

Dim 1	Dimension 2	Dimension 3			Dimension 4			
	competence title and generic description	level 1	level 2	level 3	level 4	level 5	knowledge	skills
C RUN								
C.1	User Support							
	Responds to user requests and issues; records relevant information. Resolves or escalates incidents and optimises system performance. Monitors solution outcome and resultant customer satisfaction.	Routinely interacts with users, applies ICT-product, basic knowledge and skill to respond to user requests. Solves simple incidents, following prescribed procedures.	Systematically interprets user problems identifying the solutions and possible side effects. Uses experience to identifying user problems and interrogates database for potential solutions. Escalates complex or unresolved incidents to senior experts. Records and tracks user support procedures from outset to conclusion.	Manages the support process and is accountable for ensuring that agreed service levels are met. Plans resource allocation to ensure that the support is available with respect to the defined service level. Acts creatively, and seeks opportunities for continuous service improvement by analysing root causes. Manages the budget of the support function.			K1 relevant ICT User applications K2 database structures and content organisation K3 corporate escalation procedures K4 software distribution methods and procedures for fix application and file transmission methodologies applicable to software fixes K5 sources of information for potential solutions	S1 effectively interrogate users to establish symptoms S2 analyse symptoms to identify broad area of user error or technical failure S3 deploy support tools to systematically trace source of error or technical failure S4 clearly communicate with end users and provide instructions on how to progress issues S5 record and code issues to support growth and integrity of online support tools
UPDATE e-CF v 3.0	Responds to user requests and issues, recording relevant information. Assures resolution or escalates incidents and optimises system performance in accordance with predefined service level agreements (SLAs) . Understands how to monitor solution outcome and resultant customer satisfaction.	Interacts with users, applies basic product knowledge to respond to user requests. Solves incidents , following prescribed procedures.	Systematically interprets user problems and identifies solutions and possible side effects. Uses experience to address user problems and interrogates database for potential solutions. Escalates complex or unresolved incidents. Records and tracks issues from outset to conclusion.	Manages the support process and is accountable for agreed SLA . Plans resource allocation to meet defined service level. Acts creatively, and applies continuous service improvement. Manages the support function budget.			K1 relevant ICT user applications K2 database structures and content organisation K3 corporate escalation procedures K4 software distribution methods and procedures for fix application and file transmission methodologies applicable to software fixes K5 sources of information for potential solutions	S1 effectively interrogate users to establish symptoms S2 analyse symptoms to identify broad area of user error or technical failure S3 deploy support tools to systematically trace source of error or technical failure S4 clearly communicate with end users and provide instructions on how to progress issues S5 record and code issues to support growth and integrity of online support tools
	enhanced wording	enhanced wording	no change	shortened wording			no change	no change
C.2	Change Support							

C - RUN

<p>Implements and provides guidance for the evolution of an IT solution. Efficiently controls and schedules software or hardware modifications to prevent multiple upgrades creating unpredictable outcomes. Minimises service disruption as a consequence of changes and adheres to defined service level agreement (SLA).</p>		<p>During change, acts systematically to respond to day by day operational needs and react to them, avoiding service disruptions and maintaining coherence to service level agreement (SLA).</p>	<p>Ensures the integrity of the system by controlling the application of functional updates, software or hardware additions and maintenance activities. Complies with budget requirements.</p>			<p>K1 functional specifications of the information system K2 the existing ICT application technical architecture K3 how business processes are integrated and their dependency upon ICT applications K4 change management tools and techniques</p>	<p>S1 share functional and technical specifications with ICT teams in charge of the maintenance and evolution of ICT solutions S2 manage communications with ICT teams in charge of the maintenance and the evolution of information systems solutions S3 analyse the impact of functional/technical changes on users S4 anticipate all actions required to mitigate the impact of changes (training, documentation, new processes...)</p>
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<p>UPDATE e-CF v 3.0</p>	<p>Implements and guides the evolution of an ICT solution. Ensures efficient control and scheduling of software or hardware modifications to prevent multiple upgrades creating unpredictable outcomes. Minimises service disruption as a consequence of changes and adheres to defined service level agreement (SLA). Ensures consideration and compliance with information security procedures.</p>	<p>During change, acts systematically to respond to day by day operational needs and react to them, avoiding service disruptions and maintaining coherence to (SLA) and information security requirements.</p>	<p>Ensures the integrity of the system by controlling the application of functional updates, software or hardware additions and maintenance activities. Complies with budget requirements.</p>			<p>K1 functional specifications of the information system K2 the existing ICT application technical architecture K3 how business processes are integrated and their dependency upon ICT applications K4 change management tools and technique K5 the best practices and standards in information security management</p>	<p>S1 share functional and technical specifications with ICT teams in charge of the maintenance and evolution of ICT solutions S2 manage communications with ICT teams in charge of the maintenance and the evolution of information systems solutions S3 analyse the impact of functional/technical changes on users S4 anticipate all actions required to mitigate the impact of changes (training, documentation, new processes...)</p>
	<p>enhanced wording</p>	<p>enhanced wording</p>	<p>no change</p>			<p>K5 added</p>	<p>no change</p>

<p>C.3 Service Delivery</p>	<p>Takes proactive steps to ensure a stable and secure application and ICT infrastructure. Updates operational document library and logs all operational events. Maintains monitoring and management tools (i.e. Scripts, Procedures...).</p>	<p>Acts under guidance to record and track reliability data .</p>	<p>Systematically analyses performance data and communicates findings to senior experts. Escalates potential service level failures and recommends actions to improve service reliability. Tracks reliability data against service level agreement.</p>	<p>Programme the schedule of operational tasks. Manage costs and budget according to the internal procedures and external constraints. Identify people requirements to resource the operational management of the ICT infrastructure</p>		<p>K1 how to interpret IT service delivery requirements K2 best practices and standards in IT service delivery. K3 how to monitor service delivery K4 how to record service delivery actions and able to identify failures</p>	<p>S1 apply the processes which comprise the organisations IT service delivery strategy S2 fill in and complete documentation used in IT service delivery S3 analyse service delivery provision and report outcomes to senior colleagues</p>
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UPDATE e-CF v 3.0	Ensures service delivery in accordance with established service level agreements (SLA's). Takes proactive action to ensure stable and secure applications and ICT infrastructure to avoid potential service disruptions, attending to capacity planning and to information security. Updates operational document library and logs all service incidents. Maintains monitoring and management tools (i.e. scripts, procedures). Maintains IS services. Takes proactive measures.	Acts under guidance to record and track reliability data .	Systematically analyses performance data and communicates findings to senior experts. Escalates potential service level failures and security risks, recommends actions to improve service reliability. Tracks reliability data against SLA	Programmes the schedule of operational tasks. Manages costs and budget according to the internal procedures and external constraints. Identifies the optimum number of people required to resource the operational management of the IS infrastructure	K1 how to interpret ICT service delivery requirements K2 best practices and standards in ICT service delivery. K3 how to monitor service delivery K4 how to record service delivery actions and able to identify failures K5 the best practices and standards in information security management K6 web, cloud and mobile technologies	S1 apply the processes which comprise the organisations ICT service delivery strategy S2 fill in and complete documentation used in ICT service delivery S3 analyse service delivery provision and report outcomes to senior colleagues S4 plan and apply manpower workload/requirements for efficient and cost effective service provision
changed wording		no change	enhanced wording	enhanced wording	K1, K2: ICT instead of IT; K5 added	S1, S2: ICT instead of IT, S4 added

<p>C.4 Problem Management</p> <p>Identifies and resolves the root cause of incidents. Takes a proactive approach to the root cause of ICT problems. Deploys a knowledge system based on recurrence of common errors.</p>		<p>Identifies and classifies incident types and service interruptions. Records incidents cataloguing them by symptom and resolution.</p>	<p>Exploits specialist knowledge and in-depth understanding of the ICT infrastructure and problem management process to identify failures and resolve with minimum outage. Makes sound decisions in emotionally charged environments on appropriate action required to minimise business impact. Rapidly identifies failing component, selects alternatives such as repair, replace or reconfigure.</p>	<p>Provides leadership and is accountable for the entire problem management process. Schedules and ensures well trained human resources, tools, and diagnostic equipment are available to meet emergency incidents. Has depth of expertise to anticipate critical component failure and make provision for recovery with minimum downtime. Constructs escalation processes to ensure that appropriate resources can be applied to each incident.</p>		<p>K1 the organisations overall ICT infrastructure and key components K2 the organisations reporting procedures K3 the organisations critical situation escalation procedures K4 the application and availability of diagnostic tools K5 the link between system infrastructure elements and impact of failure on related business processes.</p> <p>S1 monitor progress of issues throughout lifecycle and communicate effectively S2 identify potential critical component failures and take action to mitigate effects of failure S3 conduct risk management audits and act to minimise exposures S4 allocate appropriate resources to maintenance activities, balancing cost and risk S5 communicate at all levels to ensure appropriate resources are deployed internally or externally to minimise outages</p>
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C - RUN

UPDATE e-CF v 3.0	Identifies and resolves the root cause of incidents. Takes a proactive approach to avoidance or identification of root cause of ICT problems. Deploys a knowledge system based on recurrence of common errors. Resolves or escalates incidents. Optimise system or component performance.	Identifies and classifies incident types and service interruptions. Records incidents cataloguing them by symptom and resolution.	Exploits specialist knowledge and in-depth understanding of the ICT infrastructure and problem management process to identify failures and resolve with minimum outage. Makes sound decisions in emotionally charged environments on appropriate action required to minimise business impact. Rapidly identifies failing component, selects alternatives such as repair, replace or reconfigure.	Provides leadership and is accountable for the entire problem management process. Schedules and ensures well trained human resources, tools, and diagnostic equipment are available to meet emergency incidents. Has depth of expertise to anticipate critical component failure and make provision for recovery with minimum downtime. Constructs escalation processes to ensure that appropriate resources can be applied to each incident.	K1 the organisations overall ICT infrastructure and key components K2 the organisations reporting procedures K3 the organisations critical situation escalation procedures K4 the application and availability of diagnostic tools K5 the link between system infrastructure elements and impact of failure on related business processes.	S1 monitor progress of issues throughout lifecycle and communicate effectively S2 identify potential critical component failures and take action to mitigate effects of failure S3 conduct risk management audits and act to minimise exposures S4 allocate appropriate resources to maintenance activities, balancing cost and risk S5 communicate at all levels to ensure appropriate resources are deployed internally or externally to minimise outages
enhanced wording	no change	no change	no change	no change	no change	