



## European e-Competence Framework (e-CF) 2.0 Executive Overview

The *European e-Competence Framework (e-CF)* is a reference framework of 36 ICT competences that can be used and understood by ICT demand and supply companies, ICT practitioners, managers and HR departments, the public sector, educational and social partners. The European e-Competence Framework version 2.0 published in 2010 builds upon the e-CF version 1.0, and it takes into account the first e-CF application experience and feedback from ICT stakeholders across Europe.

Dimension 1	Dimension 2	Dimension 3				
5 e-Comp. areas (A – E)	36 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. Product or Project Planning					
	A.5. Design Architecture					
	A.6. Application Design					
	A.7. Technology Watching					
	A.8. Sustainable Development					
B. BUILD	B.1. Design and Development					
	B.2. Systems Integration					
	B.3. Testing					
	B.4. Solution Deployment					
	B.5. Documentation Production					
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					
	D.9. Personnel Development					
	D.10. Information and Knowledge 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					
	E.9. IT Governance					

The European e-Competence Framework has been developed by a large number of European ICT and HR experts in the context of the CEN 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 2.0 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 demand industry as well as in the public sector.

*e-CF 2.0 overview*

### 36 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 36 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.

Dimension 1 e-Competence area					
A. PLAN					
<b>Dimension 2</b>	<b>A.2. Service Level Management</b>				
e-Competence: Title + generic description	Defines, validates and makes applicable service level agreements (SLA) and underpinning contracts for services offered. Negotiates service performance levels taking into account the needs and capacity of customers and business.				
<b>Dimension 3</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>
e-Competence proficiency levels (on e-CF levels e-1 to e-5, related to EQF levels 3 to 8)	—	—	Influences and prepares the final Service Level Agreement (SLA) and accounts for the final content.	Provides leadership to amend the enterprise strategy with respect to Service Level Agreements (SLA) in order to achieve forecasted results.	—
<b>Dimension 4</b>					
Knowledge examples	Knows/ Aware of/ Familiar with: K1 service level agreement documentation K2 how to compare and interpret management data K3 the elements forming the metrics of service level agreements K4 how service delivery infrastructures work K5 impact of service level non-compliance on business performance				
Skills examples	Able to: S1 analyse service provision records S2 evaluate service provision against service level agreement S3 negotiate realistic service level targets S4 use relevant quality management techniques S5 anticipate and mitigate against potential service disruptions				

**Dimension 1** reflects five 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. 36 competences provide the framework with European generic reference definitions.

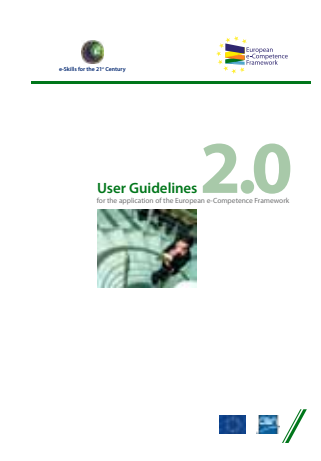
In **dimension 3**, proficiency levels of each e-Competence give European reference specifications on e-Competence levels e-1 to e-5, which are related to EQF levels 3 to 8.

*e-Competence example A.2. Service Level Management*

**Dimension 4** contains samples of knowledge and skills related to e-Competences in dimension 2. They are provided to add value and context and are not intended to be exhaustive. They provide the key link to the ICT qualification offer side of the European e-Skills market.

## e-CF 2.0 complementary material and application support

### User guidelines for framework application by ICT sector players

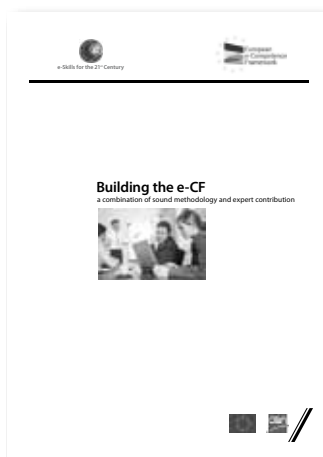


To support the understanding, adoption and use of the European e-Competence Framework (e-CF), a complementary user guide for the European e-Competence Framework application is also provided.

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.

*e-CF 2.0 User Guidelines*

## Building the e-CF - Methodology documentation



All involved stakeholders and experts are conscious that for the achievement of broad acceptance and use of the e-Competence Framework, intelligent links to other existing concepts and tools - both on national and international level - are vital. The methodological phase of the framework development has taken this into account.

The most important methodological choices and framework underpinning decisions can be found in the complementary methodological documentation.

*Building the e-CF – a combination of sound methodology and expert contribution*

## e-CF profile tool online



To support users of the European e-Competence Framework online, a simple tool has been developed which enables the creation of e-CF profiles.

This user friendly tool is accessible, using any common browser, via the European e-Competence Framework website at [www.ecompetences.eu](http://www.ecompetences.eu).

*The e-CF profile enabling tool – screenshot*  
(Source: [www.ecompetences.eu](http://www.ecompetences.eu))

### Background note:

The CEN 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 16234 Part 1, 2 and 3, consisting of the European e-Competence Framework 2.0, user guide 2.0 and e-CF methodology documentation was approved in September 2010. The CWA is available via [www.cen.eu](http://www.cen.eu).

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