



## USAID Pacific Digital Connectivity and Cybersecurity Partnership (DCCP) Pacific

### ***"Digital Government Skills & Literacy Gap Assessment – Knowledge Sharing Workshop"***

**Tuesday November 26, 2024, | 10:00am - 12:00pm (Fiji Time)**

**Location: Hybrid Format – in person in Suva, Fiji with virtual participation options for PIC representatives**

#### **OVERVIEW**

While digital infrastructure development in the Pacific Island Countries has grown in recent years, investment in digital literacy and skills development remains limited, with significant gaps reported by both governments and development partners. These gaps extend to government sectors, where civil servants often lack the skills to implement or utilize e-government platforms effectively. This presents significant obstacles to the success of digital government initiatives aimed at improving public services, increasing transparency, and reducing administrative burdens. Without targeted efforts to address these deficiencies, the drive to digitalize public services will struggle, leaving vulnerable populations underserved, deepening existing inequalities and government investments in digital transformation not fully realized.

To address this, the USAID Digital Connectivity and Cybersecurity-Pacific (DCCP) undertook a Digital Government Skills and Literacy Gap Assessment. This assessment analyzed current digital skill levels among government employees across twelve PICs, including FSM, Fiji, Kiribati, Palau, PNG, RMI, Samoa, Solomon Islands, Tonga, Nauru, Tuvalu, and Vanuatu. A hybrid workshop is proposed to share the findings and overarching recommendations of this assessment. The hybrid workshop format combines in-person and virtual participation, ensuring inclusivity across geographically dispersed islands, facilitating collaborative input, and enabling on-the-ground feedback on digital skill priorities.

The assessment identified four key ICT skill domains to guide training priorities, which will be validated during the workshop:

- **Building a Digitally Literate Workforce**

This domain focuses on foundational digital skills such as device use, internet navigation, office software, and basic cybersecurity practices. These skills support productivity and innovation in the public and private sectors and are critical for day-to-day governmental operations.

- **Sector-specific and Specialized ICT Skills**

These advanced skills are required for specialized government roles, such as software development, systems integration, and data analytics. Targeted training programs, often culminating in professional certifications, are essential to foster technical expertise and drive sector-specific digital transformation.

- **Cybersecurity Skills and Competencies**

With rising cyber threats, cybersecurity skills have become paramount for safeguarding government data and systems. This domain ranges from basic awareness to advanced security operations, including vulnerability assessments and incident response, aligned with frameworks like SFIA and NIST NICE.

- **ICT Governance and Project Management**

- Strategic alignment, risk management, and project execution are the focus of this domain, equipping government personnel to deliver quality public services and ensure accountability in ICT programs through effective project management and governance.

The hybrid validation workshop will provide an interactive platform for PIC government representatives to review and refine these priorities, tailoring them to each country's unique needs. By addressing validated gaps, the workshop aims to inform and guide the development of targeted digital skills programs under USAID DCCP, fostering a digitally competent public sector and empowering PICs for future digital growth.

## **OBJECTIVES**

- Share assessment findings and recommendations with regional governments and broader stakeholder community to help ensure DCCP project training activities align with regional priorities and on-the-ground realities.
- Facilitate knowledge sharing among PIC government representatives, encouraging collaboration on shared challenges and opportunities to expand digital skills & literacy development in alignment with government and market needs.
- Socialize and raise awareness of the Digital Skills Champions Program in the Pacific

## **Target Audience**

- Government officials from ministries of communication & technology, education, civil service and digital transformation across PICs
- Chief Information Officers, Chief Technology Officers, and heads of ICT/Digital Transformation departments from government agencies.
- Representatives from USAID Pacific Mission, USAID Country representatives, and development partners invested in capacity-building initiatives in the region.
- Private sector technology partners such as Google, Amazon (AWS), Samsung, Palo Alto Networks and others who offer digital skills training, certifications and technology solutions.
- Representatives from donors, development partners, civil society organizations, universities, technical and vocational education and training (TVET) institutions engaged in digital skills education and workforce development.
- Digital skills practitioners and trainers in digital literacy, ICT and cybersecurity who can contribute to the validation process and support training implementation.

## Digital Skills Validation Workshop – Agenda

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Time	Session	Responsible
10.00am	Official Welcome remarks	USAID DCCP-Pacific MEL Specialist Ms. Seraseini Vulavou
10.05am - 10.15 am	Keynote Address <ul style="list-style-type: none"> <li>• USAID’s commitment to enhancing Digital Skills and literacy in the Pacific</li> <li>• Alignment with DECA</li> </ul>	<i>USAID Pacific Islands – Director of Mission – Ms. Zema Semunegus</i>
10.15 am – 11.00 am	Overview of Assessment Findings and Recommendations <ul style="list-style-type: none"> <li>- Presentation of Digital Skills Assessment methodology, findings, and recommendations across 12 PICs, highlighting skills gaps in core domains</li> </ul>	<i>Assessment Team Lead – Ms. Reyn Anderson</i>
11.00am – 11.15 am	Q&A session and Interactive Poll	USAID DCCP-Pacific Objective 4 Lead – Mr. Sanjesh Lal
11.15 am – 11:45 am	Partners Update & Collaboration Session <ul style="list-style-type: none"> <li>- Explore joint opportunities with Digital Development Partners to meet digital skills needs in PICs</li> <li>- PNG Digital Cluster, Samoa Information Technology Association, Tonga Women in ICT</li> </ul>	USAID DCCP-Pacific MEL Specialist Ms. Seraseini Vulavou
11:45 am – 12.00 pm	Closing remarks and way forward	<i>Overview: USAID DCCP COP – Anju Mangal</i>