



**GOAL 3.1  
CONTINUOUS LEARNING AND  
SUSTAINABLE STAFF  
ENGAGEMENT**

**PROJECT MANAGER**

Anna Michaleli

**TIMELINE**

July 2020 to December 2023

**INVESTMENT**

EUR 846 322

**STAFF INVOLVED**

16.46 Full-time Equivalents (FTEs)

**MOST IMPACTED CAPITAL<sup>1</sup>**

Human

**MOST IMPACTED STAKEHOLDER**

Staff

<sup>1</sup> As part of an integrated thinking approach, in 2016 the Office adopted the five capitals value creation model (human, organisational, relational, economic & environmental).

## ARTIFICIAL INTELLIGENCE AND JOB MAPPING EVOLUTION

The Office has transformed its operational model amongst others by establishing a collaborative organisational model and introducing a **team-based structure**, bringing more agility and efficiency gains through cross-departmental collaborations and synergies. It has **evolved digitally** through the implementation of systems and technologies that have improved efficiency, consistency and effectiveness, in particular in the core business areas.

Through this project, the Office aims to facilitate the upcoming changes as a result of the implementation of artificial intelligence solutions and to prepare itself for the coming years by **identifying new emerging job profiles and skill sets**, as well as to **equip its staff with the necessary knowledge and skills to respond to new challenges**.

The Office wishes to establish an innovation-driven culture nurturing staff's **collective intelligence and partnering with machines** to generate new ideas that can materialise within an agile delivery framework. This will be done through enabling **inspiration, learning, connecting and collaboration** amongst staff at all levels Office-wide.

### EXPECTED BENEFITS

- Increased staff awareness and preparedness about technological innovation and its potential positive impact
- Achievement of the excellence target of staff engagement through a technology savvy workforce