

Digital & AI Literacy ePrimer SSA Onboarding Pack

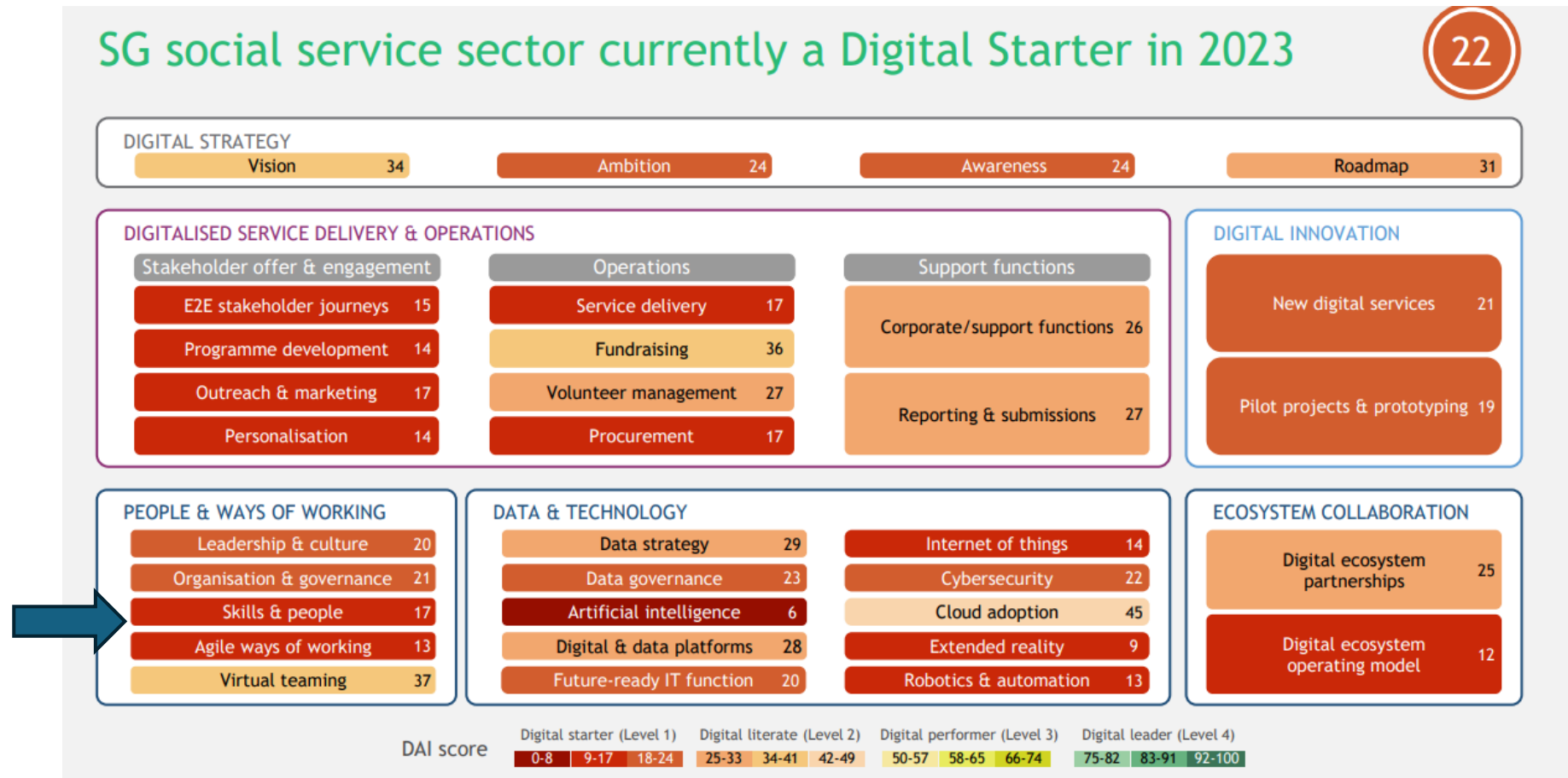
NCSS Digitalisation Strategy / Capabilities Group - Jan'25

Content

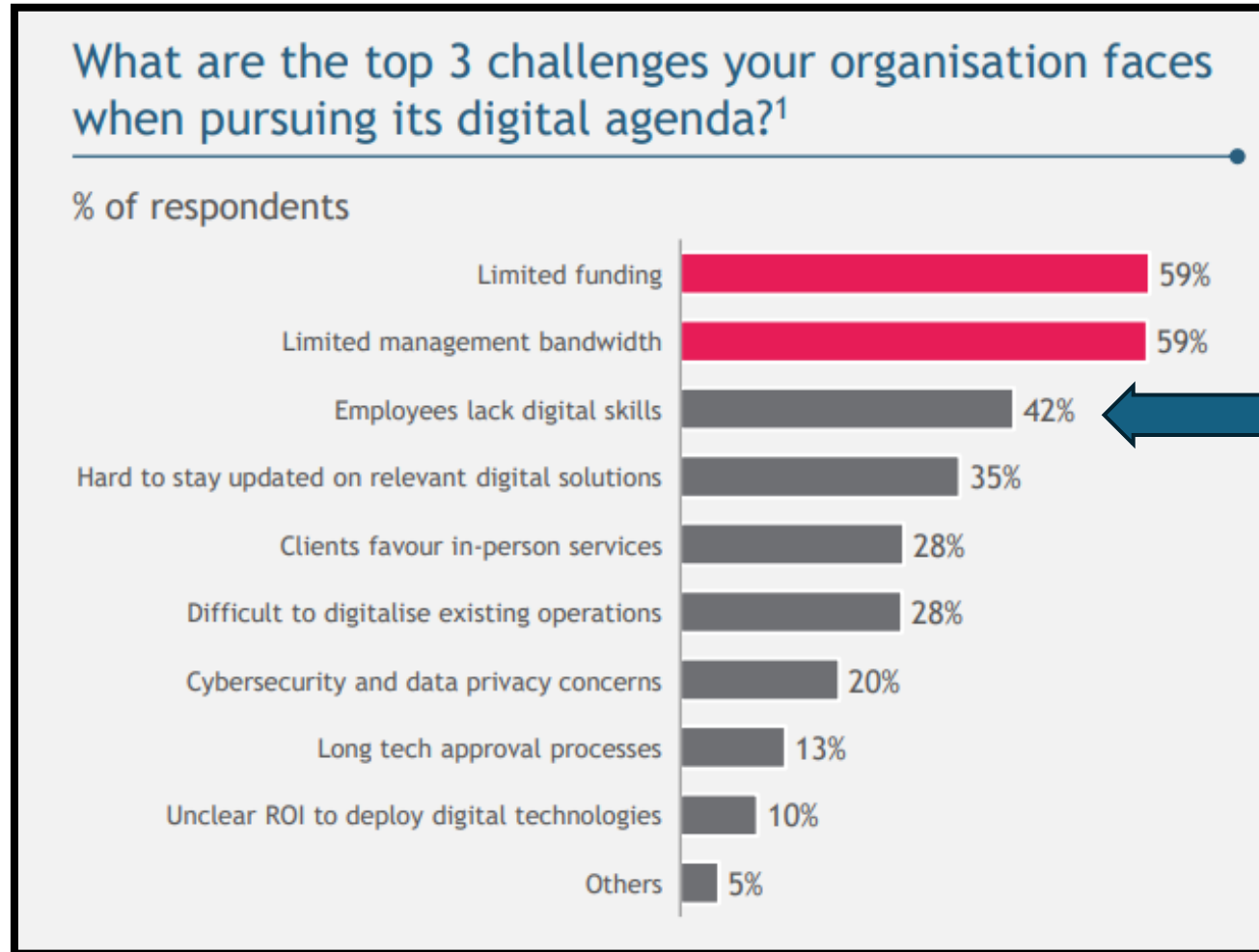
1. Background
2. Introduction to ePrimer
3. Steps to Onboarding
4. Implementation Approach
5. Tracking & Reporting
6. Next Steps

Background: Sector digital training at DAI Level 1

Data from the Digital Acceleration Index (DAI) study in 2023 shows that the sector has a gap in digital upskilling and is at Digital Starter (Level 1). **Target to move to Level 2- SSAs have developed a basic approach to upskilling and training, focused on select digital skills**

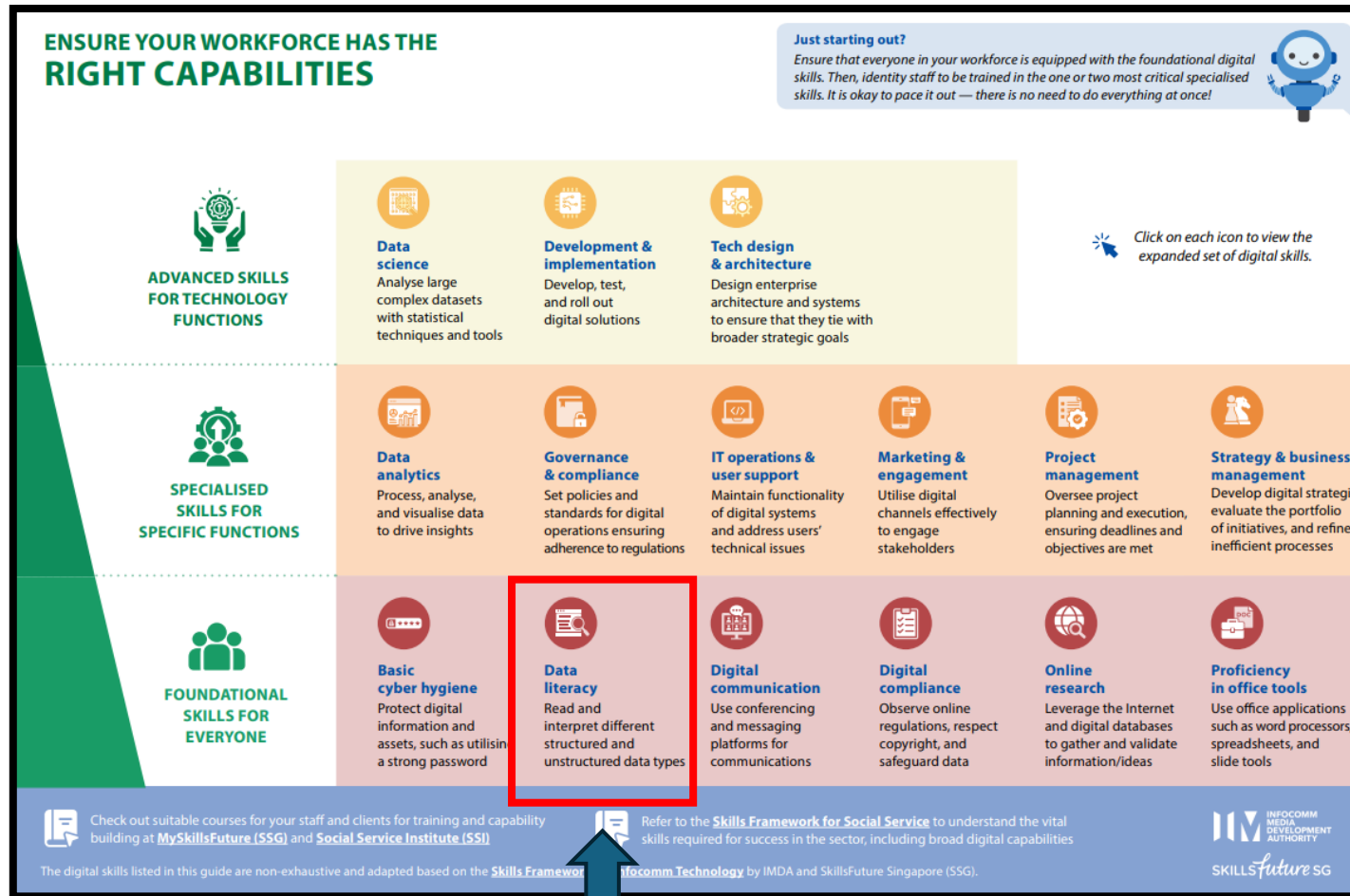


Lack of digital skills as one of top challenges to digitalisation



- How can NCSS support SSAs in building a digital ready workforce?
 - Developed digital training roadmap in the [Social Services Digitalisation Playbook \(SSDP\)](#)
 - Provide sector wide [complimentary elearning](#) for basic digital literacy
 - Curate training programmes with partners and IHLs (e.g. Microsoft, AISG, SUSS)

Digital Training Roadmap in SSDP



To support SSAs in digital training, tap on below programme:

Complimentary [Data and AI Literacy ePrimer](#)

- Adapted from GovTech
- Learners will login to ILTMS and completion can be tracked and reported back to SSA
- SSAs do not need to have their own LMS or curriculum

Data & AI Literacy ePrimer (eLearning)

1. Data is the lifeblood of any organisation; with data, you are able to understand your operations and service levels, uncover gaps to target, identify opportunities to resolve root issues and improve on your offerings.
2. AI and related fields such as machine learning and large language models are emerging technology that has tremendous potential to optimise how we are doing our work.
3. As a step to uplift the digital maturity level of the sector, NCSS provides complimentary Data and AI Literacy ePrimer to **establish a baseline understanding** of these two domains, **equipping staff with a solid foundation for the digitalisation agenda** of the organisation.
4. All SSAs are highly encouraged to onboard this ePrimer and develop an implementation plan for their organisation.
5. Kindly note that this resource was adapted from GovTech and there may be references to the Public Service.

Course Outline

The ePrimer consists of 5 modules, and learners will be able to:

Module	Title	Description	Estimated time to complete
1	Data is a Team Sport	Explore Data Science and AI across various fields	45 – 60 mins
2	Data, Data, Data	Learn about the importance of data cleaning and how to prepare data for analytics	45 mins
3	Once Upon a Chart	Learn how to enhance dashboards for data storytelling	45 – 60 mins
4	I Learn, Therefore I Am	Gain an appreciation for machine learning algorithms	45 – 60 mins
5	I Came, I Saw, I Divide-and-Conquered	Scope Data and AI related projects	45 mins

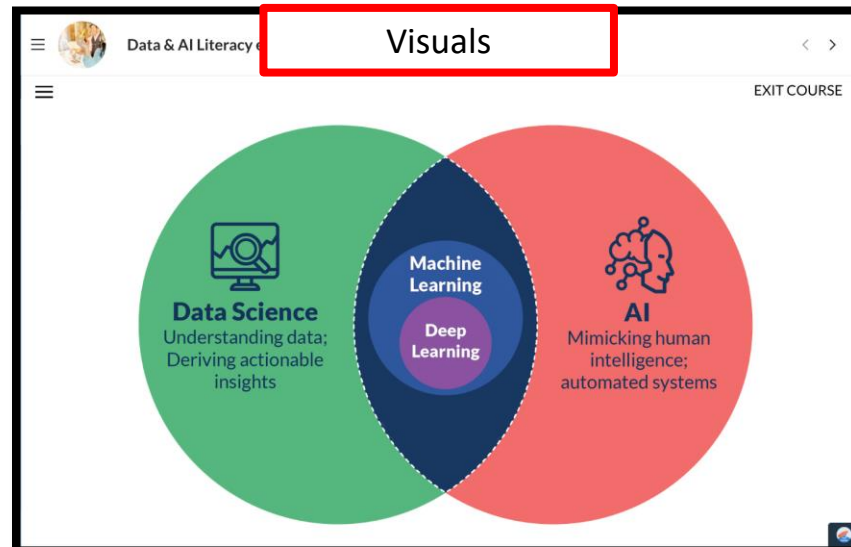
Course Overview

Section 1 Data Is A Team Sport	~4 mins	EXIT COURSE Shown here is an overview of the sections in this module, along with a rough indication of the time it will take per section. Learning is not a competition, and it'll not help if you rush through it. Instead, you should pace yourself; set aside 10-15 minutes to run through one or two sections per day. We've specially curated this set of knowledge in this module that we think is important to appreciate this particular topic here. We hope you have fun learning!
Section 2 Is Data The New Oil?	~3 mins	
Section 3 Data Literacy - From ABCs To DSAI	~3 mins	
Section 4 Pardon My Jargon	~3 mins	
Section 5 Data Superpowers (1/3)	~4 mins	
Section 6 Data Superpowers (2/3)	~3 mins	
Section 7 Data Superpowers (3/3)	~4 mins	
Section 8 We create... No. We Generate the Future.	~5 mins	
Section 9 The Paradox of Power	~4 mins	

Videos



Visuals



Summary

Key Summary:

- Data Science & AI techniques may look like superpowers sometimes, but they are skills within one's reach these days.
- By analysing and building a compelling data story around your data, you can effectively shape and influence how your audience thinks and reacts to an issue.
- Recommender engines which power popular digital services like YouTube, Netflix and Amazon, learn from millions of activities and habits to know what you want to see on their sites and serve them out accordingly.

Steps to Onboarding

1. Access NCSS complimentary courses <https://www.ssi.gov.sg/complimentary-courses/>
2. Click on Management and Organisation Development > [Data & AI Literacy ePrimer](#)

Management and Organisation Development

1. [Data & AI Literacy e-Primer](#) ↗
2. [Introduction to Internal Controls](#) ↗

3. Click on “I want to register for this course” at the bottom of the page. After registration, access will be granted and learner can login to SSI’s Student Portal <https://iltms.ssi.gov.sg/Student/Login>

Learner MUST register using organisation email (not personal email e.g. gmail) to enable tracking

Course Details



SSI0140: Data & AI Literacy ePrimer (e-learning)

About this course:

Navigating the lingo and concepts on all things data, Data Science, Machine Learning, and Artificial Intelligence (AI) may seem intimidating. However, it is an essential first step towards helping the everyone in an organisation to gain a comprehensive overview of these key aspects in the domain.

The Data & AI Literacy ePrimer provides this overview as a self-paced eLearning package. In this age of Data & AI, a strong data culture and a workforce literate in data and AI becomes ever more important as part of an organisation's data strategy. To many, navigating the lingo and knowledge on all things data, Data Science, AI, Machine Learning can be daunting. Designed to be digestible and engaging, the ePrimer is split into five modules.

Check out detailed instructions in the [Online Registration Portal User Guide](#)

I want to register for this Course

Develop an Implementation Plan

1. Develop a suitable implementation approach for your organisation (e.g. timeline)
2. Learners are given 1 month to complete the e-learning in the system once they are given access. (Link will expire by end of 1 month without extension) *Please register with your organisation email when you are ready to attempt the modules.
3. Completion will be tracked in SSI's iLTMS and updated back to SSA.

Tracking & Reporting

1. All learners' information will be tracked in SSI's iLTMS and provided back to SSA on a quarterly basis.
2. Report sent to participating SSAs will include below information:
 - a. Organisation
 - b. UEN
 - c. Trainee Name
 - d. Trainee Email
 - e. Enrolled Date
 - f. Course Start Date
 - g. Completion Date
 - h. Overall Status (Not Attempted, Incomplete, Complete)
 - i. Progress of each module (Not Attempted, Incomplete, Complete)
3. SSA may review progress and follow up with respective staff for completion
4. For issues with system access, contact SocialServiceInstitute@ncss.gov.sg

Next Steps

1. Discuss with management and relevant depts to onboard to this complimentary [ePrimer](#)
2. Develop an implementation plan and use this [SSA Onboarding Pack](#) for communications
3. Review quarterly progress

FAQ

1. Is there a minimum number of staff that needs to onboard to the ePrimer?

No, there is no such requirement. Each SSA can determine who in the organisation has to take the course and the timeline within which it is to be completed e.g. 80% of all staff to complete by Sep'25.

2. Will I be able to take a look at the course before I decide if my organisation wants to onboard?

Test accounts are not available. SSA may appoint a staff to register and go through the course before working on an implementation plan for the whole organisation.

3. How do I track the progress of my staff?

It is mandatory for the learner to register using the organisation email address. NCSS will provide the learners' progress report back to SSAs on a quarterly basis.

FAQ

4. The ePrimer has too many modules and my staff may not be able to complete it.

The learner has up to 1 month to complete all the modules. We suggest for the learner to set aside dedicated time each week (e.g. 1.5 hours per week) to space out the commitment. Do note that there is no extension in the system and the access will be terminated at 1 month after the first log in, thus the learner should register only when ready to attempt the modules.

5. Can the learner access the ePrimer on mobile devices, or only on laptops?

The ePrimer is mobile responsive and can be accessed and viewed on mobile devices. Learners can choose to learn on any device.

6. Should the learner register using individual SingPass or CorpPass?

Learner should register using individual SingPass and the organisational email address. This allows tracking by the organisation.