



European e-Competence Framework

A common European framework for
ICT Professionals in all industry sectors

Jutta Breyer, CEN e-CF & e-Job profiles development leader

breyer@breyer-publico.eu

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Background and rationale

- § Until 2008 (e-CF 1.0) there was no common agreement on how to express ICT skills requirements and gaps on a European level
- § No common reference to link ICT competence demand and qualification / certification supply
- § Many European companies use IT services worldwide:
 - Significant efforts and costs to establish and update company internal ICT competence catalogues for HR planning, training and development
 - Sharing these efforts at a European level could save time and money
- § Some national frameworks existed in parallel to each other which made them difficult to apply in a cross-national environment





2010: e-CF version 2.0 available

- § Result of the work of multiple stakeholders, ICT and HR experts building on e-CF 1.0 (released in 2008);
- § A common reference of 36 e-competences for ICT Professionals
- § A key enabler for interoperability in ICT career development and HR management in Europe; e.g. between competence demand and supply, frameworks, qualifications, certifications, etc.
- § Accompanied by user supporting material incl. e-CF online tool
- § Efforts led by the European Committee for Standardisation (CEN)



§ Based on a shared understanding of competence

Competence: a demonstrated ability to apply knowledge, skills and attitudes for achieving observable results

§ Five e-Competence levels related to the European Qualifications Framework (EQF)

e-CF Level	related to EQF Level
e-5	8
e-4	7
e-3	6
e-2	4 and 5
e-1	3

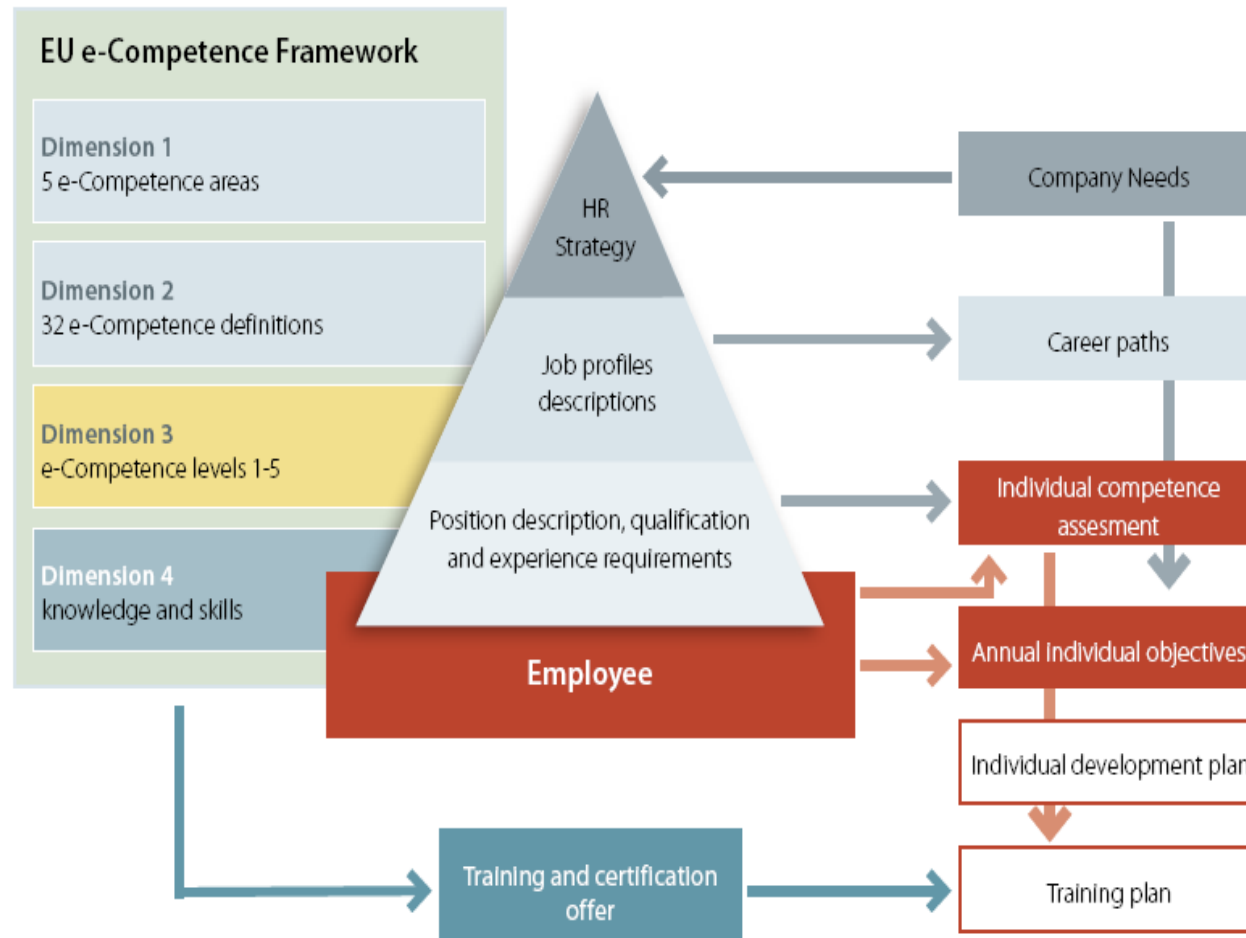
§ Framework structured in four dimensions:

Dimension 1: 5 e-CF areas
Dimension 2: 36 competences

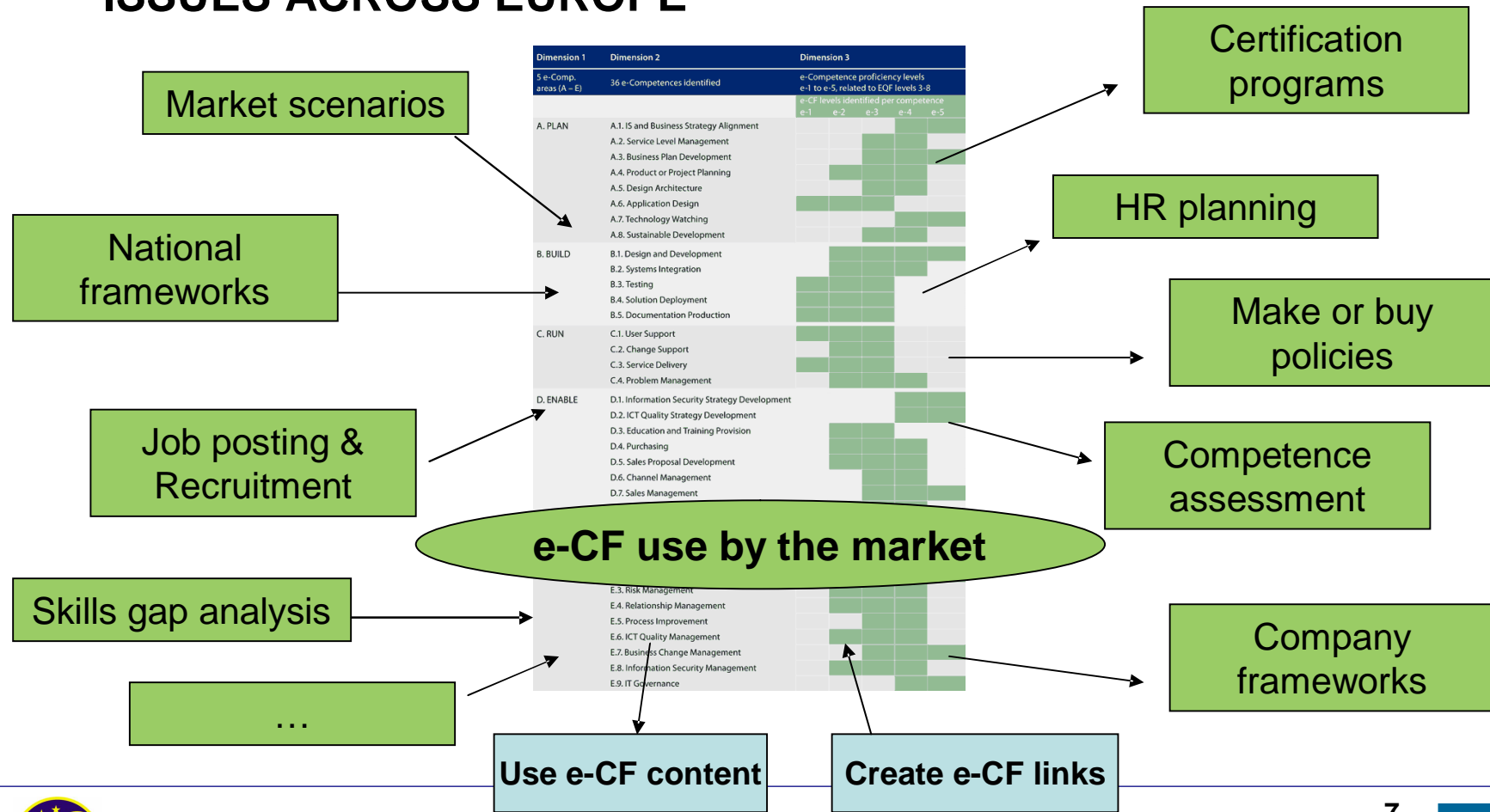
Dimension 3: 5 e-CF levels
Dimension 4: knowledge & skills examples

Dimension 1 e-Competence area		A. PLAN				
Dimension 2		A.1. IS and Business Strategy Alignment				
e-Competence: Title + generic description		Anticipates long term business requirements and determines the IS model in line with organisation policy. Makes strategic IS policy decisions for the enterprise, including sourcing strategies				
Dimension 3		Level 1	Level 2	Level 3	Level 4	Level 5
e-Competence proficiency levels (on e-CF levels e-1 to e-5, related to EQF levels 3 to 8)		—	—	—	Provides leadership for the construction and implementation of long term innovative IS solutions.	Provides IS strategic leadership to reach consensus and commitment from the management team of the enterprise.
Dimension 4						
Knowledge examples		Knows/ Aware of/ Familiar with: K1 business strategy concepts K2 trends and implications of ICT internal or external developments for typical organisations K3 the potential and opportunities of relevant business models K4 the business aims and organisational objectives K5 the issues and implications of sourcing models				
Skills examples		Able to: S1 analyse future developments in business process and technology application S2 determine requirements for processes related to ICT services S3 identify and analyse long term user/ customer needs S4 contribute to the development of ICT strategy and policy S5 contribute to the development of the business strategy				

e-CF four dimensions' use example in companies/ ICT organisations



INCREASING TRANSPARENCY, MOBILITY, EFFICIENCY IN ICT HR ISSUES ACROSS EUROPE





e-CF complementary initiatives

- § On-going CEN projects are running at EU level building on the e-CF:
 - e-CF application in SMEs
 - European e-Job profiles based on e-CF
 - ICT certification in Europe: linking certification offers to e-CF
 - EUROMED: Digital job profiles for the Mediterranean Union in coherence with e-CF

- § e-CF translations
 - French, German, Italian
 - Estonian and Dutch in preparation
 - Development of a formalised process under CEN to ensure overall coherence / quality of national versions

- § e-CF 3.0 proposal under development with CEN





Project on e-Job profiles (2010 – 2012)

The objective is to continue the convergence of the European e-skills landscape by developing and providing a set of ICT role profile descriptions based on the e- CF.

ICT Profiles building on two fundamental concepts

- § Work deliverables
- § e-Competences from the e-CF

The final deliverable (Dec. 2011) is expected to contain:

- § A matrix giving for each identified ICT Profile a list of e-competences
- § CEN Experts + stakeholders agreed descriptions for all profiles
- § Translations of each set of job profiles (French, German, Italian)

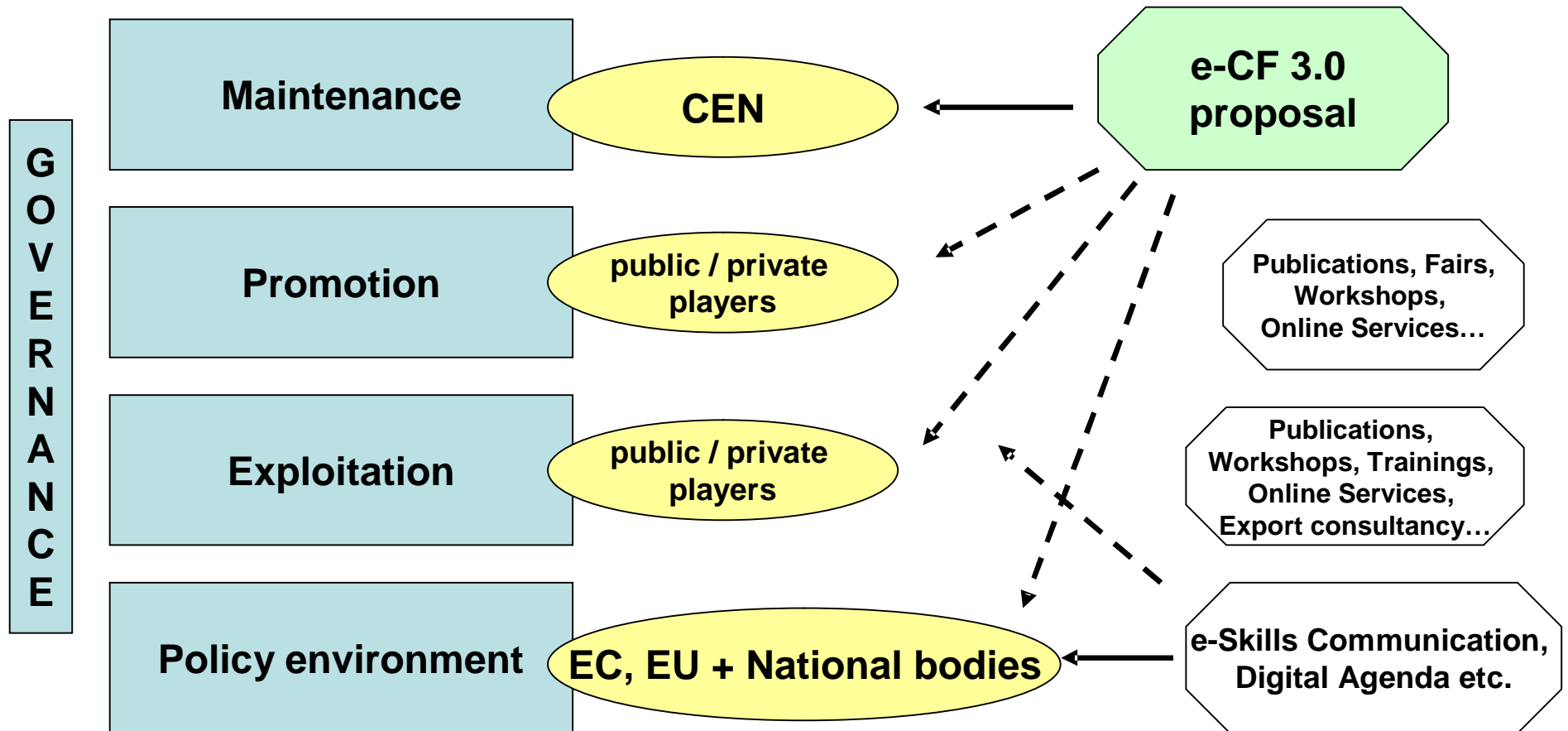


Example: Service Desk Agent

Profile title	(8) Service Desk Agent		
Summary statement	Provides first line telephone or e-mail support to clients with technical issues.		
Mission	To provide user support and troubleshoot ICT problems and issues. The primary objective is to ensure users are able to maximize their productivity through efficient use of IT equipment or software applications.		
Accountability	The timely provision of constructive responses to client requests for support. It involves active listening to client issues and translating them for technical analysis provision and providing solutions.		
Deliverables	Accountable	Responsible	Contributor
		First level Support	Solved Incident
Main task/s	<ul style="list-style-type: none"> • Identify and diagnose issues and problems • Categorize and record reported queries and provide solutions • Support problem identification • Advise users on appropriate course of action • Monitor issues from start to resolution • Escalate unresolved problems to higher levels of support 		
e-CF competences assigned	<ul style="list-style-type: none"> • C1 User support • C4 Problem Management 	Levels 2 OR 3 Level 2	
Environment	Interfaces with ICT users to identify problems. Works with technical solution team to specify issues and identify route causes.		
KPI's	Responsiveness Solution % achievement	% calls answered in x minutes % issues fixed first time	

Table 8: The expected final project outcome – draft example “Service Desk Agent”

Longer term governance





e-CF website www.ecompetences.eu

- § European e-Competence Framework 2.0 for download
- § User guide for e-CF application
- § Methodology documentation
- § e-CF executive overview

à The what, why and how guide to the e-CF

à Link to the e-CF profile tool [online](http://www.ecompetences.eu)

