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AI4Citizens

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NEWSLETTER

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Digital Literacy: Essential Skills for Today's Digital Society

As our daily lives and work increasingly shift online, digital literacy has become a crucial skill. But what does it actually mean, and why is it essential in today's world?

WHAT IS DIGITAL LITERACY?

Digital literacy goes beyond simply using devices and apps. It's about understanding, evaluating, and responsibly using digital resources. It includes skills such as navigating online services, critically assessing information, managing cybersecurity risks, and engaging with digital tools like email, websites, and social media.

WHY IS DIGITAL LITERACY IMPORTANT?

In an interconnected society, digital literacy is key to accessing education, work, and essential services. It enables informed decision-making, supports social inclusion, and reduces the risk of misinformation. The EU has recognized its importance through initiatives like the **Digital Education Action Plan** and the **European Digital Skills and Jobs Platform**, which aim to equip citizens with the necessary skills to thrive in an increasingly digital world.

Without basic digital skills, people risk being left behind whether in professional life, social participation, or accessing essential public services. This challenge is particularly relevant for older generations who didn't grow up in a digital-first environment and for younger people who may be tech-savvy but lack critical thinking skills in digital spaces.

HOW CAN WE IMPROVE DIGITAL LITERACY?

Building digital literacy is a continuous process. Start by engaging with digital tools in everyday life, explore online learning platforms, and stay informed about cybersecurity best practices. European initiatives such as **DigComp**, the EU's digital competence framework, provide valuable guidance for developing these skills at all levels.

Digital literacy is not just a personal advantage. It strengthens democracy, boosts economic opportunities, and fosters a more inclusive society. Let's ensure that everyone, regardless of age or background, has the skills to navigate the digital world with confidence!

HOW ARE WE IMPROVING DIGITAL LITERACY IN DIFFERENT AI4CITIZENS PARTNER CITIES AND ORGANIZATIONS?

Bacău County Council

Advancing digital governance through training for civil servants, fostering continuous learning via peer networks, partnerships, and mentoring.

Bucharest-Ilfoc Regional

Digital literacy in the Bucharest-Ilfov region is being enhanced through university programs in AI and digital skills, alongside training initiatives for civil servants.

Piemonte Innova

Piemonte Innova supports AI and digital literacy in Italy by organizing ethics-focused training on impact evaluation, automation, and governance for public entities and SMEs.

City of Helsinki

Helsinki enhances AI literacy among city employees with city-wide AI guidelines and an e-learning course covering AI basics, generative AI, regulations, and an advanced module on machine learning.

Riga Local Government Riga Digital Agency

Digital literacy levels vary across Riga City Council departments, with ongoing AI training, the use of LORDIMAS, and a roadmap for future improvements, including a new assessment this summer.

Amsterdam Municipality

Amsterdam's AI policy is being co-developed with input from citizens to lower barriers to AI use and provide e-learning that enhances colleagues' AI knowledge and skills.

City of Tampere

The City of Tampere actively promotes AI adoption through experiments, development, and training, emphasizing future capabilities and open dialogue with residents.