

## How did **Digitaliseringsstyrelsen** Benefit from a Customized Competence Framework?



Motivation

- Digitaliseringsstyrelsen main task is to design and implement digitization and IT policy across the public sector.
- In 2019, Digitaliseringsstyrelsen partnered with MapUs to launch the education program <u>Digital Start</u> aimed at bettering 15-18 year old students' awareness of and ability to use public digital services.



Challenge

 Digitaliseringsstyrelsen identified a need of improvement of the the 15-18 year olds' ability to use public digital services. The students found it difficult to use e.g. NemID, Digital Post and borger.dk.educational.



**Objectives** 

 The purpose of <u>Digital Start</u> was to strengthen the 15-18 year olds' knowledge and use of public digital services and to create a shared language and a common digital understanding among the students.



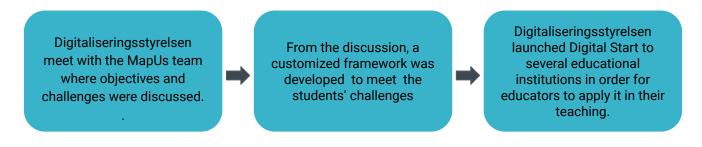
## The Student's Digital Journey

The student completed a competency mapping of individual strengths and weaknesses within digital public self-service.

The student participated in a workshop to discuss concrete challenges for each individual, based on the test result.

The student worked independently to raise their own level of knowledge in relation to identified weaknesses.

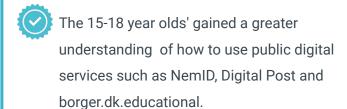
## Digitaliseringsstyrelsen's Digital Journey







## The Effect of MapUs in Digitaliseringsstyrelsen's educational efforts:



The 15-18 year olds' got a shared language and common understanding of what it means to be a young digital citizen.

