

The 12 most important competences for SMEs

(based on DigComp 2.1 with adaptation of competence area 0 from DigComp 2.2 AT)
which emerged from our qualitative interviews and questionnaires.

Basics and access	
0.1 understanding concepts auf digitization	Understanding of the technical difference between "analogue" and "digital" and of the basic structures, characteristics and terminology of the Internet.
0.2 operating digital devices	Be able to adopt and use different operating concepts of digital devices.
Information and literacy	
1.1 browsing, searching and filtering data, information and digital content	To articulate information needs , to search for data, information and content in digital environments, to access them and to navigate between them. To create and update personal search strategies.
1.2 Evaluating data, information and digital content	To analyse, compare and critically evaluate the credibility and reliability of sources of data, information and digital content. To analyse, interpret and critically evaluate the data, information and digital content.
Collaboration and Communication	
2.4 Collaborating through digital technologies (with integratinon of "Interacting, sharing")	To use digital tools and technologies for collaborative processes, and for co-construction and co-creation of resources and knowledge.
2.6 Managing digital identity	To create and manage one or multiple digital identities, to be able to protect one's own reputation, to deal with the data that one produces through several digital tools, environments and services.
Digital content creation	
3.2 Integrating, developing and re-elaborating digital content	To modify, refine, improve and integrate information and content into an existing body of knowledge to create new, original and relevant content and knowledge.
3.3 Copyright and licenses	To understand how copyright and licences apply to data, information and digital content.

Safety	
4.2 Protecting personal data and privacy	To protect personal data and privacy in digital environments. To understand how to use and share personally identifiable information while being able to protect oneself and others from damages. To understand that digital services use a “Privacy policy” to inform how personal data is used.
4.4 Protecting the environment	To be aware of the environmental impact of digital technologies and their use.
Problem Solving	
5.1 Solving technical problems	To identify technical problems when operating devices and using digital environments, and to solve them (from trouble-shooting to solving more complex problems).
5.3 Creatively using digital technology	To use digital tools and technologies to create knowledge and to innovate processes and products. To engage individually and collectively in cognitive processing to understand and resolve conceptual problems and problem situations in digital environments.

