

European e-Competence Framework Brief

Closing the Skills Gap with Real-world IT and Business Skills



Hewlett-Packard, a committed partner to the Information and Communications Technology (ICT) industry, the European Union Academia program, and the European Commission, pledged to “*help develop a million students and professionals with entrepreneurial and technology skills*” at the launch of The Grand Coalition for Digital Jobs, in March 2013.

One of the key pillars supporting our pledge is the HP Institute, an academic partnership program that provides students with the business-ready IT skills that industry needs.

HP Institute’s Accredited Technical Associate (ATA) certification is the industry’s first architect-level certification designed for academia. As pledged, the HP ATA certifications are now mapped against the European e-Competence Framework in collaboration with Certiport, a Pearson VUE company.

Introduction to European e-Competence Framework

eSkills training and certification are often hard to compare. They may be very specific and focused on the latest technology of one hardware or software supplier, or more generic and providing overview of a field like architecture, business analysis or information security. One solution for this enigma is comparing learning outcomes with the e-competencies defined in the e-Competence Framework (e-CF) and with the ICT Profiles of the CEN Workshop on ICT Skills. This is the core idea of the Certification Profiles listed below.

Learn more about HP Certification.
Visit www.certiport.com/hp



A Certification Profile:

- Contains core information about an eSkills related certificate.
- Identifies which e-competencies match with obtaining a certificate.
- Compares e-competencies matches with the most relevant ICT-profiles.

Any mapping to the e-CF will have to deal with cases where the e-competence at hand, e.g. in a learning outcome, does not fit the description in the e-CF to its fullest extent.

A Grading System Has Been Established to Assist in Identifying the Extent the Competency is Covered by the Certificate:

- **General (G)** - Someone with this certificate will most likely have the competence.
- **Partial (P)** - The content of the requirements for the certificate match with the description of the competence, but some parts of the competence are missing (e.g. no evidence of some of the practical skills).
- **Superficial (S)** - The content of the requirements mention parts of the competence description, but there is no evidence that obtaining the certificate will show possession of this competence.

HP ATA Certifications

The HP Accredited Technical Associate (ATA) certifications are comparable and approved against European standards, providing a common language for effective technical terms of reference in national and international bids. Individuals who earn HP ATA certification have validated IT skills with business acumen and are job-ready.

HP ATA – IT for Business

The HP ATA – IT for Business certification enables business students to learn how to achieve business objectives through technology.

Target Group

Achieving an HP ATA – IT for Business certification prepares students for employment in these key job roles:

- Entrepreneur (writing business plans for new startups)
- Business analyst
- Product, program, or project manager
- Marketing program manager (particularly in emerging areas such as big data, mobility, or social media)
- Finance manager

Corresponding ICT Profiles

- Business Analyst/Systems Administrator
- ICT Consultant
- Project Manager

Prerequisites

None

Main Subject(s)

- Identify the pillars of IT and describe how they are used to solve business challenges
- Define the business problem or opportunity to be addressed Install, configure, and upgrade client solutions for SMB customers.
- Evaluate alternative solutions (collaborate with the project team members
- Plan, execute, and monitor a project that produces an IT solution

Competence covered with this certificate			Competence from the ICT Profiles		
e-CF competency	Level	G/P/S	SERVICE DESK AGENT	SYSTEMS ADMIN	TECHNICAL SPECIALIST
A.1. IS and Business Strategy Alignment	5	G	4		
A.3. Business Plan Development	4	P	4	4	
A.4. Product or Project Planning	4	P	4	3	4
A.7. Technology Watching	4	P		5	
A.8. Sustainable Development	3	S			
D.1. Information Security Strategy Development	5	P			
D.4. Purchasing	2	S			
D.5. Sales Proposal Development	2	P		2	
D.10. Information and Knowledge Management	2	S			
E.2. Project and Portfolio Management	3	P			4
E.3. Risk Management	2	P		3	3
E.4. Relationship Management	3	G			3
E.5. Process Improvement	4	P			

HP ATA – Connected Devices

The HP ATA – Connected Devices certification provides the skills and knowledge required to understand a customer's business objectives and to design, implement, and support IT solutions in a small-to medium-business context.

Target Group

Achieving an HP ATA – Connected Devices certification signifies job-readiness in key IT roles:

- Desktop support
- Helpdesk support
- Client Systems Administrator
- Systems Engineer
- Technical Support Engineer
- Connected Devices Solution Architect

Corresponding ICT Profiles

- Service Desk Agent
- Systems Administrator
- Technical Specialist

Prerequisites

None

Main Subject(s)

- Explain and recognize industry-standard client technologies and their implications on customer needs.
- Plan and design client solutions for SMB customers.
- Install, configure, and upgrade client solutions for SMB customers.
- Troubleshoot and perform repair/replacement procedures for client solutions for SMB customers.

Competence covered with this certificate			Competence from the ICT Profiles		
e-CF competency	Level	G/P/S	SERVICE DESK AGENT	SYSTEMS ADMIN	TECHNICAL SPECIALIST
B.2 Systems Integration	2	G		2	
B.3 Testing	1	G		2	
B.4 Solution Deployment	2	G			
B.5 Documentation Production	2	S			
C.1 User Support	2	G	2	2	
C.2 Change Support	3	G			3
C.3 Service Delivery	2	P	1		2
C.4 Problem Management	3	P	2	2	3
D.4 Purchasing	2	S			
E.8 Information Security Management				2	

HP ATA – Networks

The HP ATA – Networks certification provides the knowledge and experience required to design a wired and wireless switched and routed solution that meets small and medium business customer requirements.

Target Group

Achieving an HP ATA – Networks certification signifies job-readiness in key IT roles:

- Network architect
- Network engineer
- Network system administrator
- Technical support engineer
- Helpdesk support

Corresponding ICT Profiles

- Network Specialist

- Systems Administrator
- Technical Specialist

Prerequisites

None

Main Subject(s)

- Explain and recognize networking technologies and their implications for customer needs.
- Plan and design wired and wireless network solutions for SMB customers.
- Install, configure, start up, and upgrade network solutions for SMB customers.
- Optimize wireless, switched, and routed network infrastructures for SMB customers.
- Troubleshoot wireless, switched, and routed network infrastructures for SMB customers.
- Perform administrative, operational, and network management tasks for SMB customers.

Competence covered with this certificate			Competence from the ICT Profiles		
e-CF competency	Level	G/P/S	SERVICE DESK AGENT	SYSTEMS ADMIN	TECHNICAL SPECIALIST
B.1 Design and Development	2	P	2		
B.2 Systems Integration	2	G	2	2	
B.3 Testing	1	G		2	
B.4 Solution Deployment	1	G	2		
B.5 Documentation Production	1	S			
C.1 User Support	1	P		2	
C.2 Change Support	2	P			3
C.3 Service Delivery	1	G			2
C.4 Problem Management	2	S	2	2	3
E.4 Relationship Management	2	S			
E.5 Process Improvement	3	S			
E.8 Information Security Management	2	P	2	2	

HP ATA – Servers and Storage

The HP ATA – Servers and Storage certification provides the knowledge and experience required to design an application hosting and data storage solution that meets customer requirements.

Target Group

Achieving an HP ATA – Servers and Storage certification signifies job-readiness in key IT roles:

- Server architect
- Systems administrator
- Systems engineer
- Technical support engineer

Corresponding ICT Profiles

- Network Specialist
- Technical Specialist
- Systems Administrator

Prerequisites

None

Main Subject(s)

- Explain and recognize industry-standard server technologies and their implications for customer needs.
- Recognize and describe HP and industry-standard server products and solutions.
- Plan and design server and storage solutions for SMB customers.
- Install, configure, and upgrade server and storage solutions (including both rack-mount and blade systems) for SMB customers.
- Performance-tune and optimize server and storage solutions for SMB customers.
- Troubleshoot and perform repair/replacement procedures for server and storage solutions for SMB customers.
- Manage servers and Storage systems using HP Infrastructure Management.
- Administer and operate server and storage solutions for SMB customers.

Competence covered with this certificate			Competence from the ICT Profiles		
e-CF competency	Level	G/P/S	SERVICE DESK AGENT	SYSTEMS ADMIN	TECHNICAL SPECIALIST
B.1 Design and Development	2	P	2		
B.2 Systems Integration	2	P	2		2
B.3 Testing	1	G			2
B.4 Solution Deployment	1	S	2		
C.1 User Support	2	P			2
C.2 Change Support	2	P		3	
C.3 Service Delivery	1	G		2	
C.4 Problem Management	2	S	2	3	2
E.8 Information Security Management	2	P	2		2

HP ATA – Cloud

The HP ATA – Cloud certification provides the skills and knowledge required to understand a customer’s business objectives and to design, implement, and support end-to-end IT solutions in a small to medium business context.

Target Group

Achieving an HP ATA – Cloud certification signifies job-readiness in key IT roles:

- Starting IT Solutions Architect
- System Administrator
- System Engineer
- Network Management Center
- Technical Support Engineer
- Helpdesk support

Corresponding ICT Profiles

- Network Specialist
- Technical Specialist
- Systems Administrator

Prerequisites

- HP ATA - Connected Devices
- HP ATA – Networks
- HP ATA Servers and Storage

Main Subject(s)

- Explain and recognize industry-standard cloud and virtualization technologies and their implications for customer needs.
- Plan and design end-to-end IT solutions for SMB customers.
- Install, configure, and upgrade end-to-end IT solutions for SMB customers.
- Optimize and troubleshoot end to-end IT solutions for SMB customers.
- Administer and manage end-to-end IT solutions for SMB customers.

Competence covered with this certificate			Competence from the ICT Profiles		
e-CF competency	Level	G/P/S	SERVICE DESK AGENT	SYSTEMS ADMIN	TECHNICAL SPECIALIST
A.4 Product or Project Planning	2	P			
B.1 Design and Development	3	P	2		
B.2 Systems Integration	2	G	2	2	
B.3 Testing				2	
B.4 Solution Deployment	1	P	2		
C.1 User Support				2	
C.2 Change Support	2	P			3
C.3 Service Delivery	1	P			2
C.4 Problem Management			2	2	3
D.5 Sales Proposal Development	2	P			
E.2 Project and Portfolio Management	2	P			
E.3 Risk Management	2	S			
E.8 Information Security Management	2	S	2	2	

HP Institute and Certiport

HP is partnering with Certiport, Inc. to co-develop and distribute the HP Institute program. Certiport is the world leader in performance based certification program management solutions with more than 12,000 academic institutions worldwide. HP and Certiport have developed a complete set of academic solution components. The academic components include HP Official Courseware textbooks, Remote Lab facilities, practice tests, and certification exams. All of these are designed for use by educators directly in the classroom environment.

Resources

Students who want more information, visit certiport.com/hpjobready

For information about HP Institute, visit hp.com/go/Institute

For information about HP ExpertOne, visit hp.com/go/ExpertOne

For information about Certiport, visit certiport.com/hp

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