

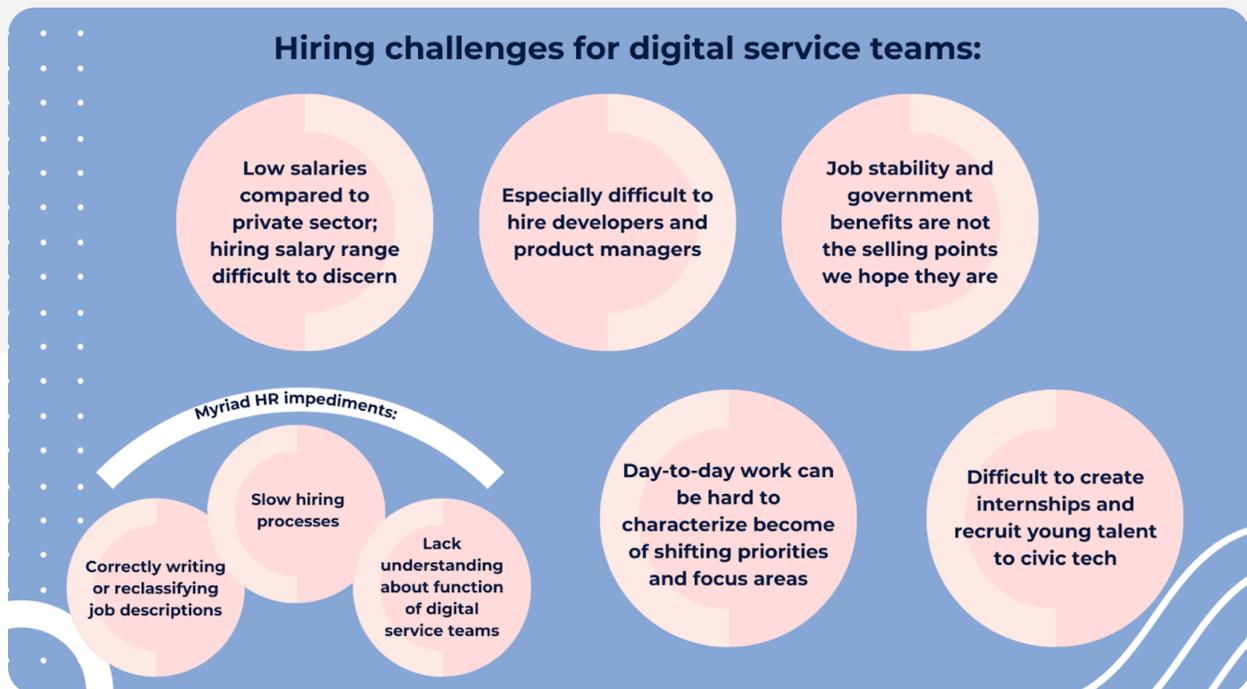
DIGITAL SERVICE

Building Teams That Last

[CDSO Toolkit](#) → Facilitation Tools

Building Digital Service Teams That Last

At the April 2024 in-person CDSO convening, the DSN hosted a conversation about building teams that last and focused on three key steps – hiring, retaining talent, and upskilling. On teams big and small, and at all levels of government, shared challenges surfaced during the discussion. The DSN will continue our work to showcase the different approaches and tactics that digital service teams are using to address these challenges.



Retention challenges for digital service teams:



First six months of employment can be confusing for new hires, especially for people who have never worked in government



Start-stop on projects creates confusion resulting from changing or shifting political priorities or leadership turnover



Lack of flexibility on big and small things; for example, remote work, preferred brand of devices, work hours



Limited promotion opportunities or lack of understood career trajectory within government



Burnout and frustration when government processes and bureaucracy add additional hurdles to projects



Lower salaries that private sector counterparts; also lack of merit pay in some organizations

Upskilling challenges for digital service teams:

1

In-house or organization-created curricula does not match the rapidly evolving needs of digital service teams and roles

2

Unique situation of needing to train on both the digital/technology skills as well as the functional service area

3

Frequency and content of technology industry best practices outpaces what governments can approve or allow for employees to participate in

4

Embedded vendor staff may receive different opportunities which can seem like a deviation from team protocols

5

Lack of approved conferences or training courses tailored to government digital services