Building a digital and customer capable workforce

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As part of a commitment by NSW Government to uplift digital and customer capability, the NSW Public Service Commission co-designed with sector stakeholders a Digital and Customer Capability Framework.

The Digital and Customer Capability Framework identifies the critical capabilities and skills that require immediate uplift across the NSW public sector to enable NSW to meet the Premier's Priority of being the world's best public service.

Digital and Customer Capability Framework

Ideas to impact is about delivering fast results with minimum waste. It draws on entrepreneurial "lean" operating models to accelerate outcomes for our customers.

- Lean start-up and entrepreneurship
- Ecosystem partnerships
- Disruption and innovation
- Growth mindset
- Fail-friendly leadership and culture

Customers at the centre means putting people ahead of processes and outcomes and understanding our customer needs using co-design tools and methods.

- Human-centred design (HCD)

- Customer research and community engagement
- Storytelling
- Service and experience design
- Leading with 'Customer at the Centre'
- Customer Service
- Customer Commitments
- Behavioural Insights

Leading in a digital world recognises the role the leaders play in the new digital ways of working which have the potential to advance the way government services are delivered.

- Stakeholder communications
- Leading with purpose
- Inclusive leadership
- Developing talent
- Ethical leadership in the digital age
- Authentic and transparent leadership
- Resilience skills
- Growth mindset
- Change management
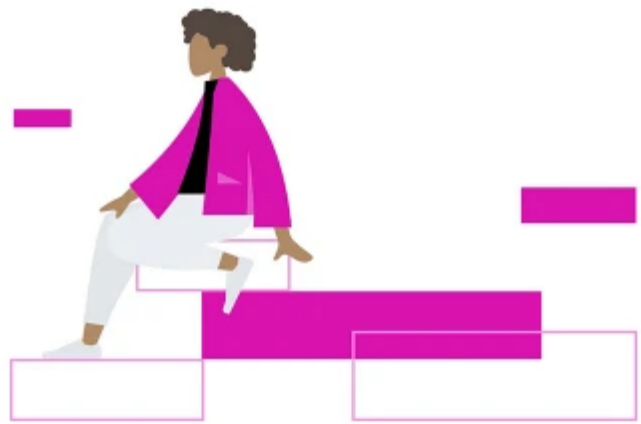
Enabling technology empowers us to mitigate cyber security risks, problem solve, conduct service design and improve customer outcomes and service.

- Cyber security
- Internet of things
- Artificial intelligence and machine learning
- Platform as a service
- Crypto-currency and blockchain
- Leading through constant change
- Coding

Collaboration and agility denotes how we work together across clusters, agencies and teams, to deliver outcomes and value at speed.

- Agile project methodology
- Blended waterfall and agile
- Working in the open
- Virtual collaboration
- Leading collaborative teams

Data, decisions and ethics helps us to understand and interpret 'big data', and use it to gain valuable insights while also being aware of the security, privacy and ethical implications of data.

- Data literacy
- Coding
- Open data and API usage
- Information access and privacy of citizen data, ethics and social license
- Data-informed leadership
- Coding
- Risk management

- Systems thinking

How to apply the Digital and Customer Capability Framework

The Digital and Customer Capability Framework has been designed as a development tool that compliments the **NSW Capability Framework** to attract, develop and retain a responsive and capable workforce.

The Digital and Customer Capability Framework can support:

- learning and development activities, both formal and informal.
- performance development by giving managers and employees a starting point to discuss development.
- workforce planning, as the capabilities can be used to identify current and future workforce capability and needs.

Digital and Customer Capabilities Pathways & Learning Experience Platform (LXP) Pilot

To support the Digital and Customer Capability Framework, learning content and pathways for the six Digital and Customer capabilities have been curated. These resources can be accessed on the learning experience platform (LXP).

The pilot LXP enables learning to be available anywhere, anytime, in the flow of work so employees can develop digital and customer skills that encourage smarter ways of working. To date, more than 1000 learning resources, and over 100 learning pathways have been developed for the LXP.

Learning at scale: Evaluation of the LXP

The Public Service Commission will evaluate the LXP pilot. The findings of this evaluation will form part of an evidence base to support decisions regarding digital learning at scale across the NSW public sector.

For further information, and to find out how you can get involved in this pilot, please contact our Digital Capabilities team via our **Contact us page**.