Digital Transformation & Artificial Intelligence Competency Framework for Civil Servants

BROADBAND COMMISSION
FOR SUSTAINABLE DEVELOPMENT

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Civil servants require a new set of skills and competencies for the challenges of governance in the digital era.

From designing public policies to improving the quality of public services, **emerging technologies like AI** can be leveraged for people, peace, prosperity and planet — if civil services can create **an enabling environment** for it.

Objectives

The Competency Framework for Civil Services for Digital Transformation, including AI, will:

1 Promote **trustworthy use** of AI and emerging technologies for inclusive sustainable development

2 Enhance **foresight and awareness** within civil services to engage with confidence in national programs for digital innovations and transformations

3 Provide a **basis for capacity development initiatives** contextualized in national needs, such as through tailored policymaker workshops

Development Process

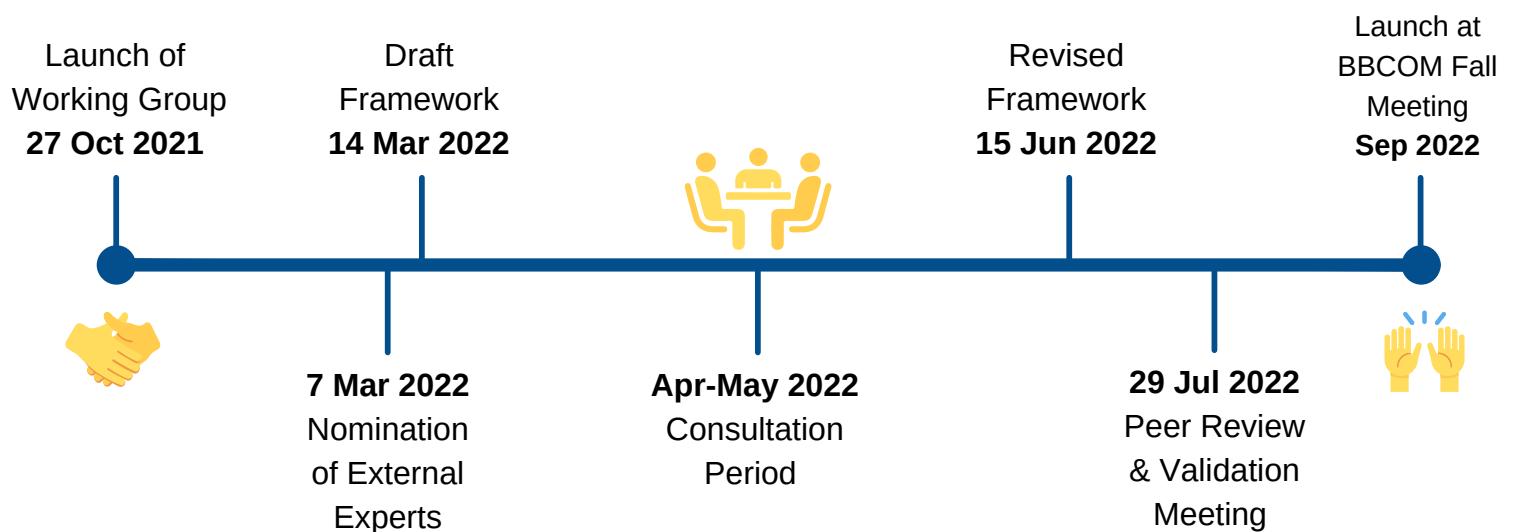**Multi-stakeholder consultation** led by United Nations Broadband Commission's Working Group on AI Capacity Building

Out of Member States* surveyed...

- **68%** requested initiatives for knowledge exchange concerning AI and its governance
- **78%** requested trainings for government officials
- **68%** requested support in the development of policies for AI

Artificial Intelligence Capacity Building Needs Assessment survey in Africa, UNESCO, 2021

Timeline

Launch of Working Group
27 Oct 2021

Draft Framework
14 Mar 2022

Revised Framework
15 Jun 2022

Launch at BBCOM Fall Meeting
Sep 2022

7 Mar 2022
Nomination of External Experts

Apr-May 2022
Consultation Period

29 Jul 2022
Peer Review & Validation Meeting

Contact
Prateek Sibal, p.sibal@unesco.org
Programme Specialist, Digital Innovation and Transformation, Communication and Information Sector, UNESCO

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Consultation Process

Who should participate?

Groups or individuals working on digital governance, digital transformation, and AI-related initiatives may be invited to participate in the consultations, including:

- ✓ Civil servants from ICT Ministries/Digital Units in Government
- ✓ Public policy researchers and professionals
- ✓ Academic experts
- ✓ Civil Society organizations
- ✓ Institutions working on trainings and capacity building for civil servants

Based on nine principles for multi-stakeholder participation:

1. Inclusive
2. Decisive
3. Collaborative
4. Transparent
5. Equal
6. Flexible & Relevant
7. Safe & Private
8. Accountable & Legitimate
9. Responsive

What is the consultation format?

Venue: Online via Microsoft Teams / Zoom
Duration: 120 minutes

Proposed Agenda:

10 mins	Introduction
20 mins	Presentation of Draft Framework
40 mins	Q&A on the Draft Framework (Guiding questions will be provided)
20 mins	Sharing on good practices + Q&A (1)
20 mins	Sharing on good practices + Q&A (2)
10 mins	Closing & Next Steps

Can I organize a consultation?

Yes! Write to **Prateek Sibal (p.sibal@unesco.org)**, Programme Specialist, Digital Innovation and Transformation, Communication and Information Sector, UNESCO with the following details:

- Date of Consultation (Must be within April-May 2022)
- Time of Consultation (HH:MM - HH:MM)
- Target Stakeholders
- Mode (Online or offline)
- Name and Contact Details of Organizers
- Deadline for Submission of Workshop Output to UNESCO

Contact

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