

# DIN EN 16234-1:2016-12 (E)

## e-Competence Framework (e-CF) - A common European Framework for ICT Professionals in all industry sectors - Part 1: Framework

---

<b>Contents</b>		<b>Page</b>
European foreword .....		4
Introduction .....		5
1	Scope .....	7
2	Normative reference .....	7
3	Terms and definitions .....	7
4	Symbols and abbreviated terms .....	10
5	General principles .....	10
5.1	General .....	10
5.2	Dimension 1: Five e-Competence areas .....	10
5.3	Dimension 2: 40 e-Competences .....	11
5.4	Dimension 3: Five proficiency levels with EQF relationship .....	11
5.5	Dimension 4: Knowledge and skills .....	12
5.6	Embedded in Dimension 2, 3 and 4: Attitudes .....	12
5.7	Overview .....	12
6	Objective .....	14
7	40 e-Competences .....	15
7.1	A. PLAN .....	15
7.1.1	A.1. IS and Business Strategy Alignment .....	15
7.1.2	A.2. Service Level Management .....	16
7.1.3	A.3. Business Plan Development .....	17
7.1.4	A.4. Product/Service Planning .....	18
7.1.5	A.5. Architecture Design .....	19
7.1.6	A.6. Application Design .....	21
7.1.7	A.7. Technology Trend Monitoring .....	22
7.1.8	A.8. Sustainable Development .....	23
7.1.9	A.9. Innovating .....	24
7.2	B. BUILD .....	24
7.2.1	B.1. Application Development .....	24
7.2.2	B.2. Component Integration .....	26
7.2.3	B.3. Testing .....	27
7.2.4	B.4. Solution Deployment .....	28
7.2.5	B.5. Documentation Production .....	29
7.2.6	B.6. System Engineering .....	30
7.3	C. RUN .....	32
7.3.1	C.1. User Support .....	32
7.3.2	C.2. Change Support .....	33
7.3.3	C.3. Service Delivery .....	34
7.3.4	C.4. Problem Management .....	35
7.4	D. ENABLE .....	36
7.4.1	D.1. Information Security Strategy Development .....	36
7.4.2	D.2. ICT Quality Strategy Development .....	37
7.4.3	D.3. Education and Training Provision .....	38
7.4.4	D.4. Purchasing .....	39

7.4.5	D.5. Sales Proposal Development .....	40
7.4.6	D.6. Channel Management .....	41
7.4.7	D.7. Sales Management .....	42
7.4.8	D.8. Contract Management .....	43
7.4.9	D.9. Personnel Development .....	44
7.4.10	D.10. Information and Knowledge Management .....	45
7.4.11	D.11. Needs Identification .....	46
7.4.12	D.12. Digital Marketing .....	47
7.5	E. MANAGE .....	48
7.5.1	E.1. Forecast Development .....	48
7.5.2	E.2. Project and Portfolio Management .....	49
7.5.3	E.3. Risk Management .....	51
7.5.4	E.4. Relationship Management .....	52
7.5.5	E.5. Process Improvement .....	53
7.5.6	E.6. ICT Quality Management .....	54
7.5.7	E.7. Business Change Management .....	55
7.5.8	E.8. Information Security Management .....	55
7.5.9	E.9. IS Governance .....	57
Annex A (informative) Examples of e-Competence usage .....		58
Annex B (normative) Basic reference works .....		65
Bibliography .....		67