CEN

WORKSHOP

AGREEMENT

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English version

European ICT professional role profiles - Part 3: Methodology documentation

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European foreword

CWA 16458-3:2018 was developed in accordance with CEN-CENELEC Guide 29 "CEN/CENELEC Workshop Agreements – The way to rapid agreement" and with the relevant provisions of CEN/CENELEC Internal Regulations - Part 2. It was agreed on 2018-06-07 in a Workshop by representatives of interested parties, approved and supported by CEN following a public call for participation made on 2018-02-16. It does not necessarily reflect the views of all stakeholders that might have an interest in its subject matter.

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0. Executive overview

This CEN Workshop Agreement (CWA) Part 3 **Methodology Documentation explains the overall methodological approach and main choices underpinning the European ICT Professional Role Profiles development**.

The main purpose of this Methodology Documentation is to provide confidence to users that the European ICT Professional Role Profiles have been developed applying a sound conceptual framework combined with in-depth ICT sector and HR development expertise, and with thorough and widespread stakeholder consultation.

As the ICT Profiles are based on the e-CF, the methodological approach is based on e-CF development methodology, details of which can be found in CEN TR 16234-3:2017 "Building the e-CF. A combination of sound methodology and expert contribution". Furthermore, the Profiles of this current version 2.0 are closely aligned to the method used in developing the first version of the ICT Role Profiles (CEN CWA 16458:2012). The aim of the update was to maintain consistency with previously established ICT Profiles concepts that had proved to be valuable. This included maintaining the close relationship to the e-CF and enhancing the methodology approach by updating the ICT Role Profiles in view of extensive stakeholder consultation. Details of stakeholders consulted are given in the acknowledgement section.

This document also provides a sound methodology approach to experts and stakeholders from other sectors who may wish to transfer the overall approach of European Role Profile creation for implementation in other, not-ICT specific environments.

The overall aim of developing the European ICT Professional Role Profiles and the underpinning concepts is to provide a means of summarising and organising the insights of experts and stakeholders into a reference tool. Although the profiles are focused upon ICT professional competence and performance the ultimate objective is to influence the ability of organisations to leverage ICT for better performance.

1. European ICT Professional Role Profiles basic principles

1.1. ICT professional role profiles versus competences and jobs

Jobs, roles and competences are terms commonly used when describing the actions, responsibilities, tasks and skills of people in the workplace. The terminology is often used interchangeably and in common use it requires limited explanation. However, when applying ICT Professional Role Profiles, it is useful to have a clear understanding of how these terms are defined in this CWA.

Competence is based entirely upon the e-CF definition; it is a demonstrated ability to apply knowledge, skills and attitudes to achieving observable results. *e-CF competences are a key component of ICT Professional Profiles.*

Roles, in this case the European ICT Professional Role Profiles, provide a broad picture of the activities performed by individuals engaged in the multitude of positions that make up the ICT profession. These profiles reflect a collection of typical tasks, competences and responsibilities that are to be fulfilled and each profile is given a common use title for ease of identification. *ICT Professional Role Profiles are key components of ICT jobs.*

Jobs of ICT professionals are normally described using job descriptions that are more detailed and are specific to an individual and the organisation. They contain personalised information such as terms and conditions of employment, remuneration and organisation cultural values. *Jobs are detailed descriptions in context.*