



# **CEPIS e-Competence Benchmark**

## User Manual



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## 1 Introduction

The tool is designed to allow individuals to self-assess their IT competences against a recognised standard European framework. The tool is powered by the European e-Competence Framework 3.0 (e-CF 3.0) developed by the CEN Workshop on ICT Skills. For more information see: <http://www.ecompetences.eu/>

## 2 How to Register

The CEPIS e-Competence Benchmark is available at the following URL:

<http://www.cepisecompetencebenchmark.org>. Complete the following steps to register:

- **Step 1:** Click on 'Register'



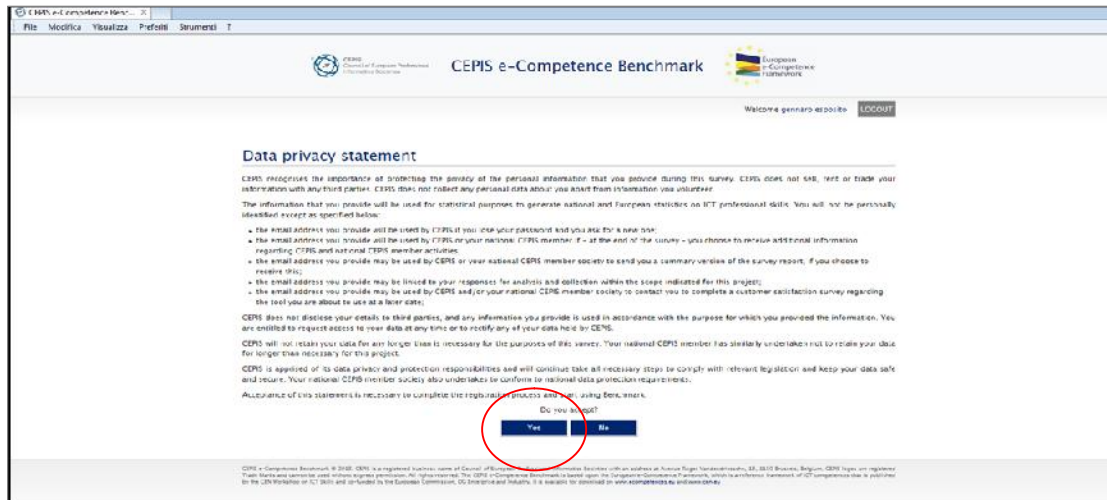
The screenshot shows the login page of the CEPIS e-Competence Benchmark. It features a 'LOGIN' section with fields for 'Username' and 'Password', and a 'Enter' button. Below the login fields, there is a 'Register' link circled in red, and a 'Download user manual' link. The page also includes logos for CEPIS and the European e-Competence Framework.

- **Step 2:** Provide the required data (all fields are compulsory). Enter your chosen username and password (please remember these details). Click on 'Save'. A message will appear: 'Registration successful. You'll be redirected to the login page'.




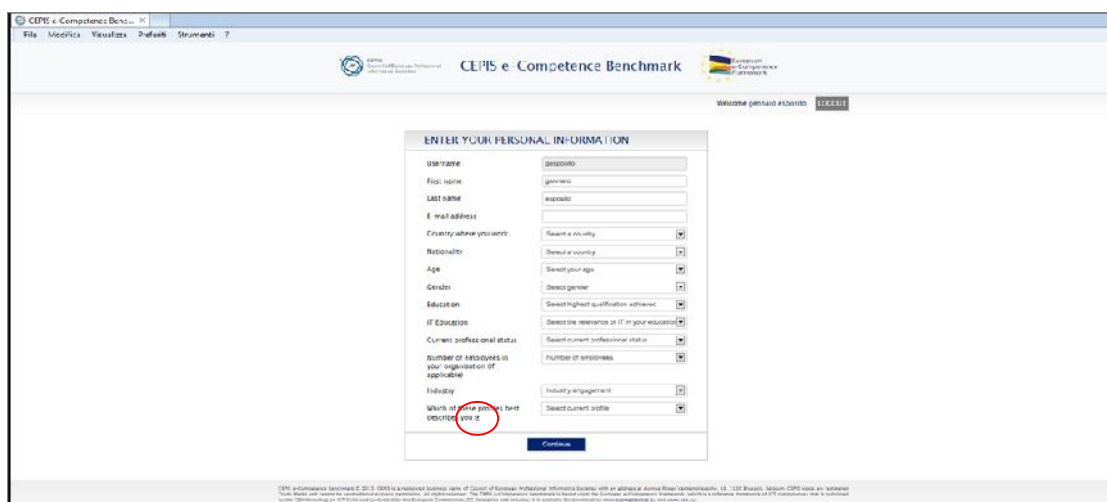
The screenshot shows the registration page of the CEPIS e-Competence Benchmark. It features a 'REGISTRATION' section with fields for 'First name', 'Last name', 'Username', 'Password', and 'Retype password'. Below the fields, there are 'Back' and 'Save' buttons, with the 'Save' button circled in red. The page also includes logos for CEPIS and the European e-Competence Framework.

- **Step 3:** After entering your username and password you will be redirected to the privacy statement page. Click on the 'Yes' button if you accept the statement to continue to the survey. **Note:** accepting the privacy statement is compulsory to access the tool.



- **Step 4:** After the privacy statement you will be asked to provide some personal and professional details.
- **Step 5:** Once you have provided the required information click on: 'Continue'. You will be redirected to the Benchmark questionnaire.

**Usage notes:** The  image to the left of the 'Select Current Profile' menu opens a PDF file with the descriptions of all 23 European ICT Professional Profiles. **Note:** the choice of profile doesn't influence the results of your Benchmark. The results and the questions are based on your answers to the questions regardless of which profile is chosen. By providing a profile you will be able to evaluate to what extent the resulting proximity profile (your closest profile based on competences) matches with your current title/position/activity.

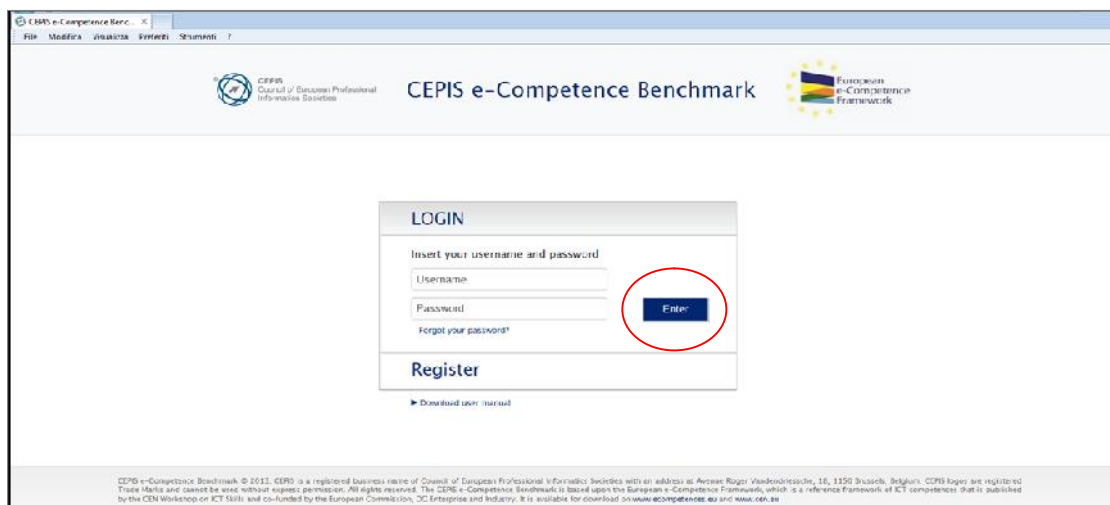


The **LOGOUT** image in the top right corner of the screen is the logout button. By clicking it you will automatically exit the registration process and will not be able to use the tool.

### 3 First Login Using Your Assigned Password

If you have been assigned a username and password, complete the following steps to login for the first time:

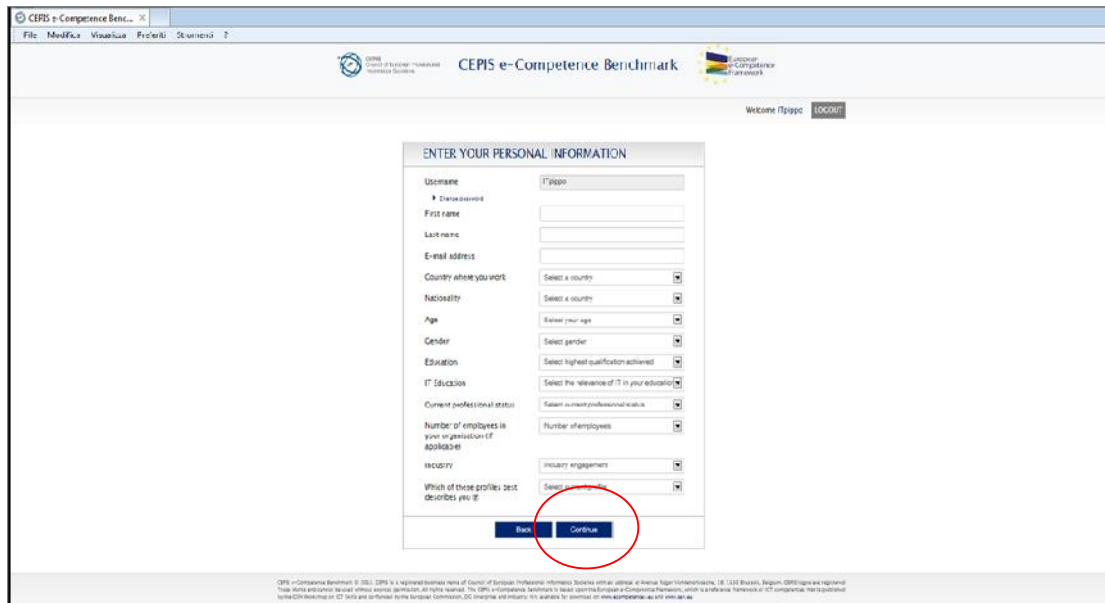
- **Step 1:** Go to <http://www.cepisecompetencebenchmark.org>.
- **Step 2:** Insert your username and password and click 'Enter'.




- **Step 3:** After entering your username and password you will be redirected to the privacy statement page. Click on the 'Yes' button if you accept the statement to continue to the survey. **Note:** accepting the privacy statement is compulsory to access the tool.



- **Step 4:** After the privacy statement you will be asked to provide some personal and professional data.
- **Step 5:** Once you have provided the required information click on: 'Continue'. You will be redirected to the questionnaire.




**Usage notes:** The  image to the left of the 'Select Current Profile' menu opens a PDF file with the descriptions of all 23 European ICT Professional Profiles. Note: the choice of profile doesn't influence the results of your Benchmark. The results and the questions are based on your answers to the questions regardless of which profile is chosen. By providing a profile you will be able to evaluate to what extent the resulting proximity profile (your closest profile based on competences) matches with your current title/position/activity.

The **LOGOUT** image in the top right corner of the screen is the logout button. By clicking it you will automatically exit the registration process and will not be able to use the tool.

#### 4 Using the Benchmark


The CEPIS e-Competence Benchmark is powered by the European e-Competence Framework ([e-CF V3.0](#)). There are 40 competences against which you are asked to indicate your level of competence, choosing from the following options: None, Knowledge, Experience, or Knowledge & Experience.

<p><b>A.7. Technology Trend Monitoring</b> Investigates latest ICT technological developments to establish understanding of evolving technologies. Devises innovative solutions for integration of new technology into existing products, applications or services or for the creation of new solutions.</p>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p><b>A.8. Sustainable Development</b> Estimates the impact of ICT solutions in terms of eco responsibilities including energy consumption. Advises business and ICT stakeholders on sustainable alternatives that are consistent with the business strategy. Applies an ICT purchasing and sales policy which fulfills eco-responsibilities.</p>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p><b>A.9. Innovating</b> Devises creative solutions for the provision of new concepts, ideas, products or services. Deploys novel and open thinking to envision exploitation of technological advances to address business / society needs or research direction.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p><b>B-Build</b></p>	<p>None</p> <input type="radio"/>	<p>Knowledge</p> <input type="radio"/>	<p>Experience</p> <input type="radio"/>	<p>Knowledge &amp; Experience</p> <input type="radio"/>
<p><b>B.1. Application Development</b> Interprets the application design to develop a suitable application in accordance with customer needs. Adapts existing solutions by e.g. porting an application to another operating system. Codes, debugs, tests and documents and communicates product development stages. Validates</p>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

- By clicking on the  image a message will appear showing examples of the knowledge and skills required for that competence.

<p><b>A-Plan</b></p>	<p>None</p> <input type="radio"/>	<p>Knowledge</p> <input type="radio"/>	<p>Experience</p> <input type="radio"/>	<p>Knowledge &amp; Experience</p> <input type="radio"/>
<p><b>A.1. IS and Business Strategy Alignment</b> 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 enterprise resource environment. Makes strategic ICT decisions for the enterprise.</p>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p><b>A.3. Business Plan Development</b> 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.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p><b>Knowledge</b></p> <p>These knowledge and skills samples are provided to add value and context and are not intended to be exhaustive.</p> <ul style="list-style-type: none"> <li>business plan elements and milestones</li> <li>the present and future market size and needs</li> <li>competition and SWOT analysis techniques (for product features and also the external environment)</li> <li>value creation channels</li> <li>profitability elements</li> </ul>		<p><b>Skill</b></p> <ul style="list-style-type: none"> <li>address and identify essential elements of product or solution value propositions</li> <li>define the appropriate value creation channels</li> <li>build a detailed SWOT analysis</li> <li>generate short and long term performance reports (e.g. financial, profitability, usage and value creation)</li> <li>identify main milestones of the plan</li> </ul>		
<p><b>A.4. Analysis and Evaluation</b> Analyzes the effectiveness of ICT solutions. Identifies the impact of ICT solutions on business and technology strategies. Identifies the impact of ICT solutions on business and technology strategies. Identifies the impact of ICT solutions on business and technology strategies.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p><b>A.5. Architecture Design</b> 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</p>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- When selecting either the 'Experience' or 'Knowledge & Experience' radio button for a competence, a new row will appear just below the competence. The row will display the following message 'Please select all currently relevant experience levels (select one or more as required)'. This row will display all the e-CF proficiency levels for that competence. After you've made a selection close the row by clicking the **OK** button to proceed with the questionnaire.

<b>A.2. Service Level Management</b> 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 type="radio"/>	
<b>Please select all currently relevant experience levels (select one or more as required)</b>				
<b>Level 3</b> Ensures the content of the SLA.	<b>Level 4</b> Negotiates revision of SLAs, in accordance with the overall objectives. Ensures the achievement of planned results.			
<input type="checkbox"/>	<input type="checkbox"/>			
<input type="button" value="OK"/>				
<b>A.3. Business Plan Development</b> 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.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>A.4. Product/ Service Planning</b> 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.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Once all 40 competences have been evaluated, click on the 'Save' button.
- After providing all your answers, a pop-up box will appear showing the text: 'Data has been saved' now you can view your results by clicking on the 'View personal results' button.
- Five buttons appear on the page. They are:
  - 'Download user manual' allows you to download this User Manual in PDF format at any time.
  - 'Modify personal information' allows you to modify your personal and professional data as well as your password.
  - 'Export answers to PDF' allows you to extract a PDF file showing your personal evaluation (including the proficiency levels selected) against the 40 competences.
  - 'View personal results' allows you to view your results i.e. the profile closest to your declared competences, the gap analysis and your competence radar graphic for each of the e-CF professional profiles. This button activates when all 40 evaluations have been completed.
  - 'Save' allows you to save your evaluation.



<p>Implements ICT quality policy to maintain and enhance service and product provision. Plans and defines indicators to manage quality with respect to ICT strategy. Reviews quality measures and recommends enhancements to influence continuous quality improvement.</p>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>E.7. Business Change Management</b> Assesses the implications of new digital solutions. Defines the requirements and quantifies the business benefits. Manages the deployment of change taking into account structural and cultural issues. Maintains business and process continuity throughout change, monitoring the impact, taking any required remedial action and refining approach.</p>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>E.8. Information Security Management</b> Implements information security policy. Monitors and takes action against intrusion, fraud and security breaches or leaks. Ensures that security risks are analysed and managed with respect to enterprise data and information. Reviews security incidents, makes recommendations for security policy and strategy to ensure continuous improvement of security provisions.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<p><b>E.9. IS Governance</b> Defines, deploys and controls the management of information systems in line with business imperatives. Takes into account all internal and external parameters such as legislation and industry standard compliance to influence risk management and resource deployment to achieve balanced business benefit.</p>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[Download user manual](#)
[Modify personal information](#)
[Export answers to PDF](#)
[View personal results](#)
[Save](#)

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## 5 Your Personal Results

By clicking the ‘View personal results’ button the system displays a new page with your competence radar graphic in the middle of the page. This shows you the profile closest to your declared competencies. Below this graphic, a list of any competences that need to be improved to fully match the chosen profile is displayed. A list of competences that you already possess in greater depth than is required by the profile is also shown.

### Personal results

[Export to PDF](#)

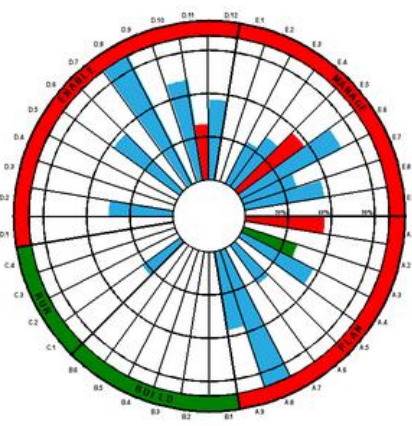
The “radar” below shows the profile you have selected for further analysis, based on your declared competences.

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 “BUSINESS ANALYST” for name surname



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.

View report	Your proximity to this profile	View e-CF profile
QUALITY ASSURANCE MANAGER	70.30 %	
ICT OPERATIONS MANAGER	72.88 %	
PROJECT MANAGER	60.39 %	
ICT CONSULTANT	60.00 %	
BUSINESS INFORMATION MANAGER	37.40 %	
ENTERPRISE ARCHITECT	40.39 %	
SYSTEMS ADMINISTRATOR	44.83 %	
SERVICE DESK AGENT	44.44 %	
ICT SECURITY SPECIALIST	43.85 %	
ACCOUNT MANAGER	42.14 %	
CHIEF INFORMATION OFFICER (CIO)	34.51 %	
ICT SECURITY MANAGER	27.33 %	
DIGITAL MEDIA SPECIALIST	20.67 %	

- **Note:** the profile selected as part of your personal information doesn't influence the results of your Benchmark. The results and the questions are based on your answers to the questions regardless of which profile is chosen. By providing a profile you will be able to evaluate to what extent the resulting proximity profile (your closest profile based on competences) matches with your current title/position/activity.
- On the right side of the page a column shows how close your profile is to the complete range of professional profiles based on your answers. To view a detailed version of any of these results (and see e-competences that you lack or possess an excess of with regard to a specific profile) just click on the small radar icon or the profile title itself. To view a description of the associated professional profile, just click on the small 'European e-Competence Framework' logo  to the right of the profile title.
- On the left side of the column you can select any other profile and view your situation with respect to the selected profile, by clicking on the  image or on the profile title.
- The 'Back to questionnaire' button allows you to return to the questionnaire and view or change your evaluations for the 40 competence areas.
- The 'Export to PDF' button allows you to export your personal results as a printable PDF file that includes the radar graphic, the proximity level and all the competences you lack or possess an excess of in relation to the level required by the professional profile.

## Personal results

Export to PDF

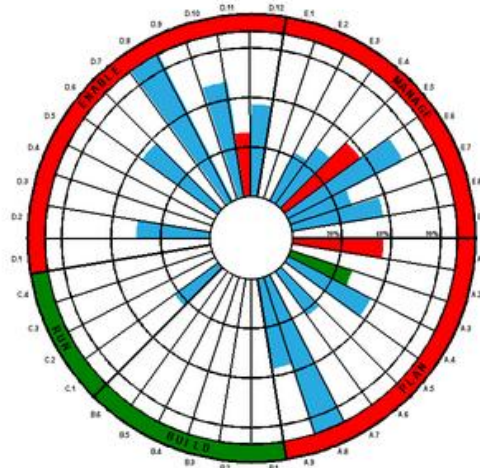
The "radar" below shows the profile you have selected for further analysis, based on your declared competences.

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 "BUSINESS ANALYST" for name surname


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.

View report	Your proximity to this profile	View e-CF profile
 QUALITY ASSURANCE MANAGER	76.36 %	
 ICT OPERATIONS MANAGER	72.88 %	
 PROJECT MANAGER	60.59 %	
 ICT CONSULTANT	60.00 %	
 BUSINESS INFORMATION MANAGER	57.40 %	
 ENTERPRISE ARCHITECT	46.39 %	
 SYSTEMS ADMINISTRATOR	44.83 %	
 SERVICE DESK AGENT	44.44 %	
 ICT SECURITY SPECIALIST	43.85 %	
 ACCOUNT MANAGER	42.34 %	
 CHIEF INFORMATION OFFICER (CIO)	34.51 %	
 ICT SECURITY MANAGER	27.53 %	
 DIGITAL MEDIA SPECIALIST	26.67 %	

- The different colours of the radar graphic depict the different levels of competences required by the profile. In detail:
  - Green: represents the competences required by the profile that you have.

- Red: represents the competences that are required by the profile but which you are lacking.
- Blue: represents the competences you have but that are not required by the profile.
- The red colour in the outer ring indicates that the corresponding area presents competence deficiencies that are significant for the selected profile.
- The green colour in the outer ring indicates that the corresponding area does not present competence deficiencies significant for the selected profile.

## 6 Password Recovery

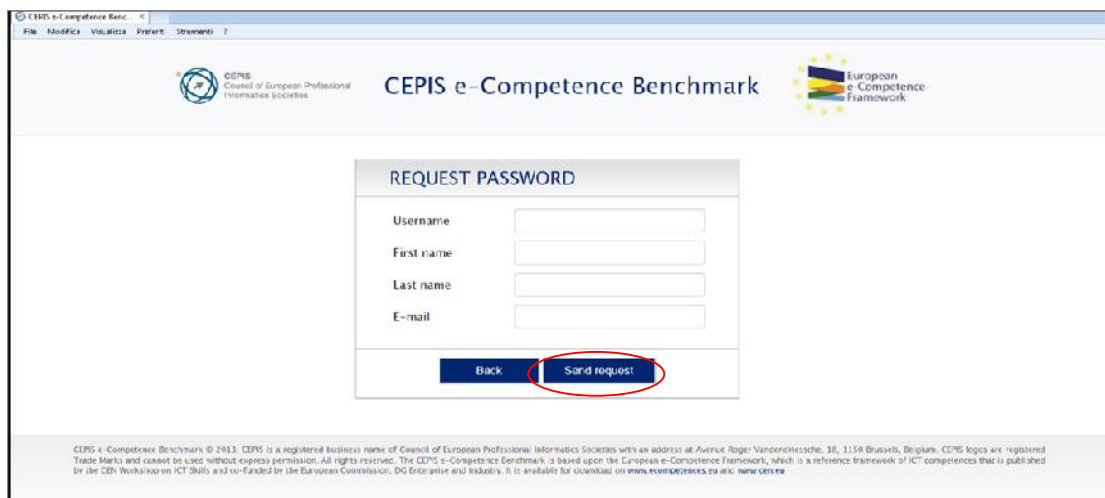
The system gives registered users the opportunity to recover their password, in case they lose or forget it. The procedure to recover your password is as follows:

- Click on the 'Forgot your password?' link on the home page.



The screenshot shows the login page of the CEPIS e-Competence Benchmark. The page title is "CEPIS e-Competence Benchmark". Below the title, there is a "LOGIN" section with the instruction "Insert your username and password". There are two input fields: "Username" and "Password". Below the "Password" field, the link "Forgot your password?" is circled in red. There is also a "Register" section and a "Download user manual" link.

- You will be redirected to the following page where you provide your username, first name, last name and e-mail address. After clicking the 'Send Request' button, the system will automatically send a new password to your e-mail address.



The screenshot shows the "REQUEST PASSWORD" page. The page title is "CEPIS e-Competence Benchmark". Below the title, there is a "REQUEST PASSWORD" section with four input fields: "Username", "First name", "Last name", and "E-mail". Below the input fields, there are two buttons: "Back" and "Send request". The "Send request" button is circled in red.

## 7 Browser Compatibility

This tool has been developed and optimised for all major browsers:

- Internet Explorer (Version 6.0 or higher)
- Google Chrome
- Mozilla Firefox
- Safari

The recommended screen resolution is 1360 x 768.