

DIGITAL SECURITY FOR SENIOR CITIZENS

Newsletter: July 2021



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Competence Framework and Benchmarking Tool

The Digital Security Competence Framework is complete, and the Digital Benchmarking Tool we are currently planning the practicalities of the piloting phase, and considering the ever-changing Covid-19 situation in each partner country. The framework has been developed since December 2020 and is a key result in the DiSC project, as its content will shape the subsequent benchmarking tool and digital board game. The Benchmarking Tool is a practical online tool to measure digital security skills and attitudes against the framework. The first piloting phase will take on board input and feedback from stakeholders to develop a final iteration of both outputs as well as informing the digital game.

Do you want to test the Digital Security Competence Framework?

If you are aged 55+ and want to learn about how you can protect your self from online threats, and increase your knowledge of digital security, **we welcome you to test our Digital Security Competence Framework and our Digital Security Benchmarking tool** during September and October.

How long will it take? A maximum of 30 minutes.

What will I have to do? Complete a short, questionnaire about your digital security skills, knowledge and competencies. Next, you will test both the Digital Security Competence Framework and the Digital Security Benchmarking Tool. Finally you should complete a short feedback questionnaire on your experience of the quiz about your digital security skills.

If you have any questions or need any more information, please contact the relevant organisation in your country!



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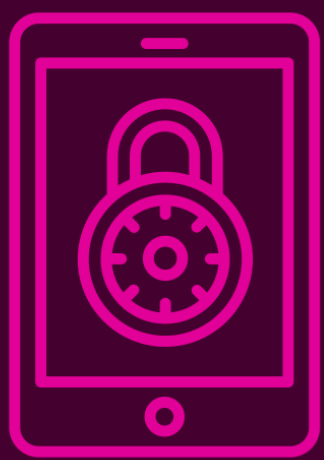
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Findings from stakeholder consultations meetings February and March 2021



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During January and February 2021, the project consortium consulted with 27 strategically targeted key stakeholders representing senior citizens, local ICT training project managers, regional University of the Third Age members, trainers, lecturers and IT professionals and digital engineers.

The profiles of the key stakeholders were broadly defined based on the type of input and feedback the field research intended to generate, and the decisions it informed within the project activities and development of the project outputs. Each of the respondents was asked to complete a questionnaire short questionnaire after a discussion and presentation about the DiSC project.

After they had been presented with an overview and purpose of each of the DiSC project tools, the stakeholders were asked to what extent they agreed that each of the tools would be 1) innovative, 2) useful, 3) help protect against digital security breaches and scams, 4) relevant for senior citizens, 5) applicable, 6) use the tool for themselves or their organisation.

Overall responses to the planned tools were extremely positive, with more than 55% of all responses for each of the DiSC project tools in 'Completely Agree', and more than 90% of all responses agreeing with the statements about the competence framework, the benchmarking tool, and the online game.

The Framework of Digital Security Competences averaged 56% of responses as 'Completely Agree' and 41% of responses as 'Agree', leaving only 3% of responses as 'Partially Agree'. Some respondents felt that whilst useful and innovative, it may not necessarily be a tool which would directly support end users to build their digital security capacity, and therefore the stakeholders felt more uncertain about whether the framework would protect senior citizens against digital security breaches and scams.

The Interactive Benchmarking Tool also received positive responses to the tune of 59% 'Completely Agree' and 38% of responses as 'Agree' with 2% of respondents choosing 'Partially Agree'.

There appears to be some slight doubt as to whether the benchmarking tool would be able to be used by senior citizens and by NGOs and local initiatives organisations who currently support them, and subsequently, whether the tool would directly support them in protecting themselves against digital security scams, but the strong positive responses relating to the innovativeness, usefulness and relevance of the tool is highly encouraging.

With regards to the Online Digital Security Board Game, the overall responses were 56% 'Completely Agree', 43% 'Agree' and 1% 'Partially Agree'. The same variations in the responses were seen for the game, in which respondents felt strongly that the tool was innovative and useful but were not sure whether it could be something they would be able to use, based on the short overview provided, without seeing the final result.

As well as the quantitative responses from the DiSC partners' stakeholder consultations, a series of open questions were asked to provide an opportunity to add any comments or feedback they felt would support the project to meet the needs of European senior citizens. Many of the qualitative responses addressed perceived concerns with the DiSC tools with the stakeholders providing valuable insight.

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