



Digital Literacy: The How and Why For IT Professionals

By Chris Dancy

You are a knowledge worker. That means that your professional life and future depend on your digital literacy. Ten years ago, digital literacy meant that you knew your way around a computer and could find information on the web. Today it means that you understand how to find and share information both on your computer and on mobile devices.

What will digital literacy mean in five years? More to the point, will you be ready for it?

As a knowledge worker, you have a set of skills that people—enterprise customers, business managers, your boss, your followers—value in you. Are you keeping up with the technologies and tools that you'll need to exercise those skills in 2015? How about 2020? Maybe even 2035? Anyone?

Digital Literacy and the Knowledge Worker

ServiceNow surveyed almost 900 IT professionals and consumers—knowledge workers who do what you do—on the use of technologies and tools to get their jobs done. The results (published at www.service-now.com) make a strong case for more-social IT, and that got us thinking about the tools our 700 employees use to generate, organize, and share knowledge every day. We conducted an internal survey and learned the following: