

# Mobile Digital Skills Alliance

## Inaugural meeting: Agenda

# Agenda

**THE MOBILE DIGITAL SKILLS ALLIANCE**



1. Context: Why have an Alliance?
2. What does success look like?



3. First steps: Planning for the first six months – which activities? Member ideas?
4. Actions and next steps

# Context



## WHY HAVE AN ALLIANCE?

- GSMA research[1] found that a **lack of digital skills is a key barrier** to adopting and using mobile internet services amongst mobile users in low and middle income countries.
- There is a **lack of common understanding** about mobile digital skills, despite the fact that mobile is the primary way most people access the internet.
- Conversations with interested stakeholders have determined a **clear demand for an Alliance** that is focused on a collective effort to generate and share knowledge, disseminate best practices and foster collaboration in this area.
- The **joint working and insights** from the Alliance activities is designed to drive the scaling up of mobile digital skills and increase digital inclusion.

[1]Source: GSMA State of Mobile Internet Connectivity 2020

# What does success look like?





For the Alliance to work effectively, it requires:

- **Participation:** Members will be interested in, planning to work on, or currently working on mobile digital skills topics; and have a **willingness to share insights and contribute** to the activities of the Alliance.

- **Outputs:** The outputs of the Alliance will be **member-led**, and designed to support activities that are impactful in driving an increase in mobile digital skills. This may involve webinars, blogs, short papers, insights pieces, working groups and a central repository of digital skills knowledge.

- **Facilitation/planning:** The GSMA will act as **secretariat to the Alliance**, including hosting a website that will profile member activities; supporting member-led working groups and outputs on key topics of interest; establishing regular calls; and drafting the work plan created by members.

# Planning for the first six months – which ideas?





- Our first task is to plan the activities for the Alliance.
- Where should we focus our attention?
- During the meeting we will devote most of our time to this.
- To get the conversation going, we have provided some potential topics on the next few slides, but are mainly looking for everyone's ideas and inputs.
- Please consider whether your idea will drive the scaling up of mobile digital skills, and what the output/activity looks like.

# Idea One: Mobile digital skills and the pandemic





A lot has changed over the last six months, so it may be useful to explore how the pandemic has affected mobile digital skills.

| Idea | Key questions |
| --- | --- |
| *Best practices for delivering mobile digital skills during a pandemic* | • What can we learn from organisations that are advancing mobile digital skills education and training?<br>• Can we identify best practices (e.g. remote learning) to support the digital skills needs of mobile users during a global pandemic? |

# Idea Two: Understanding and measuring mobile digital skills

It can often be unclear what we mean by mobile digital skills and how best to measure it.

| Idea | Key questions |
| --- | --- |
| *Understanding and measuring mobile digital skills* | • How can we best define and measure mobile digital skills?<br>• How can we better understand and measure those skills that are most likely to increase mobile internet use in low and middle income countries? |

# Idea Three: Developing mobile digital skills training content

Developing relevant mobile digital skills training content will be the key to increasing mobile internet usage.

| Idea | Key questions |
| --- | --- |
| *What type of mobile digital skills training content is needed?* | • How does mobile digital skills training content vary in different contexts (e.g. work, home)?<br>• How does content vary at each stage of a person's journey from new to more advanced mobile internet user? |

# Idea Four:

This is your opportunity to highlight an idea that will contribute to the scaling up of mobile digital skills in low and middle income countries. Please also consider how it will be delivered.

| Idea | Key questions |
| --- | --- |
| *?* | • ?<br>• ? |

# Thank you for participating



To contact the Mobile Digital Skills Alliance, please email digitalskillsalliance@gsma.com

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