

ITU Regional Development Forum for Europe (RDF-EUR)

Information and Communication Technologies for attaining Sustainable Development Goals

organized by the International Telecommunication Union with the support of the National Authority for Management and Regulation in Communications (ANCOM) of Romania and cooperation with the European Conference of Postal and Telecommunication Administrations (CEPT)

22-23 May 2023
Timisoara, Romania

Remote participation at http://itu.int/go/RDF_EUR_23
(Meeting held back-to-back with Com-ITU of CEPT - 24-26 May 2023)

Please note that submitted information will be presented during the RDF-EUR P2C Roundtables and it will also be reflected on the pledging platform of the Partner 2 Connect Digital Coalition.

CONTRIBUTION FORM

ORGANIZATION: DEPUTY MINISTRY OF RESEARCH, INNOVATION AND DIGITAL POLICY

FOCAL POINT: NICOS IOANNOU

TITLE: DIGITAL SKILLS ACTION PLAN 2021-2025

DESCRIPTION OF ACTION: [Provide a brief description up to 500 words]

The Deputy Ministry of Research, Innovation and Digital Policy, under the National Digital Strategy for 2020-2025 and in regards to one of its four portfolios, the digital society portfolio, has crafted the "Digital Skills - National Action Plan 2021-2025", taking into consideration the latest developments in the field, considerably,. It consists of a comprehensive and dynamic plan, stipulating a decisive step in the country's digital transformation, by strengthening the digital fitness and capacity of citizens across the whole spectrum of demographics, social structure and economic activity. Cyprus' National eSkills Action includes specific interventions, from basic to advanced level, for each pre-defined target group, covering labour force, general public and education. The goal is to reskill/upskill the current workforce to have at least basic digital skills, to empower the whole of society, including the elderly, vulnerable groups and people in remote areas, to participate in digital communities and benefit from the digital transition, as well as to redesign our educational system to tackle the root cause of the challenge we are facing.

Regarding the public sector, under the European Structural Funds (ESF+) funding the Cyprus Academy for Public Administration is implementing a series of training programs on digital skills, from basic to advanced level, based on the identification of needs through a dedicated survey that took place in cooperation of the Deputy Ministry of Research, Innovation and Digital Policy. The survey resulted in more than 13000 training needs at 90 public organizations in the fields of MS Office, cybersecurity, social media, teleworking/ elearning tools, ecollaboration and productivity tools.

For the said period, more than 3000 civil servants participated in trainings and these will be offered on a continuous basis until the end of 2023. Also, under the ESF+ funding the Cyprus Academy for



Public Administration has implemented a series of training on Project Management with more than 400 participants, including RRP project coordinators.

The training on cybersecurity at a basic level, will begin during 2023 with estimated participation of 2500 public sector employees, funded by the national RRP. In the area of advanced cybersecurity and under the national RRP, there are specific actions that will cover the training needs for more than 500 public servants in the specialized sectoral areas of health, defence and maritime.

Regarding the general public the Cyprus Productivity Centre (CPC) is implementing various training programs under the national RRP for people over 55 years old, in the areas of Computer skills, use of smart devices, use of e-government systems & services, MS Office, digital skills for health and wellbeing, and for the general public in the areas of MS Office (basic to advanced), cybersecurity, digital marketing, elearning and teleworking tools etc.. Specifically, for 2022 more than 70 training programs took place with more than 800 participants, while in the period 2023-2025 more than 450 training programs are estimated to take place. Currently, the effort is to design additional courses in consultation with social partners, funded by DMRID, targeting vulnerable groups such as people in remote areas and people with disabilities. Moreover, the CPC has completed a survey on digital skills needs among general public and industry, in December 2022.

The Human Resource Development Authority is also implementing training activities for digital skills [(2019 - Q1 2022: >675 programs for employed with >5500 participants (based on the participation the majority were men), 2019 - Q1 2022: 127 programs for unemployed with >300 participants (based on the participation the majority were females)]. HRDA has included in RRP 2021-2026 a specific intervention for Skilling, Reskilling and Upskilling for digital skills. The DMRID has completed a dedicated survey among CITEA members on ICT roles & skills, and the results will include curricula for HRDA trainings to be launched in 2023, under the RRP.

In this context, the DMRID, also through the function of the Digital Champion, title attributed to the Permanent Secretary of the Deputy Ministry, will re-activate the national Digital Skills and Jobs Coalition, with more than 50 members from the public and the private sector who commit to jointly achieve the objective of a digitally fit society, at all levels, maximizing impact, exploring synergies and collaboration and avoiding duplication of effort. All interventions included are the result of open communication and consultation with the members of the National Coalition, public bodies, private entities and ICT associations, such as CITEA and CCS, as well as universities, NGOs etc.

In line with the program, Cyprus looks forward to participating the Regional Development Forum for Europe and cooperate closely with ITU to share experience and best practices to ITU community in the EUR region as well as benefit from ITU's cooperation and assistance.

COUNTRIES in FOCUS: [Name countries to be impacted by this action]

CYPRUS

YEARS of IMPLEMENTATION: [Tick the relevant boxes or delete the irrelevant items]

☒ 2023

☒ 2024

☒ 2025

RELEVANT ITU REGIONAL INITIATIVE: [Tick the relevant boxes or delete the irrelevant items]

☐ EUR1: Digital infrastructure development



- ☐ EUR2: Digital transformation for resilience
- ☒ EUR3: Digital inclusion and skills development
- ☐ EUR4: Trust and confidence in the use of telecommunications/ICTs
- ☐ EUR5: Digital innovation ecosystems

Please find more information on the ITU Regional Initiatives 2023-2025, as defined by WTDC-22, [here](#).

RELATED ITU-D PRIORITIES AS DEFINED BY THE ITU WORLD TELECOMMUNICATION DEVELOPMENT CONFERENCE 2022

- ☐ Affordable connectivity
- ☒ Digital Transformation
- ☐ Enabling policy and regulatory environment
- ☐ Resource mobilization and international cooperation
- ☐ Inclusive and secure telecommunications/ICTs for sustainable development

Please find more information on the ITU-D Priorities, as defined by WTDC-22, [here](#).

RELATED ITU PRIORITIES AS DEFINED BY ITU PLENIPOTENTIARY CONFERENCE 2022

- ☐ Spectrum use for space and terrestrial services
- ☐ International telecommunication numbering resources
- ☐ Inclusive and secure telecommunication/ICT infrastructure and services
- ☒ Digital applications
- ☐ Enabling environment

Please find more information on the ITU Priorities, as defined by PP-22, [here](#)

RELATED WSIS ACTION LINE: [Tick the relevant boxes or delete the irrelevant items]

- ☒ C1: The role of governments and all stakeholders in the promotion of ICTs for development
- ☐ C2: Information and communication infrastructure
- ☒ C3: Access to information and knowledge
- ☒ C4: Capacity building



- ☒ C5: Building confidence and security in the use of ICTs
- ☒ C6: Enabling environment
- ☒ C7: ICT applications
- ☐ C8: Cultural diversity and identity, linguistic diversity and local content
- ☐ C9: Media
- ☐ C10: Ethical dimensions the Information Society
- ☐ C11: International and regional cooperation

RELATED SDG: [Tick the relevant boxes or delete the irrelevant items]

- | | |
|--|---|
| <input type="checkbox"/> SDG 1: No Poverty | <input type="checkbox"/> SDG 10: Reduced Inequalities |
| <input type="checkbox"/> SDG 2: Zero Hunger | <input type="checkbox"/> SDG 10: Reduced Inequalities <input type="checkbox"/> SDG 11: Sustainable Cities and Communities |
| <input type="checkbox"/> SDG 3: Good Health and Well-being | <input type="checkbox"/> SDG 12: Responsible Consumption and Production |
| <input type="checkbox"/> SDG 4: Quality Education | <input type="checkbox"/> SDG 13: Climate Action |
| <input type="checkbox"/> SDG 5: Gender Equality | <input type="checkbox"/> SDG 14: Life Below Water |
| <input type="checkbox"/> SDG 6: Clean Water and Sanitation | <input type="checkbox"/> SDG 15: Life on Land |
| <input type="checkbox"/> SDG 7: Affordable and Clean Energy | <input type="checkbox"/> SDG 16: Peace, Justice and Strong Institutions |
| <input type="checkbox"/> SDG 8: Decent Work and Economic Growth | <input type="checkbox"/> SDG 17: Partnerships for the SDGs |
| <input checked="" type="checkbox"/> SDG 9: Industry, Innovation and Infrastructure | |

