Agenda

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Tech Fantasy to Reality

The Digital Economy

Implications for Civil Service

2018 ICT HR Professionalisation Strategy

Civil Service ICT Apprenticeship Programme

CS Staff Reskilling Initiative

A National Approach to Skills Development

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Tech Fantasy to Reality

The Digital Economy

- Nowadays, most workers require at least a **basic ability to use technology**.

- CEDEFOP data – nearly **80% surveyed required basic/moderate ICT skills** to do their jobs.

- And yet:

  - **Less than 50%** of adults in Europe have the digital skills needed for 90% of roles in the future.

  - **4 out of 10** of Irish people describe themselves as being 'below average' for digital skills.

Implications for the Civil Service

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- We must ensure that:

  o Public service workforce **continues to professionalise**.

  o Our staff have the **knowledge, skills and abilities** to perform effectively in this new digital age.

  o The Civil Service is able to **adequately attract and retain** talented ICT staff members.

  o **All possible entry routes to ICT roles** in the Civil Service are catered for, including retraining schemes, internships and apprenticeships.

2018 ICT HR Professionalisation Strategy

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Background:

- 2015 Public Service ICT Strategy – recommended targeted recruitment of ICT professionals & professionalisation of ICT as critical to future delivery of PS ICT

- Recognised that a strong internal cadre of ICT professionals is critical to digital success.

The Strategy aims:

*to address the need for the **right people** to be in the **right roles** in order to enable the Civil Service deliver innovative digital services to our customers – citizens, business and civil servants*.

Civil Service ICT Apprenticeship Programme

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ICT ASSOCIATE APPRENTICESHIP

- Why ICT apprenticeships?

  - Recommended under ICT HR Professionalisation Strategy

  - To build a **skilled workforce** in cost-effective manner

  - To gain trained staff members with **technical skills that enable them to 'hit the ground running'** in a relatively short period

  - To **expand the potential talent pipeline** for CS ICT roles.

- The tech apprenticeships embrace a '**learning by doing**' format of ICT skills development.

Overview of Pilot Programme

- **2-year programme** – classroom training & workplace applied learning.

- **Apprentices paid** throughout the programme.

- **11 CS Bodies** took part

- 1 class per each stream – **Networks & Software Development**

- **Governance and operational management** carried out by FIT (Coordinating Provider for the national ICT Apprenticeships, NFQ Level 6, EQF Level 5).

Pilot Programme Structure

- 1st Six Months
  - Off-the-Job at ETB Training Centre
- Months 7-18
  - 3 Days On-the-Job & 2 Days Off-the-Job
- Months 19-24
  - 4 Days On-the-Job & 1 Day Off-the-Job
- Apprentices undertook industry certifications as well as City & Guilds-based classroom training

Overall Programme Results

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- Very **positive overall feedback** – apprentices and employers;

- All participating Government Employers **supportive of participation** in future programmes;

- Great for creating a **"pipeline" of new talent**;

- Final Outcome: **23 new recruits** to Civil Service as Network Engineers & Software Developers.

CS Staff Reskilling Initiative

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- OGCIO developing a pilot programme to recruit and retrain existing non-ICT CS staff members as ICT Service Desk Engineers at Executive Officer grade:

  - Outcome for those successful – recognised industry certification and hands-on development of skills and experience

  - Target group – career progress for existing Clerical Officers interested in a move to ICT.

  - Blend of on-the-job, off-the-job and on-line learning.

- Possible extension of programme if successful to include other ICT/ digital disciplines and potentially other grades/ levels.

Other Key ICT Professionalisation Actions

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- Recruitment - 2021/ 2022 Campaign Planning with the Public Appointments Service

- Establishing a Recognised Framework Approach for development of ICT Staff

- Developing Programme of ICT Interventions linked to CPD Model

- Developing an identifiable Civil Service ICT "brand"

National Approach to Skills Development

- National workforce must **upgrade and develop their skills;**
- A key element of this - **increasing participation in lifelong learning.**
  - Ireland performs poorly in terms of lifelong learning (SOLAS survey 2019);
- **National Skills Strategy 2025**;
- **Adult Literacy for Life -** 10-year adult literacy, numeracy and digital literacy strategy;
- **Expert Group on Future Skills Needs – AI report;**
- **CS Renewal 2030 – core competence: digital innovation;**
- **Technology Skills 2022.**

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Technology Skills 2022

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1 Provide pathways for reskilling into ICT/Technology roles

2 Incentivise additional places in Further Education and Higher Education in ICT/Technology Programmes

3 Skillnet Ireland networks to deliver targeted ICT technical and management programmes to industry

4 Attract and retain talent, promoting Ireland as a destination for high level ICT skills, and for ICT education and training

5 Promote the new diversity of education and skills provision to the public and industry

Wrap Up

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- Ambition is for Ireland to be a Digital Leader

- Civil Service must invest in workforce skills, esp. tech/digital

- Encourage Lifelong Learning for all

- Multitude of pathways into digital/ICT careers in the CS

- Greater diversity in educational/training approaches

- Build in opportunities to flex and adapt to evolving skills needs as digital ecosystem evolves

And finally!

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Thank you

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