

Enhancing Workforce Digital Skills at the Greater London Authority

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 **DigiGov Expo**

 **DIGIGOVEXPO**



Enhancing Workforce Digital Skills at

**GREATER
LONDON
AUTHORITY**

My
role

Digital Training and Culture Change



GREATERLONDONAUTHORITY

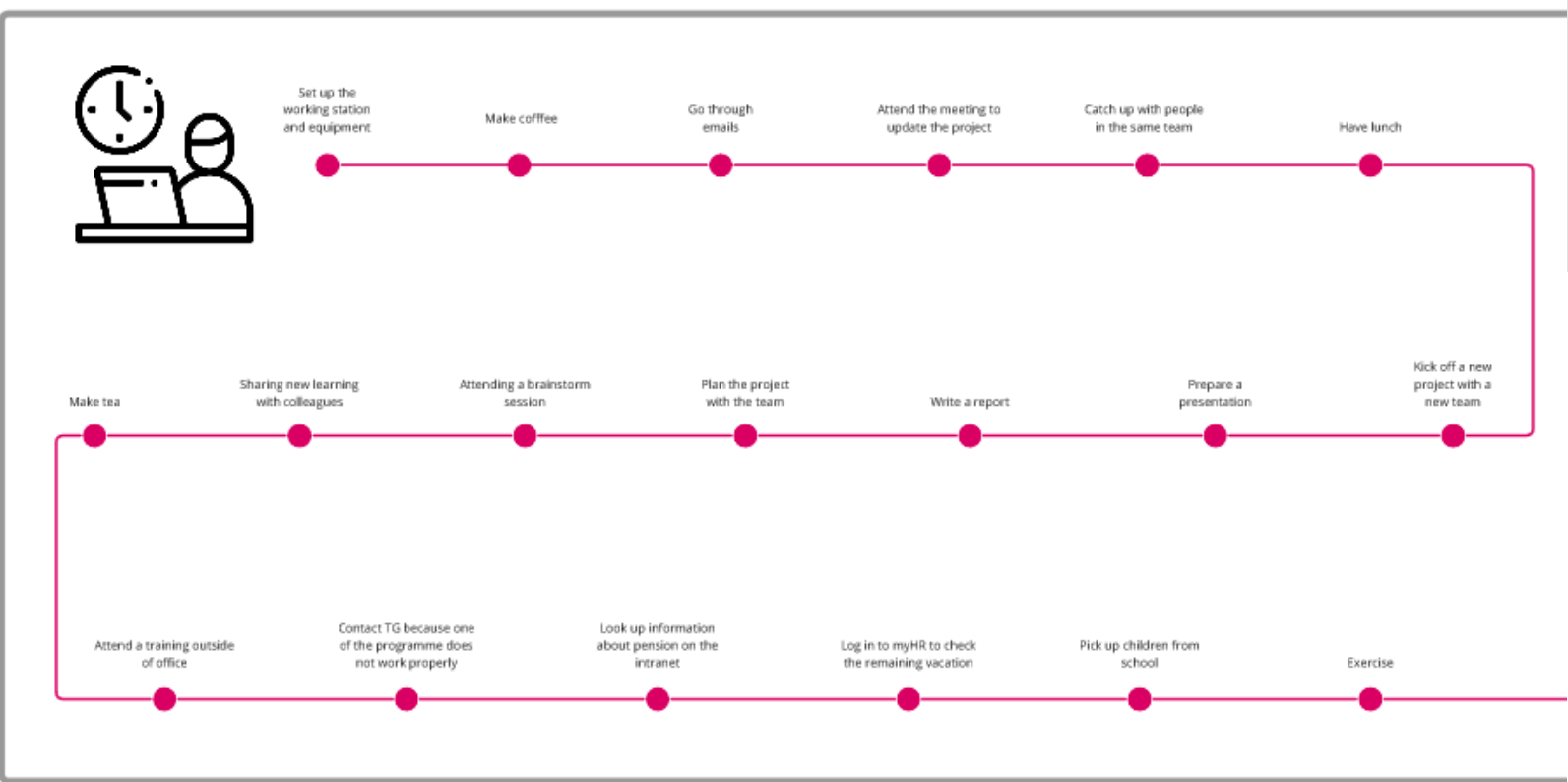


**Varied
digital
literacy
levels**

**Legacy
systems**

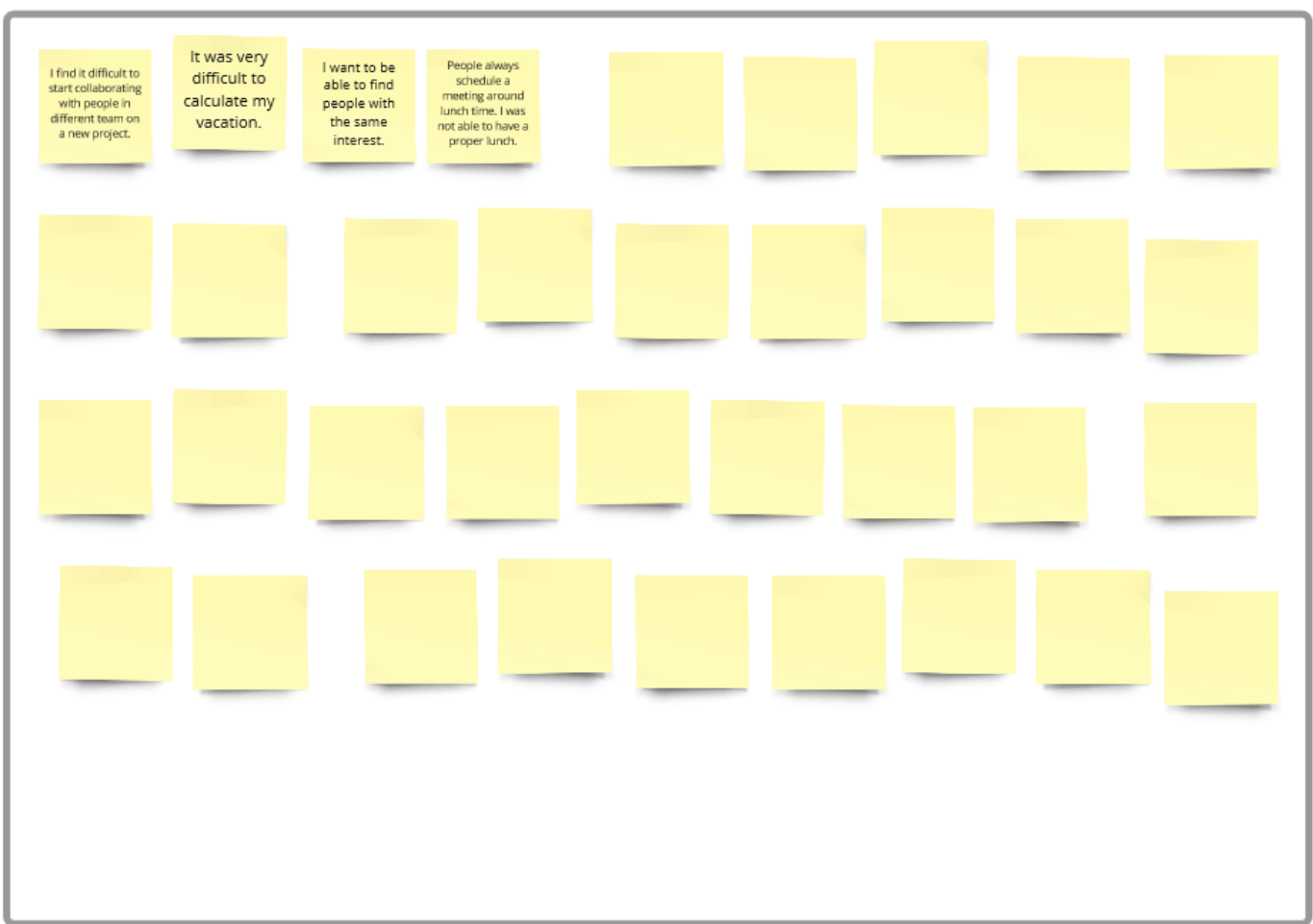
**Cultural
Resistance**

User centricity in training




A day in a life...

User centricity in training




Pain points and needs

User centricity in training

<p>Tool name:</p>  <p>Current situation:</p> <p>In some cases, I want to get advice and be connected with my peers.</p> <p>Function:</p> <p>My colleagues in control will help them find things out all the time to get a better quality.</p>	<p>Tool name:</p> <p>Current situation:</p> <p>Function:</p>	<p>Tool name:</p> <p>Current situation:</p> <p>Function:</p>	<p>Tool name:</p> <p>Current situation:</p> <p>Function:</p>	<p>Tool name:</p> <p>Current situation:</p> <p>Function:</p>	<p>Tool name:</p> <p>Current situation:</p> <p>Function:</p>
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Example of magic tool icons:



Problem Clusters





Improve your Digital Skills

Digital Skills Hub

I want to communicate more effectively

I want to collaborate with my team

I want to create a Roadmap

I want to organise my tasks more effectively



Digital workplace

Digital Skills Hub

**Hybrid
working
toolkit**

**Make it
accessible
toolkit**

**Cyber
security**

**Using
artificial
intelligence
in GLA**

**Using
digital
signature**



**Knowledge
warehouse**

Digital Skills Hub

**Lessons
learnt**

**CoP
toolkits**

**Change
Champions**



for

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Any

Questions

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