

E-COMPETENCE FRAMEWORK

EXIN's products are based on and mapped to the e-Competence Framework. This framework provides an overview of 41 IT-related competences, also known as e-competences, that are required in the digital age.

Dimension 1:
Five e-CF areas

Dimension 2:
41 e-Competences identified

Dimension 3:
e-Competence proficiency levels

		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/ Service Planning		■	■	■	■
	A.5. Architecture Design			■	■	■
	A.6. Application Design	■	■	■	■	■
	A.7. Technology Trend Monitoring			■	■	■
	A.8. Sustainable Development			■	■	■
	A.9. Innovating				■	■
	A.10. User Experience		■	■	■	■
B. BUILD	B.1. Application Development	■	■	■		
	B.2. Component Integration	■	■	■	■	
	B.3. Testing	■	■	■	■	
	B.4. Solution Deployment	■	■	■	■	
	B.5. Documentation Production	■	■	■	■	
	B.6. Systems Engineering			■	■	■
C. RUN	C.1. User Support	■	■	■		
	C.2. Change Support	■	■	■		
	C.3. Service Delivery	■	■	■		
	C.4. Problem Management				■	■
	C.5. Systems Operations 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 Development	■	■	■	■	■
	D.6. Digital Marketing	■	■	■	■	■
	D.7. Data Science and Analytics	■	■	■	■	■
	D.8. Contract Management	■	■	■	■	■
	D.9. Personnel Development	■	■	■	■	■
	D.10. Information and Knowledge Management			■	■	■
	D.11. Needs Identification			■	■	■
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. IS Governance			■	■	■