



Digital upskilling for the ageing workforce – challenges, obstacles and solutions

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Rik Bleeker
CSR Manager Europe North, Cisco





Top of Mind

ITU TELECOM



Laura Quintana

itu.int · 18 uur geleden

Tackling the digital skills gap in communities through Digital Transformation Centers

"We are excited to partner with ITU on the Digital Transformation Center Initiative which will leverage the Cisco Networking Academy to prepare individuals with skills in technology as well as in entrepreneurial areas where project-based learning and design thinking are critical," says **Laura Quintana**, Vice President and General Manager of Cisco Networking Academy.



Doreen Bogdan-Martin (right), Director of the ITU

Telecommunication Development Bureau, and Rik Bleeker (left), CSR Country Engagement Manager Benelux at Cisco Systems during the initiative's launch at ITU Telecom World

2019 in Budapest, Hungary

Business

Grameenphone launches 'GP Academy' in partnership with Telenor, Cisco

'The newfound Academy aims to train Bangladesh's vast and promising young population to help them prepare for the future industry.'



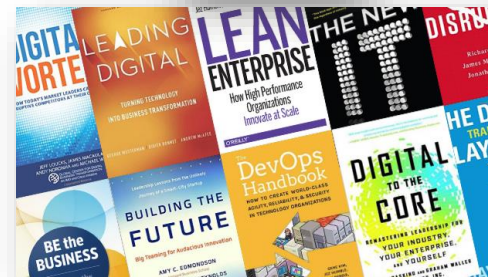
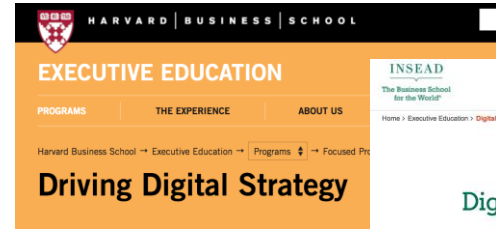
LLeading mobile phone operator Grameenphone has launched "GP Academy", a future skills academy to prepare the young minds for the digital future through transformative upskilling.

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Digital Transformation





The bridge to possible

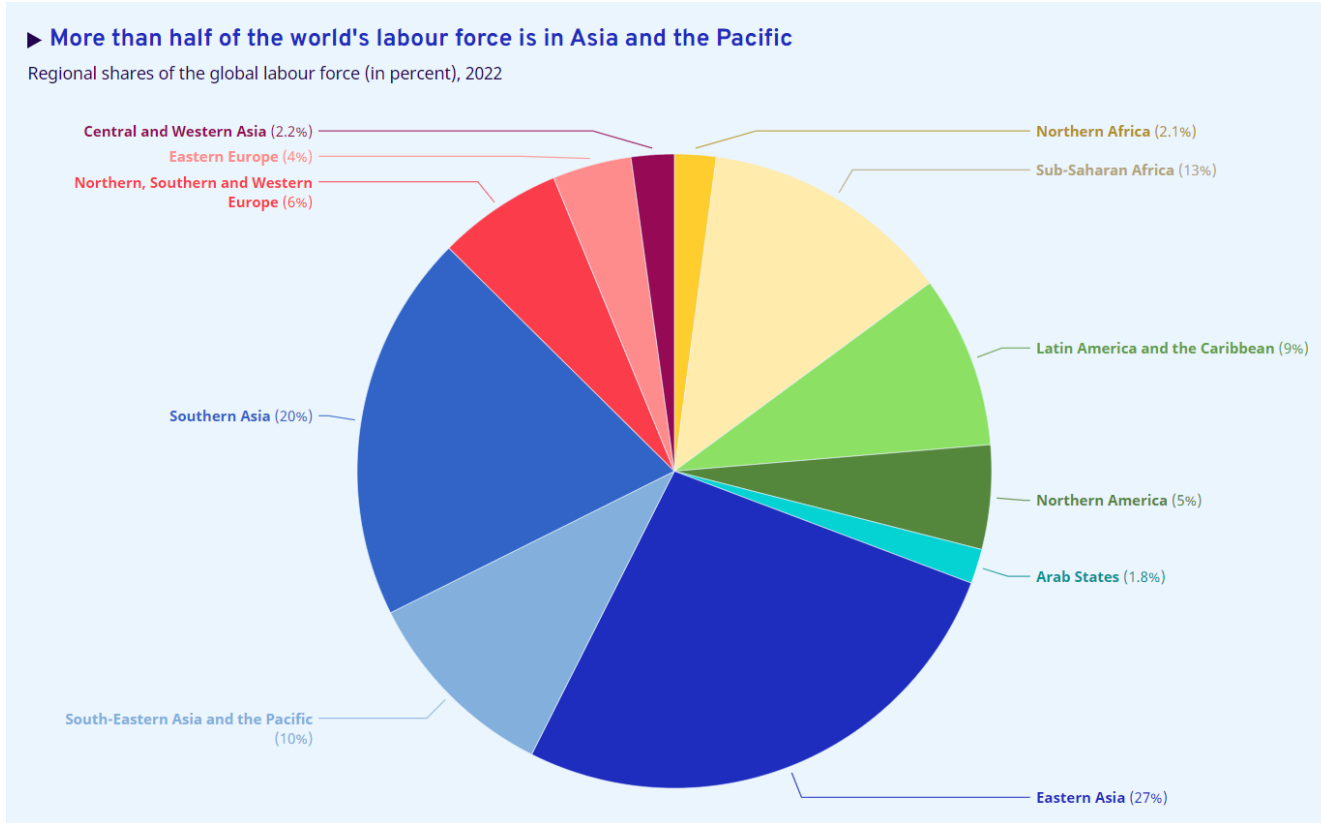
Global and European Labor Market Research:

IT Education and Skills Gaps

Insights and Impact Team

April 2022

Where is the world's workforce located?



Skills Gap- Europe and beyond

Companies continue to report an increasing skills gap, with over 76% of IT decision makers worldwide reporting skills gaps and 79% in EMEA in 2021, up from 76% in EMEA in 2020 (Global Knowledge 2021).

Employers are beginning to face an 'urgent disparity' between skills needed and skillsets available in the workforce.

In the future, 9 out of 10 jobs in Europe will require digital skills, yet 42% of Europeans do not have even basic digital skills.

54% of small and medium-sized enterprises in Europe who try to recruit digital experts experience difficulties in filling these vacancies.

There are currently over 750K open ICT jobs in Europe.

According to Global Knowledge (2021) the top challenge areas for finding qualified talent in EMEA were in Cybersecurity and Cloud Computing.

The growing skills gap will lead to 1.67 million unfilled vacancies for ICT professionals in Europe by 2025.

There are 3.5 million unfilled jobs in cybersecurity alone around the world. Many more in areas like AI/machine learning, data science, and cloud technologies.

Sources:

- <https://www.weforum.org/agenda/2020/01/future-of-work>,
- <https://digital-strategy.ec.europa.eu/en/news/digital-skills-and-jobs-platform-one-stop-shop-close-europes-digital-skills-gap>,
- <https://ec.europa.eu/newsroom/dae/redirection/document/80551>
- <https://digital-strategy.ec.europa.eu/en/policies/desi-human-capital>
- <https://cybersecurityventures.com/jobs/>
- [https://www.europarl.europa.eu/RegData/etudes/IDAN/2017/595889/EPRS_IDA\(2017\)595889_EN.pdf](https://www.europarl.europa.eu/RegData/etudes/IDAN/2017/595889/EPRS_IDA(2017)595889_EN.pdf)

Skills Gap-

Which skills are needed?

In-Demand Technology Skills

Artificial Intelligence

- Top emerging jobs over the last 7 years
- Strong potential to impact businesses as a whole
- Key are for upskilling across multiple business functions. Many roles will evolve to interact with AI/machine learning functions and supports

Cybersecurity

- Top emerging jobs over the last 7 years
- Dedicated functional areas of business
- Businesses implementing security initiatives
- Consistently rated as the hardest area to fill jobs
- Network security skills consistently in demand
- Security is a functional skill area of the digital workforce

Cloud

- Top emerging jobs over the last 7 years
- Becoming increasingly important to tech infrastructure within organizations
- High-demand and growing need
- Business initiatives in this area are emerging
- Demand for cloud skillset outpacing training in skillset

Data Science

- Top emerging jobs over the last 7 years
- Not a dedicated business function, but crosses into many areas of business
- Major business disruptor
- Analytics is a functional skill area of the digital workforce

Sources:

[https://www.linkedin.com/pulse/tech-jobs-europe-top-skills-demand-2022-/](https://www.linkedin.com/pulse/tech-jobs-europe-top-skills-demand-2022/)

<https://images.globalknowledge.com/wwwimages/web/salary-report/current/it-skills-salary-report-2020-global-knowledge-en-ww.pdf>

<https://www.roberthalf.com/salary-guide/specialization/technology>

Closing the skills gaps

In 2019, just 3.9% of Europeans graduated with an IT/ICT diploma, while this rate is increasing, it is not increasing at the rate needed to fill the increasing number of IT jobs.

To build a pipeline for more advanced or senior technical roles, 56% of technology companies have staff participating in upskilling programs from third parties or technology companies.

Over 50% of managers have prioritized training of existing staff to close the skills gaps and retain talent (Global Knowledge, 2021)

40% of IT professionals are already pursuing their next IT certification.

Governments, employers, and schools are targeting under-represented groups and promoting their inclusion in training and job opportunities. Some of these groups include: women, unemployed job seekers, individuals with disabilities, refugees, minority groups, low-income individuals.

Sources:

- <https://www.roberthalf.com/salary-guide/specialization/technology>
- (Global Knowledge, 2021) <https://images.globalknowledge.com/wwwimages/web/salary-report/current/it-skills-salary-report-2021-skillsoft-global-knowledge-en-ww.pdf>
- (Global Knowledge, 2020) <https://images.globalknowledge.com/wwwimages/web/salary-report/current/it-skills-salary-report-2020-global-knowledge-en-ww.pdf>
- <https://ec.europa.eu/newsroom/dae/redirection/document/80551>

What are we doing?

Our Purpose, Our Progress



INTRO POWER **INCLUSIVE** FUTURE



Inclusive

In this pillar:

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| Our People | 38 |
| • Inclusion and collaboration | 39 |
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Our purpose:
Power an **Inclusive** Future for All

Powering an Inclusive Future for All

Bringing our purpose to life

At Cisco, our purpose is to Power an Inclusive Future for All. We defined this purpose in early fiscal 2020 and here are a few examples of how Cisco's investments and technologies are making a difference in people's lives.

For future generations

The Cisco Foundation has committed to invest US\$100 million over 10 years to help reverse the impacts of climate change—so that our children can inherit a livable planet.



For the Black community

As part of our Social Justice Beliefs and Actions, Cisco has made a US\$150 million commitment to support students and modernize the technology capabilities at historically Black colleges and universities (HBCUs).



For sub-Saharan Africa

ZzappMalaria has an app-based solution that can be used to help prevent the spread of malaria in Africa. As the Grand Prize winner of the Cisco Global Problem Solver Challenge 2021, their solution is becoming reality.



For Jax Hahn

People with autism spectrum disorder often face barriers to career paths. Exceptional Academy, which delivers Cisco Networking Academy courses to students like Jax Hahn, is preparing people with disabilities for careers in IT.



For global supply chains

Cisco sets standards for suppliers to help ensure that their employees are treated ethically and work in safe conditions. Tsui-Ting Lew proactively evaluates and engages with suppliers to help ensure our expectations are met.



For Alisha Ghosh

Insights and Innovation Manager Alisha Ghosh had taken personal steps to live more sustainably—but wanted to make a larger impact. She worked with Cisco nonprofit partner Citizen Schools to educate middle schoolers on the importance of the circular economy.

Networking Academy Program 2020 / 2021

By the Numbers



3.092M Students

15.1M Since Inception



180
Countries



29,300 Instructors



25% Female
Participation

12,000 Academies
and Partners

Students by Region

U.S. and Canada 218,500

LATAM 923,000

Europe and RCIS 342,600

Greater China 164,900

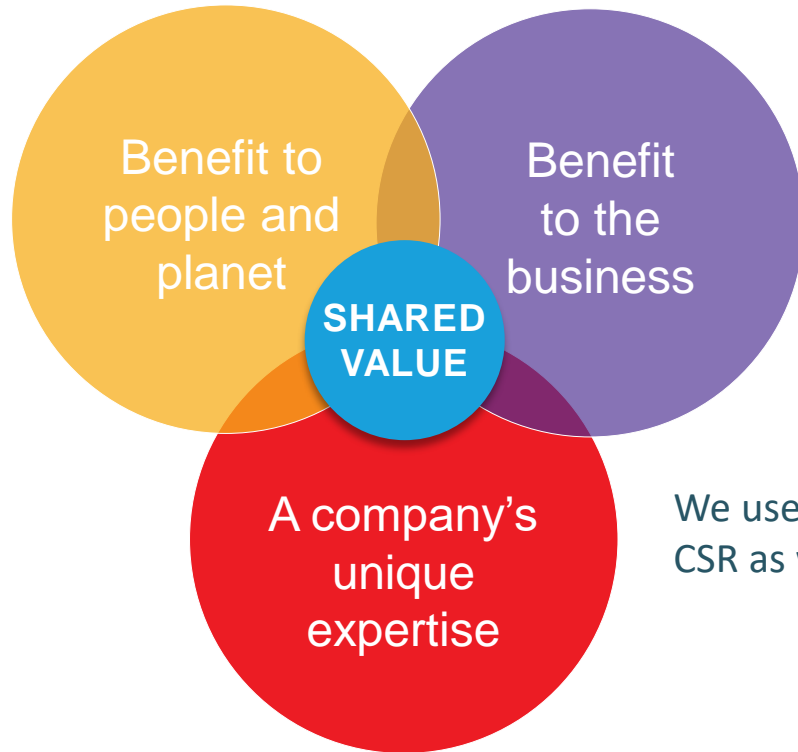
APJ 652,200

Africa 298,900

Middle East 287,700



Cisco Corporate Social Responsibility



- ✓ Builds and strengthens strategic relationships
- ✓ Provides living examples of the impact of Cisco's technology
- ✓ Enhances Cisco's brand
- ✓ Helps Cisco recruit and retain the best talent

We use the same tools to do CSR as we use for business:

- ✓ **Expertise**
- ✓ **Partnerships**
- ✓ **Technology**

Grand Pa Guiseppe



Despite my venerable age of almost 87 years, I am attending a three-year course of philosophical and historical studies and this year I am going to graduate



Cisco & Randstad: Skills for Digital Transformation

2022 – 2025 EU – Bridge to Possible



WHY?

- **50 million** low-qualified adults
- **70%** of companies report that lack of skills hampers their investment
- **15%** of business leaders communicate about upskilling initiatives



Up- and re-skilling challenge in Europe

- ❑ Industry is going through an **unprecedented transformation** on a global scale
- ❑ We are witnessing **increasing disparities** between sectors and regions. The crisis has a very severe impact on **SMEs** and **millions of people**
- ❑ A key for recovery is to increase **public and private investment** in up- and reskilling to maximise growth, job retention and new job opportunities
- ❑ Organisation of high-level **Roundtables** by Commissioners Schmit and Breton with key relevant stakeholders covering the **14 industrial ecosystems** identified in the **EU Industrial Strategy**
- ❑ **Internal Task Force** on up- and re-skilling set up by DG EMPL with all relevant services
- ❑ For the Commission there is a role as a **cross-border facilitator** to implement **reforms** and to mobilise efficiently the **RRF and the MFF** and to achieve **economies of scale**
 - In 2019, the WEF found that in the United States the cost of reskilling was approximately **\$24,800 per person**
 - It is estimated (PwC) that in Europe investment would need to reach between **€5,000 and €10,000 per person**, if large economies of scale are met

Randstad – Cisco partnership

*Provide **300.000 unemployed and employees** with high quality IT-training and education (re/upskilling) in preparation for and in line with the demands of the job market of the future and subsequently provide them with a **(new) job.***

EU Alignment

Project in line with the EU ambition to digitize the economy, in order to have leveled prosperity, welfare and inclusion among all EU member states.

Call for Action, offer,
Request
Join Us !





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Questions?





Thank you



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