

# INTERNAL CAPACITY BUILDING FOR INFORMATION COMMUNICATIONS TECHNOLOGY



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# Best Practice Framework

- Simply a way of doing something, based on how others have successfully done it before, that helps you quickly achieve a level of competence.

- Provides the baseline, or starting point.

It's a way to quickly achieve results, that you can then build on and adapt to your unique needs.

Malcolm Fry  
ITIL Advisory

# Presentation References:

- The People Capability Maturity Model - Carnegie Mellon University
- NICS CESO

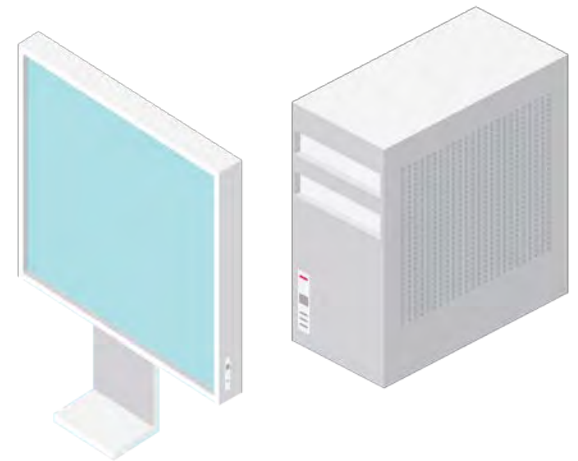
# Presentation Objectives:

- Describe the process model in the management of the human resource ICT skills capacity building
- Recognize and explain the ICT performance specifications underlying the ICT services strategic plan of the organizations
- Define the ICT competency standards by aligning them to the globally accepted best practices, and to the service delivery objectives of the organization's ICT solutions portfolio



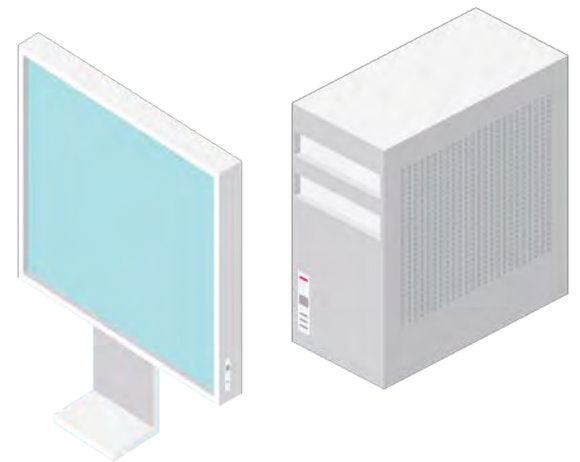
# Presentation Objectives:

- Develop ICT skills assessment tools aligned to the ICT solutions portfolio of the organization.
- Formulate the instructional design fitted to the ICT performance specifications of the organization.
- Write the ICT skills capacity building training plan



# Presentation Topics:

- People Capability Building Model
- Performance Specification of ICT Enabled People
- ICT Capability Building Instructional Design



# Part 1: People Capability Building Model

- Process Stages
- Process Procedures
- Key Performance Indicators



# People Capability Building Questions

- What are the strategic performance goals of the organization to align the capability of people, process, technology, governance, and content?
- How relevant and effective are the current knowledge, skills, motivation and environment of the organization to realize the performance targets?
- How to benchmark the progression of people capability maturity?

# People Capability Maturity Model

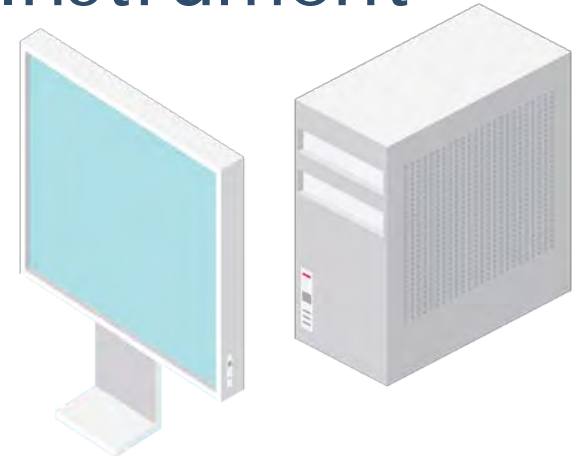
-People CMM -Carnegie Mellon University

<b>Maturity Level</b>	<b>Focus</b>	<b>Process areas</b>
<b>5 Optimizing</b>	Continuously improve and align personal, workgroup, and organizational capability	Continuous Workforce Innovation Organizational Performance Alignment Continuous Capability Improvement
<b>4 Predictable</b>	Empower and integrate workforce competencies and manage performance quantitatively	Mentoring Organizational Capability Management Quantitative Performance Management Competency-Based Assets Empowered Workgroups Competency Integration
<b>3 Defined</b>	Develop workforce competencies and workgroups, and align with business strategy and objectives	Participatory Culture Workgroup Development Competency-Based Practices Career Development Competency Development Workforce Planning Competency Analysis
<b>2 Managed</b>	Managers take responsibility for managing and developing their people	Compensation Training and Development Performance Management Work Environment Communication and Coordination Staffing
<b>1 Initial</b>	Workforce practices applied inconsistently	

## Part 2:

# Performance Specifications of ICT Enabled People

- Knowledge and Skills Requirements of the ICT Services Strategic Plan
- Competency Standards of the Acquired ICT Solutions
- ICT Skills Need Analysis Instrument Building



# Strategic Goals of e-Government

-a World Bank Definition

The use by government agencies of information technologies to **transform relations** with citizens, businesses, and other arms of government.

These technologies can serve a variety of different ends: (1) **better delivery of government services to citizens**, (2) **improved interactions with business and industry**, (3) **citizen empowerment through access to information**, or (4) **more efficient government management**.

The resulting benefits can be *less corruption, increased transparency, greater convenience, revenue growth, and/or cost reductions*.

# Government On-line



Anywhere  
Web Access



Home-Based  
Web Access



Community e-Center  
Web Access



WEB-BASED SERVICES PORTAL



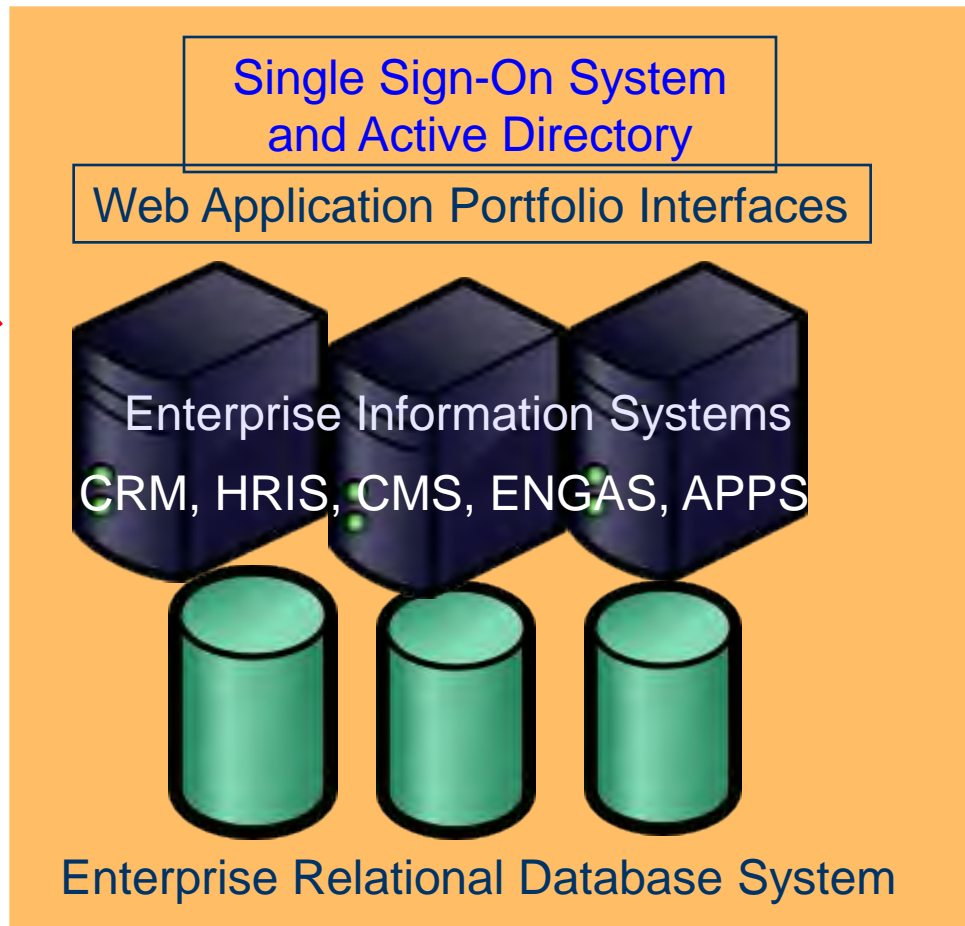
Central Office  
Web Access



Region-Based  
Web Access



Unit-Based  
Web Access



# Competency

*...an integrated set of skills, knowledge, and attitudes that enables one to effectively perform the activities of a given occupation or function to the standards expected in employment.*

*...It includes the person's ability to transfer and apply skills and knowledge to new situations, and to achieve agreed outcomes.*

# Enabling Interrogative

What digital citizenship skills and open digital environment that all citizen and government personnel, managers and executives need to learn effectively in a life-time, and to live productively in the emerging digital society?

# What it means to government agency...

- ..identification of performance specifications that identify the knowledge, skills, and abilities that the citizen and government personnel, managers and executives need to become and to succeed in a digital technology enhanced government environments.
- ...building of digital environment that promotes digital inclusion and open technology standards.



# ICT Environment Domain

1

## OPERATING ENVIRONMENT



2

## APPLICATION ENVIRONMENT

Documents Processing

Internet Browsing

Image & Video Processing

Communication & Collaboration

Multimedia Authoring Presentation

WebPage Authoring Publishing

Web Applications for Service Delivery and Citizen Participation

3

## DATA ENVIRONMENT



Document Files



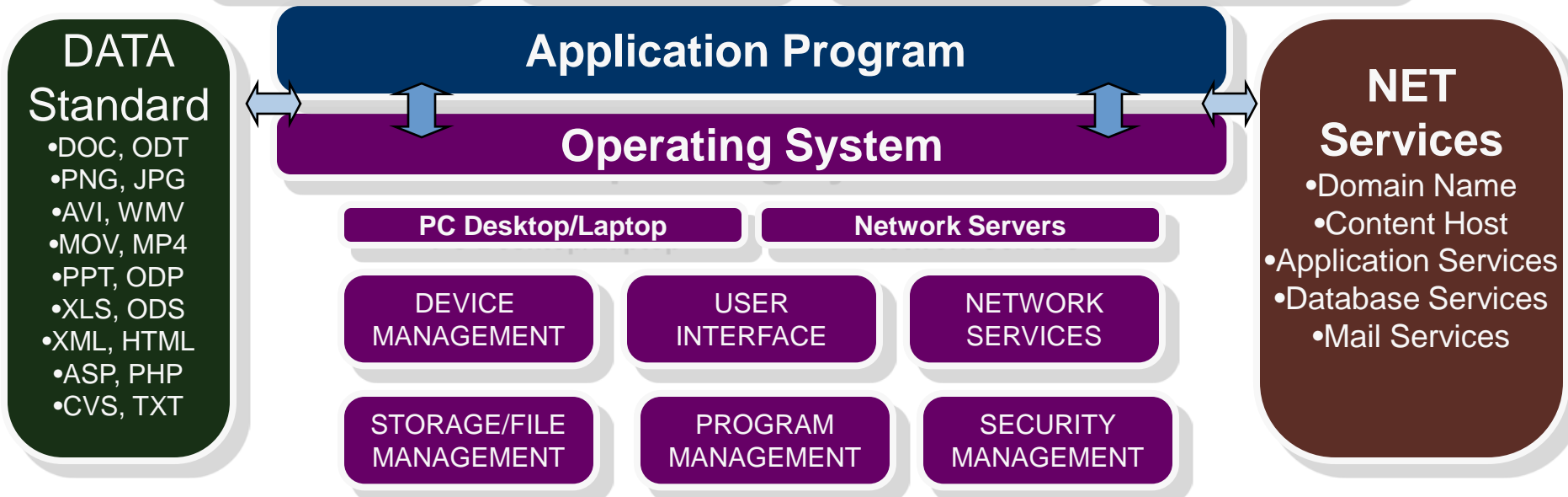
Multimedia Files



Transactional Data

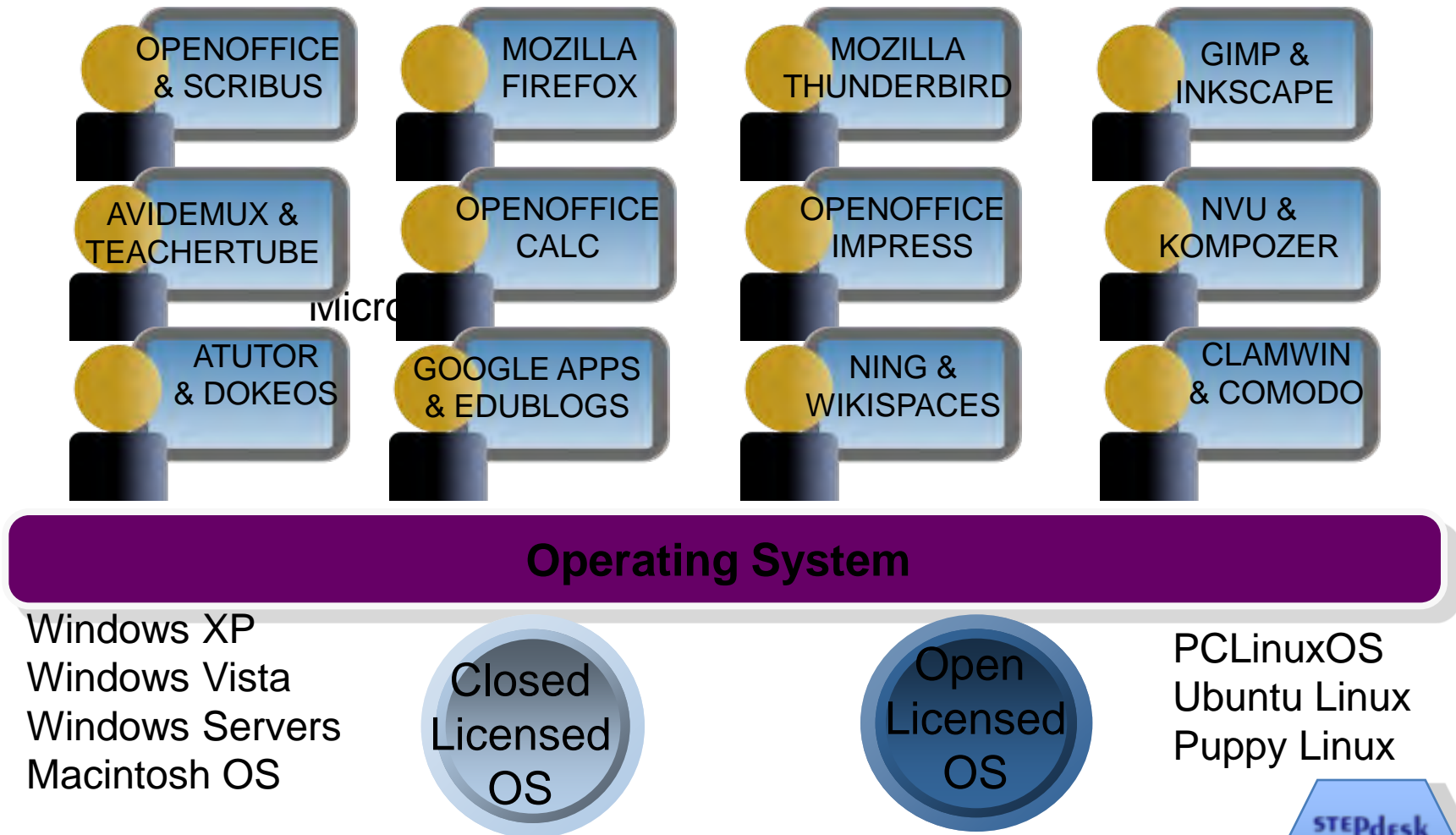


# ICT Solution and Literacy Needs



HARDWARE DEVICES & BANDWIDTH ACCESS

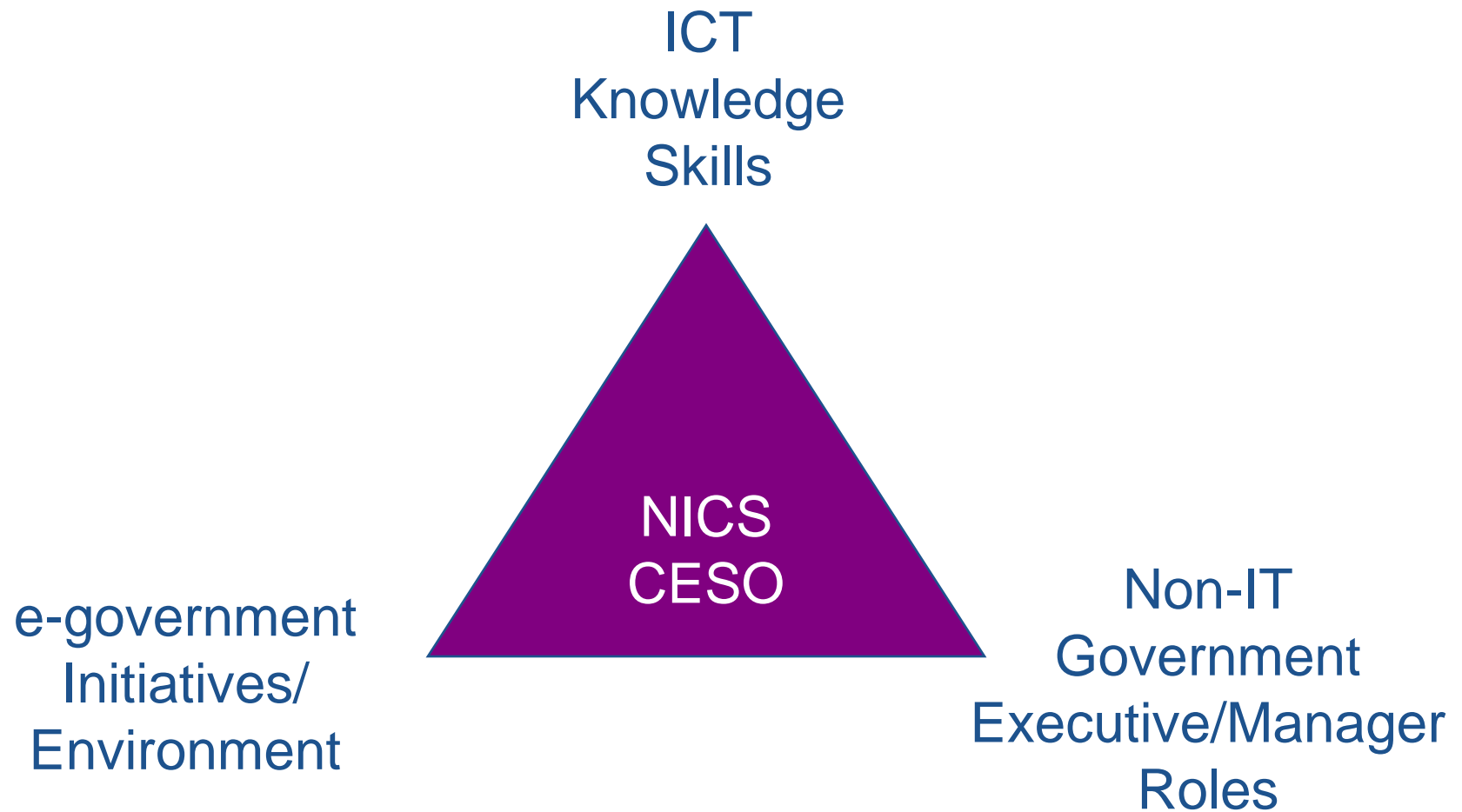
# ICT Solutions and Literacy Needs



# Demonstration:

- ICT Skills Need Analysis Template

# ICT Competency Standards for CESO



# Leadership Imperatives

-Franklin Covey - Great Leaders, Great Teams, Great Results

## Critical, Essential Functions of a Leader:

1. Inspire trust among direct reports, superiors, and peers.
2. Align systems and work processes so they facilitate rather than hinder achievement
3. Clarify purpose by articulating why goals are established and how individual work contributes to those goals
4. Unleash the unique talent and contribution of people on their teams

# E-Government Awareness Domain

## Domain 1

Organization, Policies  
and Practices

Business Process  
Management

Technology Use and  
Adoption

Ethical, Legal and  
Security

description

description

description

description

1. To know
2. To do

1. To know
2. To do

1. To know
2. To do

1. To know
2. To do

# Management & Implementation of e-Government Initiatives Domain

## Domain 2

Strategic Planning  
and Management

description

To know .1  
To do .2

Enterprise  
Architecture

description

1. To know  
2. To do

Program and  
Project Management

description

1. To know  
2. To do

Service Management  
and Governance

description

1. To know  
2. To do



# NICS CESO Performance Indicators

- Browsing activity on the NICS CESO document

# Part 3: Capacity Building Instructional Design

- The Instructional Design Model (A.D.D.I.E)
- The Phases of Instructional Design
- The Modalities of Learning Delivery
- Evaluation of Instruction Effectiveness

# A.D.D.I.E. Instructional Design

## 1. Analysis

- Identify essential job tasks
- Identify learning objectives
- Information on learner population

## 2. Design

- Selection of instructional method
- Selection of content and media
- Determine the instructional strategies
- Review the current instructional method

# A.D.D.I.E. Instructional Design

## 3. Development

- Development of lesson materials, module practice interactions
- Formulation of assessment tools
- Media production (digital video, 3d animation, audio, digital photographs, etc.)

## 4. Implementation

- Validation activities of formative and summative evaluation
- Delivery

# A.D.D.I.E. Instructional Design

## 5. Evaluation

- Development of feedback form or e-learning assessment tool
- Conduct and analysis of e-learning services

**CLARIFY THE BUSINESS OBJECTIVES**

**CONDUCT SKILLS AUDIT**

**IDENTIFY AND SPECIFY COMPETENCIES**

**LINK BUSINESS OBJECTIVES + COMPETENCIES + ASSESSMENT**

**TRANSLATE COMPETENCIES TO LEARNING NEEDS**

**IDENTIFY AND STRUCTURE CONTENT REQUIREMENTS**

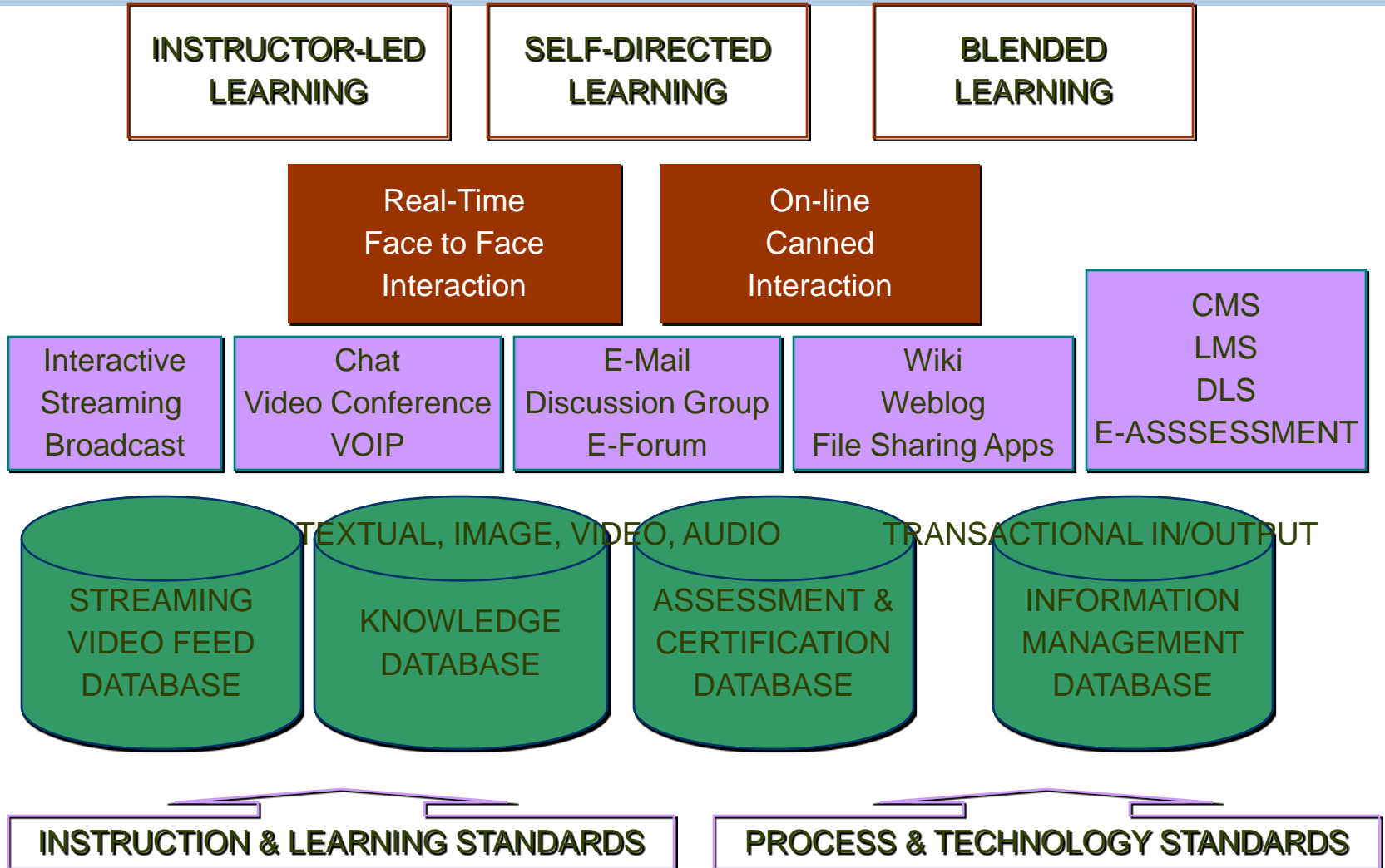
**PROFILE THE TARGET LEARNERS**

**EVALUATE AND SELECT LEARNING STRATEGIES, METHODS, MEDIA**

**ADOPT COST-EFFECTIVE APPROACH**

**ESTABLISH MECHANISM TO SUPPORT CONTINUAL IMPROVEMENT**

# E-Learning Delivery



# Training Evaluation Interrogatives

-Kirkpatrick Model

ENJOYMENT	Did I enjoy the course?
NEW KNOWLEDGE/IDEAS	Did I learn what is needed, did I get ideas?
LEARNING APPLICATION	Will I use the information and idea?
EFFECTS ON RESULTS	Will the information and idea improve my
	effectiveness and results?



# Module Summary:

- People Capability Maturity Model
- ICT Competency Framework
- Designing the Capability Building

# Enabling Initiation Questions:

- “What is the strategic performance goals?  
*(Performance indicators)*”
- “What enabling environment is required to bring the targeted performance outcomes?”  
*(Competency Standards)*
- “What is the capability maturity level status?”  
*(Gap Analysis and Requirements)*
- “What is the capability building plan?”  
*(Investment and Timeline)*

# Question and Answer:

JOHN J. MACASIO

Solution Administrator

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