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European ICT professional role profiles - Part 4: case studies

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European foreword

CWA 16458-4:2018 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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European ICT Professional Role Profiles Case Studies – Introduction

The European ICT Professional Role Profiles do not represent a rigid standard, they provide inspiration for the flexible creation of roles as input to job descriptions. Using pre-formatted profiles avoids the need to start with a 'blank sheet of paper' and they support and shape the construction of tailored ICT Professional Role characteristics.

There are many ways to apply the 30 typical ICT Profiles that cover the entire ICT business process. Typical case studies are provided below to illustrate use in a variety of environments. To simplify the wide range of available uses, we can divide them into three broad categories by:

- (1) Using one or many of the 30 provided ICT Profiles (generation 2) either in their original design or with a few user applied changes
- (2) Creating new profiles with greater granularity (generation 3) but associated and founded upon the 30 provided ICT Profiles
- (3) Adopting only, the structure and format of the European ICT Professional Role Profile template but using different content to establish radically different roles, related or even unrelated to ICT

The case studies represent the experience of a variety of organisations using the European ICT Professional Role Profiles to address e-Skills gaps from different perspectives. They are presented from the viewpoint of either:

- ICT Professionals
- HR Managers
- Education and training
- Market researchers and policy makers
- Procurement managers
- Professional associations

As the European e-Competence Framework (e-CF) is an integral component of the European ICT Professional Role Profiles it is common practice for users to deploy both tools simultaneously; this is reflected in the case studies that follow.