The Digital Skills Indicator 2015 – methodological update note

This note presents the updated methodology and indicators used in the Digital Skills Indictor presented in the Digital Agenda Scoreboard 2015.

The Digital Skills Indicator was piloted in the 2014 Digital Agenda Scoreboard on the basis of data collected in 2012. It represents work carried out by DG CONNECT F4 in relation to action 62 of the Digital Agenda to propose "EU-wide indicators of digital competence". The indicator takes as its conceptual framework the digital competence framework developed by the IPTS under the European Commission funded DIGCOMP project. The framework identified 5 digital competence areas (information, communication, problem-solving, content creation and safety) the first four of which are represented in the indicator. The fifth area of safety is currently not represented due to a lack of availability of appropriate indicators. Data used in the indicator have been collected through the Eurostat European Union Survey on ICT Use in Households and by Individuals.

The table below provides an updated overview of the indicators and aggregation method used in the current edition of the indicator using data collected in 2014.

1. Information skills

Definition of information skills in Digital Competence Framework: identify, locate, retrieve, store, organise and analyse digital information, judging its relevance and purpose.

- Copied or moved files or folders
- Obtained information from public authorities/services' websites
- Finding information about goods or services
- Reading online news/newspapers/news magazines

Levels of information skills

Basic : one item

Above basic: more than one item

2. Communication skills

Definition of communication skills in Digital Competence Framework: communicate in digital environments, share resources through online tools, link with others and collaborate through digital tools, interact with and participate in communities and networks, cross-cultural awareness.

- Sending/receiving emails
- Participating in social networks
- Telephoning/video calls over the internet
- Uploading self-created content to any website to be shared

Levels of communication skills

Basic : one item

Above basic: more than one item

3. Problem solving skills

Definition of problem solving skills in Digital Competence Framework: identify digital needs and resources, make informed decisions as to which are the most appropriate digital tools according to the purpose or need, solve conceptual problems through digital means, creatively use technologies, solve technical problems, update one's own and others' competences.

A – Problem solving

- Transferring files between computers or devices
- Connecting and installing devices
- Installing a new or replacing an old operating system

B – Familiarity with online services
(former: technological responses to needs)

- Online purchases (in the last 12m)
- Selling online
- Making an appointment with a practitioner via a website
- Internet banking

Levels of problem solving skills

Basic : one or more items only from A or only from B

Above basic: at least one item from A <u>and</u> B.

4. Software skills for content manipulation (former: Content creation skills)

Definition of content creation skills in Digital Competence Framework: Create and edit new content (from word processing to images and video); integrate and re-elaborate previous knowledge and content; produce creative expressions, media outputs and programming; deal with and apply intellectual property rights and licences.

A – Basic

- Used word processing software

- Used spreadsheet software

B – Above basic

- Created presentation or document integrating text, pictures, tables or charts

- Creating websites or blogs

- Have written a code in a programming language

Levels of content creation skills

Basic : none of the "above basic" from B

Above basic: at least one "above basic" from B

Overall level of digital skills:

1. *Individuals with **"no" digital skills** are those who:*

   - record four "none" (i.e. have no items ticked in any of the four digital competence areas),

   - used the internet more than 3 months ago,

   - or have never used the internet.

2. *Individuals with **"low" digital skills**:*

   - One or more "none" in 3 domains (no items ticked in one to three domains)

3. *Individuals with* **"basic" digital skills**:
   - one or more "basic" (but no "none")

4. *Individuals with* **"above basic" digital skills**:
   - "above basic" in all 4 domains