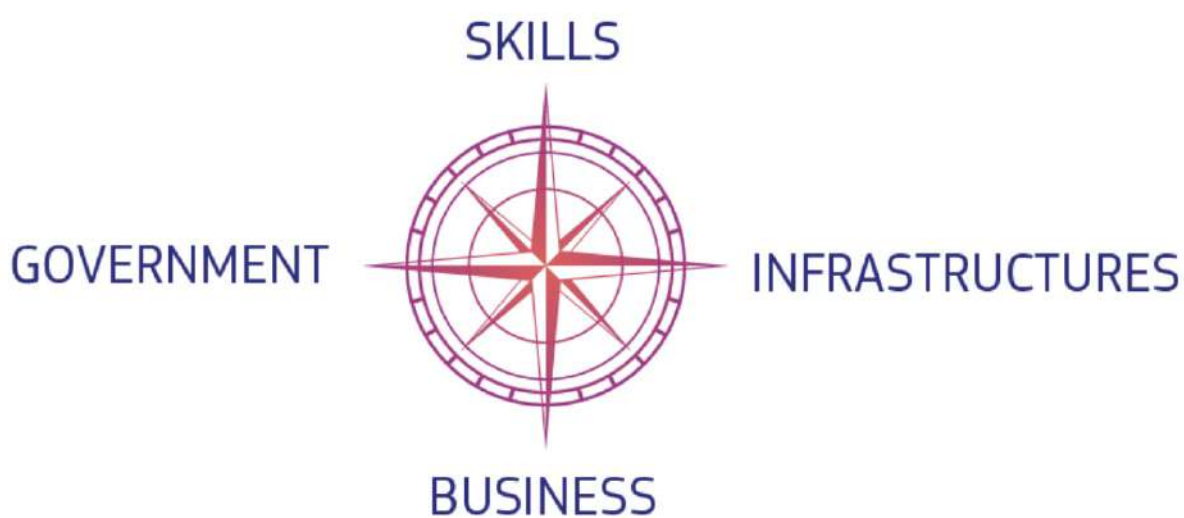
HARMONISE REGULATION ACROSS EU

National eSkills Strategy 2019- 2021 Review

Workshop Objective

- The review and the effect of the National eSkills Strategy
- Malta ranked 5th in the 2020 DESI Index
- A Survey was carried out to assess the effect of the past strategy
- Serves as a preparation of the National eSkills Strategy 2022-2024
- The challenges ahead and in the next strategy
- The next strategy will be influenced by the European Digital Decade 2030
- The next strategy will be influenced by the Digital Education and Action Plan (DEAP) 2021-2027

The Digital Compass for the Digital Decade 2030



Skills

ICT Specialists: 20 million + Gender convergence

Basic Digital Skills: min 80% of population



Secure and sustainable digital infrastructures

Connectivity: Gigabit for everyone, 5G everywhere

Cutting edge Semiconductors: double EU share in global production

Data - Edge & Cloud: 10,000 climate-neutral highly secure edge nodes

Computing: first computer with quantum acceleration



Digital transformation of businesses

Tech up-take: 75% of EU companies using Cloud/AI/Big Data

Innovators: grow scale-ups & finance to double EU Unicorns

Late adopters: more than 90% of SMEs reach at least a basic level of digital intensity



Digitalisation of public services

Key Public Services: 100% online

e-Health: 100% of citizens having access to medical records

Digital Identity: 80% of citizens using digital ID

The Digital Education and Action Plan 2021-2027

Action Plan sets out two **priority areas**:

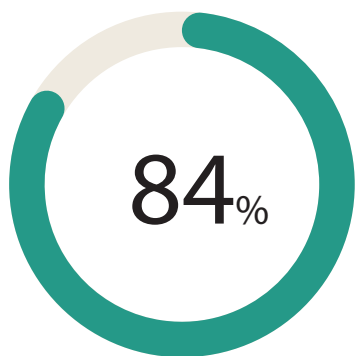
Fostering the development of a high-performing digital education ecosystem

- infrastructure, connectivity and digital equipment
- effective digital capacity planning and development, including up-to-date organisational capabilities
- digitally competent and confident teachers and education and training staff
- high-quality learning content, user-friendly tools and secure platforms which respect privacy ethics

Enhancing digital skills and competences for the digital transformation

- basic digital skills and competences from an early age
- digital literacy, including tackling disinformation
- computing education
- good knowledge and understanding of data-intensive technologies, such as artificial intelligence (AI)
- advanced digital skills, which produce more digital specialists
- ensuring that girls and young women are equally represented in digital studies and careers

EU digital skills landscape



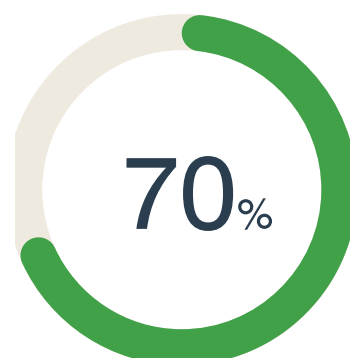
Of the people use internet regularly



Of enterprises that recruited or tried to recruit ICT specialists reported difficulties in finding such candidates



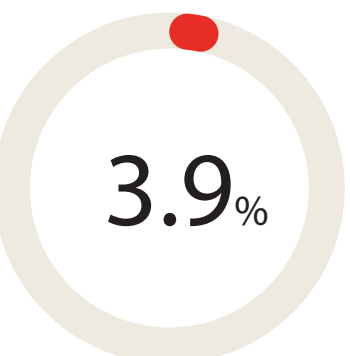
Of enterprises provide ICT training to their personnel



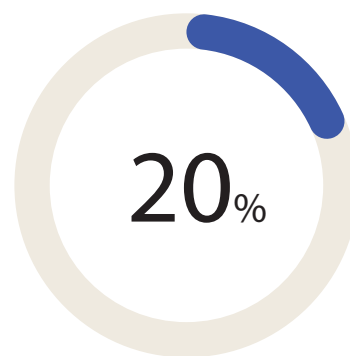
Of enterprises report a lack of staff with



Of the SMEs employ ICT specialists



Of the graduates are ICT graduates



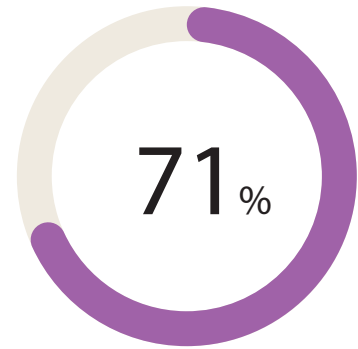
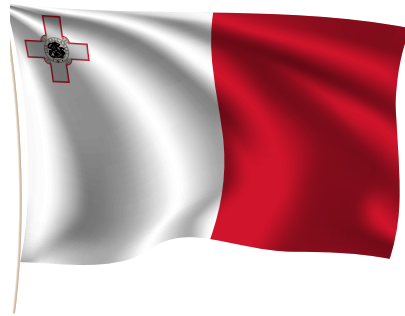
Of enterprises made online sales

Source: European Commission (2021) 'Digital Economy and Society Index (DESI)'. Retrieved from https://digital_strategy.ec.europa.eu/en/policies/desi

Malta's Digital Landscape



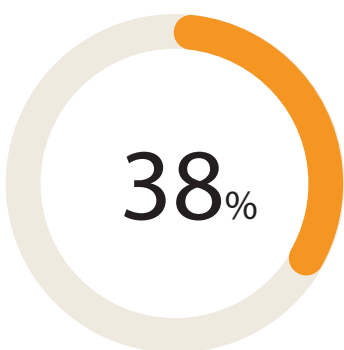
Of residents have at least basic digital skills



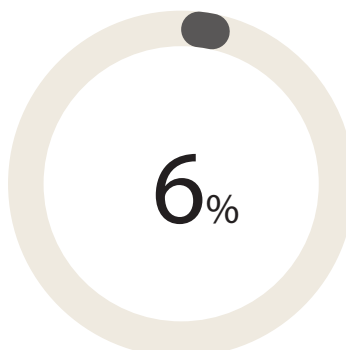
Of the enterprises have at least a basic level of digital intensity

6th out of 27

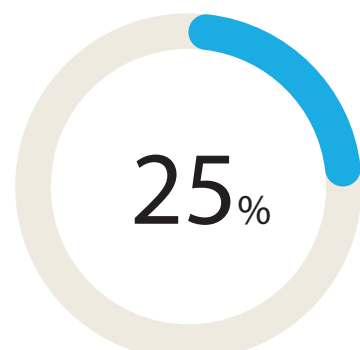
Malta ranks 6th of 27 EU member states on the DESI21



Of residents have above basic digital skills



Of the graduates are ICT graduates



Of enterprises made online sales

*The digital intensity score of an enterprise is based on counting how many out of 12 selected technologies are used.

Source: European Commission (2021) Digital Economy and Society Index (DESI) Malta. Retrieved from

<https://digital-strategy.ec.europa.eu/en/policies/countries-digitisation-performance>

The digital decade (2030)

In March 2021, the European Commission adopted 'the 2030 Digital Compass: the European Way for the Digital Decade Communication'. It sets out the EU's digital ambition and proposes a set of specific targets.



In 2030, the number of ICT specialists in the EU should at least reach **20 million**, compared to **8.4 million** in 2020.

The increase of ICT specialists should be combined with a convergence of **women and men**.

80% of the EU citizens should have at least basic digital skills by 2030.



Companies using cloud/AI/Big data

In 2030, at least **75%** of the companies based in the EU should have adopted cloud computing technology, Big data technology and AI technology.

More than **90%** of SMEs should have at least a basic level of digital intensity by 2030.

Meaning that SMEs should at least adopt 4 out of 12 selected technologies

In the European union, **60%** of the enterprises have at least a basic level of digital intensity



Key public services online

In 2030, **100%** of the key public services should be provided online.

100% of the EU citizens should have online access to their medical records.

80% of the EU citizens should be using an online government ID by 2030.

Basic digital intensity

12 selected technologies

	Large	SMEs
Have a website	94%	76%
The maximum contracted download speed of the fastest fixed line internet connection is at least 30 Mb/s	92%	76%
Website has at least one of : description of goods or services, price lists; possibility for visitors to customise or design online goods or services; tracking or status of orders placed; personalised content in the website for regular/ recurrent visitors	78%	62%
Enterprises where more than 50% of the persons employed used computers with access to the internet for business purposes	56%	46%
Provide more than 20% of the employed persons with a portable device that allows internet connection via mobile telephone networks, for business purposes	47%	39%
eInvoices sent, suitable for automated processing	53%	32%
Buy medium-high CC services	48%	25%
Employ ICT specialists	76%	18%
Enterprises with e-commerce sales of at least 1% turnover	39%	17%
Analyse big data internally from any data source or externally	34%	14%
Use industrial or service robots	28%	6%
Use 3D printing	17%	5%

Source: Eurostat, European Union survey on ICT usage and e-commerce in enterprises.

eSkills Malta Foundation

Educators Workshop
19th January 2022



2

Citizen survey results & discussion

Sli-Do Question

What industry do you work in?



Skills development - eskills

Education IT

ICT

Government

Telecom

Higher Education

Sli-Do Question

What organisation do you work for?



eSkills Malta Foundation

MITA

ESINED Group

Techmt

MCAST

GO Plc

Headstart Technology

University of Malta

Saint Martin's Institute

Sli-Do Question

As educators what is the biggest challenge you believe Malta faces to reach their digital goals?



As educators what is the biggest challenge you believe Malta faces to reach their digital goals?

- Resistance to change
- Educational institutions have fragmented initiatives, which limits the collaborative progression
- Educational institutions do not have clear objectives and plans regarding digital transformation
 - New policies are added on top of policies that proved not to be efficient
 - A clear plan with specific objectives should be established by educational institutions
 - collaboratively, regarding digital transformation
- Progress towards digital transformation is measured based on financial investments, which do not measure actual progress

Citizen Survey introduction



The eSkills Malta Foundation strategy 2019 2021 is coming to an end, and is currently being reviewed. In order to do so, a survey was sent out to the public and gathered information on the following:

- Digital devices the public has access to
- Ability of the public to use various digital tools
- Ability of the public to protect themselves against cyber scams
- Willingness of the public to learn new digital skills

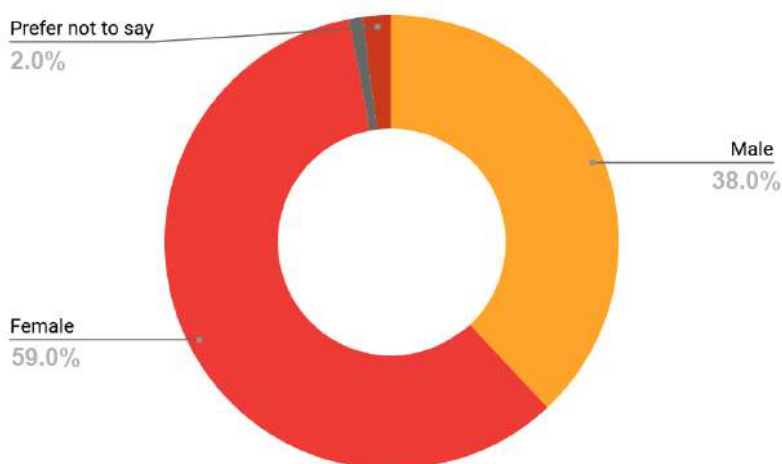
In total, 322 responses were gathered. The results will be shared during today's workshop and should provide solid ground for discussions on how to move forward during the coming years.

Descriptors

Gender and Age

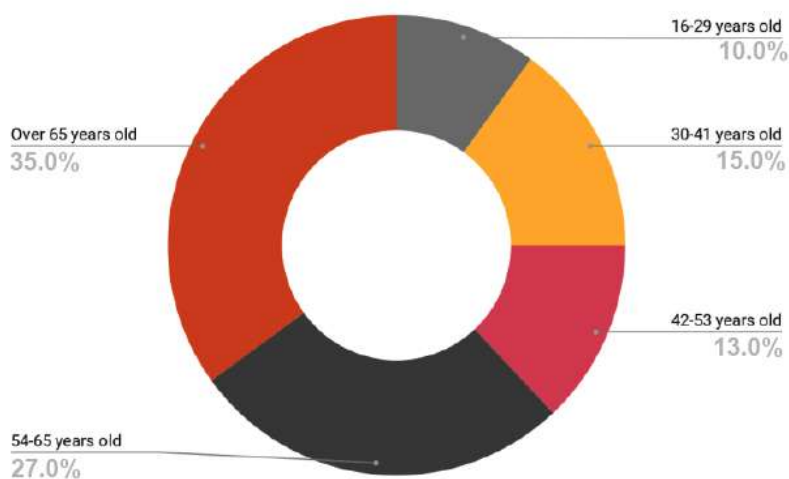
Gender

The majority, **59%**, of the respondents are female, **38%** of the respondents are male, **2%** preferred not to say and **1%** identify themselves as Other.



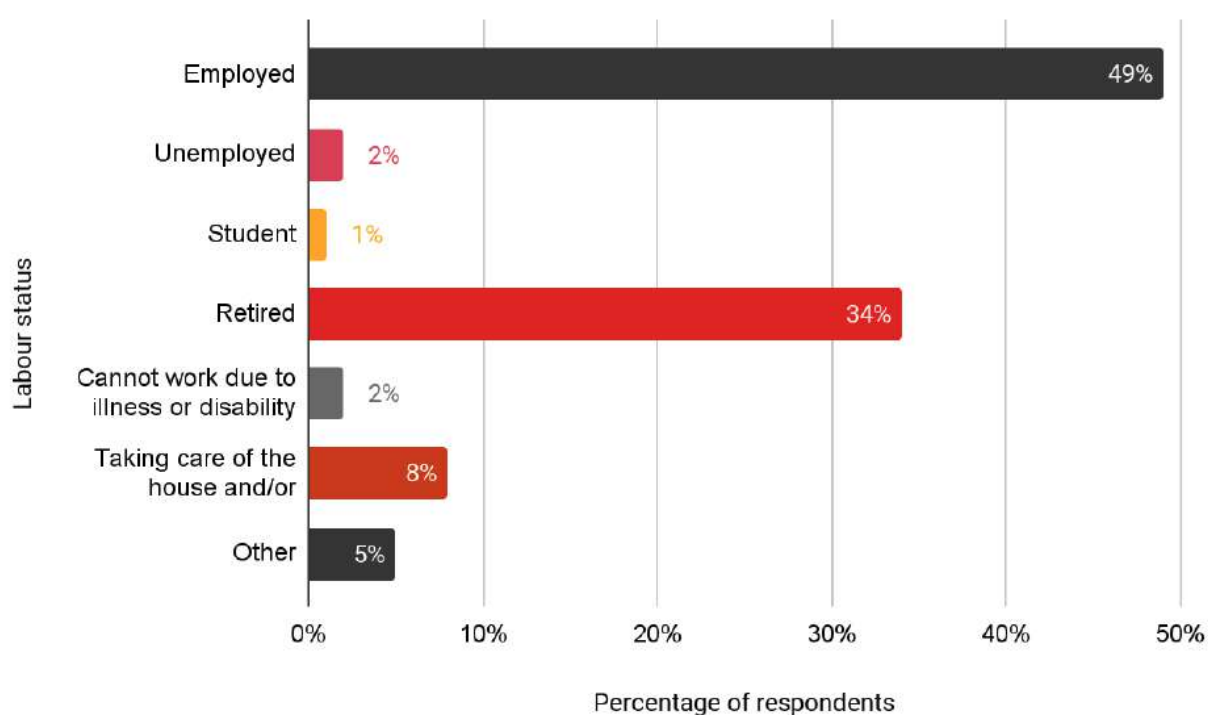
Age

The majority, **62%**, of the respondents are 54 years of age or older, **10%** of the respondents are between 16 and 29 years old, **15%** are between 30 and 40 years old and **13%** are between 42-53 years old.



Descriptors

Labour status



Survey Sections





Use of

Digital tools

Targets regarding digital skills

By 2030, **80%** of EU citizens should have basic digital skills.

Basic digital skills are skills that enable individuals to take part in the digital society and consume digital goods and services.

In 2019, this was **56%** in the EU and in Malta.

In 2015, this was **55%** in the EU and **57%** in Malta.

The EU had an average growth rate of **0.9%**, which has to increase by **3X**.

In Malta, the current **negative** trend should be turned into a **positive** one.

Sources:

European Commission (2021) 'Digital Economy and Society Index (DESI). Retrieved from

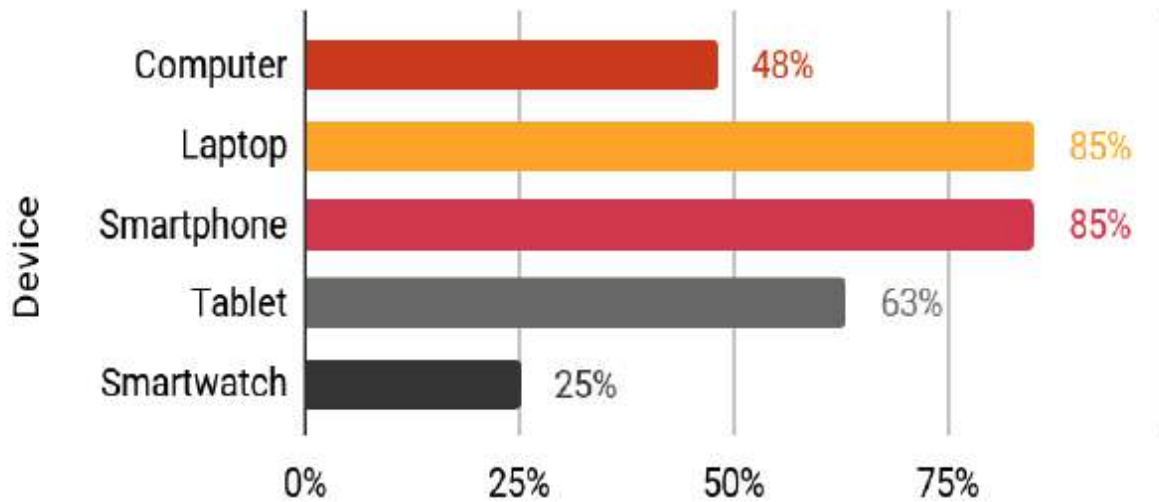
<https://digital-strategy.ec.europa.eu/en/policies/desi>

European Commission (2021) Digital Economy and Society Index (DESI) Malta. Retrieved from

<https://digital-strategy.ec.europa.eu/en/policies/countries-digitisation-performance>

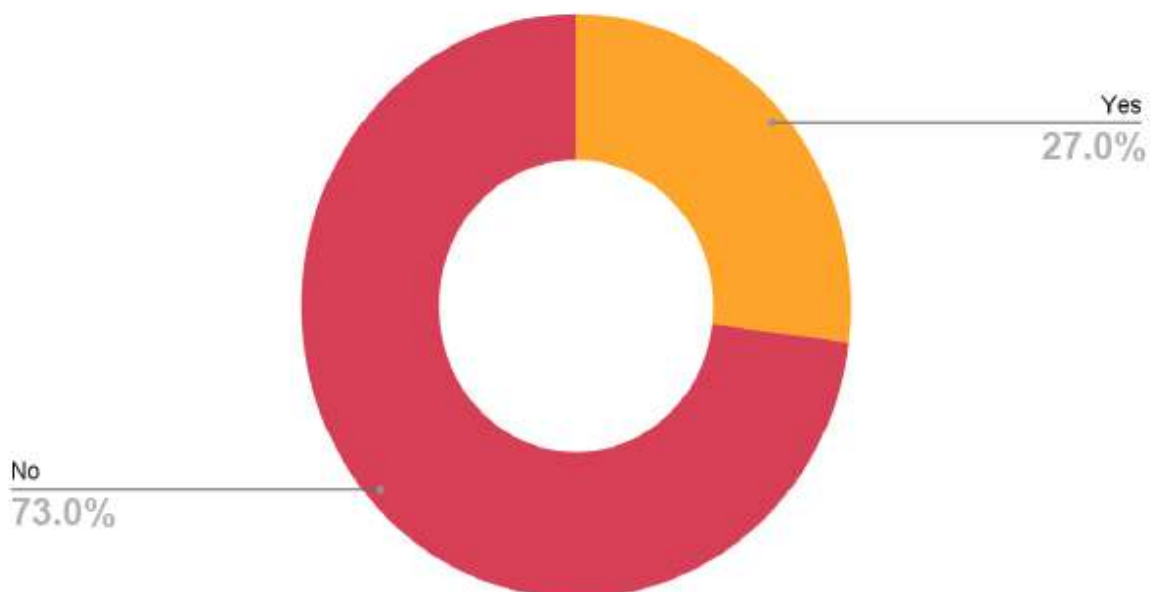
Technological equipment

Devices owned by respondents

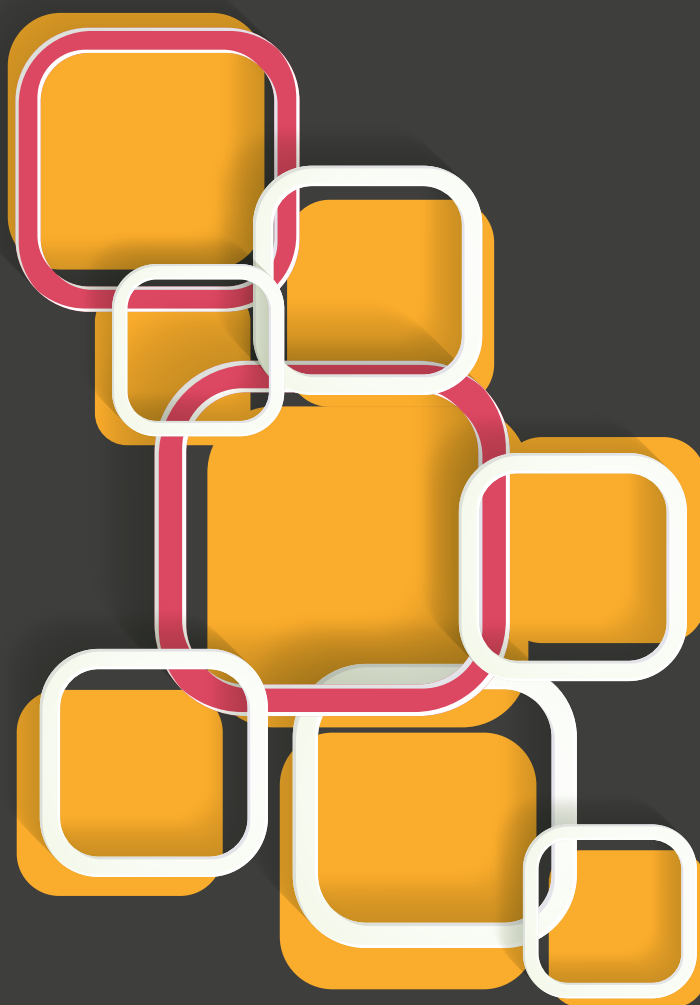


Percentage of respondents owning the device

Acquisition of any new equipment during the Covid-19 pandemic

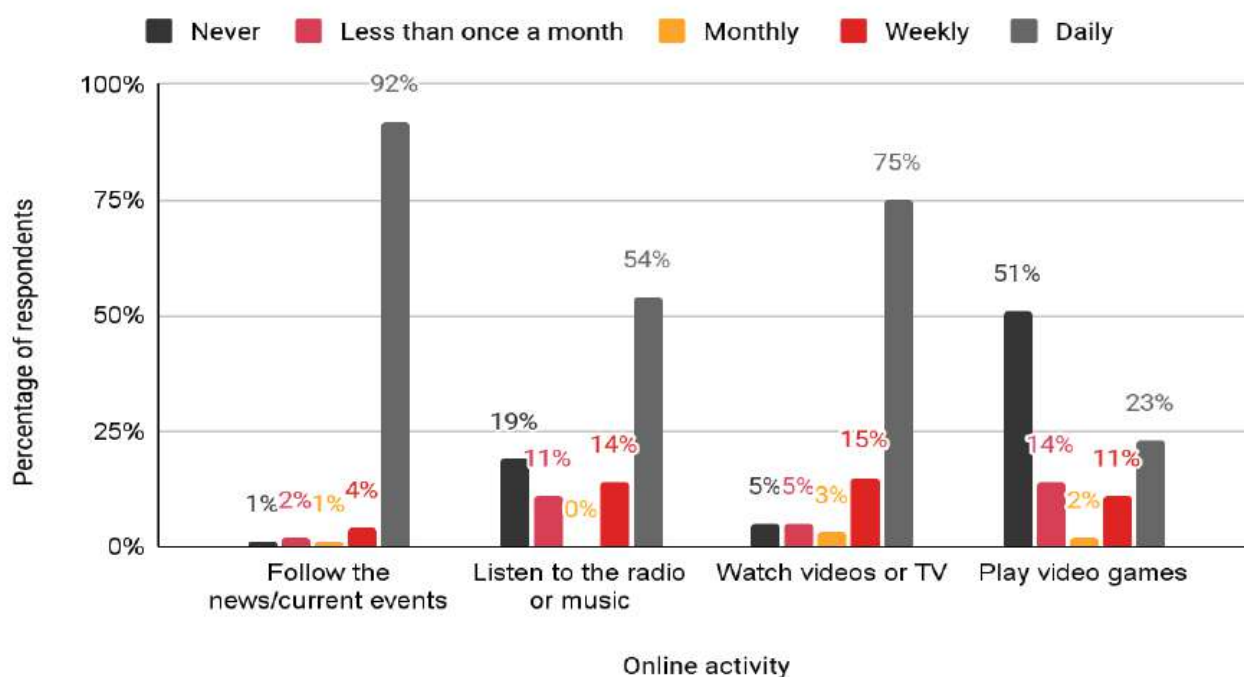


Recreational digital tools



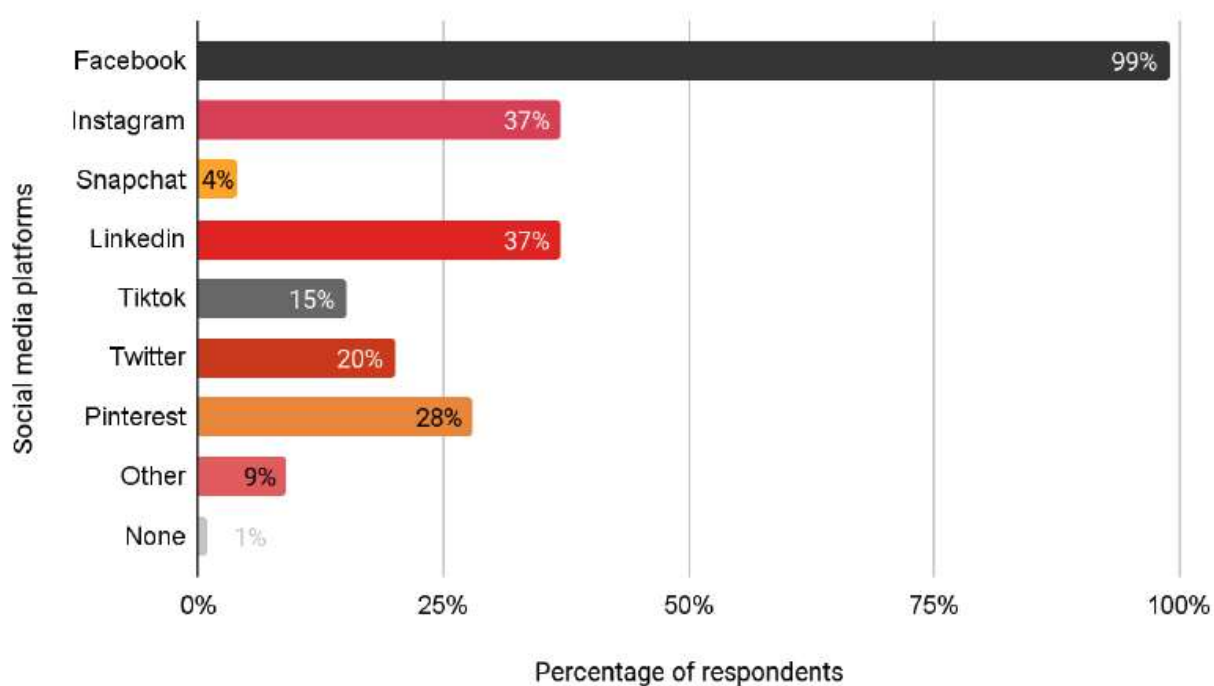
Online entertainment

Question: How often do you conduct the following activities online?



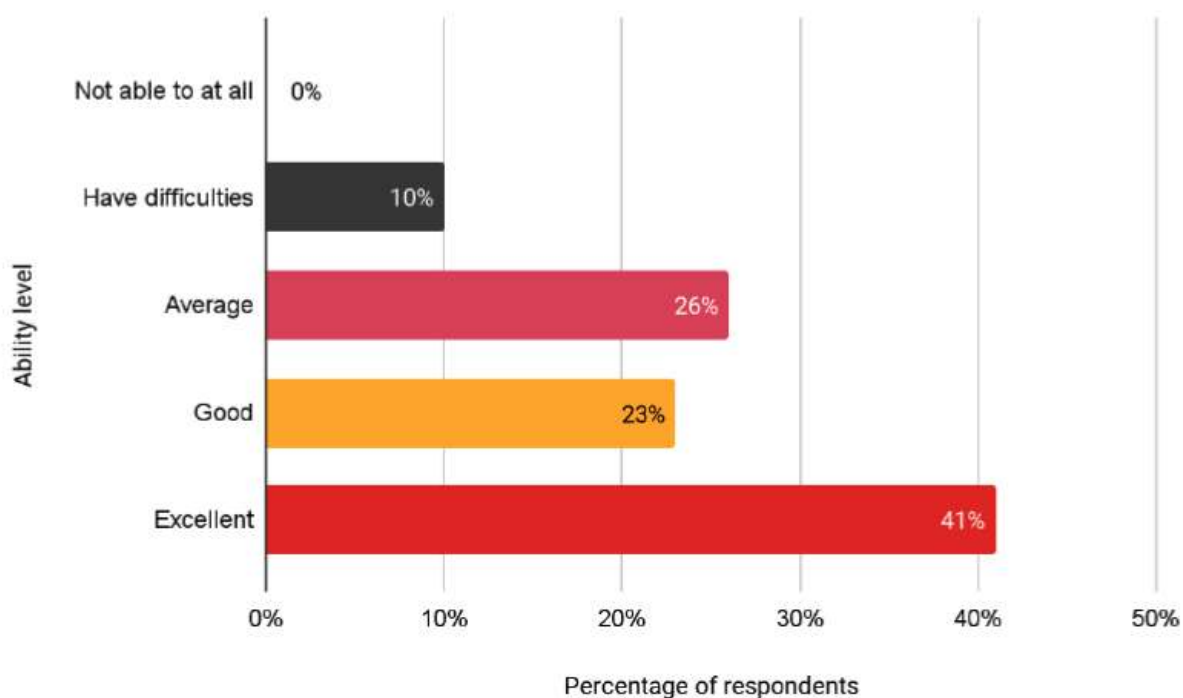
Use of social platforms

Question: Which social media platforms do you use?



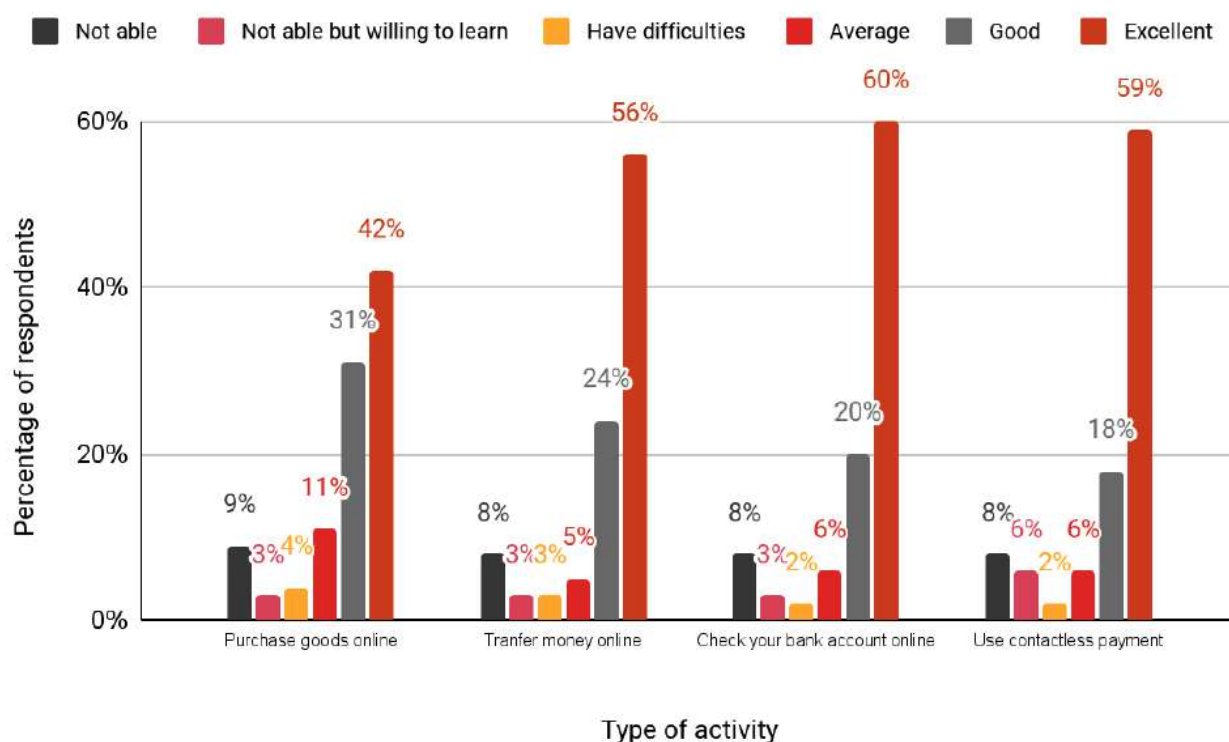
Use of social platforms

Question: How would you rate yourself on performing the following task:
View publish content on social media networks (e.g. Facebook and / or Instagram stories or posts)?

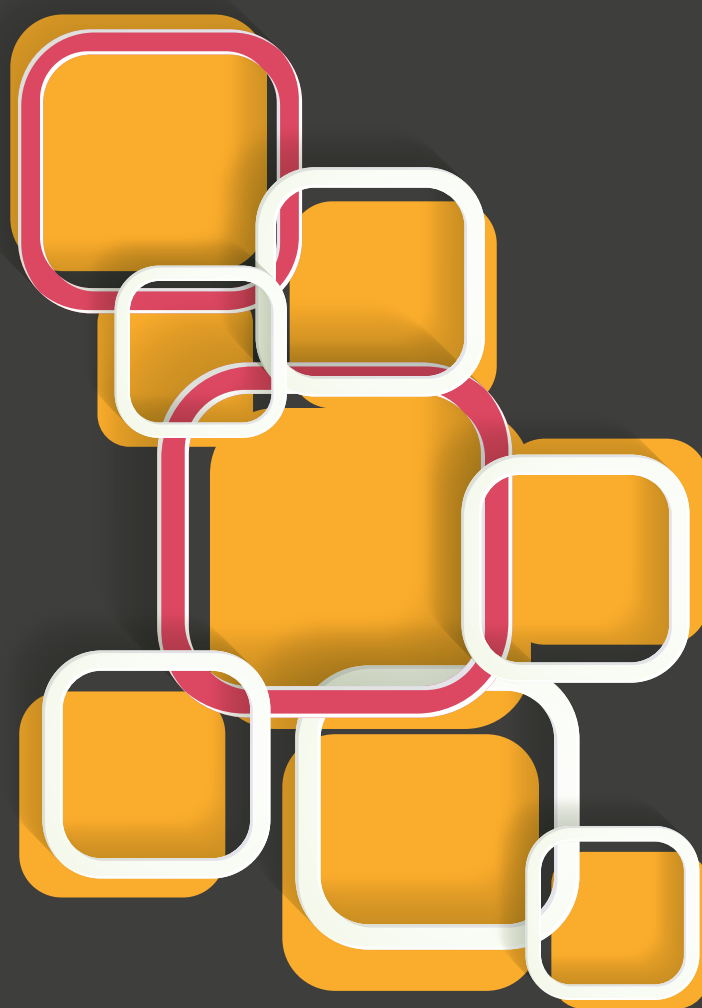


Digital financial resources

Question: How do you rate yourself on performing the following tasks online?

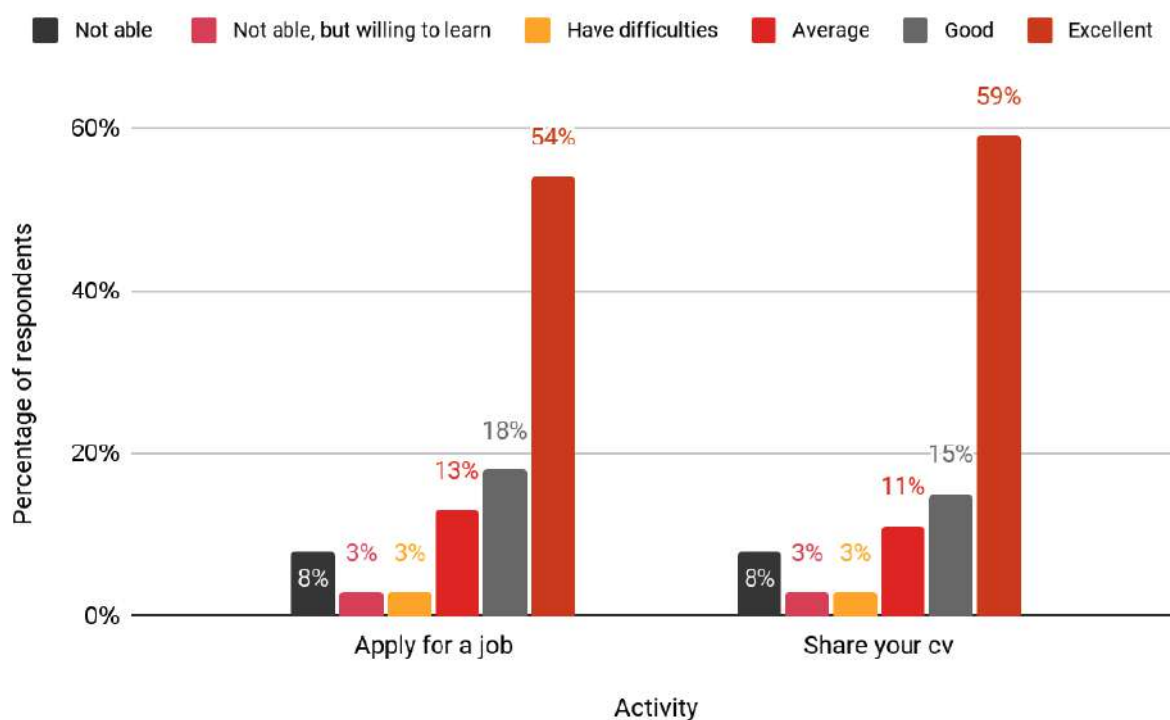


Professional digital tools



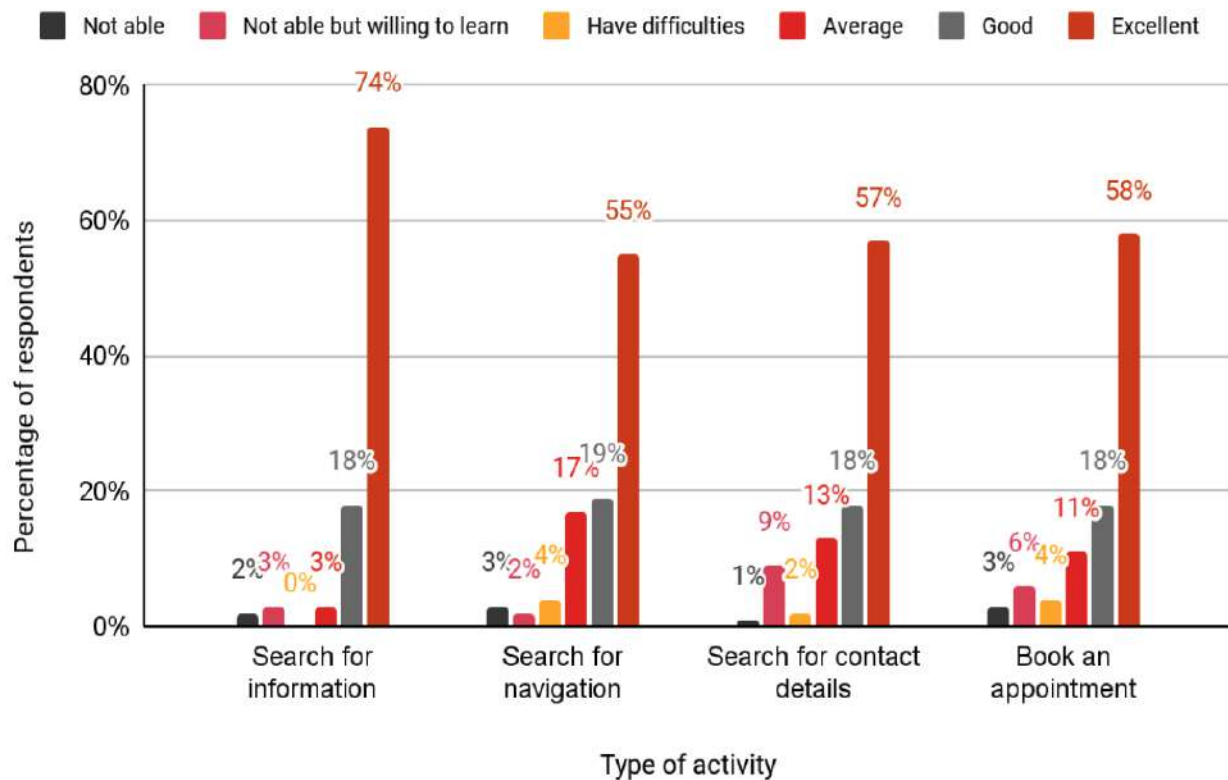
Online job search

Question: How do you rate yourself on performing the following tasks online?



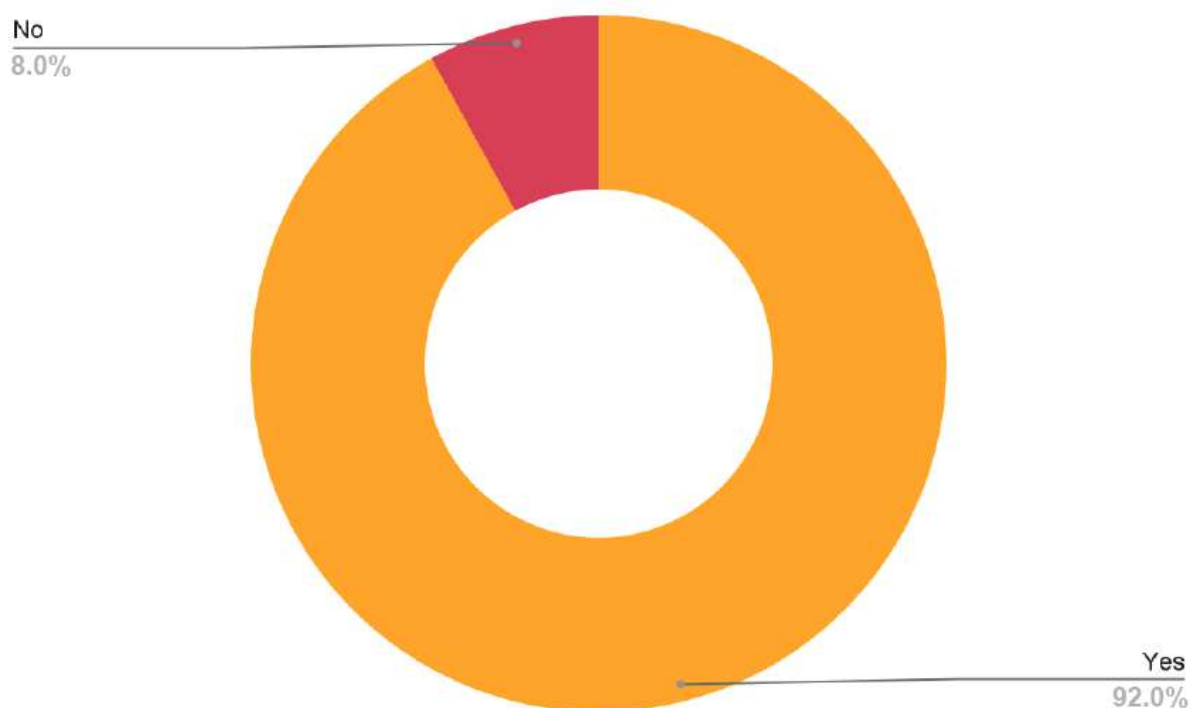
Online research (1)

Question: How do you rate yourself on performing the following tasks online?



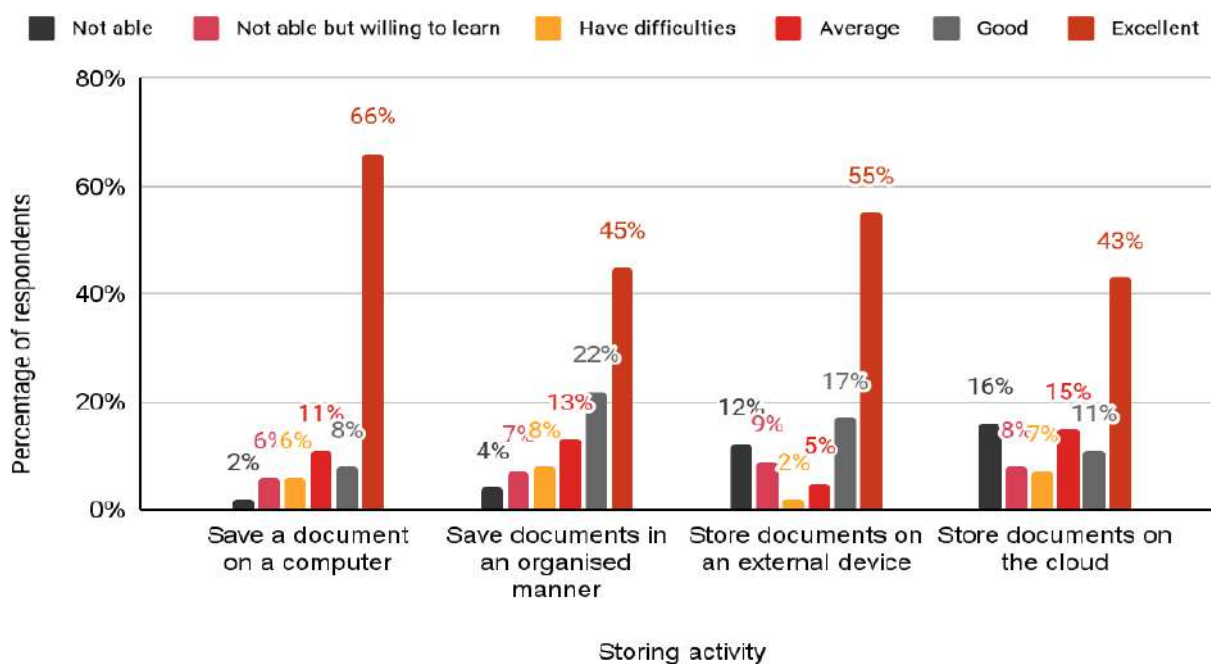
Online research (2)

Question: When you are conducting research, do you source information from multiple websites?



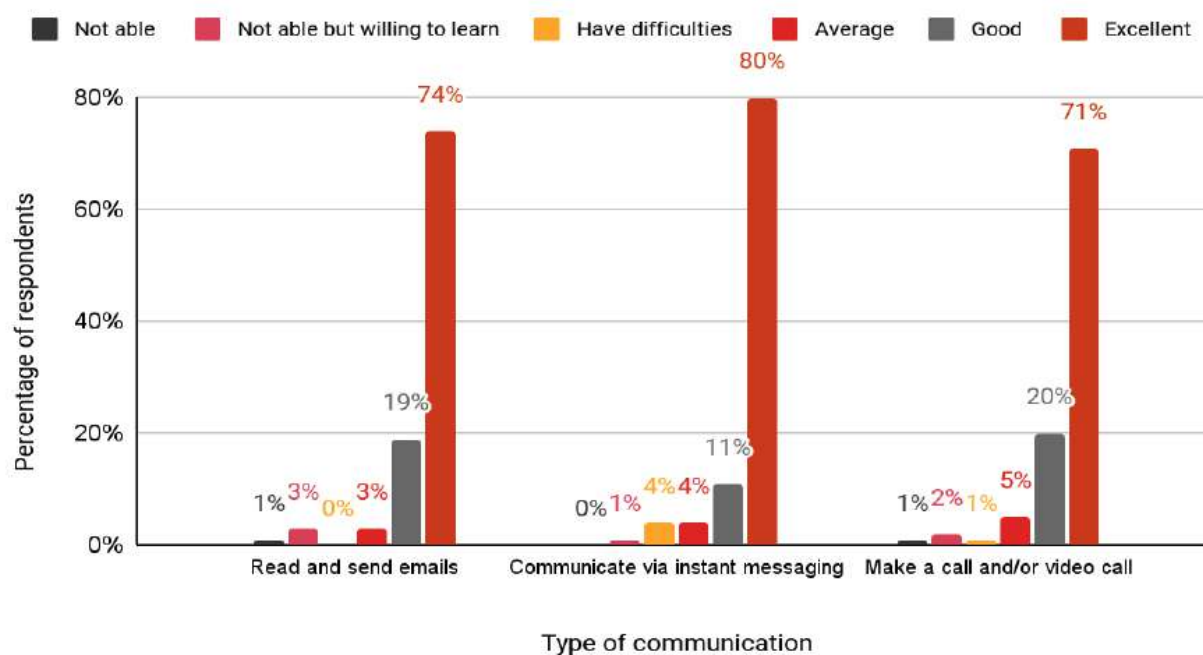
Storing content digitally

Question: How do you rate yourself on performing the following tasks online?



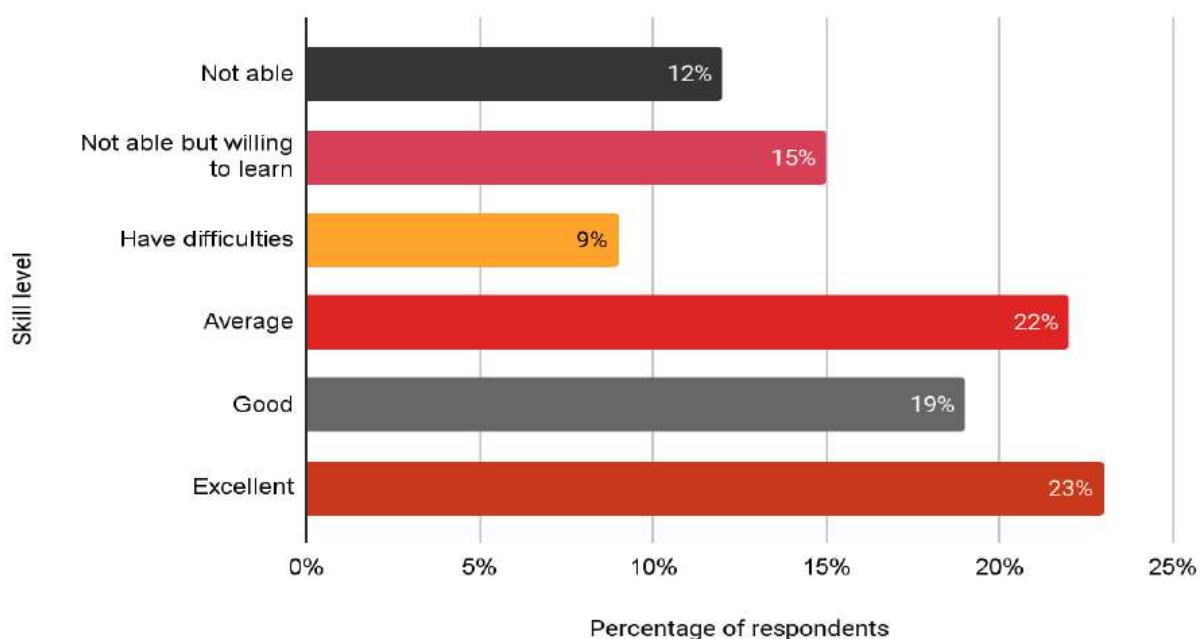
Communicate online

Question: How do you rate yourself on performing the following tasks online?



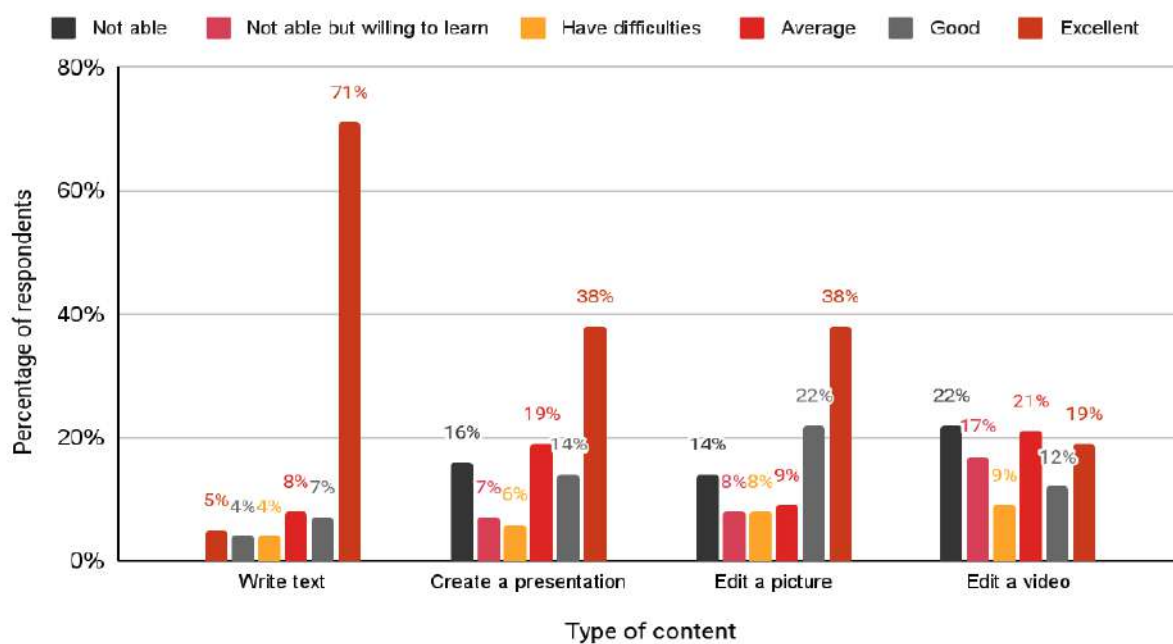
Creating and sharing documents

Question: Are you able to create and share documents with other people using collaborative tools? (e.g. Google suite, Microsoft office 365, etc.)



Creating online content

Question: How would you rate yourself on performing the following tasks on technological equipment?



Discussion summary

- Participants raised that individuals should be better taught how to assess the reliability and validity of the information found online.
- Furthermore, it was also stated that information gathered should be sourced from multiple sources to be able to compare and contrast what is being said to then make intelligent conjectures. The participants believed that to date, that is something lacking, as due to confirmation bias, we tend to look for the answers we want to find.
- It was also stated, that not only is the searching of information through multiple sources important but also looking into the reliability of the sources found.
- The participants also raised that the development of digital skills is paramount in the society we live in, yet not all families have the means to be able to access such technologies. As such, youth should be given the opportunity to explore such technologies at school, as well as, adults should have the opportunity to gain access to such technologies either through funding or other means such as a digital hub whereby they can gain awareness of differing technologies and have the opportunity to be upskilled on their usage.

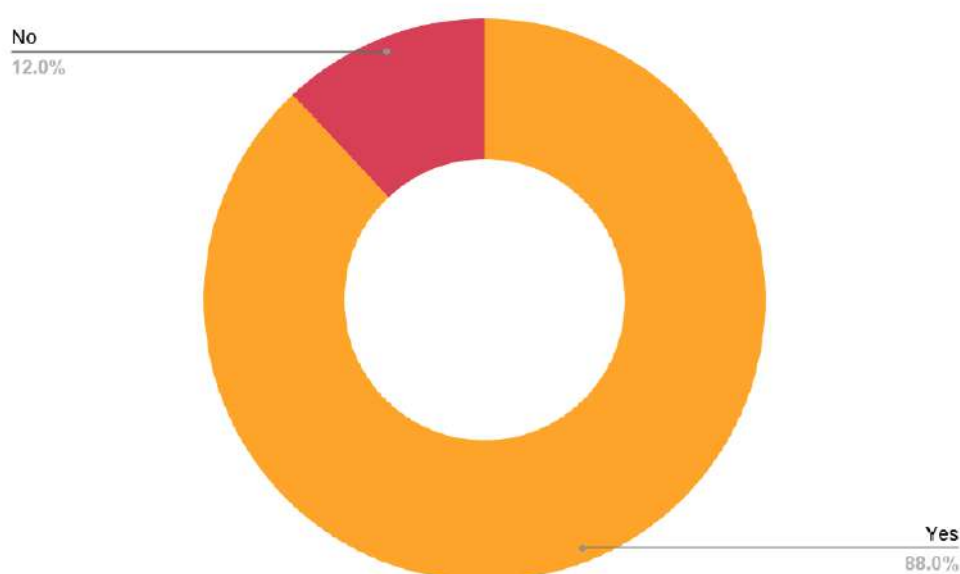


Government

Services

Online Government services (1)

Question: Do you have a Government e-ID?



By 2030, 80% of EU citizens should be using Government e-IDs.

This is measured by the percentage of individuals who use the internet in the last 12 months for interacting with public authorities.

In 2020, this was 63% in the EU and, according to DESI index **64% in Malta**.

Sources:

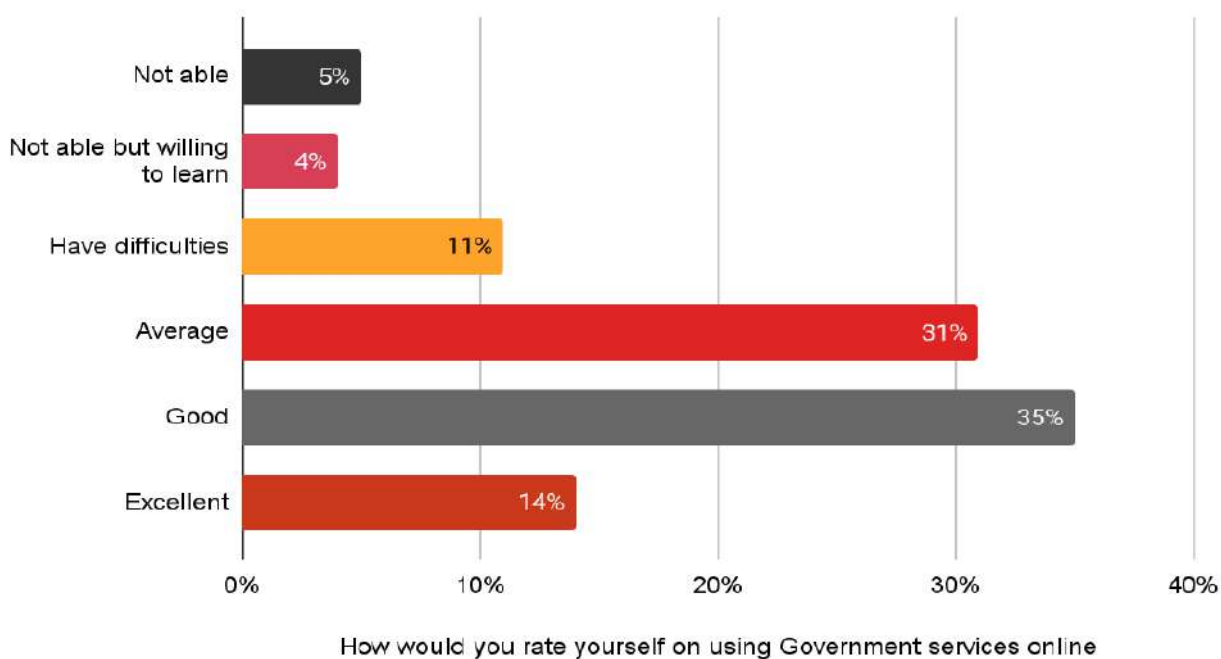
European Commission (2021) 'Digital Economy and Society Index (DESI)'. Retrieved from <https://digital-strategy.ec.europa.eu/en/policies/desi>

European Commission (2021) Digital Economy and Society Index (DESI) Malta. Retrieved from

<https://digital-strategy.ec.europa.eu/en/policies/countries-digitisation-performance>

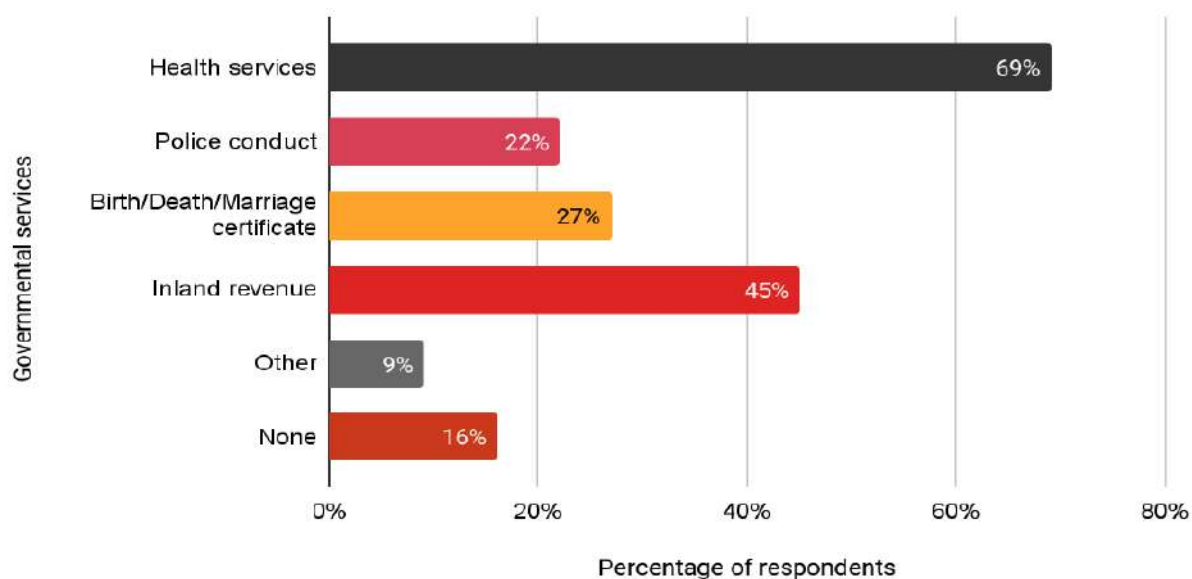
Online Government services (2)

Question: How would you rate yourself on using Government services online?



Online Government services (3)

Question: Which Government services do you make use of online?



Additional online Government services

Question: Which Government services do you wish to see online?

- Citizenship
- Permit applications
- Identification document renewal
- Health services
- Transport malta (e.g Incident reporting or traffic reporting)
- VAT reporting
- Land registration
- Waste disposal services
- Social benefits
- Family consultations
- Election manifestos

By 2030, 100% of key public services should be **fully online** for citizens.

In 2020, the EU average was **75%** whilst Malta is the only country in the EU with a score of **100%** already.

Sources:

European Commission (2021) 'Digital Economy and Society Index (DESI)'. Retrieved from <https://digital-strategy.ec.europa.eu/en/policies/desi>

European Commission (2021) Digital Economy and Society Index (DESI) Malta. Retrieved from <https://digital-strategy.ec.europa.eu/en/policies/countries-digitisation-performance>

Discussion summary



Although Malta scores 100% in relation to government services being available online, what the figure does not capture is if the end to end service is fully available online, which for some services it does not appear to be. As such, this allows for further improvement in the availability of Government services online. However, it was noted, that Malta has made great strides in this regard, and plan on continuing to focus on digital services being made available to the public at large.

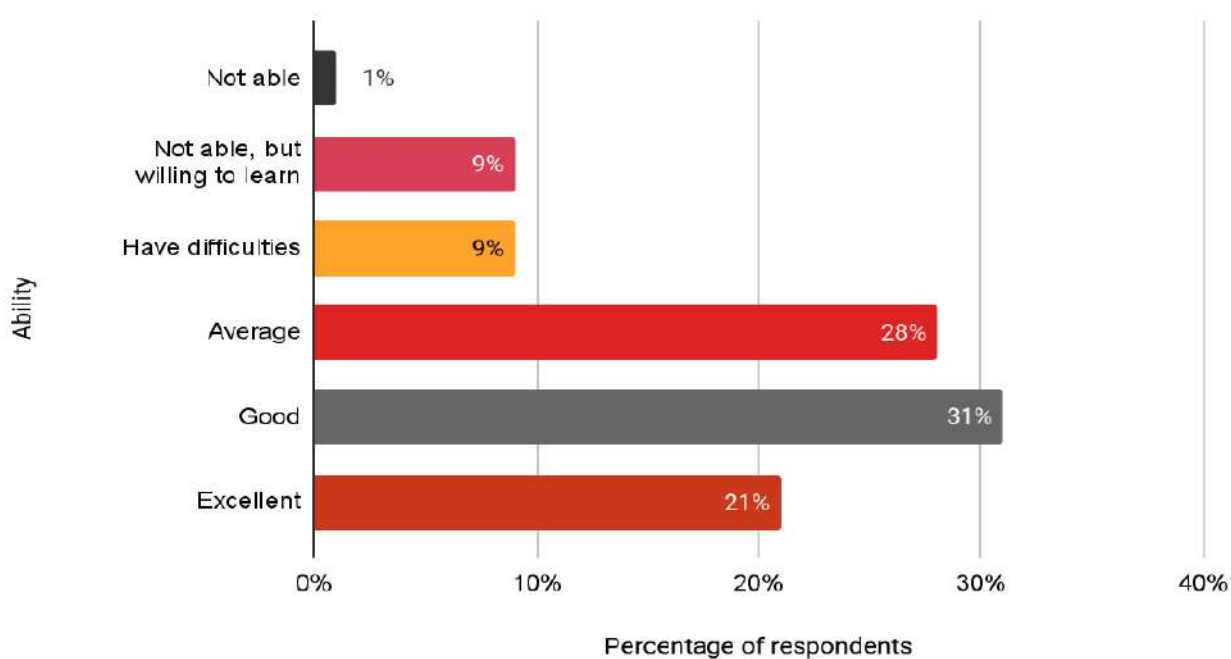


Cyber

Security

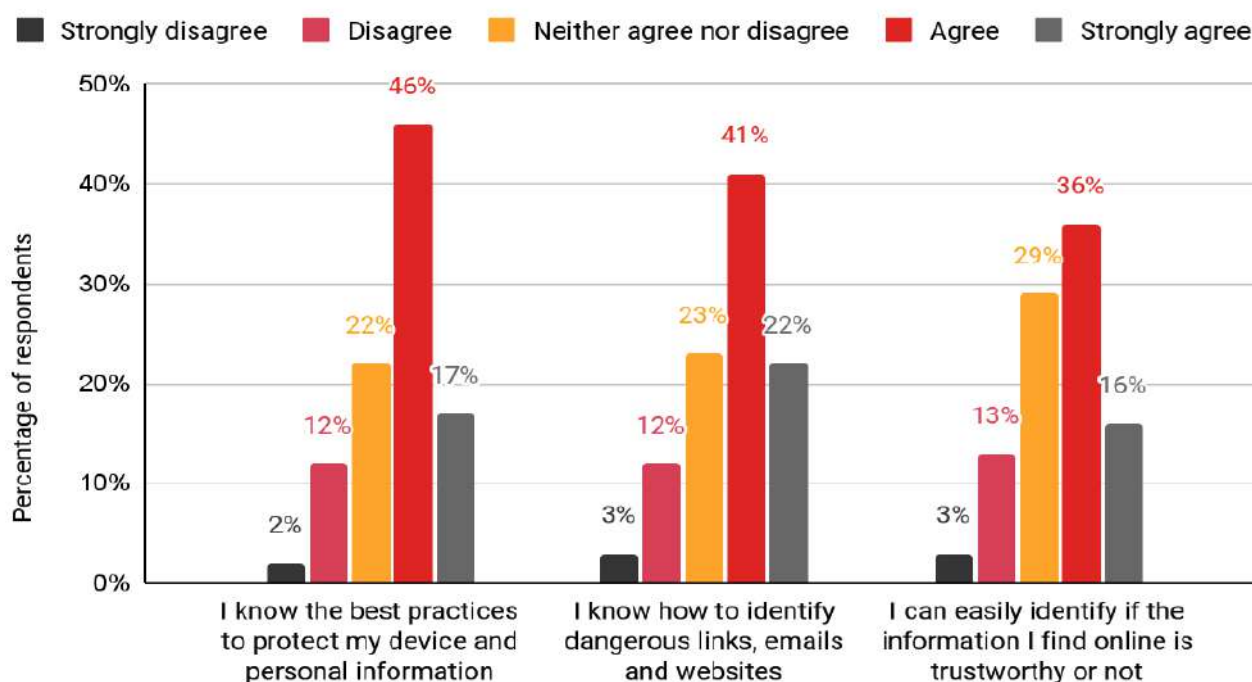
Managing access to online content

Question: Do you know how to manage the access to the content you post online?



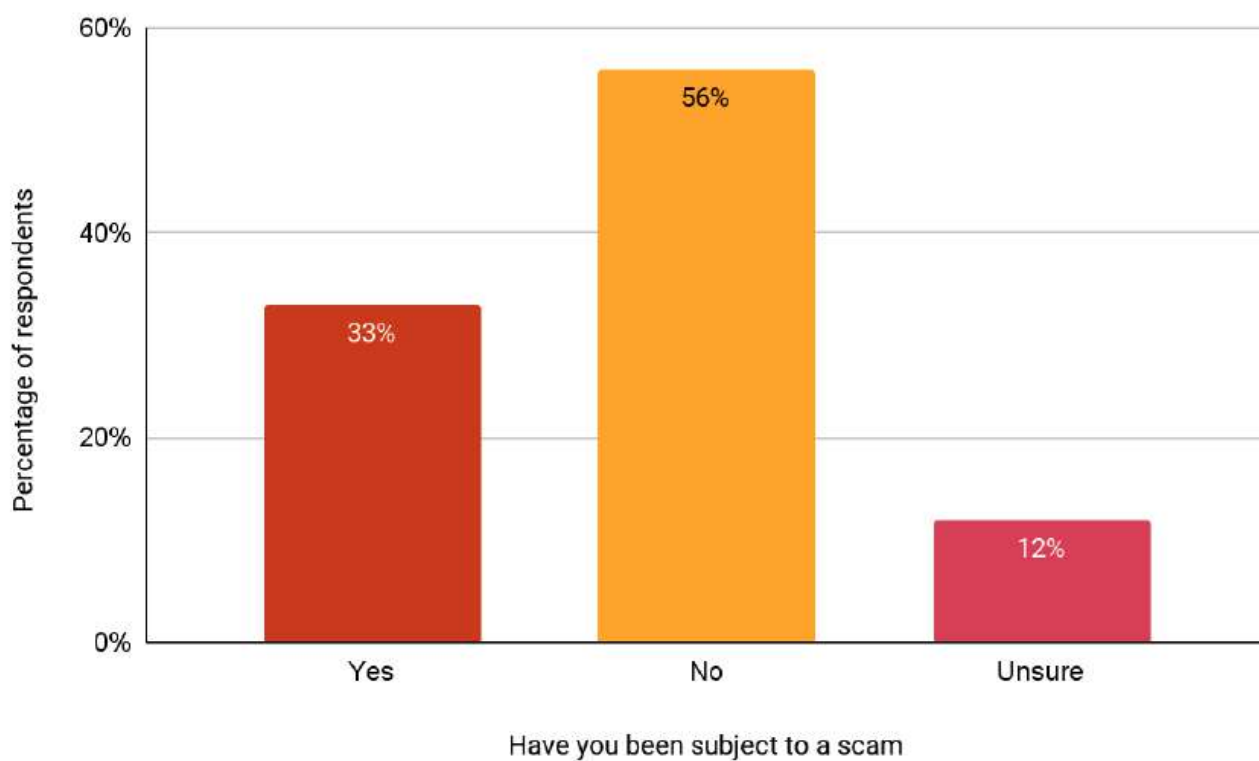
Protect against online scams

Question: To what extent do you agree with the following statements?



Victim of online scams

Question: Have you previously been subject to a scam?



Discussion summary



- The workshops participants felt that cyber security should be part of the education syllabi so as for students to be taught *“How to live in today’s society”*.
- It was also stated that Maltese citizens and residents alike, should also be made aware of their digital dependency and threats that they could be exposed to.
- Several comments were also made that the current digital skills gap should first be addressed before focusing on cybersecurity. After having identified the skills most needed in the coming years, the focus should then be placed on educating and upskilling society on such skills.



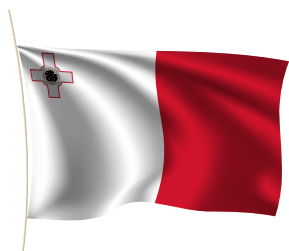
Digital

Training

Digital transformation targets

By 2030, at least **75%** of enterprises in the EU should use **Cloud Computing, Big Data and Artificial Intelligence** technologies.

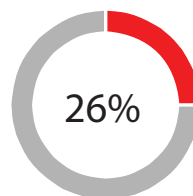
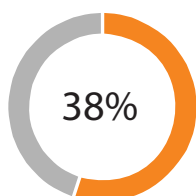
Malta



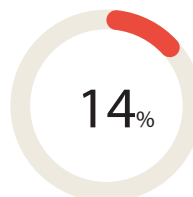
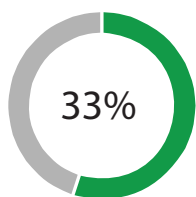
EU 2020



Cloud Computing

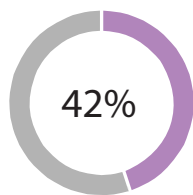


Big Data



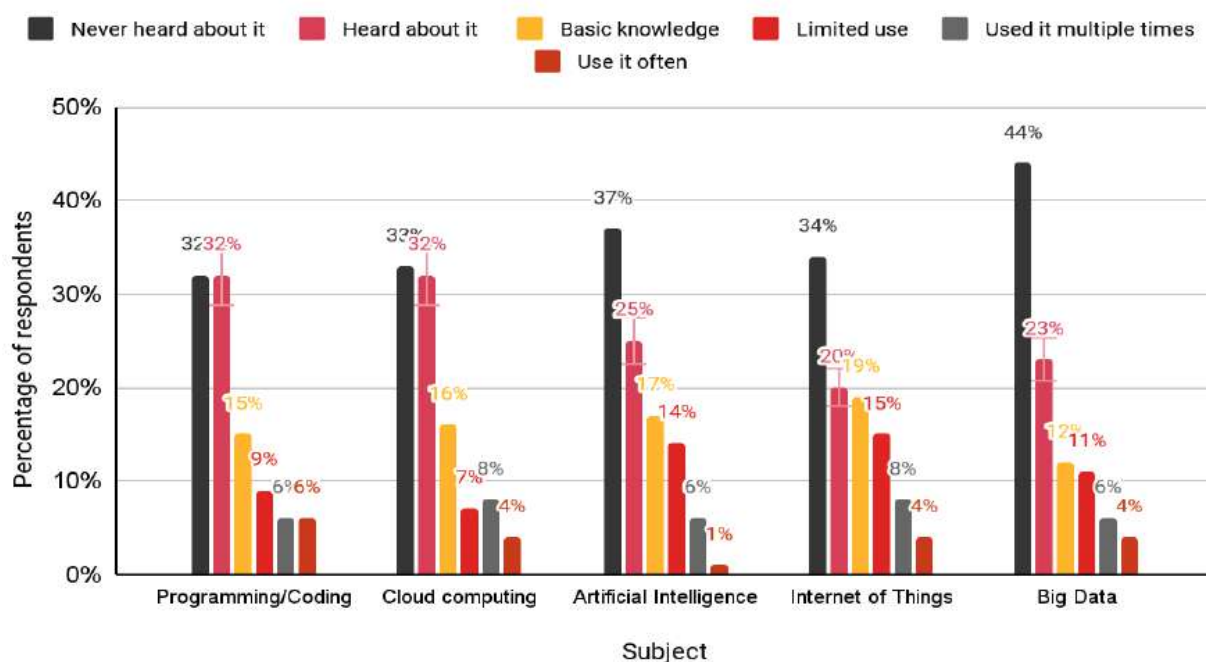
Artificial Intelligence

N/A



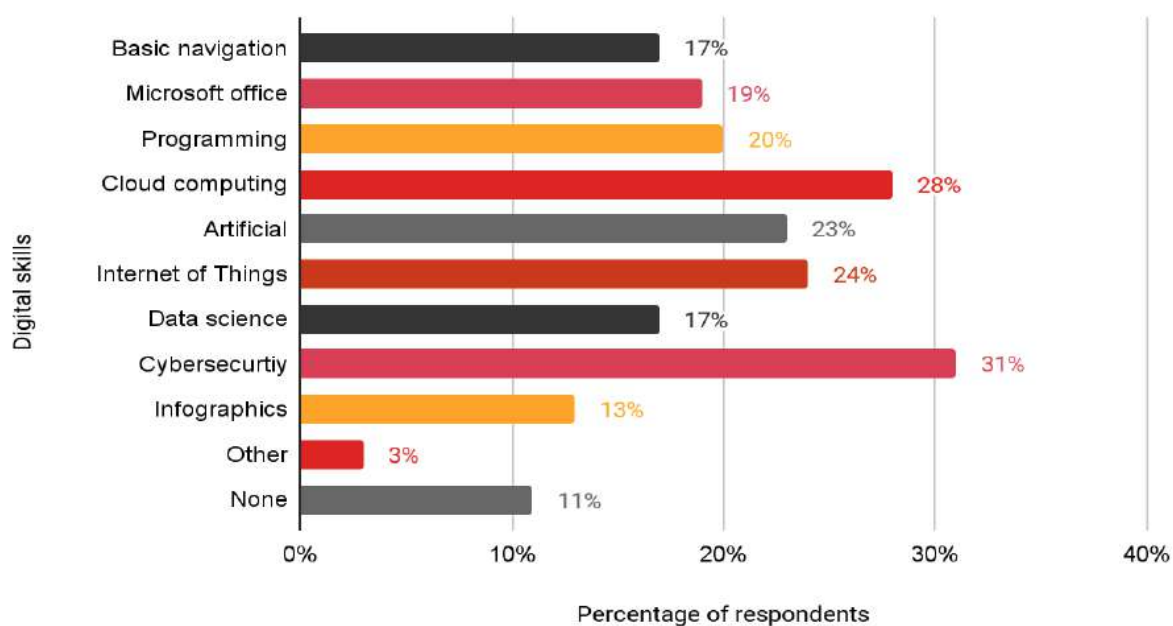
Mastery of digital skills

Question: Have would you rate your mastery on the following subjects?



Digital skills willing to develop

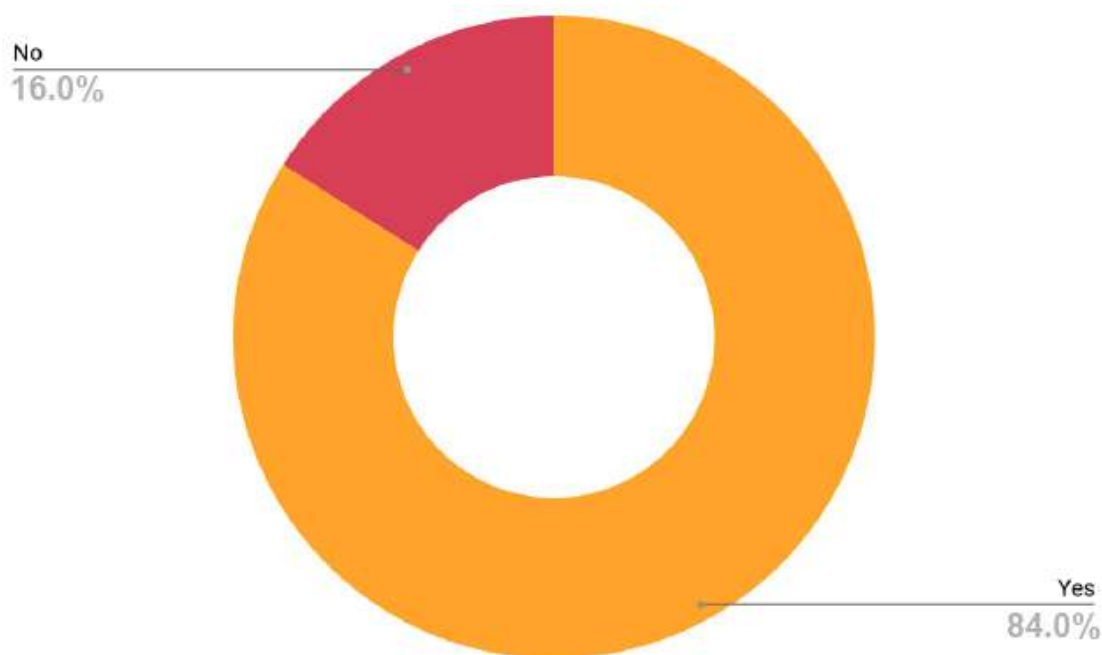
Question: Which of the following digital skills would you best like to develop?



Digital self assessment tool

Question: If a digital self assessment tool was made available (free) would you make use of it?

The digital self assessment tool refers to a self assessment tool that provides users with a tailored assessment of their own digital competence level. This will be anonymous, and not visible to anyone but the individual.



Discussion summary

- A participant raised that the education sector does not have a uniform vision regarding digital education, which leads to the development and implementation of fragmented initiatives. This fragmented approach towards digital education resultantly limits the progress that can be made.
- As such, it was believed that the education sector should focus on the development and implementation of a unified plan to educate Maltese residents on digital subjects to overcome this limitation. This plan should focus on what digital skills are essential to living and working in today's modern digital society.
- Further discussion was raised about the need for the measurement instrument currently being used to track the progress made within the education sector to be adjusted. Within the public forum, progress of the education sector regarding digital education is regularly measured based on the sum of financial investments, which does not provide information on actual realised results.
- As such, the participants stated that a unified measurement instrument should be designed and implemented to track the actual progress made by Maltese residents and the education sector. This will allow to build on methods that prove to be effective and for timely adjustments to be made to methods that do not yield the desired results.



Upskilling

Barriers

ICT Specialists



By **2030**, there should be **20 million** employed ICT specialists in the EU, with convergence between women and men.

In 2020, there were **8.4 million** employed ICT specialists in the EU, which compiled to **4.3%** of the current workforce and **18.5%** was female.

In Malta, this compiled to **4.4%** of the current workforce and **11%** was female.

Sources:

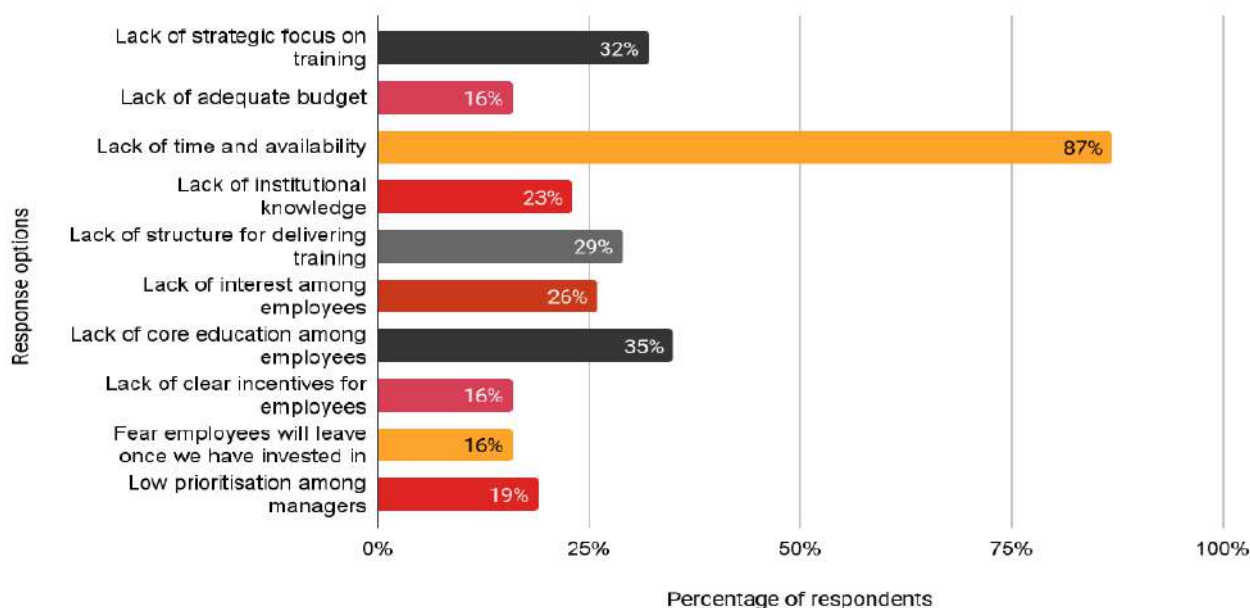
European Commission (2021) 'Digital Economy and Society Index (DESI)'. Retrieved from <https://digital-strategy.ec.europa.eu/en/policies/desi>

European Commission (2021) Digital Economy and Society Index (DESI) Malta. Retrieved from

<https://digital-strategy.ec.europa.eu/en/policies/countries-digitisation-performance>

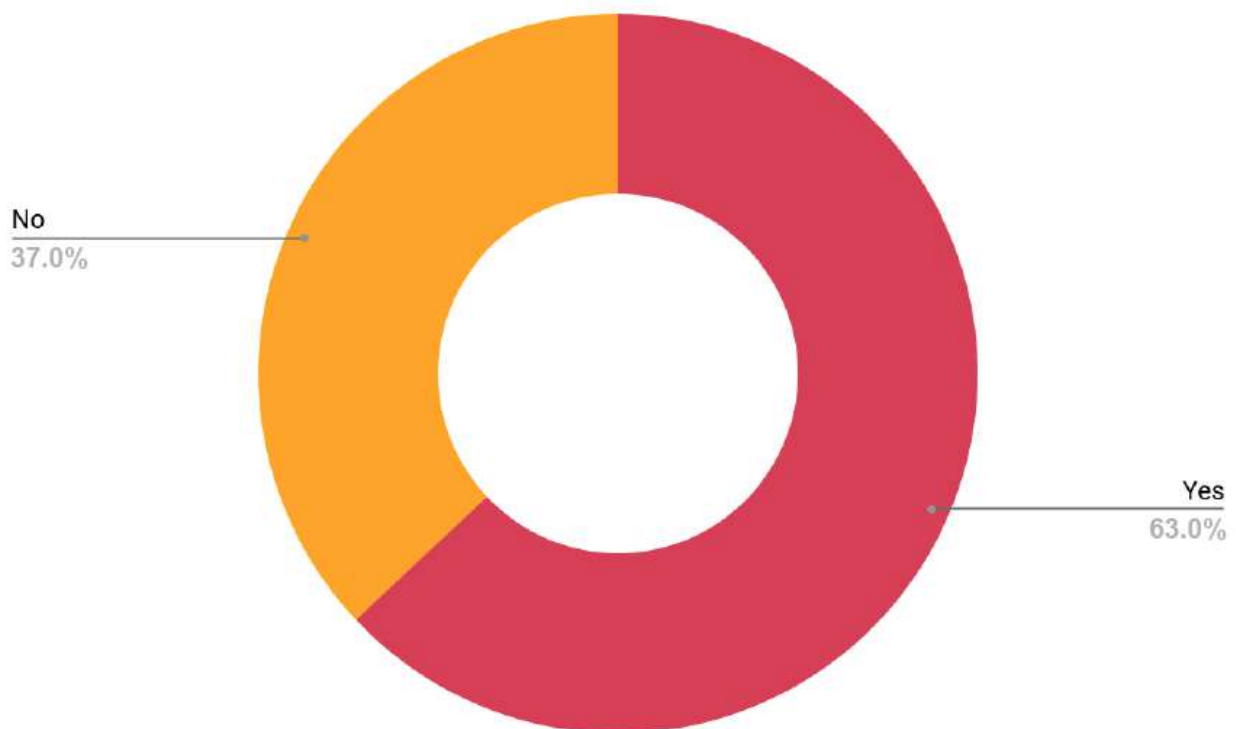
Digital transformation (1)

Question: What are the key barriers to upskilling the workforce at your organisation?



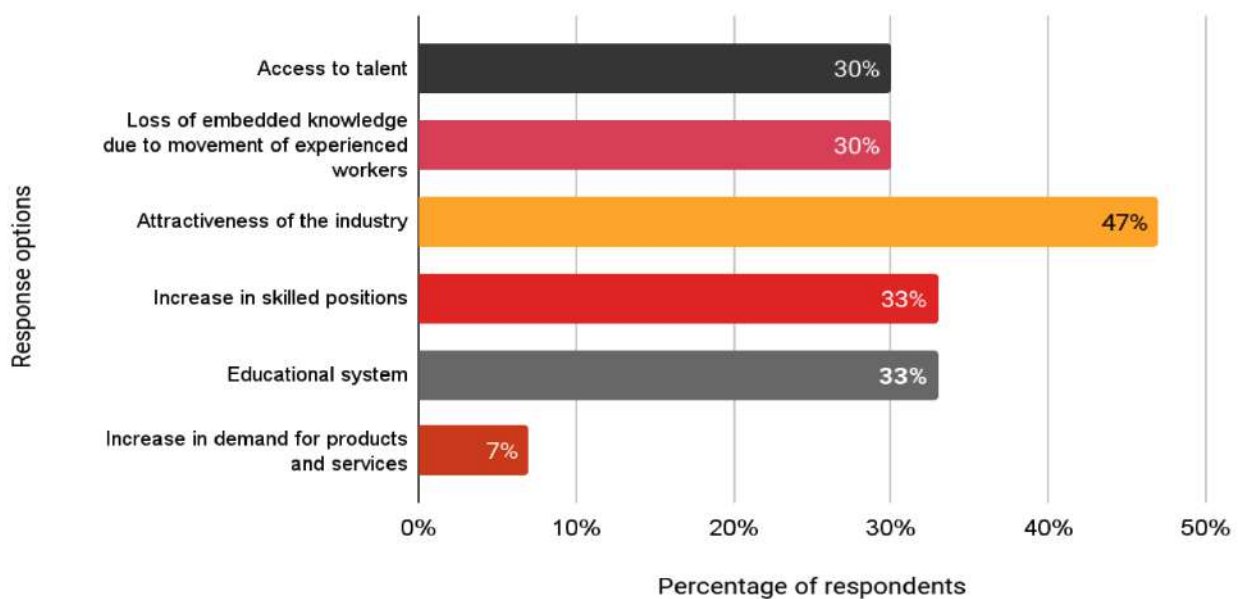
Digital transformation (2)

Question: Would you consider that there is a significant gap between the type of skills that your current employees have now, and those required to meet your current business objectives?



Digital transformation (3)

Question: Which areas do you believe will most impact future talent shortages?



Discussion summary

The discussion during both workshops regarding 'Upskilling barriers' and 'Workforce skill gap & training' survey results, yielded similar results. Hence, this summary is included in both sections.

- The education sector and business sector should work closely in order to collaborate with one another. This will allow for the education sector to better understand the needs of industry, as well as for industry to better understand how they can help society at large by implementing initiatives such as apprenticeship and upskilling programmes.
- Open communication between the education and business sector could allow for a focus on raising awareness of the digital skill sets necessitated and the advantages to building a career in the digital arena. This could then further assist in reducing the skills gap and allowing for a more positive recruitment process for both the recruiter and recruitee.
- Businesses should clearly map the digital skills needed for their current and future business activities to create more specific job descriptions, which eventually will lead to the employment of more valuable human resources.
- Businesses should free up time to upskill their current workforce and be raise aware of the consequences faced if they fail to upskill their workforce.

eSkills Malta Foundation

Business Workshop
20th January 2022





3

Business survey results & discussion

Sli-Do Question

What industry do you work in?



ICT

Manufacturing

Innovative technologies

Education

Gaming

Government

Sli-Do Question

What organisation
do you work for?



Headstart Technology

MITA

MDIA

Tech mt

Domain Academy

eSkills Malta Foundation

Farsons

Saint Martin's Institute

MCAST

Sli-Do Question

State any ways you believe Malta is advanced within the digital landscape?



High internet penetration

Mobile usage

Mobile penetration

Social network use

Telecoms

AI

Infrastructure

Technology certification

Sli-Do Question

Where do you think
Malta falls behind within
the digital landscape?



Recognition of IT
Tech jobs are mediocre
Skilled HR
Skill set
Higher standards in CS ed
Clear strategy
Research and innovation
Certifications
Support for development
ICT Professionals practioners

Business Survey introduction



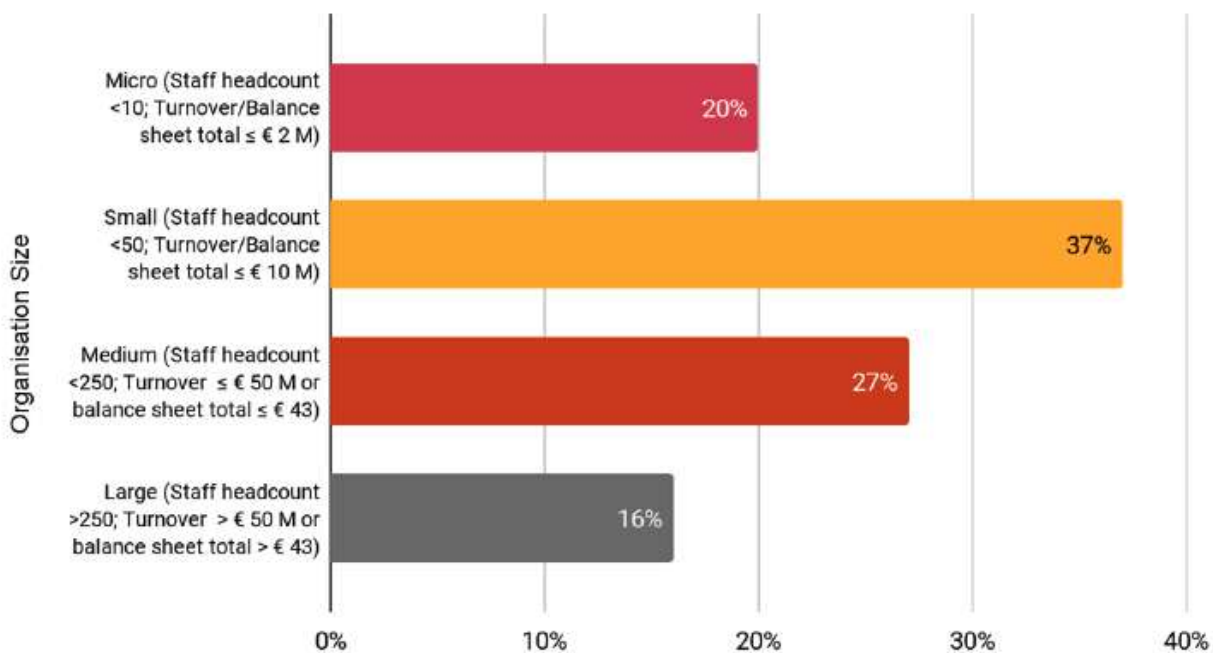
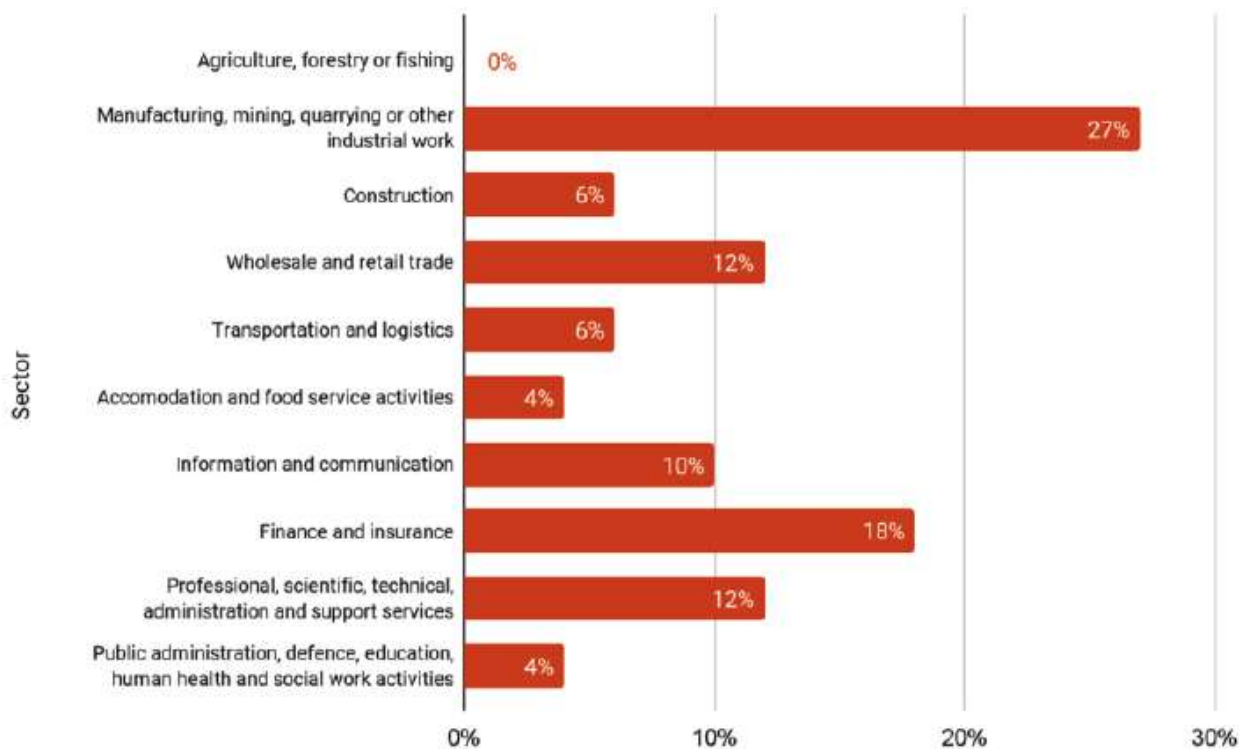
The eSkills Malta Foundation strategy 2019 2021 is coming to an end, and is currently being reviewed. In order to do so, a survey was sent out to various sized enterprises and gathered information on the following:

- Attitude towards digital transformation
- Progress of Maltese enterprises towards digital transformation
- Training provided within Maltese
- Barriers to upskilling their workforce

In total, 70 responses were gathered from varying businesses. The results will be shared during today's workshop and should provide solid ground for discussions on how to move forward during the coming years.

Descriptors

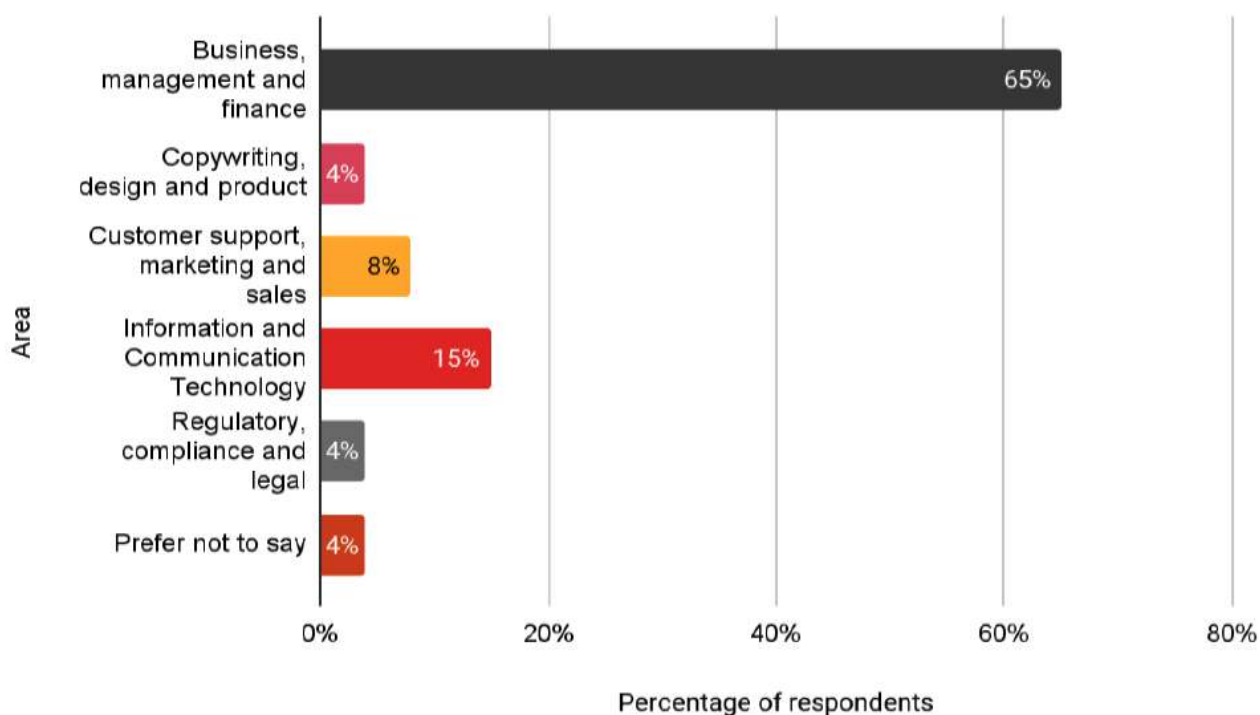
Sector and size



Descriptors

Function and position

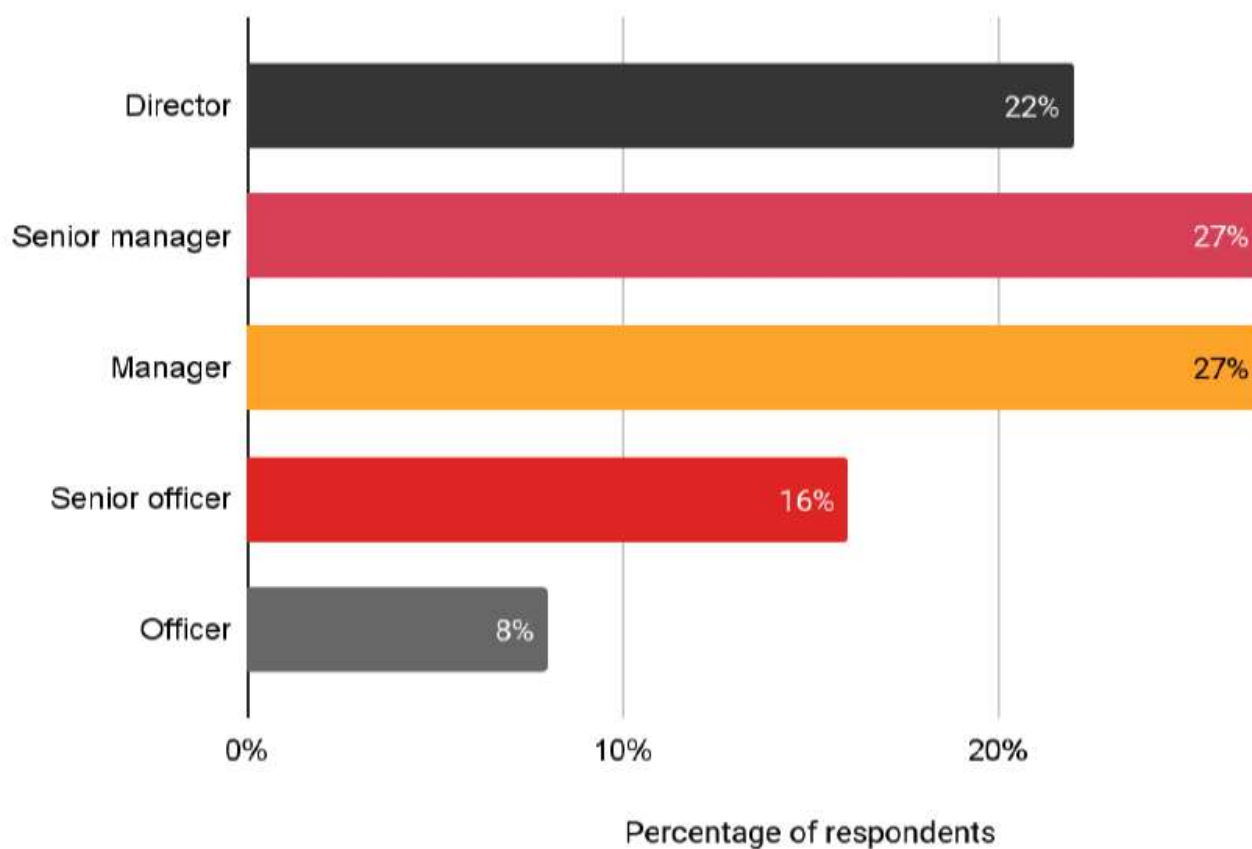
Function within the organisation



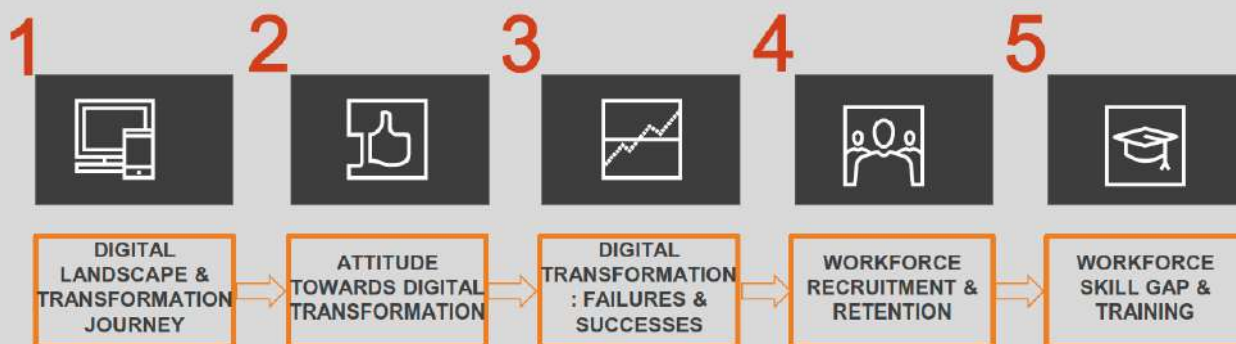
Descriptors

Function and position

Position within the organisation



Survey Sections



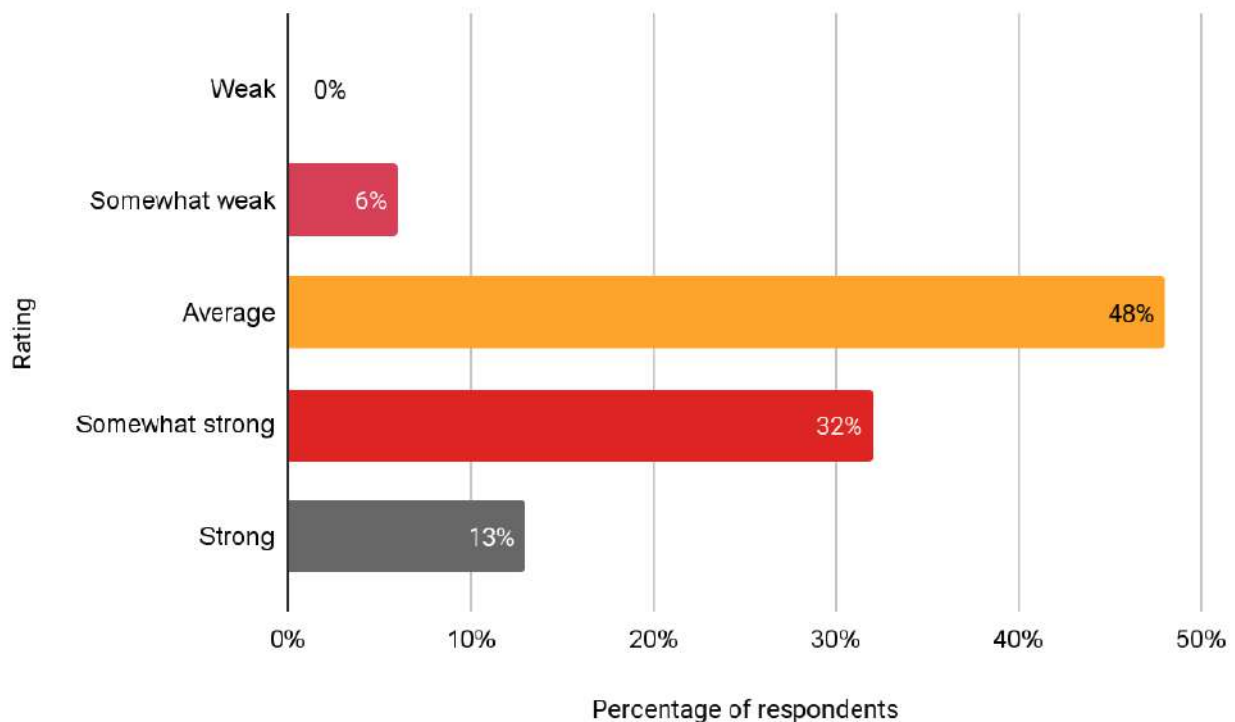


Digital Landscape

& Transformation Journey

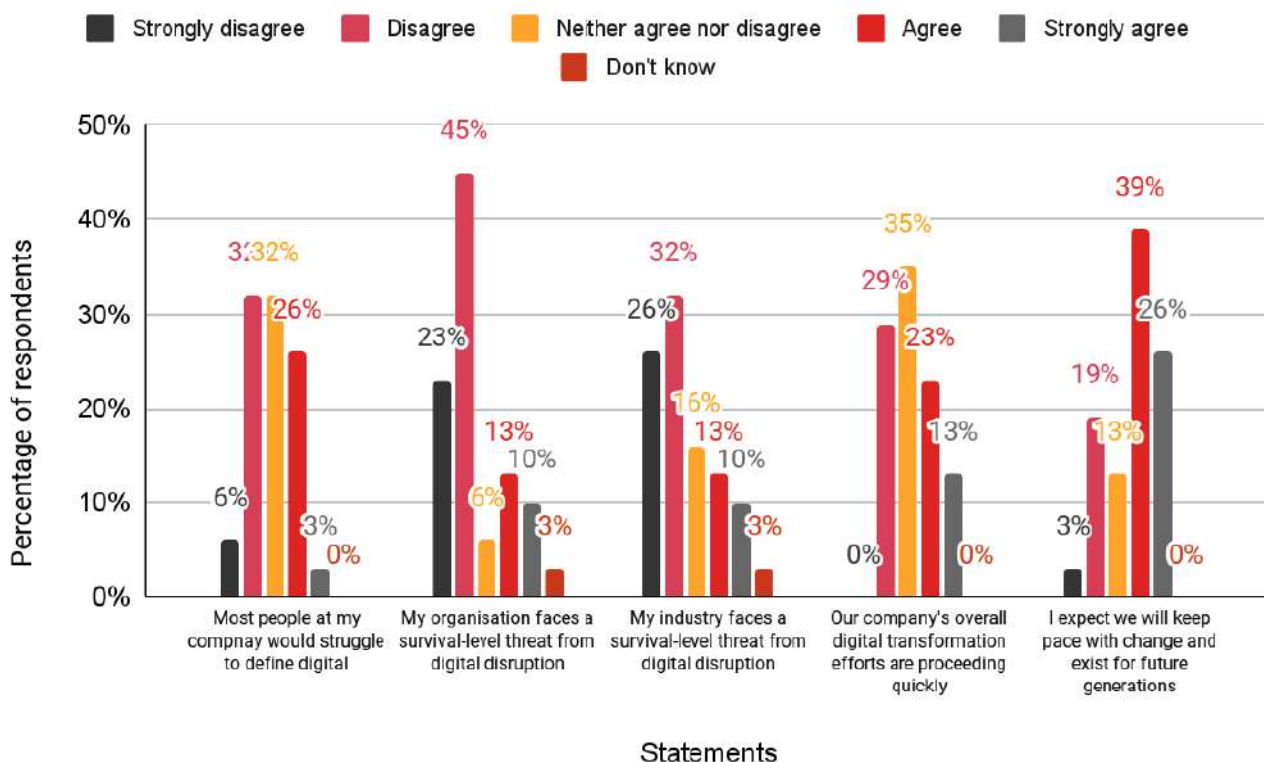
Digital competence

Question: We define digital literacy as the measure of how well an organisation understand and captures the value of “digital” investments in terms of automated tools,business processes and overall culture. Rate your organisation’s digital competence.



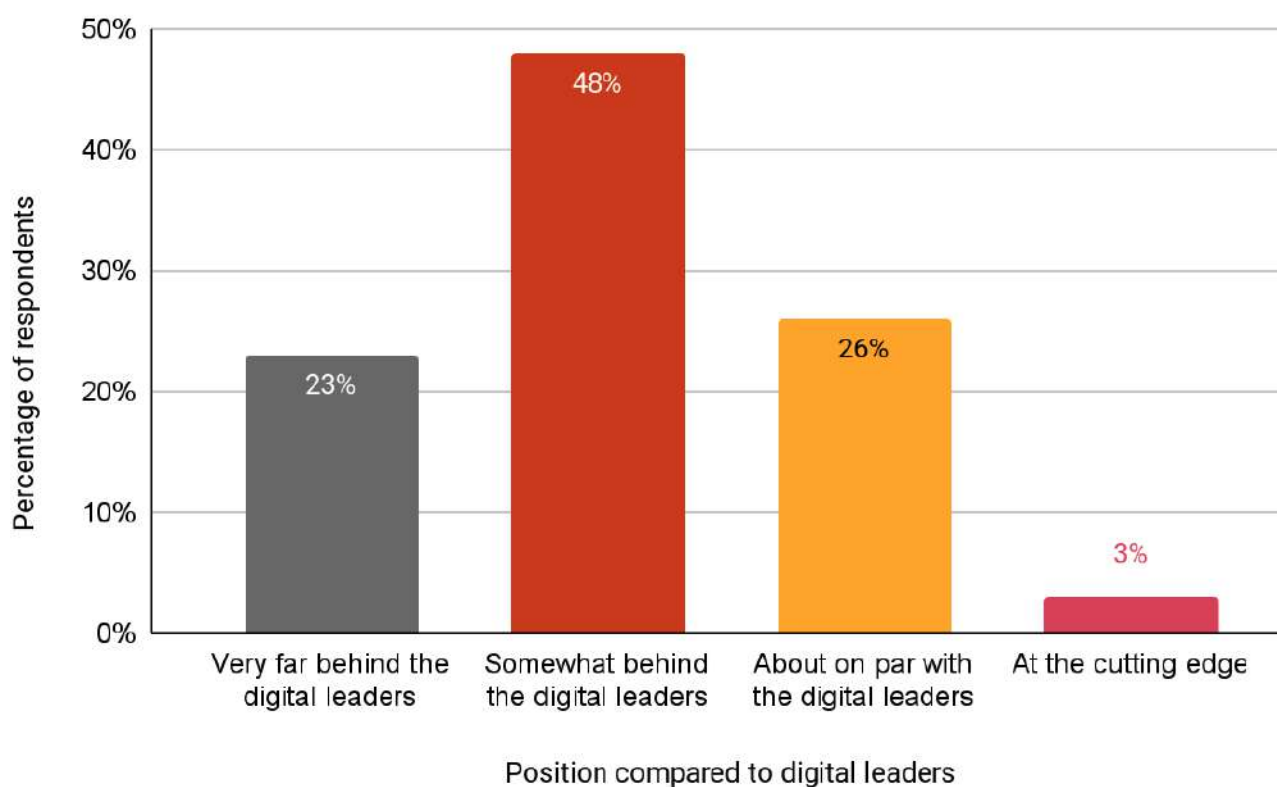
Digital landscape

Question: To what extent do you agree with the following five statements?



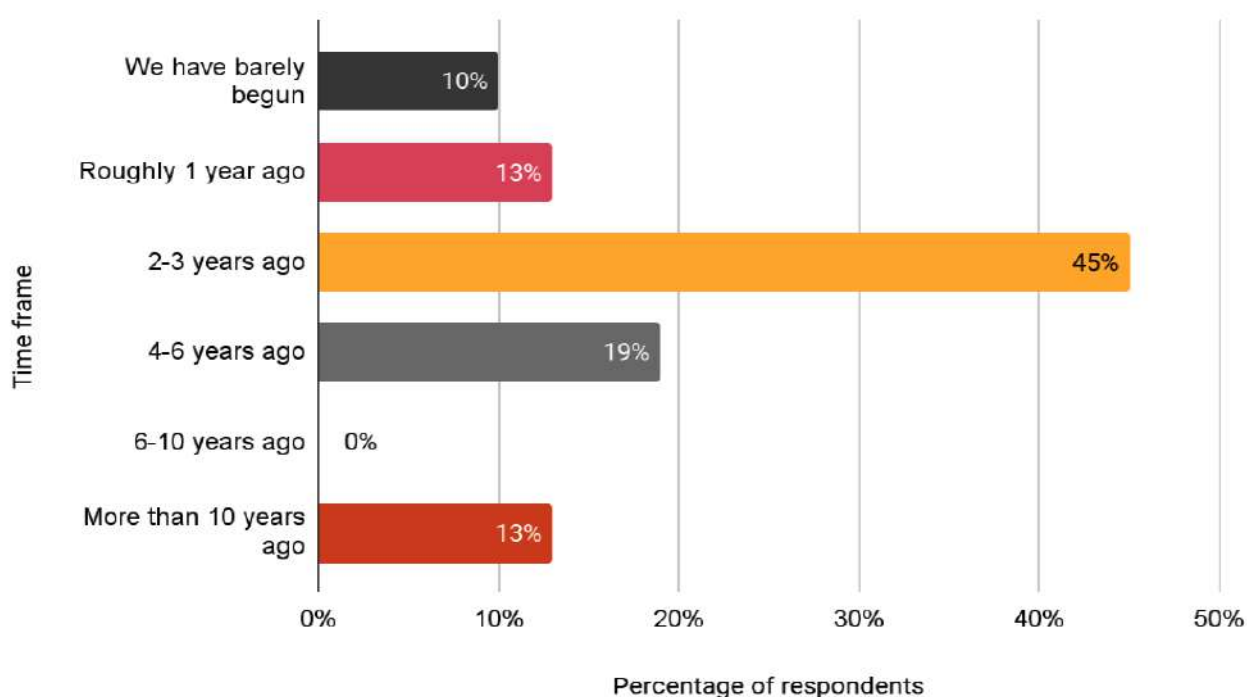
Digital transformation

Question: How would you rate your organisation's progress towards digital transformation, relative to the companies you consider digital leaders?



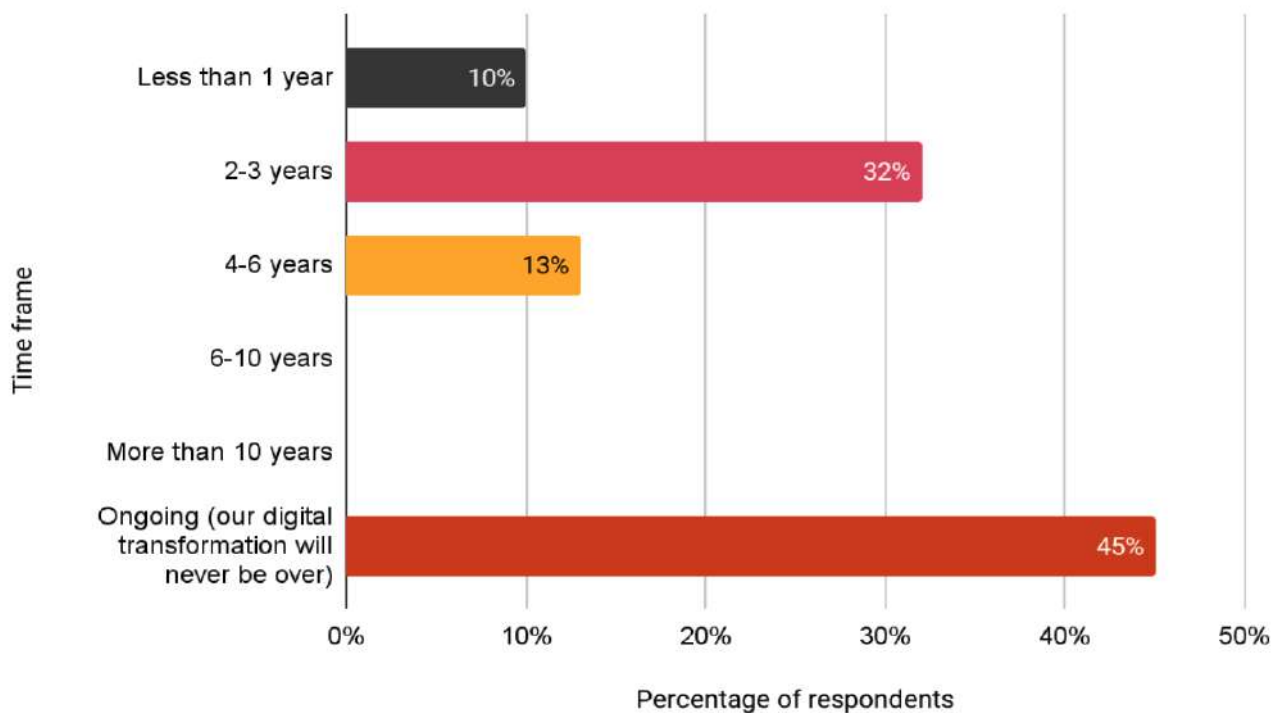
Digital transformation journey (1)

Question: When did your organisation begin its digital transformation efforts?



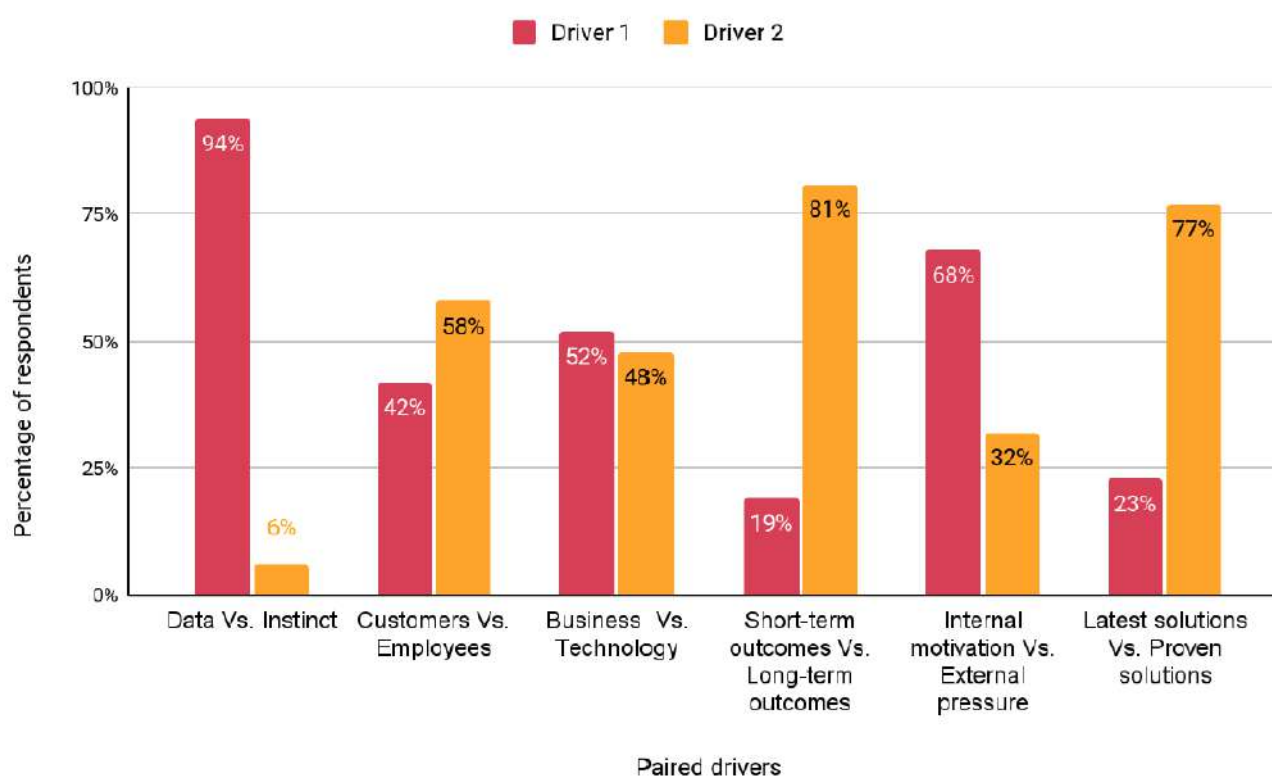
Digital transformation journey (2)

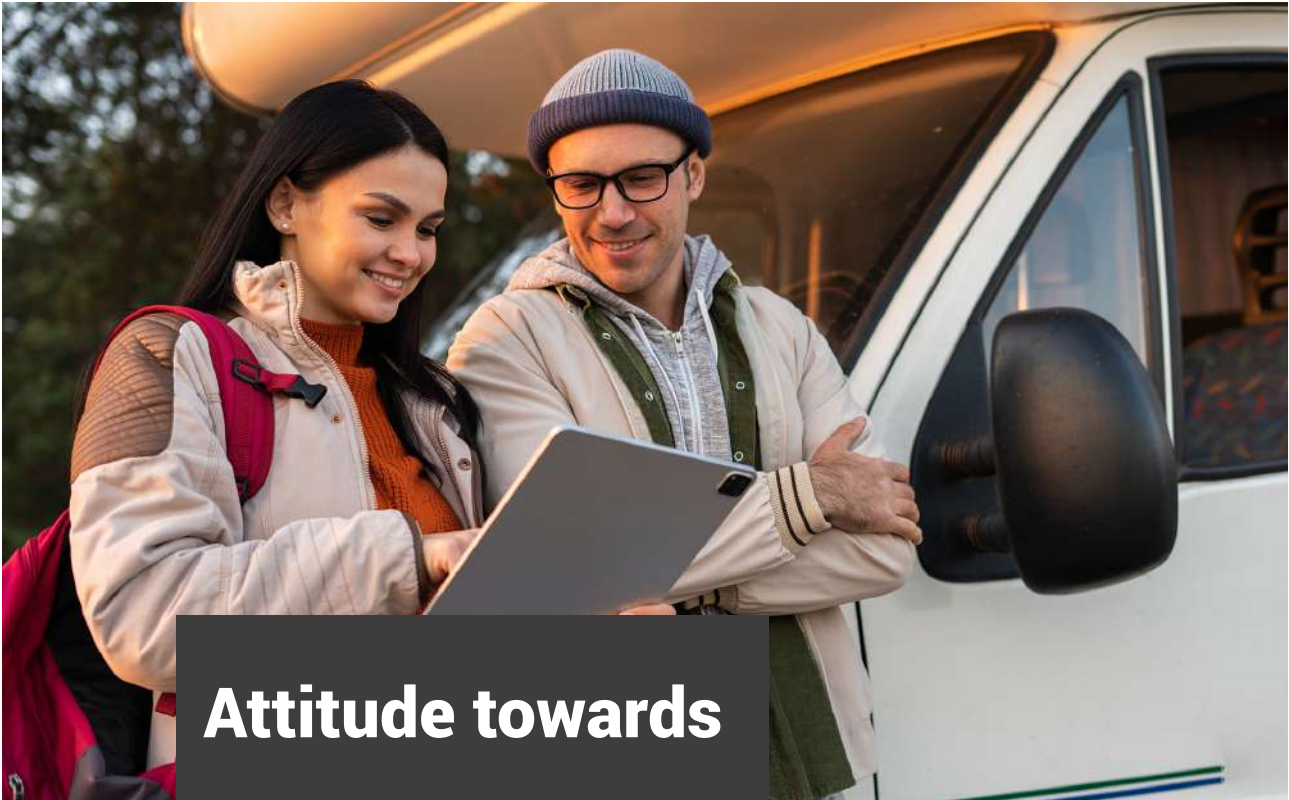
Question: How much longer do you expect digital transformation at your organisation to take?



Digital transformation drivers

Question: Which of the following is most important in driving your digital transformation strategy?



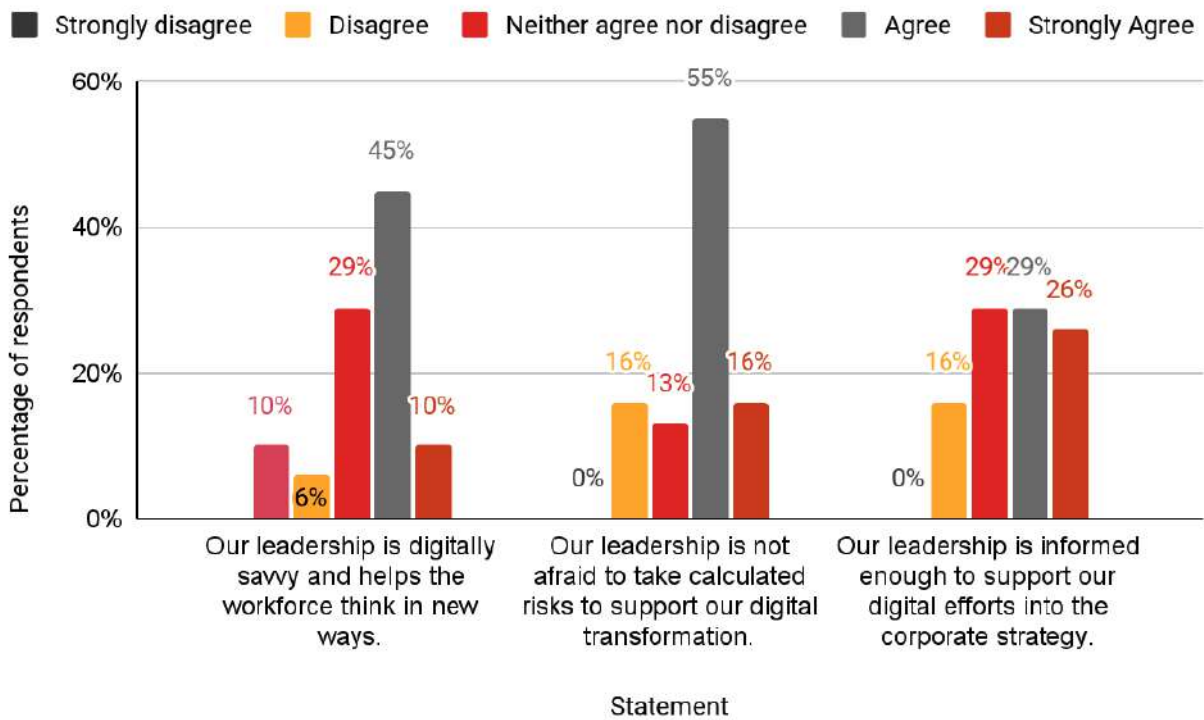


Attitude towards

Digital transformation

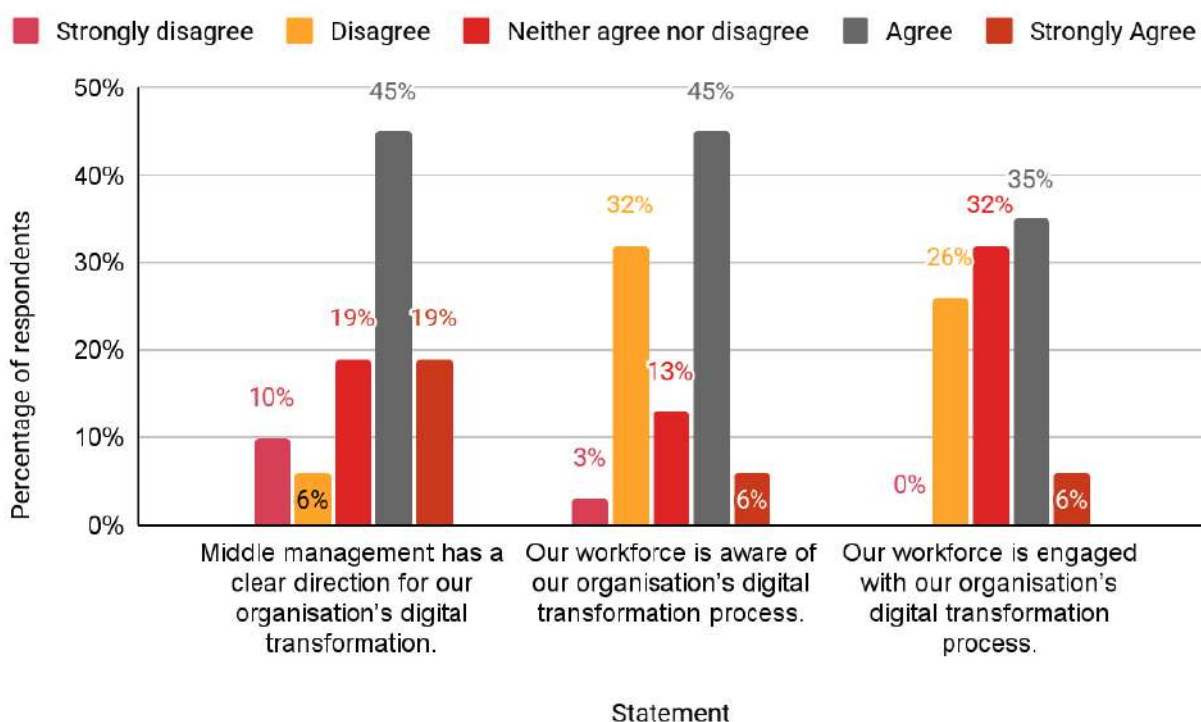
Digital transformation

Question: To what extent do you agree with the following statements?



Digital transformation

Question: To what extent do you agree with the following statements about your workforce's involvement in digital transformation initiatives?



Discussion summary



- Some participants stated that within their organisations, most employees are unaware of the digital transformation process taken place internally as decisions are taken at executive level and are not properly communicated downwards. This in turn results in a lack of buy in by the staff, who ultimately all need to play their part in order for the digital transformation the organisation intends to undertake to be successful.
- As such, business leaders should establish a clear vision regarding the intended digital transformation and clearly communicate this vision to all employees. A way in which this can be done, is to involve them in the process. So they can better understand how the changes will affect them, and resultantly generating more buy in.

Digital Transformation: failures and successes

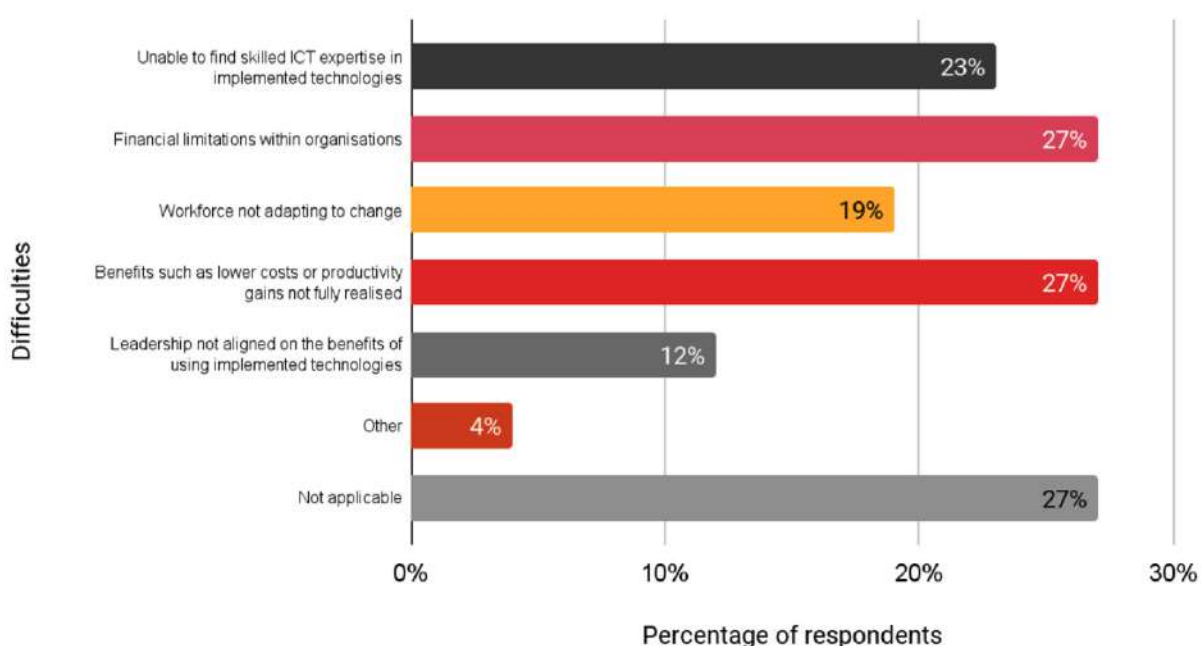


Digital Transformation

failures and successes

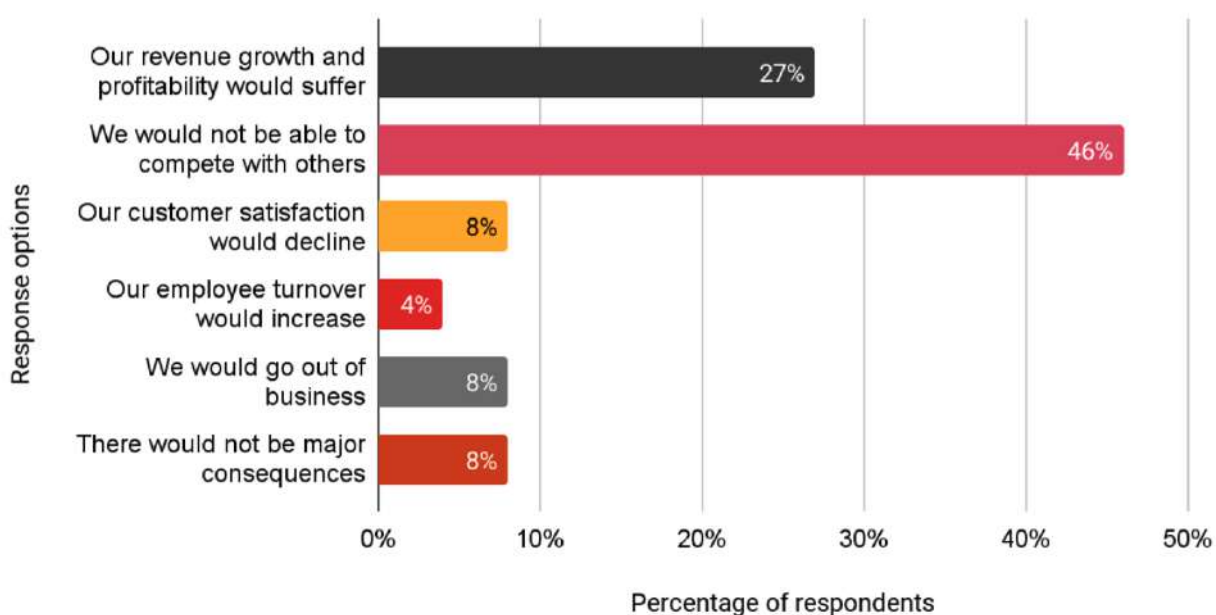
Digital transformation

Question: Is your organisation facing any challenges in applying implemented technologies?



Digital transformation

Question: Which of the following consequences would your organisation face if it failed to transform into a digital company?



Digital transformation success

Question: What is one thing you need to succeed in your digital transformation?

- More employee interest
- Gaining more knowledge
- Recruiting qualified and competent employees
- More board level input
- Commitment to vision
- Efficiency
- Recruit expertise to develop customer platform suited for industry
- Convincing top management of ICT systems
- Establish an accountability framework
- Simplifying the digital transformation to encourage employees into using it rather than being afraid for it
- Eliminate resistance to change



Workforce recruitment

& retention

ICT Specialists recruitment



By **2030**, there should be **20 million** employed ICT specialists in the EU, with convergence between women and men.

In **2020**, there were **8.4 million** employed ICT specialists in the EU.

In **2019**, **55%** of the enterprises in the European Union that recruited or tried to recruit ICT specialists reported difficulties in filling vacancies.

In **2020**, **19%** of the enterprises in the European Union employed ICT specialists.

Sources:

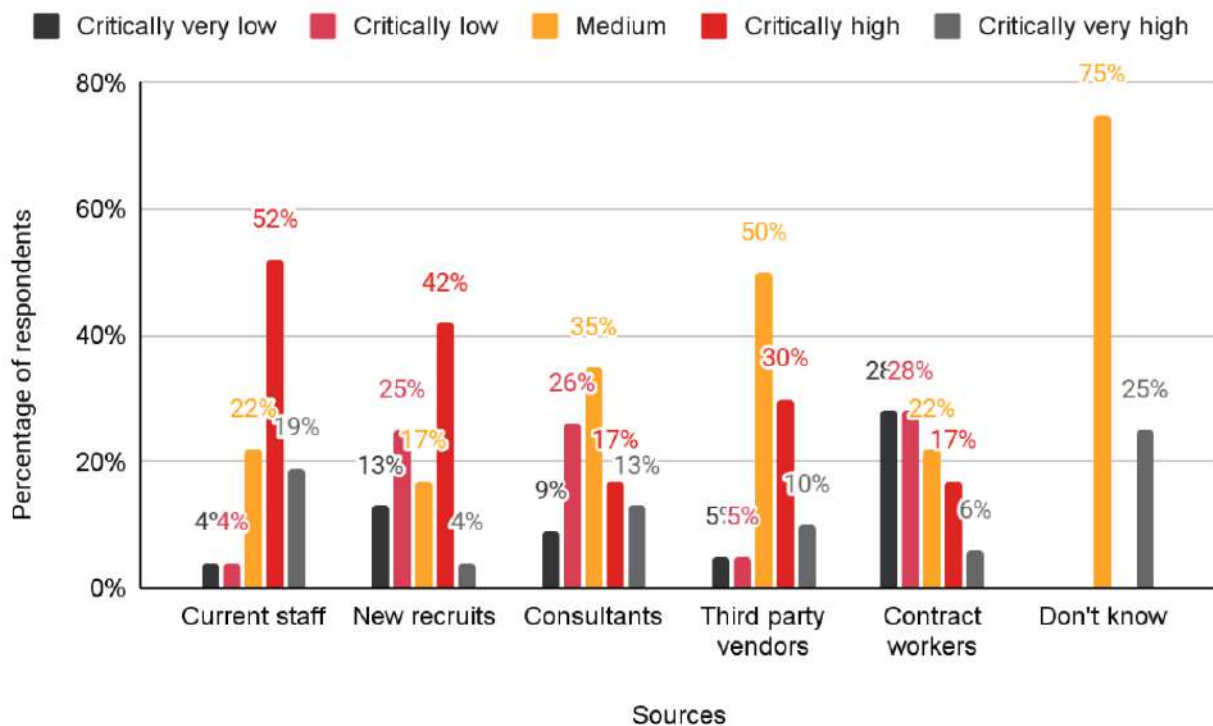
European Commission (2021) 'Digital Economy and Society Index (DESI)'. Retrieved from <https://digital-strategy.ec.europa.eu/en/policies/desi>

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<https://digital-strategy.ec.europa.eu/en/policies/countries-digitisation-performance>

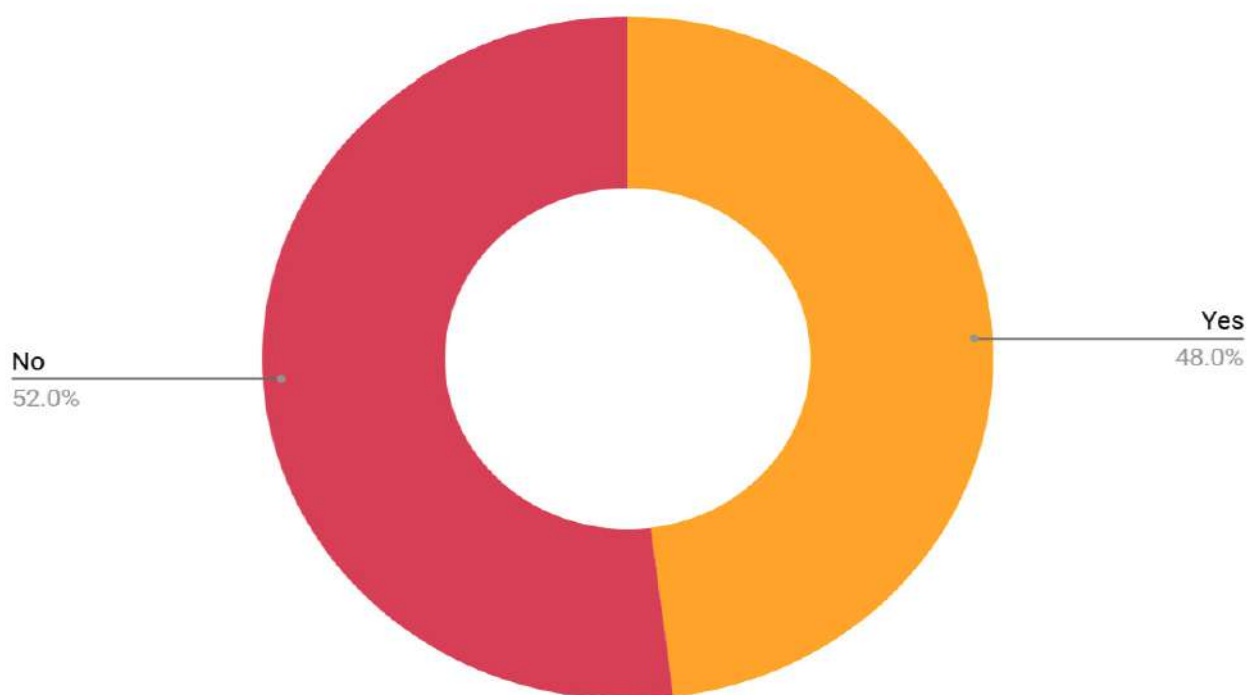
Digital transformation

Question: Which of the following sources of talent are most critical to your digital efforts?



Digital transformation

Question: Have you attempted to recruit staff having an ICT background over the past 6 months?



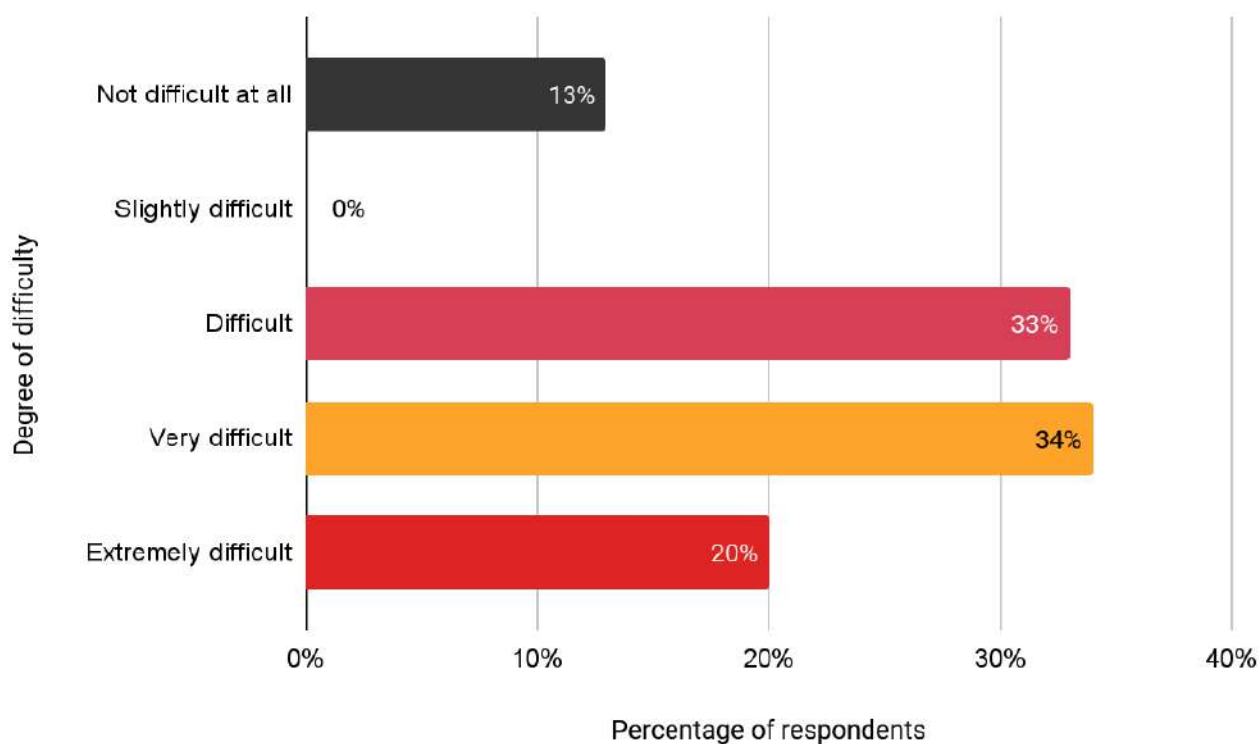
Digital transformation

Question: Do you expect to recruit more resources having strong ICT or technical background over the next two years?



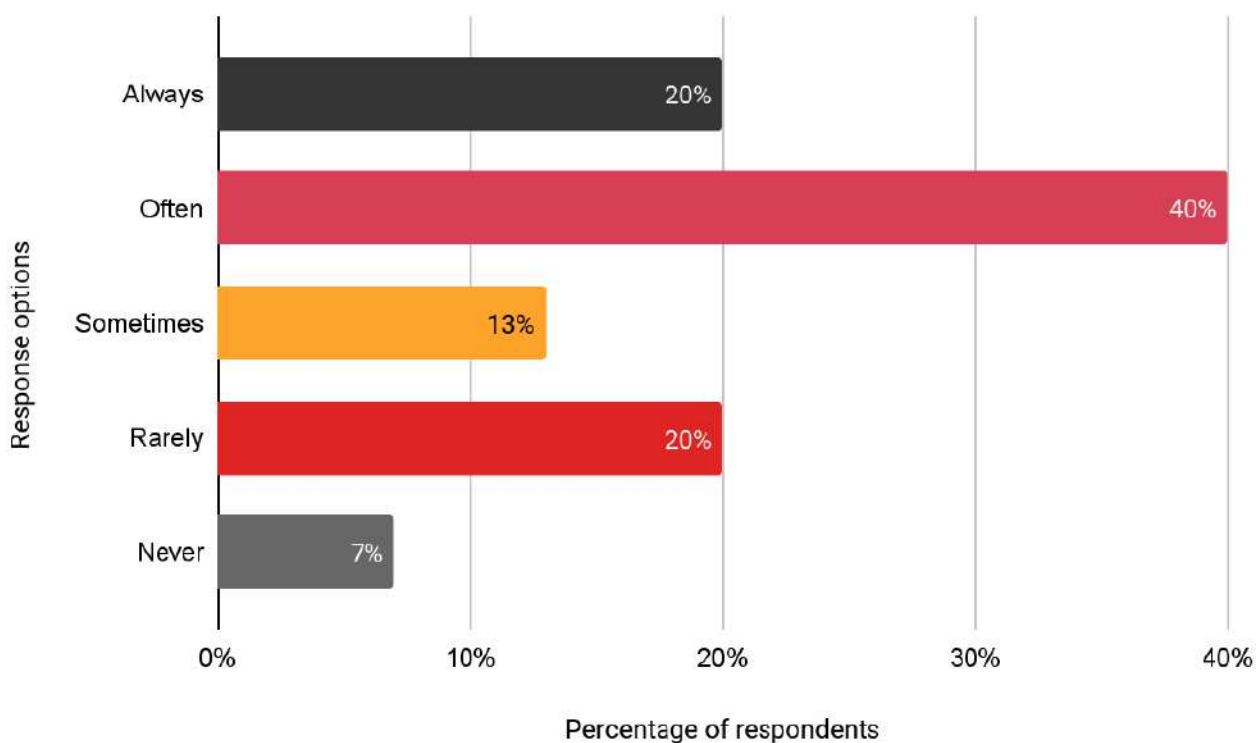
Digital transformation

Question: In your opinion, how difficult is it to find quality candidates for any open ICT positions?



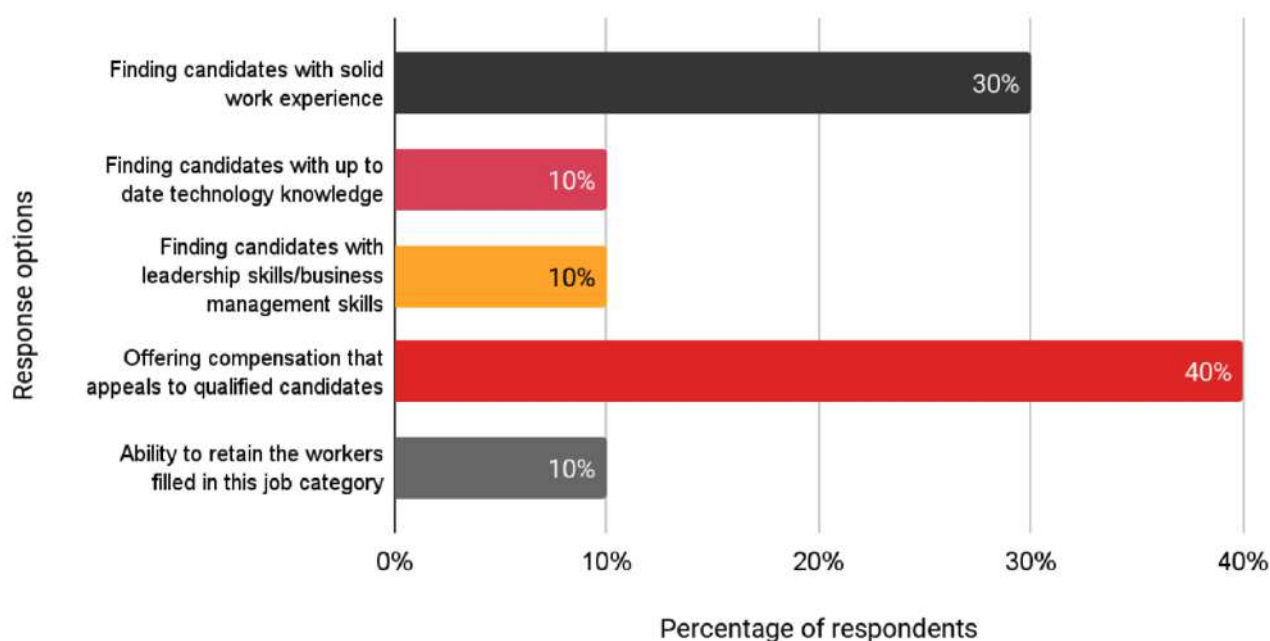
Digital transformation

Question: On average, how frequently do your open ICT call for applications take longer than anticipated to fill due to lack of available resources in the market?



Digital transformation

Question: What is the major challenge faced during recruitment of skilled and highly skilled ICT professionals?



Discussion summary

- Participants stated that most businesses take a fragmented approach in the recruitment process. Job descriptions are written by HR professionals based on very limited feedback by the business owners.
- Resultantly, business owners set unrealistic expectations as to ideal profile to fill the role. For example, they may ask for three years of experience for an entry level position. As such, some institutions such as MCAST have implemented apprenticeship programs to allow for a mix of studies and on the job training to meet such expectations.
- It was suggested that employers can close potential experience gaps of employees by closely collaborating with the education sector to set up more programs such as the one MCAST has implemented. This will aid employers to work towards closing the current ICT skills gap and ensure students will have work experience prior to graduating.
- The overall consensus was that the business sector should collaborate more closely with the education sector to motivate and enthuse students to consider a career within the ICT industry. It was believed that students currently have the perception that the ICT sector is repetitive and consists of boring work. As such, further awareness needs to be raised of the vast array of job opportunities within the digital sector.



Workforce skill gap

& training

ICT Specialists



In **2020**, **18%** of the SMEs in the European Union provided ICT training for their personnel.

In **Malta**, **28%** of the SMEs provided ICT training for their personnel.

Sources:

European Commission (2021) 'Digital Economy and Society Index (DESI)'. Retrieved from

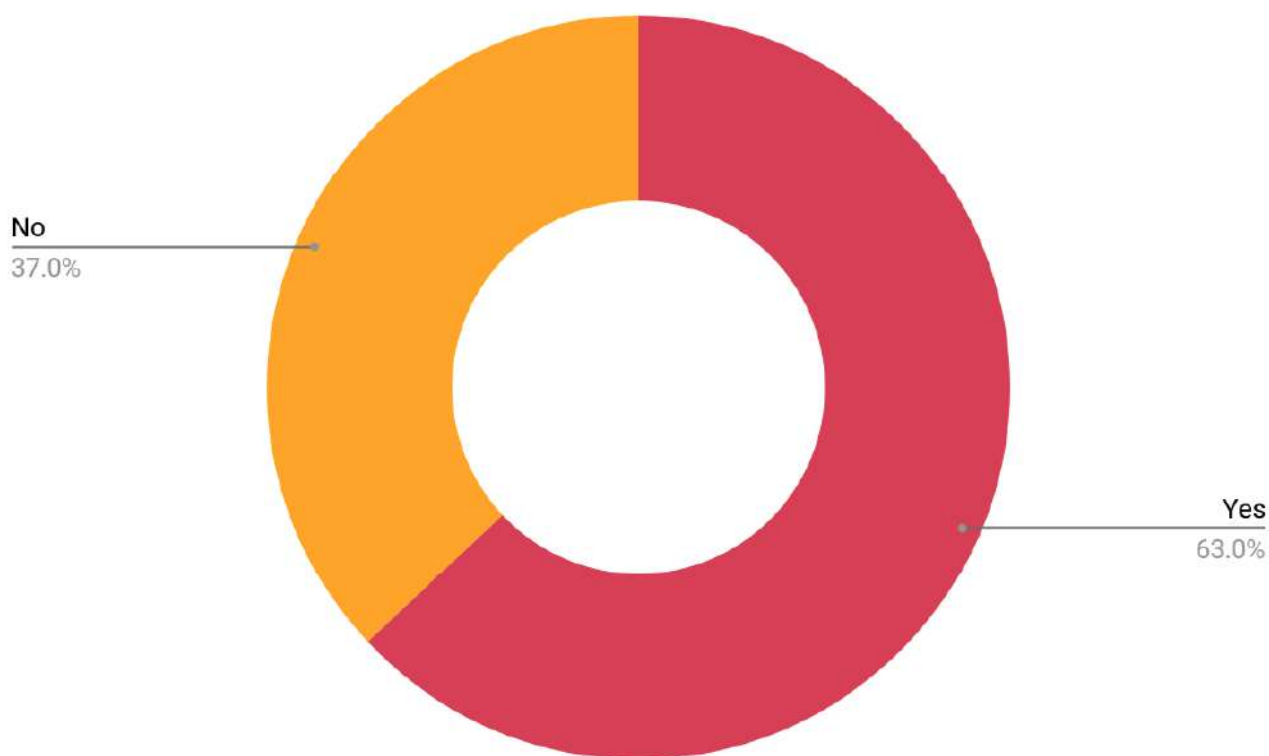
<https://digital-strategy.ec.europa.eu/en/policies/desi>

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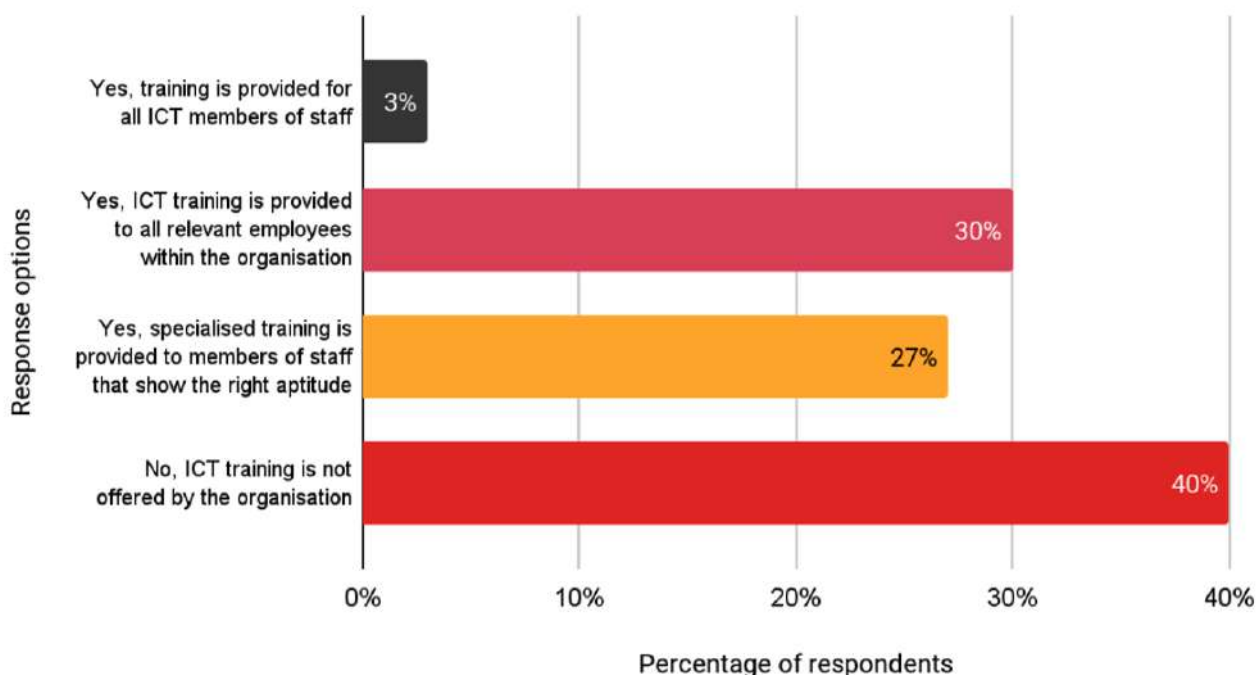
Digital transformation

Question: Would you consider that there is a significant gap between the type of skills that your current employees have now, and those required to meet your current business objectives?



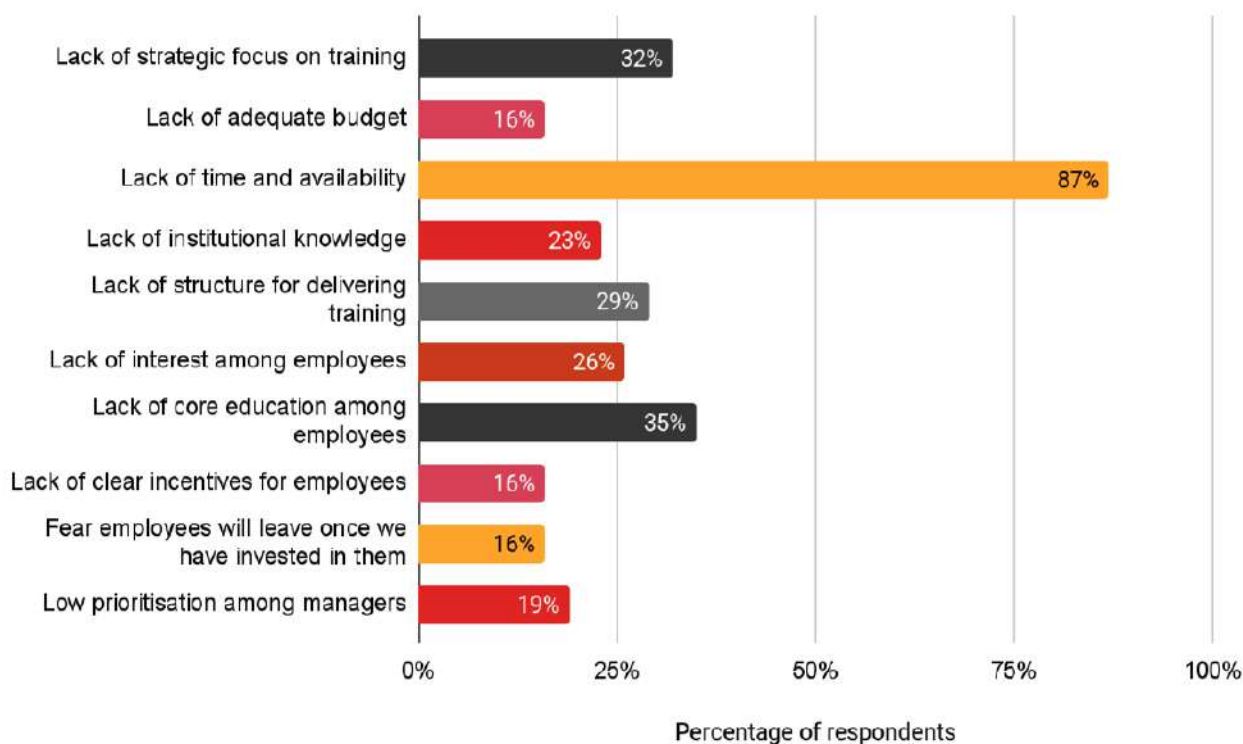
Digital transformation

Question: Does your company provide any ICT/digital related training to develop further skills of its currently engaged workforce?



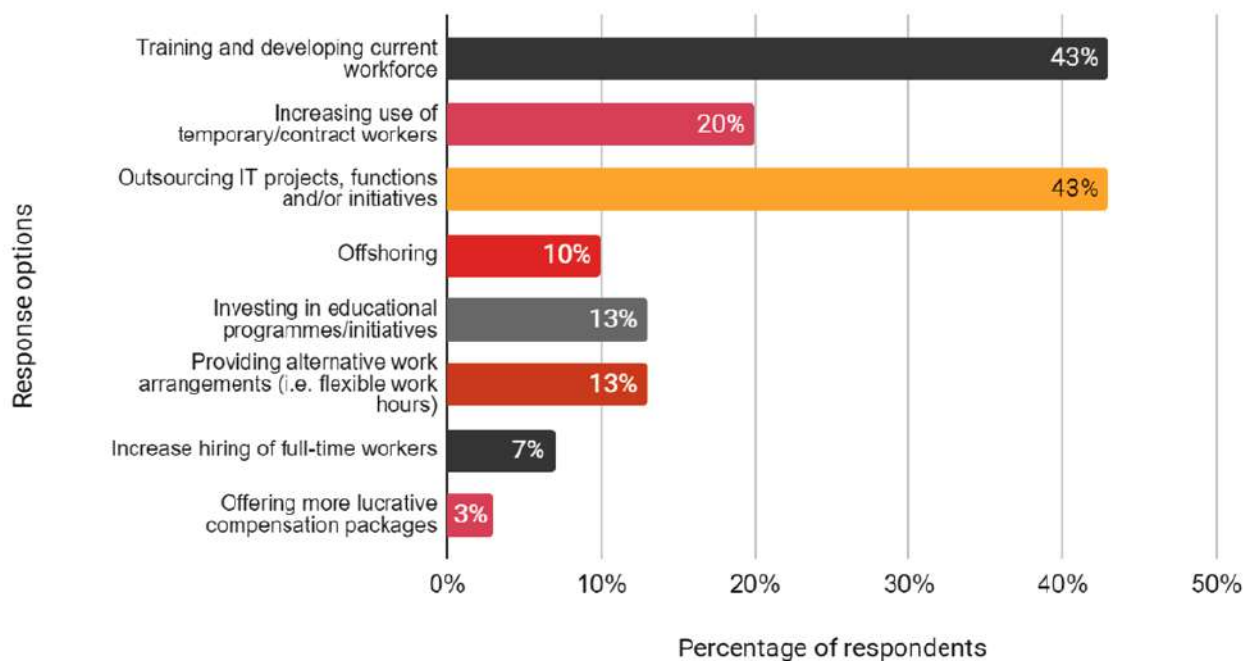
Digital transformation

Question: What are the key barriers to upskilling the workforce at your organisation?



Digital transformation

Question: Which of the following do you currently utilise to counter the IT skills gap?



Discussion summary

- The discussion during both workshops regarding ‘Upskilling barriers’ and ‘Workforce skill gap & training’ survey results, yielded similar results. Hence, this summary is included in both sections. The education sector and business sector should work closely in order to collaborate with one another. This will allow for the education sector to better understand the needs of industry, as well as for industry to better understand how they can help society at large by implementing initiatives such as apprenticeship and upskilling programmes.
- Open communication between the education and business sector could allow for a focus on raising awareness of the digital skill sets necessitated and the advantages to building a career in the digital arena. This could then further assist in reducing the skills gap and allowing for a more positive recruitment process for both the recruiter and recruitee.
- Businesses should clearly map the digital skills needed for their current and future business activities to create more specific job descriptions, which eventually will lead to the employment of more valuable human resources.
- Businesses should free up time to upskill their current workforce and be raise aware of the consequences faced if they fail to upskill their workforce.

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