



Draft – Work in progress e-Competence Example

Layer 2 (Competence title + general description)

Layer 3 (level-specific amendment)

<p>D.1. Define & Manage Information Security Policies</p> <p>Defines, improves, refines and makes applicable formal strategy, scope and culture to keep enterprise data and information (not only IT but across all divisions/organization in the company/enterprise) safe and secure, providing the foundation for Information Security Management system (ref D.2). May use external standards to define and improve objectives about how to assure information integrity, availability, and data privacy and identifies roles and accountability for Information Security Management (ref D.2)</p>	<p>Level 1,2,3 – not applicable</p> <p>4: knows and leverage external standards and best practices (not for inclusion but to be clear examples of stds ISO 27001)</p> <p>5: embeds information security into the culture of the organization</p>
<p>D.2. Manage Information Security</p> <p>Implements information security policy through projects (ref E.2) and action plans to monitor and take action against intrusion, fraud and security breaches or leaks. Ensures that the plan to address Risk Analysis links to Information Security Policy (ref D.1). Plans and defines indicators to manage risk (ref E.3) with respect to enterprise data and information. Review security indicators and results to implement Information Security Strategy improvements and suggest improvement to Information Security Policy.</p>	<p>Level 1,2 – not applicable</p> <p>3: identifies and evaluate risks with respect of information security / manage information security risk</p> <p>4: evaluates risks analysis performances and decides which direction to take (accept, reduce, transfe, avoid, ... the risks)</p> <p>5: influences enterprise strategy with respect to risk analysis results (communicate with the direction)</p>
<p>D.3. Define & Manage ICT Quality Policies</p> <p>Defines, improves, refines and makes applicable a formal strategy to satisfy customer expectations and improve business performance through excellent delivery of IT Services/creation IT products/execution IT processes , providing the foundation for ICT Quality Management system (ref D.4). May use external standards to define and improve objectives about how to manage service, product and process quality (levels) and identifies accountability for ICT Quality Management (ref D.4)</p>	<p>Level 1,2,3 – not applicable</p> <p>4: knows and leverage external standards and best practices (not for inclusion but to be clear examples of std and best practice are ISO 20000-1, and ITIL v3)</p> <p>5: embeds ICT quality (i.e. metrics and continuous improvement) into the culture of the organization</p>
<p>D.4. Manage ICT Quality</p> <p>Implements ICT Quality policy through projects (ref E.2) and action plans to monitor and take action against non quality (corrective and preventive actions. Ensures that the plan to address Risk Analysis links to ICT Quality Policy (ref D.3).). Plans and defines indicators to manage the Quality (satisfaction, fidelity, efficiency, effectiveness ... with the customers, the suppliers and the interested parties) with respect to ICT strategy. Review quality indicators and results to implement ICT Quality Strategy improvements and suggest improvement to ICT Quality Policy.</p>	<p>Level 1,2 – not applicable</p> <p>3: identifies and evaluate risks with respect of quality policy / manage quality risk analysis</p> <p>4: evaluates risks analysis performances and decides which direction to take (accept, reduce, transfer, avoid, ... the risks)</p> <p>5: influences enterprise strategy with respect to risk analysis results (communicate with the direction)</p>