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AICA e-Competence Services

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agenda

- EUCIP Lesson Learned**
- e-Competence Services**



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EUCIP is CEPIS' reference standard; EUCIP represents , as e-CF, a contribution to the development of ICT, companies' and systems' competitiveness, both locally and at a European level.

It answers the companies Business, Human Resources and Training heads', and IS Manager's question:

what should be **known and **be able to do** to contribute to the supply, plan, production, and management of a high performance and quality ICT System of a company or PA Body**

Most important EUCIP characteristics (as reported since 2009)

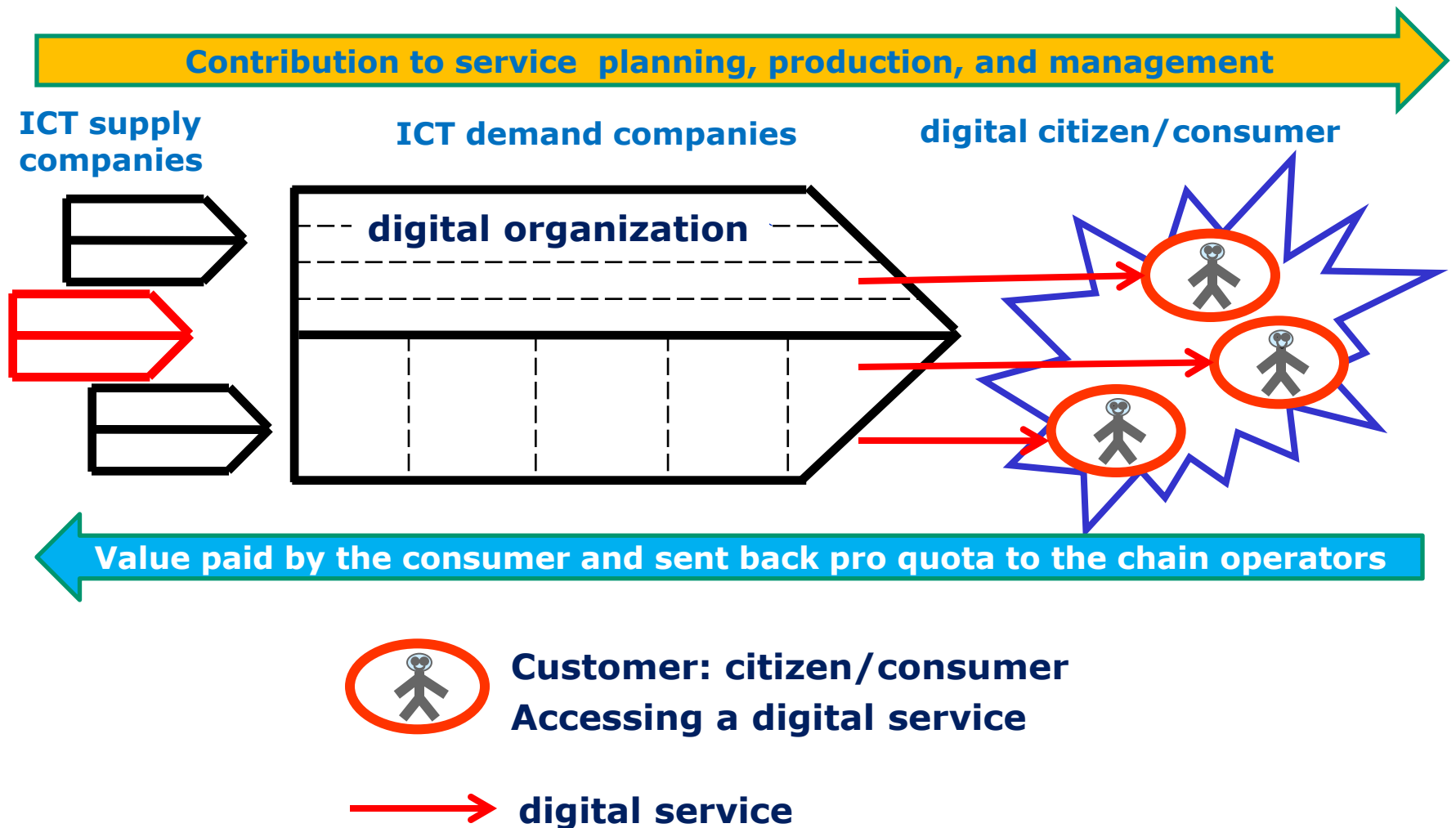
- ❑ The first native European ICT Competence and Profile Framework, vendor independent
- ❑ The level of granularity: 3.000 Knowledge Objects, grouped in 160 competence categories and 18 areas, to build up 21+1 profiles recognisable by the Labour Market;
- ❑ The embedded recognition of Vendor Dependent Certifications
- ❑ The service approach: the granularity level is very help full to support Competence Assessment, Training Module qualifications, Learning and Work experience Design Paths and other services like Certification
- ❑ The compliance with the eCompetence Framework (eCF) recently announced and started to be promoted in Europe, allow to enrich the EUCIP Framework with EQF levels and talk with other Frameworks; CEPIS will study a further eCF enrichment based on EUCIP experience
- ❑ Some other considerations
 - B2B market more important then B2C
 - Importance of Vendor Independent Frameworks in respect to companies of ICT demand side



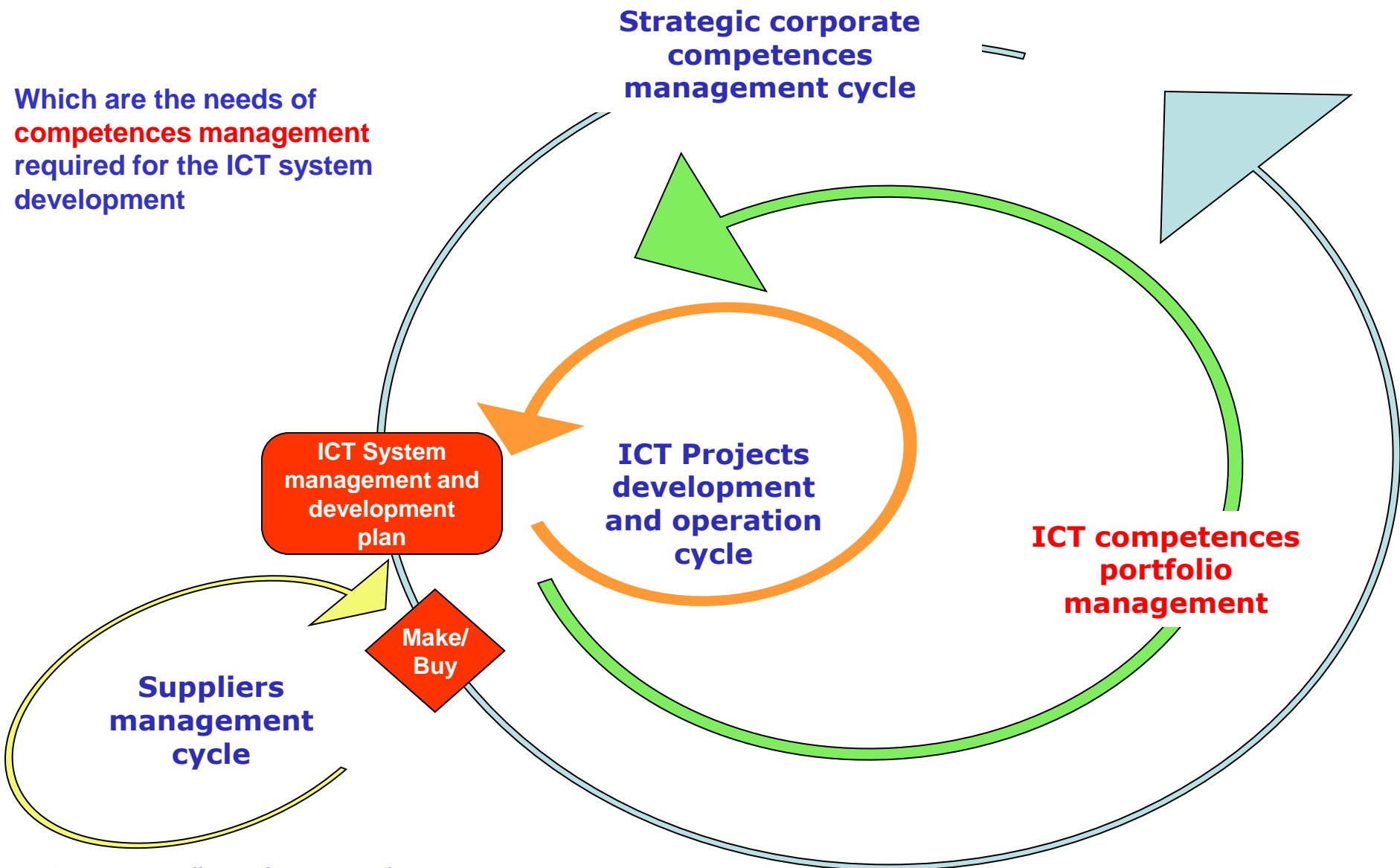
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The contest: the value chain of digital services



Services: what we have learnt





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e-CS focused on different targets (companies/bodies of ICT offering and demand)

- Information System Managers
- Human Resources Managers
- ICT Training Managers
- Project Managers
- Purchase Department / Management Control
- ICT Business Managers

1. Market Strategy and objectives

What we learned to feed up the EUCIP Business

- ❑ Implementation of an EUCIP Based on line Service Portfolio, focused on Company needs
- ❑ Deployment of the EUCIP Based Service's portfolio to Companies of both demand and supply side, through CC-Competence Centres
- ❑ Royalties charged on each unit of on line services delivered by the CC to his business client

we will target some % of the ICT Specialists Universe in the next 3-4 years

2. Market opportunities analysis and possible risks

6 main areas of action for the next years

- ❑ Enhance availability of e-Competence Services for Large Accounts
- ❑ Increase the number of Business Competence Centres with many large accounts, private and public (>100), with a specialized business in the ICT domain (>30%)
- ❑ Increase the involvement of associate members at local level, using as a leverage the professionalism program centred on e-Competence Certifications
- ❑ Special action on Mapping Learning Modules to be qualified as e-Competence Compliant Training Offer (needed for Learning and Cert Paths Design)
- ❑ Special action to Small and Micro Enterprise Industry Associations (PIN-SME Europe and Italy)
- ❑ Actions to build up the recognition of Vendor Dependent Certifications

3. e-Competence Services portfolio focused on Large Accounts

- **E-CF enriched and EUCIP (for PA) Based Assessment and Gap Analysis to design and monitor**
 - Technical and Professional Learning Path
 - Work experience path
 - Certification path
 - Recruiting support (internal and external resources)

- **e-CF referred reporting**
 - Statistical Analysis and Benchmarks
 - Profiles market value monitoring

4. Resources

❑ Business Competence Centre

- B2B, complete profile portfolio
- free market, consultancy, training and recruiting
- Complete set of Certifications

❑ Professional Competence Centre

- B2C, mainly IT Admin
- Private and public financed training

❑ University Competence Centre

- B2C, selected profile portfolio
- Private and public financed training
- Associate Certifications

❑ AICA's Local Chapters

- B2C, complete set of Certifications



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3. Offering

- ❑ To serve the final Business Customer (CC client)
 - Professional component: CC's e-CS Qualified Consultant
 - On Line component:
 - AICA's Service Centre: per project, CC's block cards assignment and quality of result monitoring
 - CC's Project Leader: per project, final Customer individual cards assignment and delivery monitoring
- ❑ To support specifically the Competences and Profiles Certification Services
 - Members of AICA's Chapters, engaged at local level

To support CC and AICA's Chapters

AICA's Promotion & Service Centre, at national level

AICA's new Value Proposition supporting the whole Digital Competences Chain

AICA is the most authoritative and widespread professional association of ICT specialists that promotes in Italy, within its cultural mission, competence independent European standards for digital users (ECDL) and professionals (e-CS), and the corresponding support services for managing and innovating the resources of companies and PA bodies.

AICA's Value Proposition is divided in 3 targets:

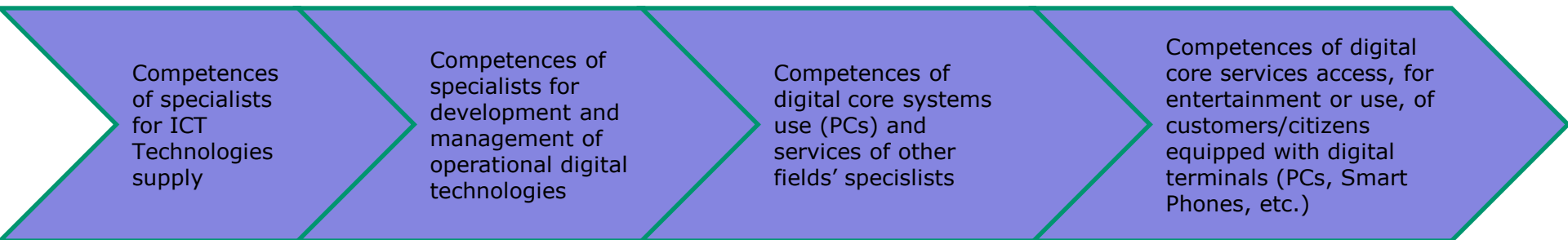
- ❑ develop the **professionalism** of its members and, in general, of ICT specialists, by using e-CS Certifications as the main tool to systematically improve one's own professional status and develop one's career along the whole **work life**
- ❑ improve the results of **specialized resources performances** of companies and PA bodies, by making available to them tools and services based upon the e-CS Standard
- ❑ develop the **availability of knowledge/competences capital** needed to reach the best **use** of ICT Digital Technologies, from junior high school to University and later in public and private organizations, through the systematic check of work performances improvements (productivity, effectiveness, and innovation) of digital specialists and users



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Value chain of ICT certification system of CEPIS-AICA to support update and improvement of digital competences for digital services quality





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European Certification of
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From EUCIP experience a new enriched e-CF system (1/6)

- ❑ Needs evidence of a higher granularity system to manage in the right way ICT competencies

- ❑ Transfer of experience towards CEPIS/AICA e-CS, compliant with Norma UNI 11506; enrichment consists of extend more in deep set of competences

- ❑ Objective is to measure with higher precision level the competences posses of single individuals and, in the organizations, of their aggregations, to obtain
 - Detailed and personalized training plans
 - Qualifications and certifications



e-CServices (2/6)

of interest for Information Systems Managers

(companies/bodies of ICT demand)

- **Professional evaluation and Gap Analysis** of available internal competences
- Activity of **competences portfolio organization optimization**, according to the development of internal strategies and business
- In case of multinational companies, the **survey of ICT competences, working in different countries**, the comparison and qualification of optimization criteria to be used, according to the company's strategies
- In case of merge&acquisition operations, the survey of **competences within the acquired companies** to qualify the resources to be integrated when the system works at full performance



e-CServices (3/6)

of interest for Human Resources Managers

(companies/bodies of ICT demand and supply)

- **Mapping of internal ICT competences** and the location of **Individual and organizational gaps** to be filled through specific training paths
- Definition of **development paths** addressing the **updating and/or retraining of ICT resources**, according to the company's strategies
- **Recruiting and selection** service, thanks to the availability of a tool allowing the use of a homogeneous and professional criteria
- Definition of **career paths and retribution profiles**, consistently with market trends



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e-CServices (4/6)

of interest for ICT Training Managers

(companies/bodies of ICT demand and supply)

- **Design of development, update and/or retrain path for ICT resources**, according to the company's strategies, based upon:
 - Work paths
 - Training paths
 - Certification paths
- **Supply** of courses and exams accredited as EUCIP elective modules, available in the planned education paths
- Activity of **monitoring and checking training results**, according to the expected portfolio of competences



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e-CServices (5/6) of interest for Project Managers (and Purchase Department / Management Control)

(companies/bodies of ICT demand and supply)

- Activity of **External supply contracts management** of ICT services, especially:
 - **Location, and selection** phase of the resources most suitable for a project
 - **Negotiation** phase, that takes place within a codified context
 - **Fees definition**, carried out upon specific competences
- **Control** of suppliers behaviour by comparing it to the required quality standards
- Activity of **estimation, analysis, and evaluation of costs and profitability** of ICT projects, both internal and outsourced



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e-CServices (6/6)

of interest for ICT Business Managers

(companies of ICT supply)

- The **Portfolio of resources for available certified profiles** which can be offered on the market at the most interesting **Fees**
- Integration and development of **competences and profiles portfolio**, consistently with **market requirements**, in structural and temporary terms (benchmark, recruitment and administration)
- In case of merge&acquisition operations, the survey of **competences within the acquired companies** to qualify the resources to be integrated in the business system
- The EUCIP compliant **Portfolio of training offer**



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Thanks for your attention

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