Bridging the UK Digital Skills Gap in the Public Sector

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**Bridging the UK Digital Skills Gap in the Public Sector**

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Ofcom reported that amongst E5 countries the UK is leading the way in terms of mobile broadband connectivity and ordering goods or services online. But with regards to citizens interacting with public authorities online, the UK ranks second last. Not only is the UK lagging behind its European colleagues, there is also a lack of skills within the public sector to significantly improve the UK position. Respondents in a survey from the National Audit Office suggested that there was a skills gap in every major area needed to transform public sector digital and technology, including design, delivery and technical skills.

**Systems of Intelligence**

Systems of intelligence represent the continuous digital feedback loops that help organisations better analyse their data and move to intelligent action, engaging with citizens, optimise operations and reinvent products and business models. These systems define an organisations ability to change the landscape in which they exist and are essential for essential for digital transformation.

**Change management**

Successful change management involves making a visible long-term commitment, and thinking about who will use digital solutions, how they will use them, and what will help them recognise the value they deliver.

**Harnessing data**

Data relates to several transformation skills as government bodies face the challenge of collecting, storing and managing growing volumes of data in a secure and compliant way, and using it to generate the intelligence to provide better services.

Understanding these elements of transformation isn’t just important for IT leaders in government, they’re also part of a culture shift in the public sector. “We need a proactive Government, able to coordinate and join-up initiatives across sectors, places and organisations, with enough ambition to address head-on the national culture change required to meet the new digital age”.

Due to the austerity agenda within the civil service, this poses a large challenge. There have been positive steps towards collaborative innovation while reducing service delivery costs. There are also pockets of digital transformation in local government in their approaches to healthcare, policing, education and council services. This is ongoing and ever-evolving endeavour requiring the right environment, technology, and the right skills.