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**CDTI Roma, AICT, Inforav**

# **Esperienze di qualificazione dei professionisti ICT**

**Riccardo Scquizzato**

**Roma**

**8 marzo 2016**





# European e-Competence Framework 3.0

A common European framework for ICT Professionals in all industry sectors



## e-CF 3.0 overview

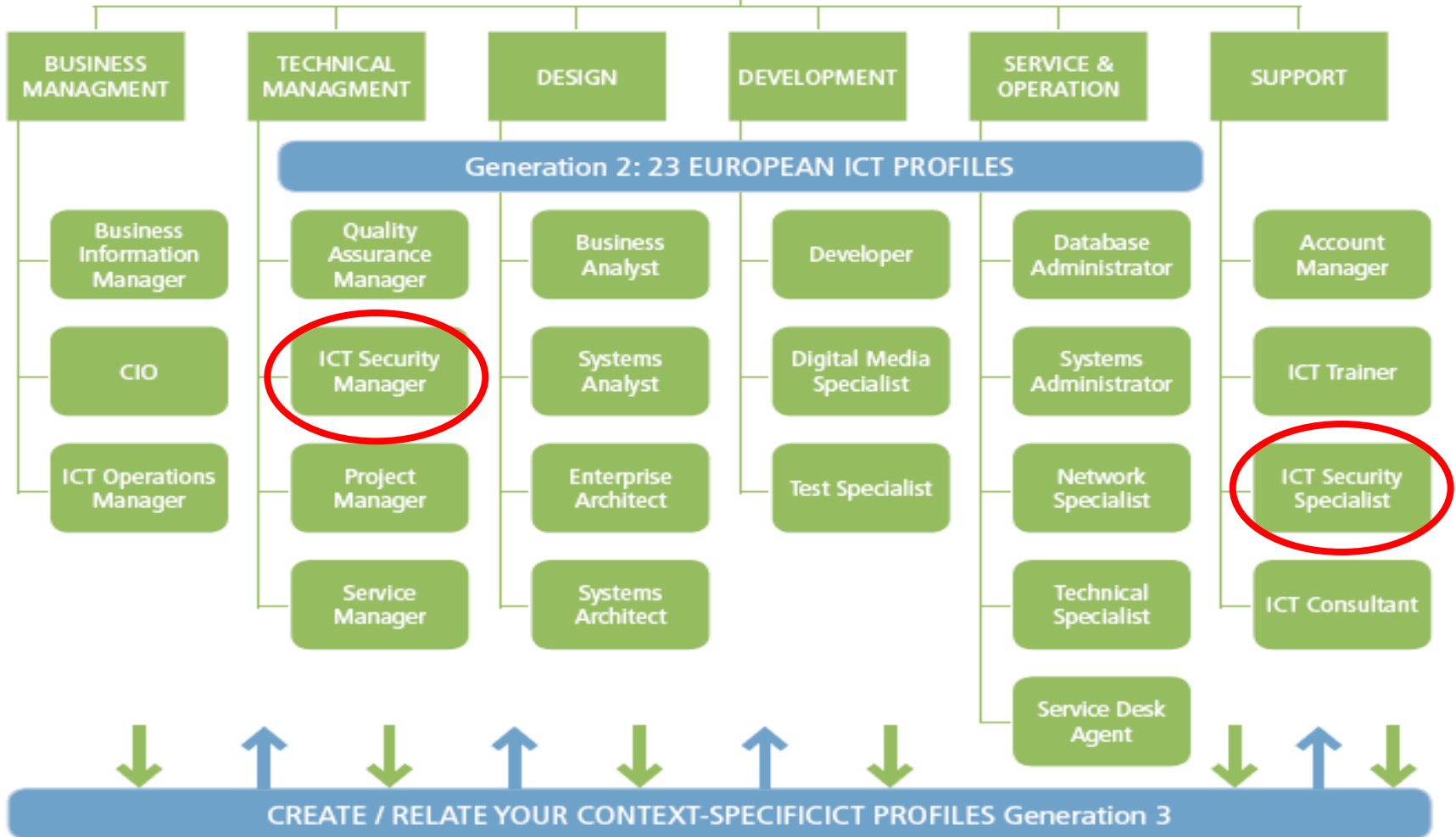
- 5 e-Competence areas(dimension 1)
- 40 e-competences(dimension 2)
- 5 proficiency levels(dimension 3)
- knowledge and skills xamples(dimension 4)

**QUALITY  
NEUTRALITY  
SUPPORTED BY EC**

Dimension 1	Dimension 2	Dimension 3				
5 e-Comp. areas (A – E)	36 e-Competences identified	e-Competence proficiency levels e-1 to e-5, related to EQF levels 3-8				
		e-CF levels identified per 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 or Project Planning					
	A.5. Design Architecture					
	A.6. Application Design					
	A.7. Technology Watching					
	A.8. Sustainable Development					
B. BUILD	B.1. Design and Development					
	B.2. Systems Integration					
	B.3. Testing					
	B.4. Solution Deployment					
	B.5. Documentation Production					
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					
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. IT Governance					


# EUROPEAN ICT PROFILE FAMILY TREE

## Generation 1: SIX FAMILIES




# Tool di assessment

competencemngt.aicanet.net

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**e-Competence Management**

 **European e-Competence Framework**

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Password

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# Tool di assessment

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## The questionnaire

To complete the questionnaire, please indicate if you currently have or not the competence, regardless of how you acquired the competence and without taking into account what is required by your current role or any job profile to which you aspire.

Evaluation Criteria:

- Yes = application of the competence through direct experience that is still relevant (i.e. time necessary to resume experience is less than 1 month)
- No = no application of the competence or its application is not relevant any more

Once you have answered all questions, click the "Save" button followed by "View personal results" button.

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### A-Plan

#### 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.

Business Analysis and Modelling, ICT Strategic Planning, ICT Strategic Choices

YES \*

NO

#### 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.

YES \*

NO

#### A.3. Business Plan Development

Addresses the design and structure of a business or product plan including the identification of alternative approaches as well as return on investment propositions. Considers the possible and applicable sourcing models. Presents cost benefit analysis and reasoned arguments in support of the selected strategy. Ensures compliance with business and technology strategies. Communicates and sells business plan to relevant stakeholders and addresses political, financial, and organisational interests.

Business Case Analysis, Business Plan Economics, Business Plan Communication

YES

NO \*

#### A.4. Product / Service Planning

Analyses and defines current and target status. Estimates cost effectiveness, points of risk, opportunities, strengths and weaknesses, with a critical approach. Creates structured plans; establishes time scales and milestones, ensuring optimisation of activities and resources. Manages change requests. Defines delivery quantity and provides an overview of additional documentation requirements. Specifies correct handling of products, including legal issues, in accordance with current regulations.

YES \*

NO

#### A.5. Architecture Design

Specifies, refines, updates and makes available a formal approach to implement solutions, necessary to develop and operate the IS architecture. Identifies change requirements and the components involved: hardware, software, applications, processes, information and technology platform. Takes into account interoperability, scalability, usability and security. Maintains alignment between business evolution and technology developments.

Systems Architecture Definition, Enterprise Applications Architecture, Industrial Automation Architecture, Distributed Computing Architecture

YES

NO \*

# Tool di assessment

## 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.

-----  
Business Analysis and Modelling, ICT Strategic Planning, ICT Strategic Choices

YES

NO

Please select ALL still relevant proficiency levels (select one or more as required)

Level 4

Provides leadership for the construction and implementation of long term innovative IS solutions.



Level 5

Provides IS strategic leadership to reach consensus and commitment from the management team of the enterprise.



OK

## 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.

YES

NO

## A.3. Business Plan Development

Addresses the design and structure of a business or product plan including the identification of alternative approaches as well as return on investment propositions. Considers the possible and applicable sourcing models. Presents cost benefit analysis and reasoned arguments in support of the selected strategy. Ensures compliance with business and technology strategies.  
Communicates and sells business plan to relevant stakeholders and addresses political, financial, and organisational interests.

-----  
Business Case Analysis, Business Plan Economics, Business Plan Communication

YES

NO

# Tool di assessment





## 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.

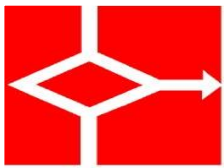
YES

NO

Business Analysis and Modelling, ICT Strategic Planning, ICT Strategic Choices

Set of knowledge and skills (click  to see details)	No relevant experience	If you have relevant experience, please choose <b>one</b> option for <b>each</b> of these experience elements:							
		? Time necessary to resume experience (days)			? Context complexity		? Autonomy		
		< 7	7 - 30	> 30	High	Low	High	Low	
 Business Analysis and Modelling	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
 ICT Strategic Planning	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
 ICT Strategic Choices	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

OK



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## Personal results

The "radar" below shows you the profile closest to your declared competences (i.e. your "proximity profile").

A list of related competences is presented below the radar, showing competences to be improved and competences you have in excess of the required level for this profile.

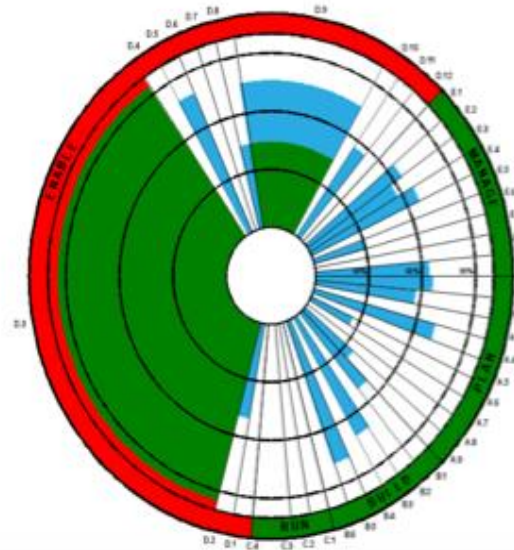
### Report for the profile "ICT TRAINER" for riccardo squizzato

Each professional profile has different weights assigned to the technical competences needed by an ICT professional. The proximity index is calculated by considering the coverage of the declared competences with respect to the profile requirements; it does not consider competences that are held in excess of the required levels.

All the profile competences are clustered in line with the 5 main e-CF categories: PLAN, BUILD, RUN, ENABLE, MANAGE.

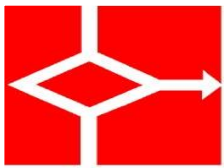
The list below shows how close your results are to a complete range of professional profiles.

To view a detailed version of any of these results, click on the small radar icon beside the profile title.



<a href="#">View report</a>	Your proximity to this profile	<a href="#">View profile</a>
ICT TRAINER	91.26 %	
PROJECT MANAGER	75.88 %	
CHIEF INFORMATION OFFICER (CIO)	53.85 %	
ICT OPERATIONS MANAGER	50.85 %	
ICT CONSULTANT	46.38 %	
QUALITY ASSURANCE MANAGER	40.17 %	
BUSINESS ANALYST	38.85 %	
DEVELOPER	37.49 %	
TEST SPECIALIST	33.72 %	
BUSINESS INFORMATION MANAGER	31.74 %	
DIGITAL MEDIA SPECIALIST	27.69 %	
ACCOUNT MANAGER	24.81 %	
ENTERPRISE ARCHITECT	23.83 %	
CFP/ICF		





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The profile "PROJECT MANAGER" with a proximity index of 75.88%.

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

Each sector width is proportional to the relevance of the related competence within the selected 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 "PROJECT MANAGER" (only relevant deficiencies are listed):

**A.4. Product / Service Planning**

Set A.4a – Product/Service Planning

**E.2. Project and Portfolio Management**

Set E.2b – Project Integration Management

Set E.2c – Project Scope Management

Set E.2f – Project Quality Management

Set E.2i – Project Risk Management

Set E.2j – Project Procurement Management

Set E.2l – Project and Portfolio Management Tools

**E.3. Risk Management**

Set E.3b – Risk Assessment

Set E.3c – Risk Management and Monitoring

**E.7. Business Change Management**

Lev 3 – Evaluates change requirements and exploits specialist skills to identify possible methods and standards that can be deployed.

Set E.7b – Business Change Deployment



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## AISIS - eHealth Academy - Percorso CIO in 12 mesi

### Orientamento

- Rilevazione con Cepis e-CB per orientamento (44 questionari)
- Presentazione risultati rilevazione e proposta percorso

### Qualificazione cluster 2015

- Cluster di 24 iscritti paganti al percorso, a titolo personale anche se dipendenti
- Assessment individuale in autovalutazione (Report Personale da self-assessment)
- Partecipazione collettiva a 2 giornate di formazione in SDA Bocconi
- Colloquio individuale di validazione con Assessor certificato: Report Personale condiviso con Assessor e scheda personale con indicazioni emerse da colloquio
- Redazione e stampa Libretto su esperienza eHealth Academy – cluster 2015
- Consegna attestati di Qualificazione e intervista ai partecipanti primo cluster di "qualificati" al congresso AISIS di Napoli (22-23 ottobre)

### Qualificazione cluster 2016

- Replica del percorso su nuovo cluster 2016 e aggiornamenti su partecipanti cluster 2015



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## AISIS - eHealth Academy - Percorso CIO

copertura	esito
>75%	Qualificazione <b>CIO</b>
60% - 70%	Piano di crescita (12 mesi) con obiettivo Qualificazione CIO secondo le indicazioni della Gap Analysis.
40% - 59%	Qualificazione altro Profilo: <b>Business Information Manager, Service Manager, Business Analyst, ICT Security Manager</b> Piano di crescita (24 mesi) con obiettivo Qualificazione CIO secondo le indicazioni della Gap Analysis.
< 40%	Piano di crescita (12/24 mesi) con obiettivo Qualificazione altro Profilo: <b>Business Information Manager, Service Manager, Business Analyst, ICT Security Manager, Project Manager</b> secondo le indicazioni della Gap Analysis.



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## AISIS - eHealth Academy

### Percorso CIO-testimone 1

Il percorso mi ha aiutato anche **strutturare**  
**in modo più dettagliato** le mansioni di un CIO,  
consentendo una maggior consapevolezza di me e del mio ruolo/profilo.



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## AISIS - eHealth Academy

### Percorso CIO-testimone 2

Il framework e-CF è

sicuramente pregevole, completo ed estremamente articolato;

direi che illustra molto bene la pretesa di “tuttologia” che quotidianamente ci rivolgono i nostri interlocutori, interni ed esterni all’azienda.



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## **AISIS - eHealth Academy**

### **Percorso CIO-testimone 3**

**E allora il percorso dell'e-HealthAcademy**

**È stato il coraggio di rimettersi in gioco,  
di buttare alle spalle le certezze consolidate dall'abitudine  
e ripartire da zero insieme agli altri.**

**Non è un punto di sosta con tre chiodi solidi,  
ma il desiderio di avere ancora voglia di scalare,  
di avere ancora paura, di rimettere tutto in gioco,  
di sapere che nello zaino c'è tutto ciò che ragionevolmente può servire ma  
soprattutto che c'è ancora la voglia di scoprire, di inventare, di vivere, di  
giocare con l'equilibrio e divertirsi.**



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## **AISIS - eHealth Academy**

### **Percorso CIO-testimone 4**

**La certificazione tratta le competenze acquisite**

**pertanto valuta il fatto che un CIO sia effettivamente tale.**

**Non è quindi una valutazione che determina il livello di preparazione formale ad affrontare certe problematiche (esame della patente),**

**quanto il fatto che le si stia già affrontando in modo metodologicamente corretto**

**(valutazione su come guidi, a patente già acquisita).**



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## AISIS - eHealth Academy

### Percorso CIO-testimone 5

L'esperienza di questa prima parte del percorso è stata per me la base per iniziare ad avere una visione del nostro lavoro e del mio in particolare, da un punto di vista esterno ed oggettivo, nonché per comprendere l'evoluzione e confrontarsi con realtà che hanno raggiunto una maturità professionale e organizzativa e pianificare un percorso di crescita.





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## AISIS - eHealth Academy

### Percorso CIO-testimone 6

**Il colloquio di validazione, svolto a Milano con Leonardo, è stato molto costruttivo e ha permesso di analizzare, discutere e rivalutare le misurazioni emerse in sede di auto-assessment.**

**In questa fase ho potuto realizzare che e lacune principali sono in larga misura determinate dal limitato grado di maturità dell'ambiente in cui mi trovo ad operare, carente nelle attività di Programmazione e di definizione delle Strategie Aziendali.**

**In altri termini, esse risulterebbero esser frutto di un mio progressivo adattamento ad una condizione in cui l'Azienda non innova, non investe e non permette un esercizio differente della funzione Sistemi Informativi, piuttosto che dettate da deficit di conoscenze e competenze o di esperienze pregresse.**

**Dal colloquio ho ricevuto delle indicazioni utili e interessanti ai fini di sopperire alle carenze e sulle azioni di miglioramento che devo intraprendere, in particolare in seno alla gestione del mio servizio.**



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**Grazie per l'attenzione**

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