

The BALKAN REGIONAL ECDL FORUM that was held on 16 September 2016 in Sarajevo, Bosnia and Herzegovina, gathered participants from: Bulgaria, Greece, Croatia, Kosovo\*, FYR Macedonia, Slovenia, Serbia, Turkey, and Bosnia and Herzegovina, and they concluded the issue of economic recovery is, among other, tied to faster ICT development as well.

Within the working part of the Forum was organized the round table with topic **ICT – key for faster economic recovery** and the participants defined the following

#### CONCLUSIONS

1. Despite the widespread digital technologies, digital skills should be included in the process of formal education, and informatics curriculum should be matched to European standards. Most people overestimate their digital competencies. The slowness of adoption of modern information and communication technologies in the field of education has a result that „digital native“ generation does not become IT literate.
2. In the long run, raising level of digital literacy is possible only with active support of national governments. Indicators for digital literacy must be matched to the relevant European standard, such as ECDL.
3. Informatics associations, ECDL operators, and other interested parties have the responsibility to offer expert support to their national governments in creating strategies for increasing digital literacy in their countries.
4. It is necessary in formal education system to modernize informatics classrooms, update curriculum (avoid studying „forgotten“ program languages), and bridge the gap between teachers and students. The ECDL standard can be the basis for further improvement of usage of ICT technologies in education process. The continuous process of education of the lecturers is the key for achieving and maintaining of high quality of education process.
5. Adopting adequate national qualifications framework would significantly help in education of human resources needed by labour market, which is certainly one of the pre-conditions for faster economic recovery.
6. Digital training for using ICT for business purposes is one of the pre-requirements for efficient public administration, and the statement can be made that some countries of the region (Montenegro and Bosnia and Herzegovina) are in that sense in good path, taking into consideration the on-going projects for training and testing of civil servants according to ECDL standard.
7. The lack of strategic documents and the supporting action plans is a problem (especially in B&H), because it results in mismatch of activities in the field of ICT development which do not ensure equal development of information society throughout the whole country. In addition, the lack of strategic documents, strategic development policies, and action plans avoid the access EU funds.
8. The significance of informal education in raising digital literacy is very important, especially for generations that finished their formal education before the intensive ICT development. If we take into consideration the fact that 80% of knowledge and skills is acquired through different types of informal education, then creating of IT training programs of different contents and profiles according to European standards can ensure faster education of work force for which there are great demands on the labour market.

Sarajevo, September 2016