



European e-Competence Framework v.1.0 overview

e-CF levels identified per competence

Dimension 1	Dimension 2	Dimension 3				
5 e-Comp. areas (A – E)	32 e-Competences identified	e-Competence proficiency levels e-1 to e-5, related to EQF levels 3-8				
		e-1	e-2	e-3	e-4	e-5
A. PLAN						
	<i>A.1. IS and Business Strategy Alignment</i>					
	<i>A.2. Service Level Management</i>					
	<i>A.3. Business Plan Development</i>					
	<i>A.4. Specification Creation</i>					
	<i>A.5. Systems Architecture</i>					
	<i>A.6. Application Design</i>					
	<i>A.7. Technology Watching</i>					
B. BUILD						
	<i>B.1. Design and Development</i>					
	<i>B.2. Systems Integration</i>					
	<i>B.3. Testing</i>					
	<i>B.4. Solution Deployment</i>					
	<i>B.5. Technical Publications Development</i>					
C. RUN						
	<i>C.1. User Support</i>					
	<i>C.2. Change Support</i>					
	<i>C.3. Service Delivery</i>					
	<i>C.4. Problem Management</i>					
D. ENABLE						
	<i>D.1. Information Security Strategy Development</i>					
	<i>D.2. ICT Quality Strategy Development</i>					
	<i>D.3. Education and Training Provision</i>					
	<i>D.4. Purchasing</i>					
	<i>D.5. Sales Proposal Development</i>					
	<i>D.6. Channel Management</i>					
	<i>D.7. Sales Management</i>					
	<i>D.8. Contract Management</i>					
E. MANAGE						
	<i>E.1. Forecast Development</i>					
	<i>E.2. Project and Portfolio Management</i>					
	<i>E.3. Risk Management</i>					
	<i>E.4. Relationship Management</i>					
	<i>E.5. Process Improvement</i>					
	<i>E.6. ICT Quality Management</i>					
	<i>E.7. Business Change Management</i>					
	<i>E.8. Information Security Management</i>					