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Canada

GC Digital Competencies for all public servants

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GC Digital Competencies for all public servants

Digital is the way technology, people, skills and behaviours shape how we work and interact.

GC Digital Competencies

Digital literacy

Continuous improvement

Cyber security vigilance

Information and data stewardship

Digital responsibility

Inclusive interactions

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GC Digital Competencies for all public

servants

Technology is part of your daily work. To serve Canadians well, you need to stay informed about new skills, tools and updates. To help you, the Government of Canada (GC) has developed six Digital Competencies for all public servants.

Competencies are a combination of:

- what you know (knowledge)
- what you can do (skills)
- how you act (abilities)

The six digital competencies for all public servants are:

- **Digital literacy:** Use and understand the power of modern tools, technologies and approaches to improve productivity, collaboration and creativity.
- **Continuous improvement:** Improve work with ongoing collaboration and feedback and learn to solve problems and deliver value efficiently.
- **Cyber security vigilance:** Take personal responsibility for safeguarding data, information and systems in your work environment by consistently using cyber security best practices and departmental standards.
- **Information and data stewardship:** Manage, organize and use information and data to inform decisions, and achieve and measure outcomes.
- **Digital responsibility:** Use digital tools safely and ethically.
- **Inclusive interactions:** Ensure that documents, communications and interactions are accessible, inclusive, equitable and usable by all in any setting.

Why the GC Digital Competencies matter

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What's in it for you

The Digital Competencies help you:

- build key skills to adapt to modern technology
- work with others across teams and organizations to improve government services
- stay competitive in your field
- stay up to date with technology
- grow as a leader to help drive change
- support public services that are inclusive, secure and accessible for all Canadians

How the GC Digital Competencies were developed

Governments in Canada and around the world use digital competency frameworks to help public servants stay prepared for the future. To keep pace, the GC identified the GC Digital Competencies for all public servants.

The GC Digital Competencies are based on:

- support from key government policies, including the Government of Canada's Policy on Service and Digital, Digital Ambition, the Digital Standards and the GC Digital Talent Strategy.
- eighteen months of research and best practices from Canada and other governments around the world
- feedback from over 10,000 public servants in over 30 departments across Canada

How the GC Digital Standards and GC Digital Competencies work together

- **GC Digital Standards** provide principles and guidelines for how the GC should work in the digital world

- **GC Digital Competencies** define the skills, knowledge and attributes the GC needs to put the principles into actions
- Together, the GC Digital Competencies and GC Digital Standards form a comprehensive framework that supports agile, open, secure and digital-first services for Canadians

Learn more

To learn more about the GC Digital Competencies, visit the [Playbook: The GC Digital Competencies for all public servants](#) (accessible only on the GC network).

How you can help

This is a work in progress, and we will continue to improve on it based on your feedback.

Share your thoughts and suggestions by email: icommunity-collectivite@tbs-sct.gc.ca

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Digital literacy

Use and understand the power of modern tools, technologies and approaches to improve productivity, collaboration and creativity.

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Why digital literacy matters to you

No matter your role, digital skills help you work smarter, adapt to new tools, and keep up with changes like remote work. They also make problem-solving easier, improve teamwork and boost productivity.

With digital literacy, you can:

- use digital tools and platforms confidently
- create and manage online content
- solve problems and collaborate effectively
- stay up to date with modern technology and take initiative

How you can demonstrate digital literacy

You can demonstrate digital literacy at work through various actions and behaviours, including but not limited to the following examples.

- **Understanding the basics**
 - Continue learning to use basic technology tools, such as Microsoft Office Suite and Microsoft 365 apps, to effectively perform daily tasks
- **Experimentation**
 - Explore and experiment with new digital tools, technologies, frameworks, and features to determine how they can apply in your work for improved results and productivity
- **Collaboration using digital tools**
 - Use note-taking applications such as OneNote; transcription services; and collaborative platforms like GCXchange, GCconnex, GCcollab, GCwiki and Microsoft Teams to make communication, collaboration and documentation easier and more effective
- **Digital content creation**
 - Create and edit documents, presentations and spreadsheets with digital tools such as Microsoft Word, PowerPoint or Excel, using features like spell check, grammar suggestions, AI content generators

and design editors to improve content quality and accessibility and speed up production

- **Solving technical problems**

- Address basic technical issues based on training received from the organization, and know where to go to refresh knowledge or get guidance to maintain workflow continuity

- **Seeking technical support**

- Seek expert support to troubleshoot complex technical issues, learning to use advanced troubleshooting tools to resolve problems promptly

- **Navigation and research**

- Search for reliable, validated sources, such as government-approved websites, to find the latest work-related information and trends, ensuring that information synthesis is robust

- **Managing information**

- Use tools like SharePoint and GCdocs to organize and manage important information, ensuring that it is accessible, compliant with departmental policies and secure

- **Learning and development**

- Proactively apply GC digital policies and frameworks to enhance digital tools and processes, saving time, reducing effort and achieving effective results

How you can help

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Continuous improvement

Improve work with ongoing collaboration and feedback and learn to solve problems and deliver value efficiently.

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Why continuous improvement matters to you

No matter your role, continuous improvement helps you adapt, learn and grow. By making small improvements every day, you can work more efficiently, overcome challenges and contribute to better results for your team and organization.

With a mindset of continuous improvement, you can:

- learn from experiences and apply innovative ideas
- solve problems and improve processes over time
- seek feedback and use it to grow
- stay flexible and open to change

How you can demonstrate continuous improvement

You can demonstrate continuous improvement at work through various actions and behaviours, including but not limited to the following examples.

- **Adaptability to change**
 - Adapt to technological changes by starting small, testing new tools and methods, and refining your approach to enhance your work
- **Seeking feedback and synthetic thinking**
 - Actively seek feedback from colleagues, stakeholders and users to inform your work and decision-making processes
- **Critical/analytical thinking**
 - Question, test, analyze and validate assumptions to make better decisions based on solid evidence and critical thinking
- **Evaluation**
 - Assess digital tools and processes to ensure that they effectively support tasks and add value to the organization
- **Growth mindset**

- Challenge assumptions and uncover blind spots to refine your work and drive continuous improvement
- **Engaging with users**
 - Conduct user research and gap analyses to co-create inclusive solutions that deliver impactful outcomes
- **Self-directed learning**
 - Improve competencies by participating in workshops, training and practical projects to grow professionally
- **Process improvement and optimization**
 - Implement and refine processes using approaches like agile approaches and design thinking to increase productivity and align with GC objectives
- **Learning from experience or failures**
 - Reflect on mistakes to adjust strategies and gain valuable experience

How you can help

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Cyber security vigilance

Take personal responsibility for safeguarding data, information and systems in your work environment by consistently using cyber security best practices and departmental standards.

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Why cyber security vigilance matters to

you

No matter your role, staying cyber secure helps protect information, prevent threats and keep systems running safely. Being aware of risks and taking the right steps can prevent a loss of data, money and reputation.

With cyber security vigilance, you can:

- recognize potential threats like phishing and malware
- protect devices, networks and sensitive information
- follow safe online practices and update systems regularly
- report security concerns quickly to prevent harm

How you can demonstrate cyber security vigilance

You can demonstrate cyber security vigilance through various actions and behaviours, including but not limited to the following examples.

- **Threat detection**
 - Carefully check communications for phishing or suspicious activity to prevent security breaches
- **Password security**
 - Secure accounts using unique, complex passphrases and password management tools
- **Access security**
 - Enable multi-factor authentication to strengthen account security
- **Network security**
 - Follow organizational protocols to maintain network security, including VPN use and avoiding public Wi-Fi
- **Device updates**
 - Update software and applications promptly to guard against security threats
- **Incident reporting**

- Report security risks or breaches promptly for rapid mitigation
- **Data and information security**
 - Follow GC policies, applying access controls and encryption to safeguard information
- **Device protection**
 - Securely store devices when unattended to prevent theft or misuse

How you can help

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Information and data stewardship

Manage, organize and use information and data to inform decisions, and achieve and measure outcomes.

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Why information and data stewardship matters to you

No matter your role, managing data properly helps ensure the accuracy, reliability and security of the data. Good data stewardship supports better decisions, improves programs and strengthens public trust.

With strong data stewardship, you can:

- gather, analyze and interpret data effectively
- maintain accurate and secure records
- follow ethical and security guidelines
- communicate data clearly for better decision-making

How you can demonstrate information and data stewardship

You can demonstrate information and data stewardship through specific actions that ensure that data is accurate, secure and effectively used to support decisions and inform outcomes. Examples of how to demonstrate information and data stewardship include the following.

- **Ensuring information and data quality**
 - Resolve data quality issues and implement preventive measures to maintain accuracy
- **Gathering information and data**
 - Retrieve and contextualize data according to policies to ensure relevance and accuracy
- **Synthesizing information and data**
 - Evaluate diverse sources to support informed decisions
- **Discovering information and data**
 - Ensure that data access aligns with ethics, privacy and security standards
- **Maintaining information and data**

- Organize protected information using approved tools to ensure secure analysis
- **Documenting information and data**
 - Document methods to create replicable processes
- **Retaining information and data**
 - Archive or dispose of data following retention policies
- **Interpreting information and data**
 - Convert data into accessible visuals for analysis
- **Communicating information and data**
 - Use reports and storytelling to help others understand and evaluate information

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Digital responsibility

Use digital tools safely and ethically.

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Why digital responsibility matters to you

No matter your role, acting responsibly in digital spaces helps protect information, build trust and support ethical service delivery. Your actions impact security, service quality and public confidence.

With digital responsibility, you can:

- use digital tools with integrity and accountability
- protect sensitive information and ensure fair decision-making
- support a safe and respectful online environment
- manage digital resources wisely to reduce waste and environmental impact

How you can demonstrate digital responsibility

You can demonstrate digital responsibility through specific actions that reflect ethical, transparent and accountable behaviour while fostering a safe and sustainable digital work environment. Examples of how to demonstrate digital responsibility include the following.

- **Autonomy**
 - Use generative AI to assist your work while maintaining accountability for outputs
- **Accountability**
 - Meet commitments and acknowledge the consequences of your actions
- **Transparency**
 - Share information openly to ensure access to information
- **Integrity**
 - Align actions with public sector values and ethics to build trust
- **Ethical reasoning**
 - Evaluate digital actions to ensure responsible conduct
- **Safety**
 - Follow laws and policies to ensure safe digital practices
- **Supporting others**
 - Share strategies and lessons to improve collective competency
- **Maintaining safe environments**
 - Build respectful online relationships for constructive interactions

- **Service orientation**
 - Focus on meeting user and organizational needs through effective tools
- **Sustainability**
 - Manage digital tools and practices to reduce waste and energy use

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Why inclusive interactions matter to you

No matter your role, creating inclusive interactions helps build a respectful, welcoming and collaborative work environment. Being mindful of others' perspectives and needs leads to stronger teamwork and better results.

With inclusive interactions, you can:

- recognize personal biases and show empathy
- communicate clearly and adapt to diverse needs
- practice active listening and thoughtful engagement
- support diversity, equity, inclusion and accessibility in all interactions

How you can demonstrate inclusive interactions

You can demonstrate inclusive interactions through specific actions that reflect awareness, empathy and intentional engagement. Examples include but are not limited to the following.

- **Bias recognition**
 - Challenge assumptions to promote fair communication
- **Empathy**
 - Recognize and respond to others' emotions in digital environments
- **Adaptive communication**
 - Use plain language to meet diverse audience needs
- **Active listening**
 - Listen carefully to others to avoid assumptions
- **Diversity awareness**
 - Collaborate with individuals from diverse backgrounds
- **Equity**
 - Address barriers to ensure that digital tools are inclusive
- **Inclusion**
 - Create welcoming environments by reviewing work for biases

- **Accessibility**
 - Use tools like screen readers to meet accessibility standards
- **Self-engagement**
 - Foster a collaborative environment and a sense of belonging

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