

CORA online workshop series. WS3: Digital skills for municipality employees

Wednesday, 9 November 2022, 13:00 – 16:30 CET

Agenda

13:00 15 min **Opening and welcome - Introducing the smart rural journey approach for small and rural municipalities**

Bieke Blauwblomme, Project manager digital transformation, Intercommunale Leiedal, Belgium

13:15 45 min **Expert talk - 'People first, technology will follow'**

Maka De Lameillieure, author, associate professor and a researcher at the VIVES university college and KU Leuven, co-founder of iVeria

"Digital Transformation Is About Talent, Not Technology", claimed an article in Harvard Business Review as early as in 2020. And the past period has clearly shown the importance of developing of the next generation of skills and closing the gap between talent supply and demand. Every transformation needs transformation of people, but in case of digital transformation it is of the utmost importance to strengthen digital skills of municipality employees in parallel with the integration of digital technologies. Better still, it should happen before any new technologies are introduced.

Join this expert talk, given by Maka De Lameillieure. She will provide the audience with an overview of different skill levels, necessary technical skills as well human skills and soft skills. This expert talk will also illuminate how these skills can be developed based on and in line with the needs of municipalities, their current digital maturity level, and the goal they want to achieve. In addition, some inspirational examples of how this strategical goal can be addressed will be provided.

14:00 15 min **BREAK**

14:15 60 min **Learning from the practice. 3 inspiring case studies from European municipalities**

CASE 1: Region of Innlandet County Municipality in Norway

Magnus Rognstad Neby, Head of Digitalisation and Service Development

During this 20 minutes session, Magnus will explain you how his own organization used business management (enterprise architecture) tools to increase the digital competence of

its employees. The work was undertaken as part of the establishment of Innlandet County Municipality, where the main objective was to create a better overview of the connection between services, processes, applications and technology (digital landscape). The example shows how business management tools and enterprise architecture can also be used to increase the employees' digital competence.

CASE 2: Medium size municipality: The city of Waregem in Belgium

Miet Casier, Staff member at the city of Waregem and Benny Van de Velde, Managing partner at the Flow

The city of Waregem in Belgium is embarking on a journey in which it wishes to bring its processes and also its employees to the next digital level. For this digital transition, it was decided to implement Microsoft 365 at the organisational level of the city. To this end, the city of Waregem is supported by a digital consultancy company, called The Flow (part of the Cronos Group). Prior to rolling out and implementing Microsoft 365, The Flow conducted a digital maturity scan among the employees, using the European Digicomp 2.2 model. This digital maturity scan determines a training program tailored to the employee, which ensures a targeted and efficient digital transition within the organisation. In this session you will discover the various steps that have been taken to this point and the challenges that are still ahead.

CASE 3: Small size municipality: Torsby in Sweden

Cecilia Sjoden, Broadband coordinator at Torsby kommun

In this 20 minutes sessions, you will learn how Cecilia works within a municipality of 11.000 inhabitants to support the departments in their digitalization progress. You will discover why this also matters in smaller municipalities such as Torsby, how the challenge was addressed and what has been done to 'become digital in a small municipality'.

15:15 15 min

Poll

15:30 30 min

Panel discussion. Opportunities, challenges and potential policy recommendations

Panelists:

Maka De Lameillieure, Associate professor at the VIVES and KU Leuven,
Magnus Rognstad Neby, Head of Digitalisation and Service Development, Innlandet County Municipality
Miet Casier, Staff member at the city of Waregem,
Benny Van de Velde, Managing partner at the Flow,

Cecilia Sjoden, Broadband coordinator, Torsby kommun

Moderation by **Bieke Blauwblomme**, Intercommunale Leiedal

16:00 10 min **Wrap up and transition to breakout sessions**

16:10 20 min **4 Breakout sessions**
In 4 individual virtual rooms you will have the possibility to ask questions and have follow-up discussions with the expert speaker and the presenters of the 3 case studies.

16:30 **End of workshop**
