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CEPIS e-Competence Benchmark

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- **The European e-Competence Framework**
- **CEPIS e-Competence Benchmark**
- **European Findings**



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The European e-Competence Framework

Defining the skills and competences of ICT professionals

**Created by the
CEN Workshop
on ICT Skills**

**Common
Language for
Professional ICT
Competences
Across Europe**

Know-how



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The European e-Competence Framework

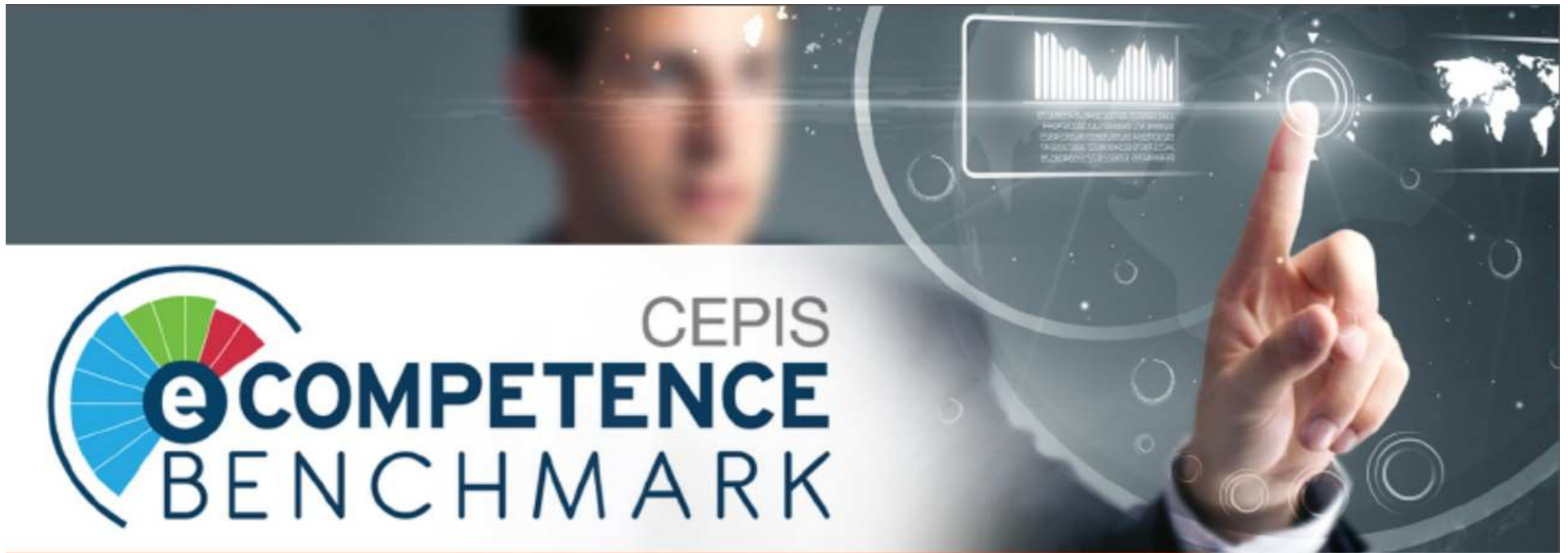
**40 Competences
classified in five
main
ICT business
areas**

Dimension 1 5 e-CF areas (A – E)	Dimension 2 40 e-Competences identified	Dimension 3 e-Competence proficiency levels e-1 to e-5, related to EQF levels 3–8				
		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					



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The CEPIS e-Competence Benchmark



The CEPIS e-Competence Benchmark is a **free, online interactive tool** that enables current and future ICT professionals to **identify the competences** they need for various ICT roles and career paths. It helps individuals plan their **career development** and make informed decision about **further education**.

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Free online self-assessment tool

Online services

Enables the identification of competences needed for various ICT roles

e-CF

Competences and profiles



Career

Helps to plan their career development





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Competence-level Questionnaire

A-Plan		None <input type="radio"/>	Knowledge <input type="radio"/>	Experience <input type="radio"/>	Knowledge & Experience <input type="radio"/>
	A.1. IS and Business Strategy Alignment Anticipates long term business requirements, influences improvement of organisational process efficiency and effectiveness. Determines the IS model and the enterprise architecture in line with the organisation's policy and ensures a secure environment. Makes strategic IS policy decisions for the enterprise, including sourcing strategies.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
	A.2. Service Level Management Defines, validates and makes applicable service level agreements (SLAs) and underpinning contracts for services offered. Negotiates service performance levels taking into account the needs and capacity of stakeholders and business.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

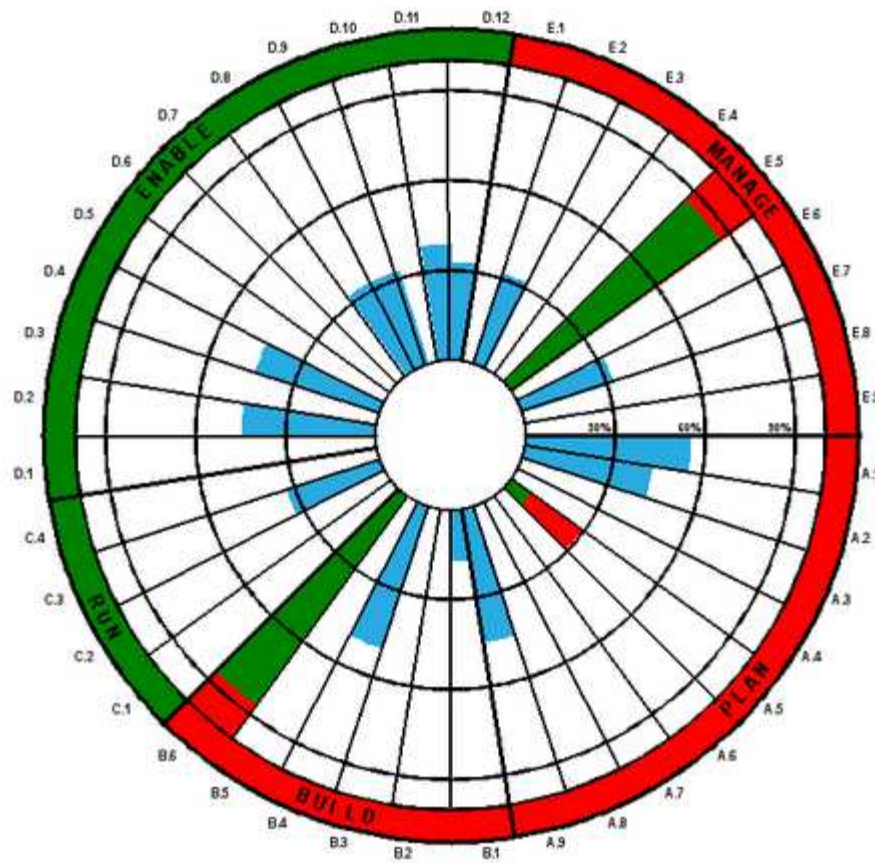
Please select all currently relevant experience levels (select one or more as required)

Level 3	Level 4
Ensures the content of the SLA. <input type="checkbox"/>	Negotiates revision of SLAs, in accordance with the overall objectives. Ensures the achievement of planned results. <input type="checkbox"/>



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Visual Representation of Competences



 SYSTEMS ANALYST	88.65 %	
 BUSINESS ANALYST	75.00 %	
 BUSINESS INFORMATION MANAGER	56.66 %	
 ENTERPRISE ARCHITECT	54.13 %	
 ICT CONSULTANT	52.15 %	
 SERVICE MANAGER	50.76 %	
 QUALITY ASSURANCE MANAGER	48.55 %	
 DIGITAL MEDIA SPECIALIST	47.29 %	
 ICT TRAINER	40.91 %	
 SYSTEMS ARCHITECT	40.73 %	
 ICT OPERATIONS MANAGER	34.42 %	
 PROJECT MANAGER	34.42 %	



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Individual Profile Report

The profile "SYSTEMS ANALYST " with a proximity index of 88.65%.

The graphic shows, in the spaces between the internal and the external circles, the level of competence possessed for the represented professional profile.

**GREEN
AREAS**

Competences required by the represented profile.

**RED
AREAS**

Competences required by the represented profile where you have a deficiency.

**BLUE
AREAS**

Competences that you have that exceed those required by the represented profile.

A red colour in the external ring indicates that significant competence deficiencies exist in that area for the represented profile.

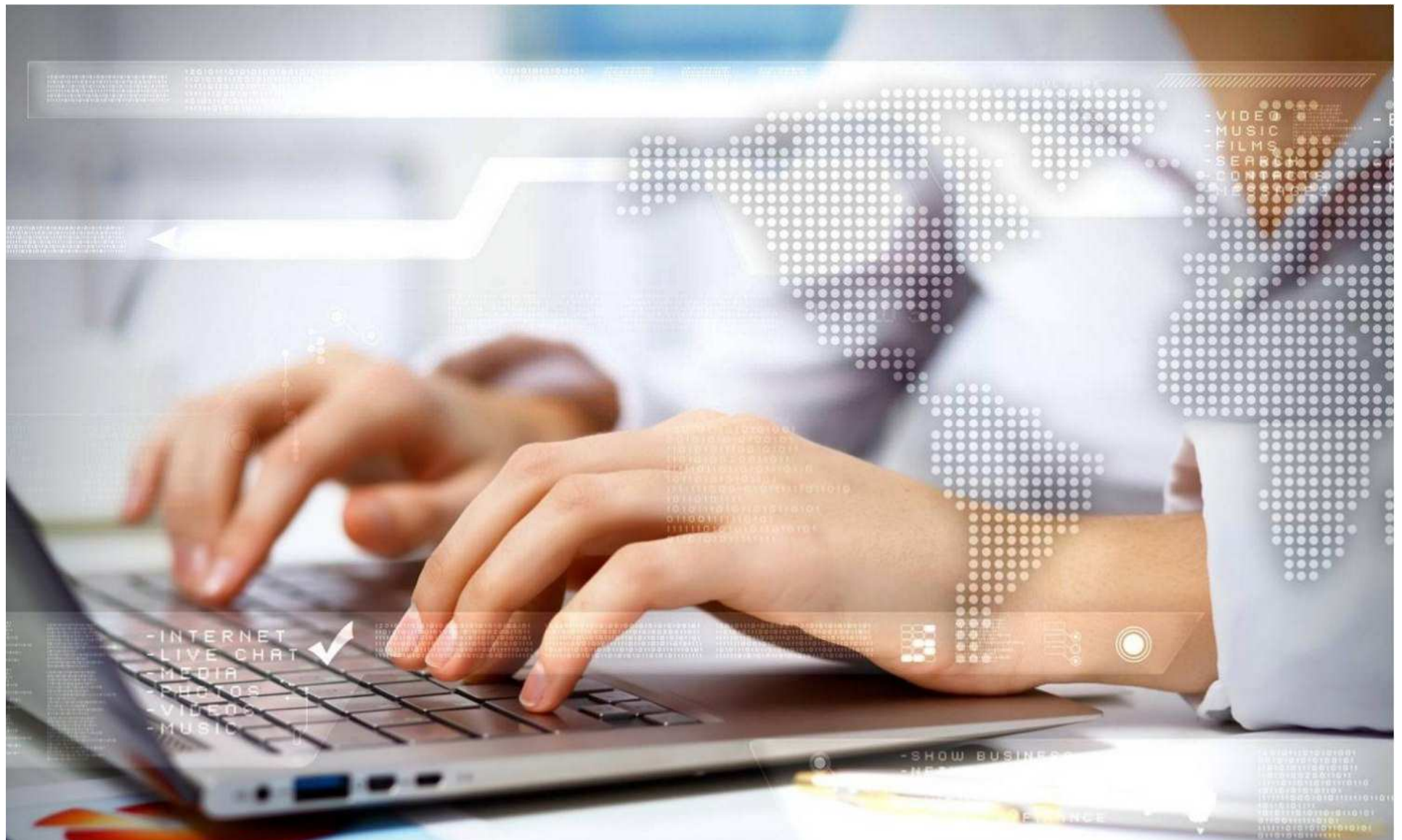
Main competences and related proficiency levels to develop further to better match with the profile "SYSTEMS ANALYST ":

 ICT SECURITY SPECIALIST	22.95 %	
 TEST SPECIALIST	18.31 %	
 TECHNICAL SPECIALIST	18.18 %	
 SERVICE DESK AGENT	10.67 %	
 DEVELOPER	4.11 %	
 DATABASE ADMINISTRATOR	3.51 %	
 ACCOUNT MANAGER	0.00 %	
 ICT SECURITY MANAGER	0.00 %	



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The Benefits





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Benefits for Individuals



**Individuals receive
a personal
competence gap
analysis report**



**Individuals can
benchmark
themselves against a
European standard**



**Individuals can
communicate their
competencies
across borders**





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Benefits for Organisations



**Assess
individuals
as well as
entire
departments**

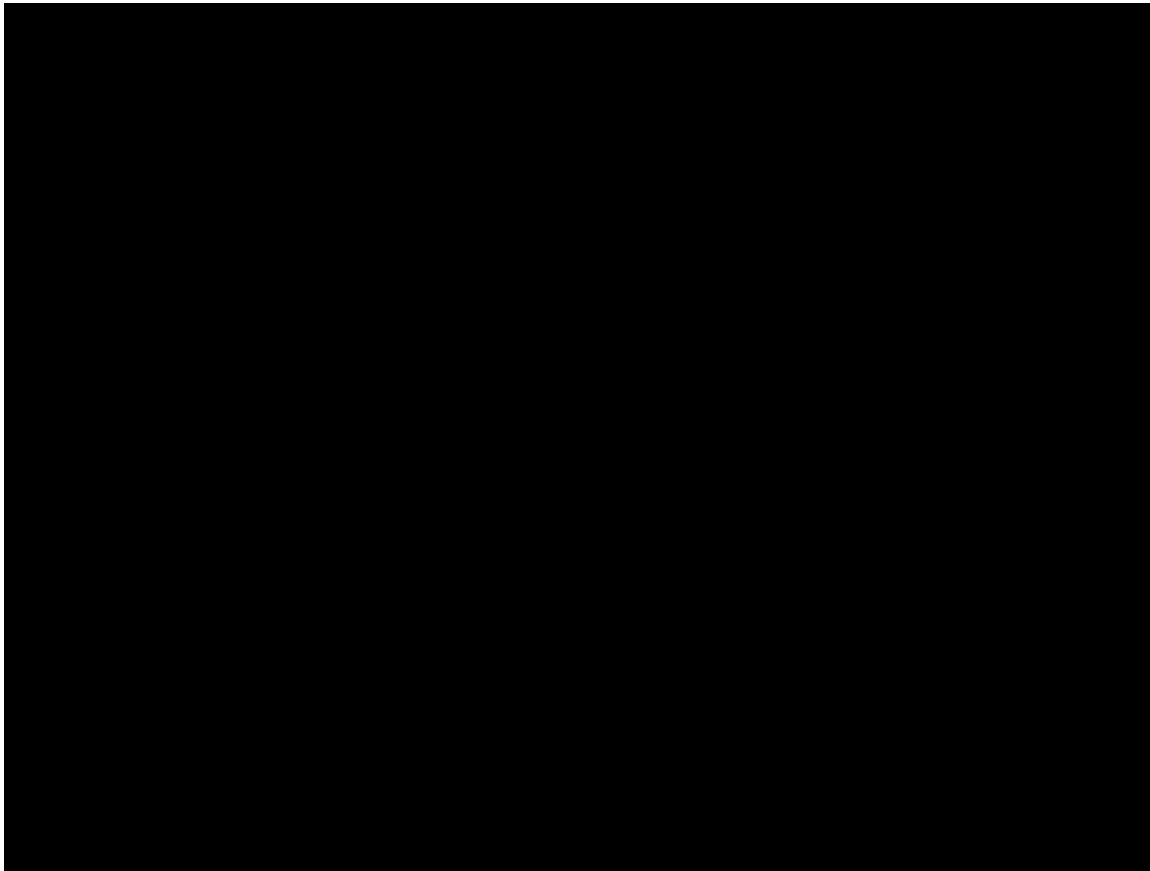
**Identify
workforce
gaps**

**Conduct
efficient
personnel
planning**



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Introductory Video



<http://www.youtube.com/watch?v=UCGLmfm25uo>

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Outlines the uptake of the e-CF powered tool at national and European level

- Accelerate the adoption of the e-CF
- Identify the competences they need/lack for various ICT roles
- Work with partners to generate uptake of the e-CF at the national and EU level
- Promote and share the resulting data on usage to demonstrate the value of the e-CF
- Raise awareness



Update overview

- 31 countries
- 2,200 respondents
- 8 national reports
- European report
- Technical recommendations



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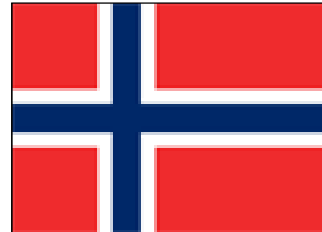
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- European Report
- Executive Summary Brochure



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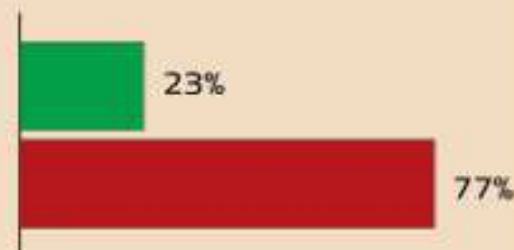
8 National Reports



Main findings

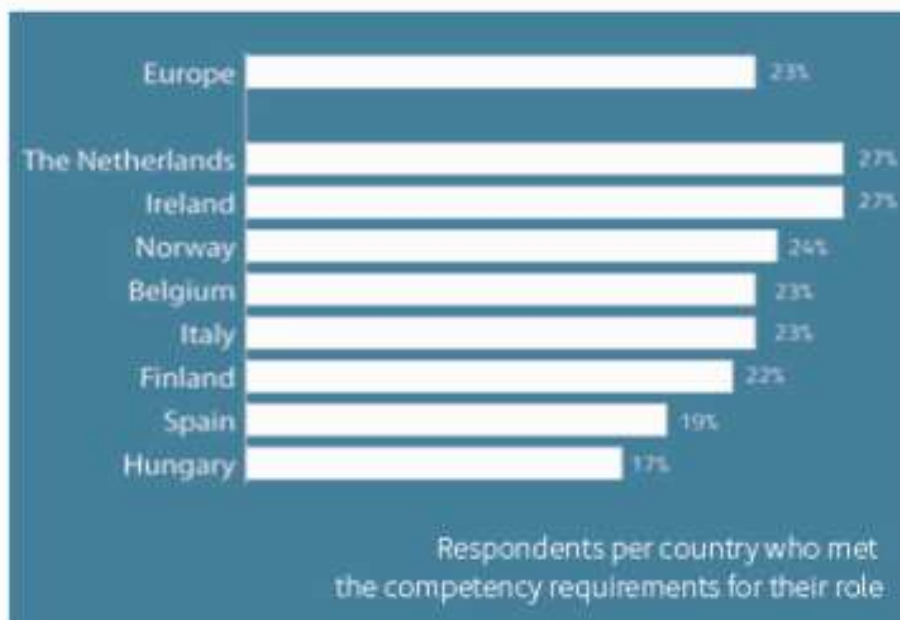
ONLY
23%

of respondents had the competences associated with their jobs



A comparison of national results reveals that e-competence gaps affect ICT professionals across all countries:

These results show that continuous professional development for ICT professionals is essential to sustain their employability and to combat the mismatches that can threaten Europe's essential future labour supply.



Main findings

15%

of all ICT professionals
who participated in this
study were female

The highest rates of female ICT professionals were found in Ireland (22%) and Norway (21%), and the lowest rates were recorded in Belgium, the Netherlands and Spain (10% in each country)

42

The average age of
ICT professionals in
Europe

ICT provides
crisis-resistant
employment



The majority of surveyed ICT
professionals hold full-time
positions (78%)



Over a third (36%)
work in large
organisations

Main findings

- Europe lacks young IT talent
- ICT professionals have a high level of formal education but not always in ICT
- Less than half of Chief Information Officers have an IT-focused education
- Low Competence Proficiency Index results point to a need for competence development
- The e-CF is alive in Europe (and it works)

Additional findings - Europe

- Average age: 42 years
(BE: 37 years, NL: 50 years)
- 36% work in large organisations and hold full-time positions (78%)
- Self-employed people in the Netherlands (23%) are almost triple as high as in Europe (8%).
- *Project Manager* was the most popular job profile
- *Technical Specialist* profile matches the most

Recommendations

- **Use the e-CF as the pan-European standard** to categorise and define e-competences in Europe
- **Promote the ICT profession** among young people
- Build a **better gender balance** in ICT
- Encourage ICT professionals to engage in their **continuous professional development**



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Try the CEPIS e-Competence Benchmark:

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www.cepis.org/benchmarkresults

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