



# CEN/TC 428 Digital Competences and ICT Professionalism

**Mary Cleary**  
**Chair, CEN/TC 428**  
Deputy CEO  
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# Technical Committee 428

- Delegates from CEN National Standards Bodies
- Established in 2014 to create ICT competence standard from the CWA European e-Competence Framework
- Focus on maturing the IT profession
- Responsible for all standardisation related to the ICT Profession
  - Development of standards, TS, TR on remaining 3 “pillars” of ICT Professionalism and other prioritised areas
- Supported by European Commission
- Cognisance of other competence frameworks (e.g. SFIA and Japanese IT Competence Dictionary)
- Maintenance and updating of relevant CWAs (eg CWA 16266 Curriculum for training ICT Professionals in Universal Design)

# The rest of the story

- Competence is only one pillar of professionalism
- EC/CEN intend to develop standardisation around all four pillars (EN, TR, TS)
- TC 428 central to this
- All 4 pillars have ongoing standardisation work



# Current Projects

## Pillar 1 - Competence

- Revised EN delivered and published
- e-CF User Support – today's agenda

## Pillar 2 – Body of Knowledge

Foundational Body for the ICT Profession delivered as TR by end 2020

## Pillar 3 – Education and Training

- Performance indicators
- Curriculum Guidelines

• Recognise, assess and validate candidate's e-competences

## Pillar 4 – Code of Ethics

- European ICT Professional Ethics Framework

Practical application of an ethics framework for ICT professionals across Europe, delivered as a TS

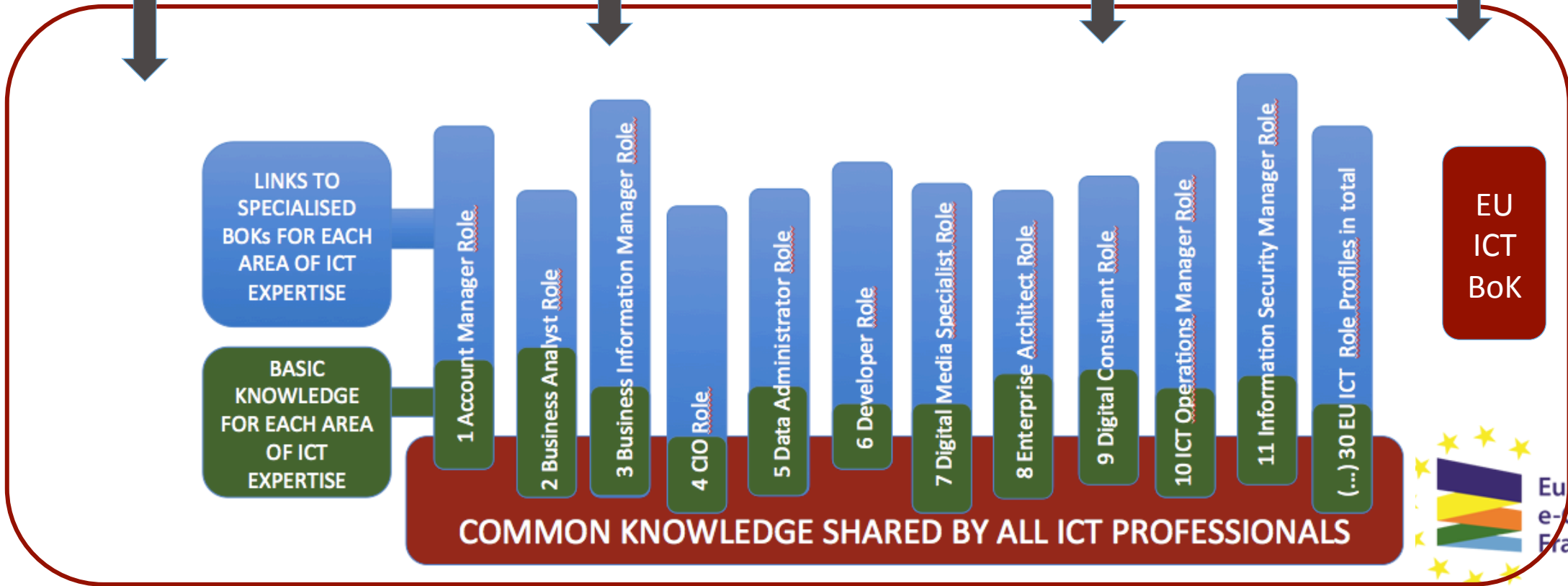
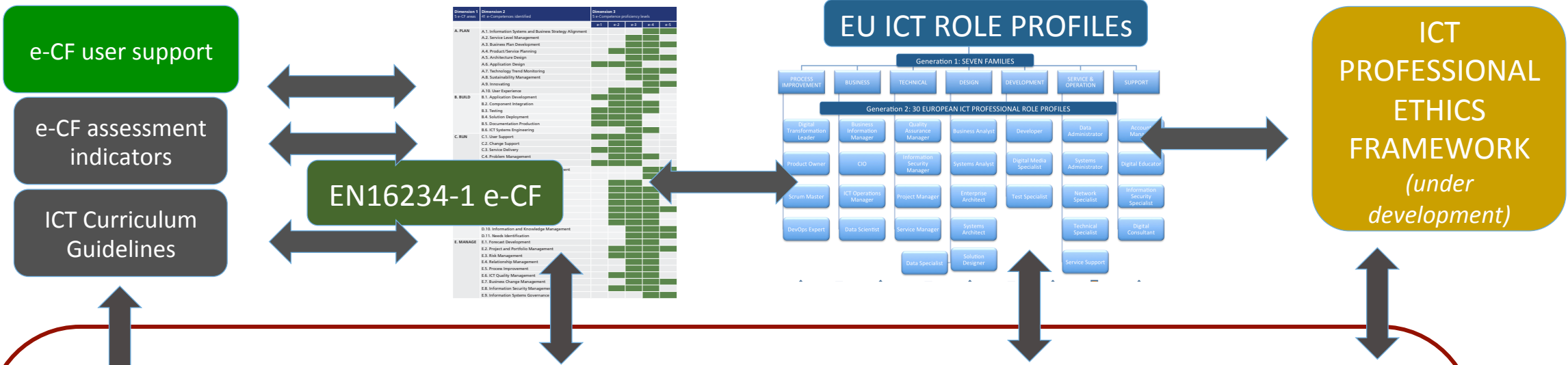
Competence	Dimension 1	Dimension 2	Dimension 3			
	e-CF level	ICT Competence Area	e-1	e-2	e-3	e-4
A.1		Information Systems and Business Strategy Alignment				
A.2		Service Level Management				
A.3		Business Plan Development				
A.4		Product Service Planning				
A.5		Architecture Design				
A.6		Application Design				
A.7		Subsystem Design				
A.8		Sustainability Monitoring				
A.9		Resiliability Management				
B.1		User Experience				
B.2		Application Development				
B.3		Component Integration				
B.4		Scripting				
B.5		System Deployment				
B.6		Documentation Production				
C.1		IT System Engineering				
C.2		User Support				
C.3		Change Support				
C.4		Service Delivery				
C.5		Problem Management				
D.1		System Management				
D.2		Information Security Strategy Development				
D.3		ICT Quality Strategy Development				
D.4		Migration and Training Provision				
D.5		Marketing				
D.6		Digital Marketing				
D.7		Data Science and Analytics				
D.8		Content Management				
D.9		Information Development				
D.10		Information and Knowledge Management				
D.11		Needs Identification				
E.1		Risk and Portfolio Management				
E.2		Risk Management				
E.3		Portfolio Management				
E.4		Process Improvement				
E.5		ICT Quality Management				
E.6		Business Change Management				
E.7		Information Security Management				
E.8		Information Systems Governance				

- TR 16234-2: USER GUIDE for e-CF (REVISION of existing TR)
- TR 16234-3: METHODOLOGY (REVISION of existing TR)
- TR 16234-4 CASE STUDIES (NEW DEVELOPMENT – previous CWA 16234-4)

Curriculum for High-Tech and e- Leadership Skills, and ICT Professionalism



# e-CF User Support embedded in ICT PROFESSIONALISM CONCEPTS FOR EUROPE



# Additional Work Areas

## TC 428 Business Plan

- Web Accessibility Expert: Italian proposal (AHG)
- Liaison with other relevant CEN/other bodies work (AI focus group, JTC 13, SC 7, ITPE)
- Consider strategies to align them with the core content of EN-16234-1
- In due course, consider the complementarity of organisational capability frameworks (cf DIGIFRAME)



**Thank You**

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