Essential Digital Skills Framework - the 20 tasks for work

Set out in the Essential Digital Skills Framework, there are 20 digital tasks that government and industry agree are essential for work. These are broken down across five skill areas:

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Communicating	Handling information and content	Transacting	Problem solving	Being safe and legal online
1. You can communicate in the workplace digitally using messaging applications (e.g. Email, Microsoft Teams, Zoom, Slack, internal Intranet, WhatsApp)	4. You can follow your organisation's IT policies when sharing information internally and externally (e.g. classifying emails/documents, encrypting sensitive information, sharing appropriate information on social media)	6. You can complete digital records on behalf of, or within your organisation (e.g. absence management, holidays, timesheets, expenses, tax returns)	8. You can find information online that helps you solve work related problems (e.g. search engines, IT helpdesk, software providers, peer networks)	12. You can act with caution online and understand that there are risks and threats involved in carrying out activities online (e.g. use anti-virus software, classify and share information securely or avoid certain types of websites such as piracy websites)
2. You can use workplace digital tools to create, share and collaborate with colleagues (e.g. Microsoft Teams, OneDrive, G-Suite, Office 365, WeTransfer, DropBox, WebEx, Slack)		7. You can access salary and tax information digitally (e.g. password protected payslips, P60, P45)	9. You can use appropriate software that is required of your day-to-day job (e.g. spreadsheets, online booking systems, HR management, workflow or sales management)	13. You can set privacy and marketing settings for websites and your accounts (e.g. managing social media privacy settings, managing cookie settings, updating contact preferences)
	5. You can securely access, synchronise and share information at work across different devices (e.g. manage email, calendar or appointment system via different devices)			14. You can follow data protection guidelines online (e.g. follow data storage and retention guidelines, not sharing or using other people's data or media such as movies or music without their consent)
3. You can set up and manage an account on a professional online network/ community/ job site (e.g. LinkedIn, Total Jobs, Indeed)			10. You can improve your skills and ability to do new things at work using online tutorials, learning platforms and how-to guides (e.g. LinkedIn Learning, YouTube, iDEA, Skillsoft, internal learning platforms)	15. You can respond to requests for authentication for online accounts (e.g. resetting forgotten passwords, two factor authentication, using a remote access key or authenticator app)
				16. You can identify secure websites (e.g. by looking for the padlock and 'https' in the address bar)
				17. You can recognise suspicious links and know that clicking on these links or downloading unfamiliar attachments is a risk (e.g. Spam/ phishing emails, texts, pop ups)
			11. You can improve your own and/or the organisation's productivity using digital tools (e.g. Trello, Microsoft Projects and Planner, Slack)	18. You can update your device software/ operating systems when necessary to prevent viruses and other risks (e.g. enabling automatic updates, or installing when prompted to do so)
				19. You can identify secure Wi-Fi networks to connect to (e.g. Wi-Fi networks where a unique password is required, trusted source or padlock next to Wi-Fi network)
				20. You can be careful with what you share online as you know that online activity produces a permanent record that can be accessed by others (e.g. publicly shared photos, forums, personal information or opinions)

Find out more about the Essential Digital Skills Framework at **www.futuredotnow.uk/framework**