



## 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 [Digital Start](#) 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.

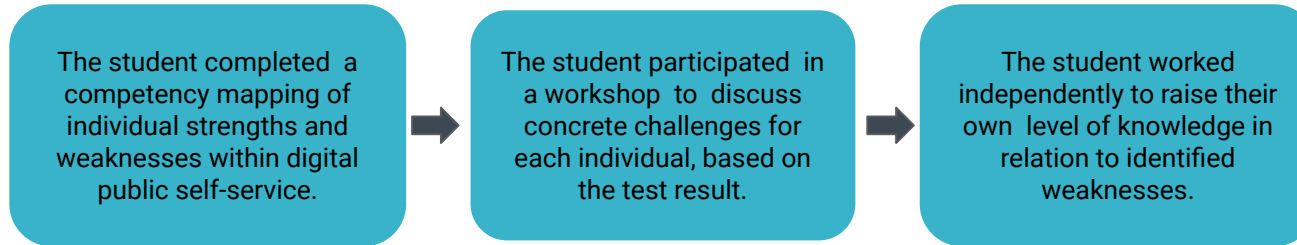


### Objectives

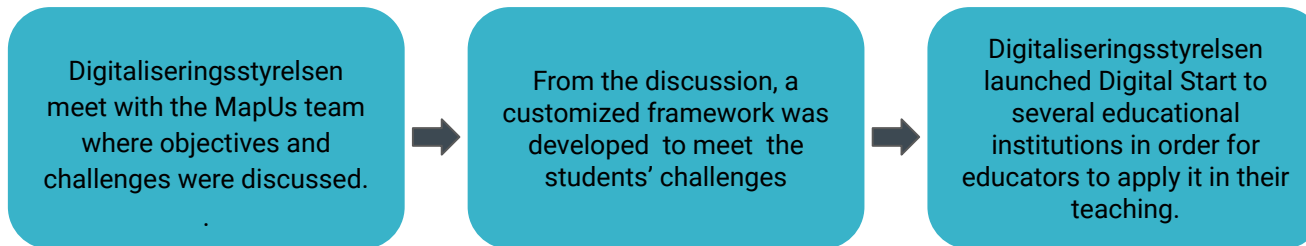
- The purpose of [Digital Start](#) was to strengthen the 15-18 year olds' knowledge and use of public digital services and to create a shared language and a common digital understanding among the students.



## The Student's Digital Journey



## Digitaliseringsstyrelsen's Digital Journey



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



The 15-18 year olds' gained a greater understanding of how to use public digital services such as NemID, Digital Post and borger.dk.educational.



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

