European e-Competence Framework 3.0

A common European framework for ICT Professionals in all industry sectors

The European e-Competence Framework version 3.0 (CWA 16234) is published in four parts, which may be downloaded free of charge from the CEN website (www.cen.eu) or the e-CF website: www.ecompetences.eu

Part 1 (The Framework), Part 2 (User guidelines) and Part 4 (Case studies) are available in English, German, French and Italian versions.

The European e-Competence Framework is a component of the European Union's strategy on «e-Skills for the 21st Century». It is also supporting key policy objectives of the «Grand Coalition for Digital Skills» launched in March 2013. It is promoted as a very useful tool to boost digital skills and the recognition of competences and qualifications across countries and to foster ICT professionalism in Europe.

The European ICT Professional Profiles (CWA 16458:2012) is a set of 23 profiles, which may be used for reference or as a starting point to develop further profiles. This document can also be accessed (free of charge) via the CEN website and the e-CF website.

CEN WORKSHOP ON ICT SKILLS

The CEN Workshop on ICT Skills is a network of experts representing the ICT industry, academic institutions, vocational training organisations, ICT professional associations, social partners and research institutions.

The workshop aims to promote excellence in the ICT sector and strengthen the ICT profession through the creation of relevant supporting standards that can be applied throughout Europe and around the world.

All CEN Workshop Agreements in the field of ICT Skills can be found on the CEN website (under Sectors > ICT).

All interested stakeholders are invited to participate in the activities of the CEN Workshop on ICT Skills, which is supported by the European Commission (DG Enterprise and Industry) and the European Free Trade Association.

European Commission

EFTA

ABOUT CEN

CEN (European Committee for Standardization) is one of 3 officially recognised organisations responsible for developing and defining standards at European level – together with CENELEC (European Committee for Electrotechnical Standardization) and ETSI (European Telecommunications Standards Institute). CEN develops European Standards setting out specifications and procedures in relation to a wide range of products and services.

The members of CEN are the National Standards Bodies of 33 European countries including all of the European Union member states, 3 countries of the European Free Trade Association (Iceland, Norway and Switzerland) and 3 EU candidate countries (Croatia, Turkey and the former Yugoslav Republic of Macedonia). European Standards (ENs) approved by CEN are accepted and recognised in all of these countries.

For more information, please see www.cen.eu and www.cencenelec.eu

Given the growing importance of Information and Communication Technologies (ICT) in the context of the global economy and the enormous potential of this sector in terms of creating employment, there is a need for a common framework that enables ICT professionals to describe and develop their capabilities, and which also allows companies and employers to identify which individuals possess the skills they require.

The European e-Competence Framework (e-CF) version 3.0 provides a reference of 40 competences as required and applied at the Information and Communication Technology (ICT) workplace, using a common language for competences, skills and capability levels that can be understood across Europe. As the first sector-specific implementation of the European Qualifications Framework (EQF), the e-CF is designed to be used by ICT service, user and supply companies, for managers and human resources (HR) departments, for education institutions and training bodies including higher education, for market watchers and policy makers, and other organizations in public and private sectors.

The e-CF was developed through a process of collaboration between experts and stakeholders from many different countries. The current version 3.0 is marked by overall framework maturity and builds upon multiple application experiences in practice.

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Workshop

Structured in four dimensions, the European e-Competence Framework reflects different levels of business and human resources (HR) planning requirements, including job proficiency guidelines.

- Dimension 1 reflects five e-competence areas, derived from ICT business processes: Plan, Build, Run, Enable and Manage.
- Dimension 2 defines a set of e-competences for each area, with reference definitions for 40 different competences in total.
- Dimension 3 sets out proficiency levels (e-1 to e-5) of each e-competence, which correspond with levels 3 to 8 in the European Qualification Framework (EQF).
- Dimension 4 provides examples of knowledge and skills that relate to the specific e-competences defined in dimension 2.

The European e-Competence Framework version 3.0 has been published by CEN as a Workshop Agreement (CWA 16234) in four parts:

Part 1: The European e-Competence Framework 3.0: A common European framework for ICT Professionals in all industry sectors (with reference definitions for 40 competences in 5 areas).

Part 2: User guidelines for the application of the European e-Competence Framework 3.0 (with guidance on how to adapt the framework and apply it in different contexts).

Part 3: Building the e-CF – a combination of sound methodology and expert contribution (explaining the background and development of the framework).

Part 4: A set of 15 case studies illustrating e-CF practical use from multiple ICT sector perspectives

There is also a multilingual e-CF Profiling Tool that provides easy navigation through the European e-Competence Framework and related European ICT Professional Profiles together with customized profile construction and content export.

http://profiletool.ecompetences.eu

The European e-Competence Framework version 3.0 (published in 2013) builds upon version 2.0 (published in 2010) and takes account of feedback provided by over 100 ICT stakeholders across Europe. The active involvement of representatives of the ICT industry, business, public authorities and educational bodies has provided vital input for the development of the framework.

HOW THE e–CF CAN HELP YOU

The European e-Competence Framework provides a common language to describe the competences of ICT professionals, and is designed to meet the needs of businesses and other organisations. The e-CF version 3.0 provides clear definitions and sound orientation to support decision-making in relation to the selection and recruitment of candidates, as well as the training and assessment of ICT professionals. It enables the identification of skills and competences that may be required to successfully perform duties and fulfill responsibilities related to ICT in both the private and public sectors.

The widespread adoption of the e-CF by companies and organisations throughout Europe will increase the transparency, mobility and efficiency of human resources.

The e-CF is being used by a wide range of national and European initiatives. European e-skills projects have used the framework to better define e-competences and to further develop the provision of European ICT certifications. The e-CF also underpins activities launched by the CEN Workshop on ICT Skills to establish and promote the concept of European ICT Professionalism, including the development of a set of typical European ICT Professional Profiles, which have been created to complement the e-CF.

Dimension 1	Dimension 2	Dimension 3				
5 e-competence areas (A - E)	40 e-competences identified	e-competence proficiency levels e-1 to e-5 (related to EQF levels 3-8)				
		e-CF levels identified for each 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/ Service Planning		■	■	■	
	A.5. Architecture Design			■	■	■
	A.6. Application Design	■	■	■		
	A.7. Technology Trend Monitoring				■	■
	A.8. Sustainable Development				■	■
	A.9. Innovating				■	■
B. BUILD	B.1. Application Development	■	■	■		
	B.2. Component Integration		■	■		
	B.3. Testing	■	■	■	■	
	B.4. Solution Deployment	■	■	■		
	B.5. Documentation Production	■	■	■		
	B.6. Systems Engineering			■	■	
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			■	■	■
	D.11. Needs Identification			■	■	
	D.12. Digital Marketing		■	■	■	
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. IS Governance				■	■