

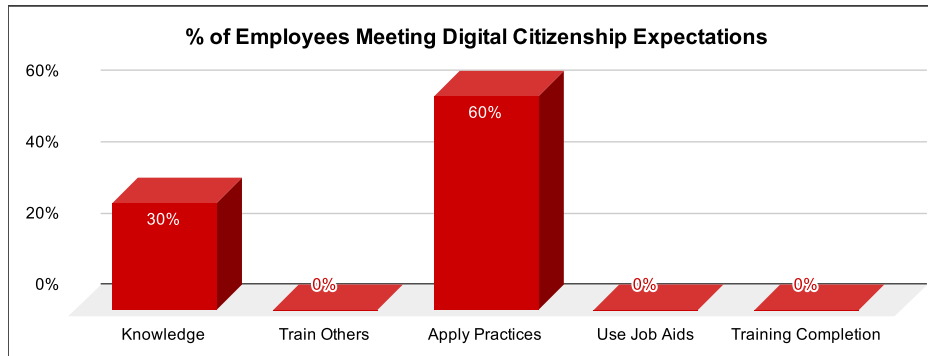
## Improving Digital Citizenship Practices During Device Use

*Inconsistent digital practices and lack of training prevent effective and secure device use across the organization.*

Rollout Team	Employees	Company
30% Demonstrate Knowledge of Digital Citizenship	60% Adhere to Digital Citizenship Practices	0% Have Been Trained on Digital Citizenship

Current Situation vs Desired Situation		Data Sources	
Current Situation	Desired Situation	Qualitative	Quantitative
<p>Rollout team lacks digital citizenship knowledge, a consistent framework, and the ability to train others</p> <p>Employees use devices inconsistently and lack guidance and job aids to support proper digital behavior</p> <p>Company lacks standardized, flexible training to ensure consistent implementation before device rollout</p>	<p>Rollout team confidently applies digital citizenship, uses a consistent framework, and trains other employees effectively</p> <p>Employees consistently apply digital citizenship practices and refer to job aids as needed</p> <p>Company delivers standardized e-learning to the rollout team with 100% completion before device distribution</p>	<p><b>Pre-training surveys:</b> Rollout Team Members</p> <p><b>Interviews:</b> Rollout Team Members, Department Heads</p> <p><b>Focus groups:</b> Employees</p>	<p><b>Survey Ratings:</b> Comfort with technology and digital citizenship practices</p> <p><b>Audit:</b> Device usage behavior</p> <p><b>Historical Metrics:</b> Security incidents or misuse of devices</p>

### Baseline Graph

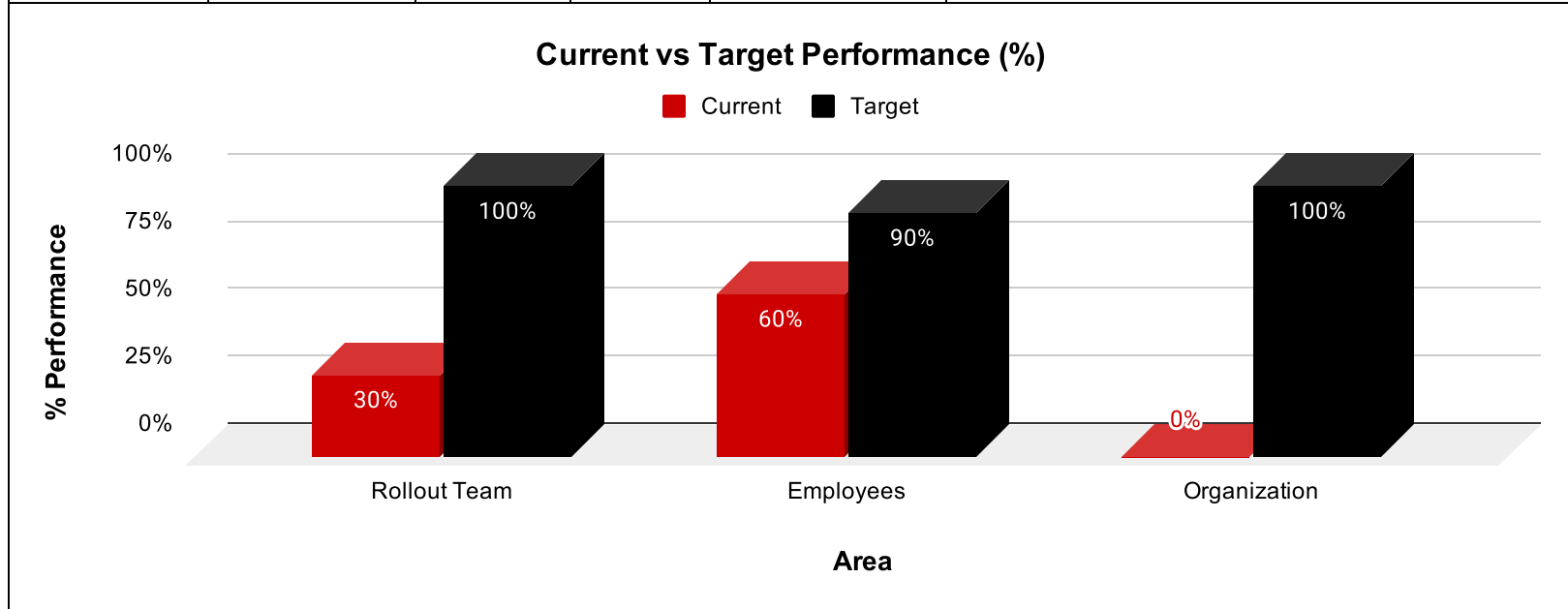


*Baseline data shows significant gaps in knowledge, performance, and training.*

# Digital Citizenship Gap Analysis

*Performance gaps exist between current and target digital citizenship outcomes*

Rollout Team		Employees		Company	
70% Gap		30% Gap		100% Gap	
Area	Current	Target	Gap	Type	Root Causes of Gaps
Rollout Team	30%	100%	<b>70%</b>	Knowledge/Skills	• Lack of digital citizenship knowledge
Employees	60%	90%	<b>30%</b>	Performance	• No train-the-trainer capability
Organization	0%	100%	<b>100%</b>	Training	• No standardized training or job aids



## Digital Citizenship Training Solution

*A targeted digital learning solution was designed to address identified knowledge, performance, and training gaps*

Component	Description	Reason
eLearning Module	1-hour self-paced digital citizenship training	Flexible, scalable training for distributed employees
Job Aids (R.E.P/P.E.A.C.E.)	Visual guides with key principles and examples	Reinforces on-the-job behaviors after training
Train-the-Trainer	Prepares rollout team to train employees	Enables consistent internal training