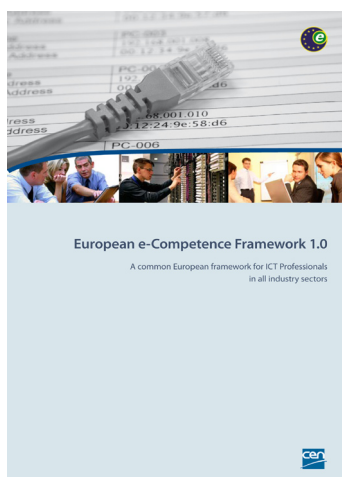




A common European framework for ICT Professionals in all industry sectors

Following two years' work by e-Skills multi-stakeholder, ICT and human resources experts, the **European e-Competence Framework (e-CF)** is ready for use. The framework consists of 32 jointly defined ICT practitioner and manager competences as needed and applied in the workplace. This common European reference tool can be used and understood by ICT user and supply companies, ICT specialists, managers and HR departments, the public sector, and educational and social partners across Europe. It provides, for the first time, a European standard reference for communicating ICT competence requirements in a transnational environment.



The European e-Competence Framework has been developed by a large number of European ICT and HR experts in the context of the CEN/ISSS Workshop on ICT Skills. To achieve European agreement and beneficial results on an international and national level, the Europe-wide involvement of players from the ICT sector and stakeholders from business, politics and education has been crucial for the framework development philosophy and strategy.

The European e-Competence Framework version 1.0 provides a basic, clear and sound orientation for companies and further ICT sector players who need to take decisions about recruitment, career paths, training, assessment, etc. It articulates knowledge, skills and competence as needed and applied in the ICT workplace for the ICT vendor and user industry as well as in the public sector.

32 ICT practitioner and manager competences on a European scale

The European reference framework for ICT competences makes a link between national and company systems. It jointly defines 32 ICT practitioner and manager competences, classified according to their corresponding ICT business areas. These are further specified on five proficiency levels (e-1 to e-5) which are related to the European Qualifications Framework (EQF) levels 3-8. This provides a European basis for internationally efficient personnel planning and development.

Framework structure and look

Structured in four dimensions, the European e-Competence Framework reflects different levels of business and human resource planning requirements, as well as job and work proficiency guidelines.





European e-Competence Framework 1.0

Executive overview



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-CF levels identified per competence				
		e-1	e-2	e-3	e-4	e-5
A. PLAN	A.1. IS and Business Strategy Alignment					
	A.2. Service Level Management					
	A.3. Business Plan Development					
	A.4. Specification Creation					
	A.5. Systems Architecture					
	A.6. Application Design					
	A.7. Technology Watching					
B. BUILD	B.1. Design and Development					
	B.2. Systems Integration					
	B.3. Testing					
	B.4. Solution Deployment					
	B.5. Technical Publications Development					
C. RUN	C.1. User Support					
	C.2. Change Support					
	C.3. Service Delivery					
	C.4. Problem Management					
D. ENABLE	D.1. Information Security Strategy Development					
	D.2. ICT Quality Strategy Development					
	D.3. Education and Training Provision					
	D.4. Purchasing					
	D.5. Sales Proposal Development					
	D.6. Channel Management					
	D.7. Sales Management					
	D.8. Contract Management					
E. MANAGE	E.1. Forecast Development					
	E.2. Project and Portfolio Management					
	E.3. Risk Management					
	E.4. Relationship Management					
	E.5. Process Improvement					
	E.6. ICT Quality Management					
	E.7. Business Change Management					
	E.8. Information Security Management					



European e-Competence Framework 1.0

Executive overview



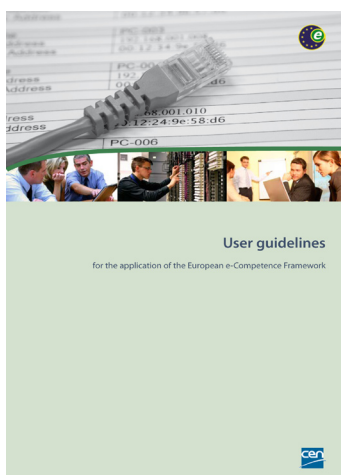
Dimension 1 e-Competence area	B. BUILD				
Dimension 2 e-Competences: Title + generic description	B.1. Design and Development Designs and engineers software programs/modules and/or hardware components to meet required specifications. Follows a systematic methodology to analyse and build the required components and interfaces. Performs unit and system testing to ensure functional and performance criteria are met.				
Dimension 3 e-Competence proficiency levels (on e-CF levels e-1 to e-5, related to EQF levels 3 to 8)	Level 1	Level 2 Systematically develops small components or modules.	Level 3 Acts creatively to develop and integrate components into a larger product.	Level 4 Handles complexity by developing standard procedures and architectures in support of cohesive product development.	Level 5 Has ultimate responsibility for strategic direction of product, technical architecture or technology development.
Dimension 4 Knowledge (k) and skills (s) examples	s1... k1...				

Dimension 1 reflects 5 e-Competence areas, derived from ICT business processes PLAN – BUILD – RUN – ENABLE – MANAGE.

Dimension 2 defines a set or reference e-Competences for each area, with a generic description for each competence. 32 competences provide the framework with European generic reference definitions.

In **dimension 3**, proficiency levels of each e-Competence give European reference specifications on e-Competence levels e-1 to e-5, which are related to EQF levels 3 to 8.

Dimension 4 of the framework is dedicated to knowledge and skills related to the e-Competences. Supplied for inspiration they are not exhaustive, nevertheless they provide the key link to the ICT qualification offer side of the European e-Skills market.



User guidelines for framework application by ICT sector players

To support the understanding, adoption and use of the European e-Competence Framework (e-CF), a complementary user guide for the European e-Competence Framework application is also provided.

ICT stakeholders – ICT user and supply companies, the public sector, ICT managers and practitioners, HR developers, ICT job seekers, educational institutions, recruiting agencies and social partners – can find a basic explanation of the framework context and underpinning methodology as well as initial guidance on how to adapt the framework and exploit its benefits for specific needs.

See: www.ecompetences.eu

Background note:

The CEN / ISSS Workshop on ICT Skills are a European work group consisting of both national and international representatives from the ICT industry, vocational training organisations, social partners and other institutions. The workshop aims to create long-term human resources (HR) and competence development solutions for the European Information and Communication Technology (ICT) sector. Active since 2003, the workshop community has achieved various milestones towards more transparency and efficiency in the field of ICT Human Resources development in an international environment, published through CWA's (CEN workshop agreements).

The CWA 15893-1 and 15893-2 "European e-Competence Framework", consisting of the framework as well as the accompanying user guidelines, was approved in October 2008 and is available via www.cen.eu.

The development of the European e-Competence Framework has been co-funded by the European Commission.