

Leading a digital workforce

Developing digital capability is essential to creating a future-ready workforce and ensuring we are developing services that continue to meet the needs of our customers.

As a senior executive you have a role to play in digital capability uplift and supporting your team through this change.

Digital capabilities

Committing to improving the digital skills and capabilities of employees across the sector is the first step towards achieving whole of government digital maturity.

The Digital and Customer Capability Framework identifies the critical capabilities and skills that require immediate uplift across the NSW public sector to enable us to key priority outcomes. The six core focus areas are:

- Ideas to impact
- Customers at the centre
- Leading in a digital world
- Enabling technology
- Collaboration and agility
- Data, decisions and ethics

Video embed:

[Digital & Customer Capabilities](#)