

NATIONAL ICT COMPETENCY MANAGEMENT

NATIONAL ICT COMPETENCY DEVELOPMENT PLAN FOR GOVERNMENT

BEING COMPETENT

“A competent person has definitive understanding and skills needed to perform,



at a given level of competency,

the work and decision activities assigned to the person.”

BEING COMPETENT

Have integrated and fitted sets of Knowledge, Skills and Behavior

Deliver effectiveness, efficiency, and accountability of performance

Realize mandated results of role or functions as scoped, timed and funded



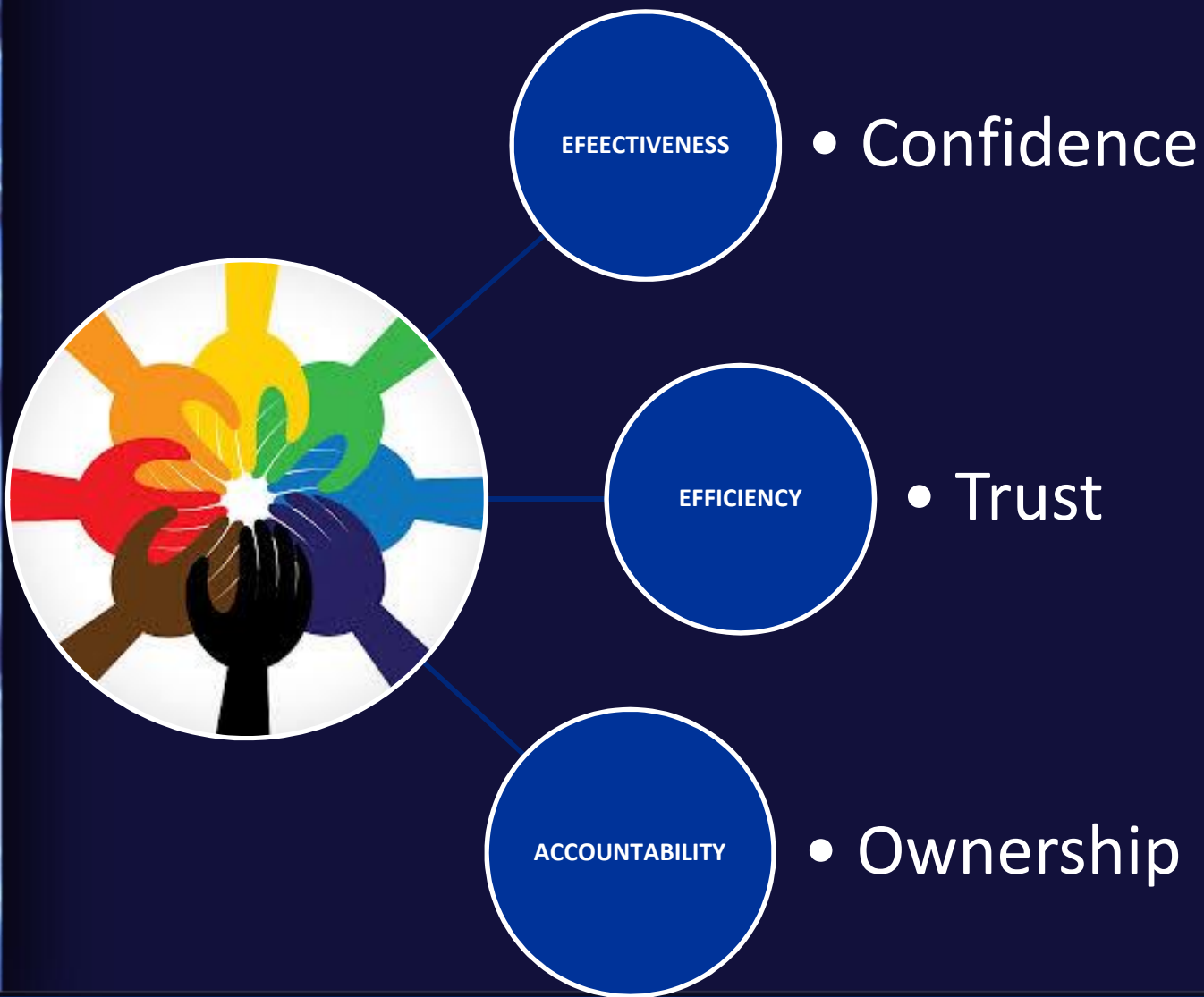
BEING COMPETENT

It is indicated by the person's ability to transfer and apply knowledge and skills



to new situations, and to achieve agreed outcomes.

BEING COMPETENT



COMPETENCY MODEL



A collection of required “knowledge to understand”, “ability to execute,” and “attitude to influence”

that together define successful performance in a particular work setting

COMPETENCY MODEL

A **competency model** is about shareable body of knowledge believed to differentiate essential understanding, action and attitude behind performance delivery.



COMPETENCY MODEL

A competency model is a starting point to compose the essential questions of performance assessment – capability and capacity.



A baseline to plan human resource development.

EGOV CONTEXT OF ICT COMPETENCY REQUIREMENT



EGOV CONTEXT OF ICT COMPETENCY REQUIREMENT



DIGITAL GOVERNMENT

ENABLERS

- Mandates
- Organization
- Processes
- Technologies

ICT COMPETENCY Requirements for Government

DIGITAL GOVERNMENT

E-SERVICES

- Mandated
- Results
- EGMP



COMPETENCY STANDARD CONTENT SCOPE



ICT COMPETENCY DOMAINS FOR DIGITAL GOVERNMENT

Management

M1:
Performance
Management

M2:
Sourcing & Procurement
Management

M3:
Project Management

M4:
Service Management

Technical

T1:
Enterprise
Architecture

T2:
Infrastructure and Network
Services

T3:
Application and Data Services

T4:
Security Services

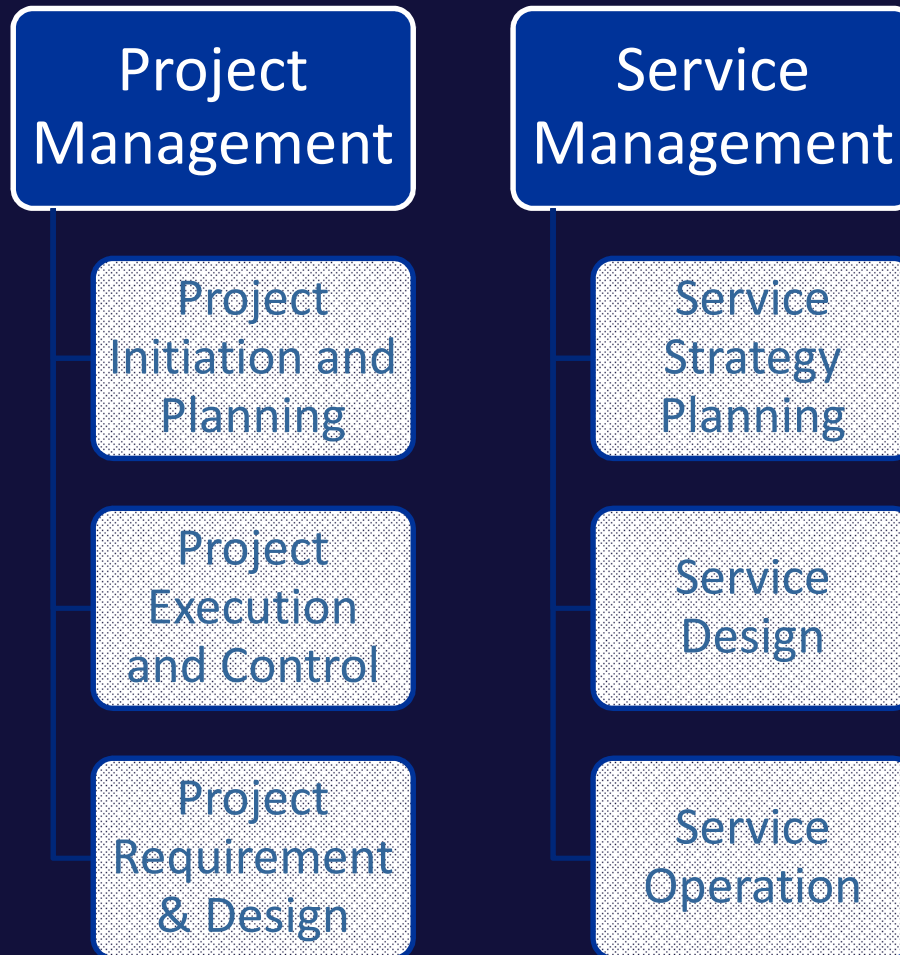
Core

C1:
Digital Office Tools

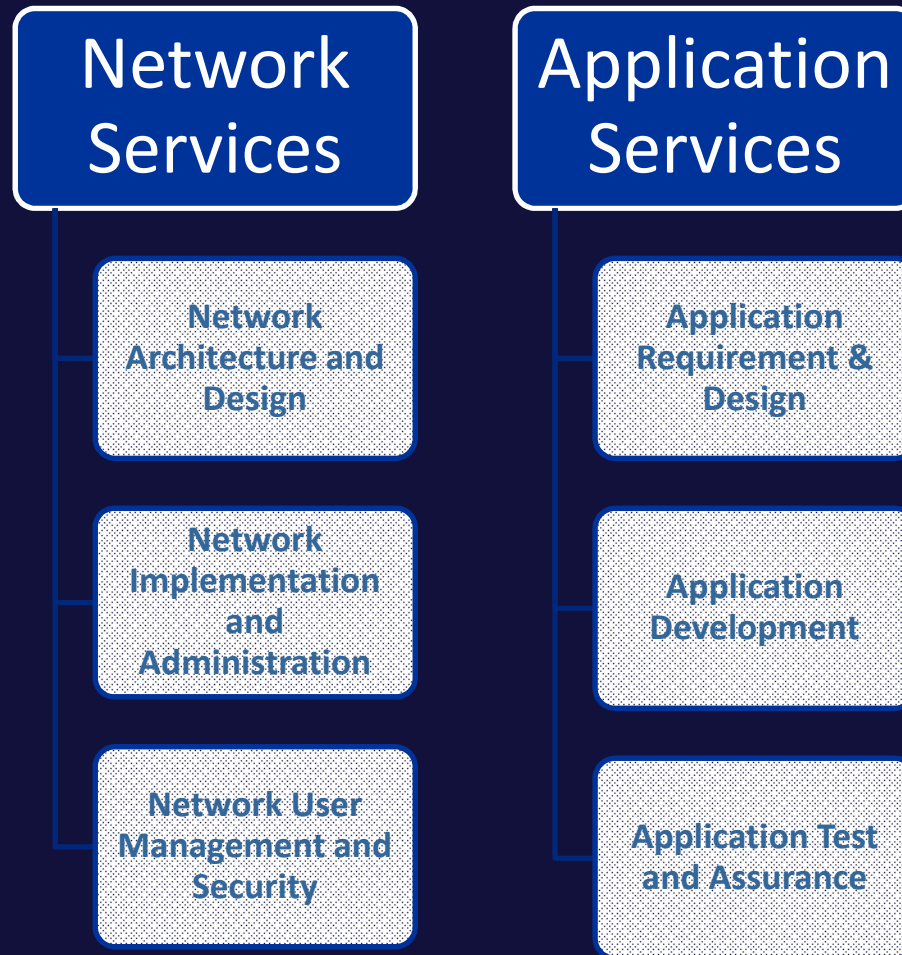
C2:
Communication
Social Media

C3:
Ethics and Security

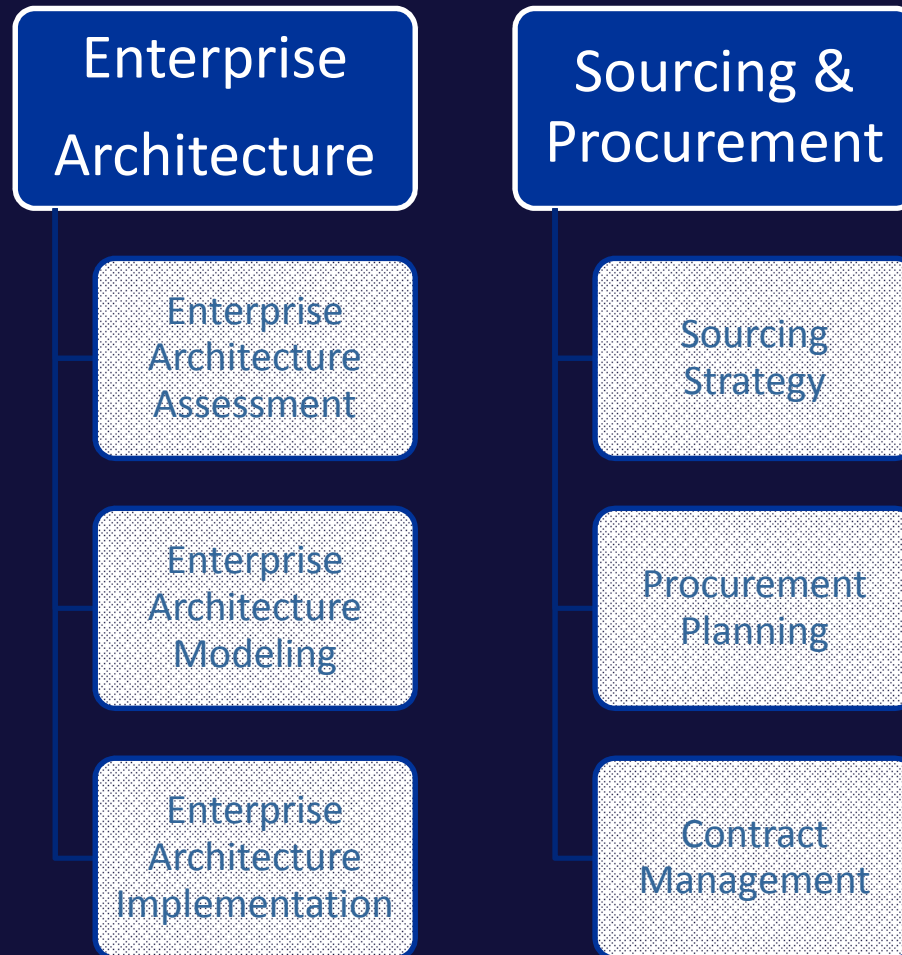
ICT COMPETENCY DOMAINS



ICT COMPETENCY DOMAINS



ICT COMPETENCY DOMAINS



COMPETENCY LEVEL

The reference point that indicates the state of attained ability and maturity.

COMPETENCY CATEGORY

Entry Level

Specialist Level

Master Level

JOB ROLES

The function assumed by the person to realize a mandated results

e.g. **PROJECT MANAGEMENT**

entry

- Project Team Leader

Specialist

- Project Manager

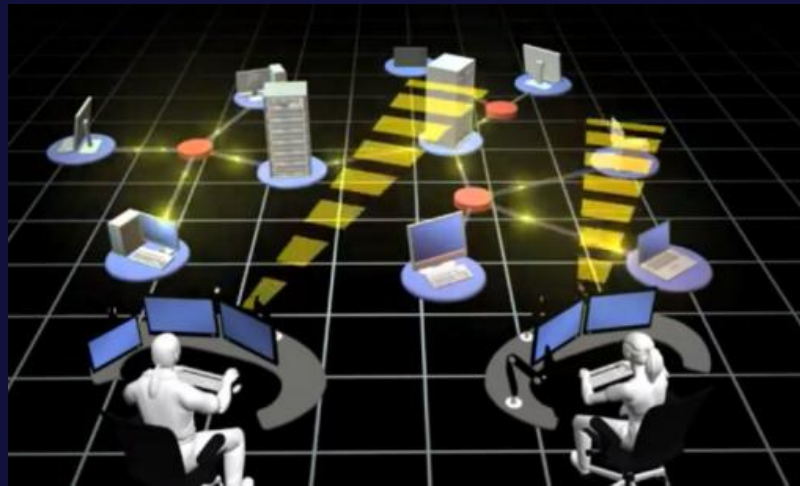
Master

- Project Director

PERFORMANCE INDICATORS

- Expected area of accomplishment for the job role
- Metrics of how well the expected tasks and results be performed.

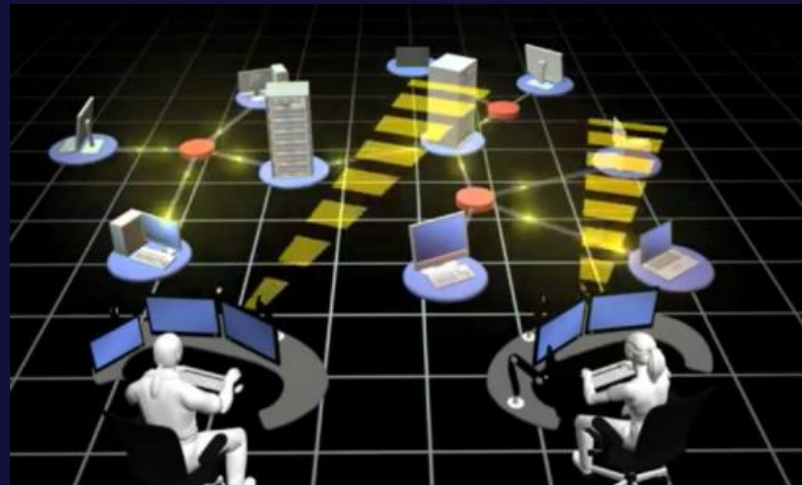
- Refer to NICS



KNOWLEDGE & SKILLS

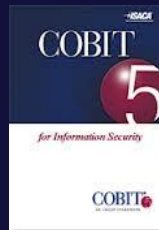
- The “need to know” and “skills to do” to realize the performance indicators identified for the job role.

-Refer to NICS



CERTIFICATION STANDARDS

- The aligned body of knowledge and qualification standards of industry and practitioners to indicate capability and capacity to perform the job role.



CERTIFICATION STANDARDS

e.g.

Project
Management

PMBOK

SCRUM

Service
Management

ITIL

COBIT

Security
Management

ISACA

COMPTIA

COMPETENCY DEVELOPMENT PLAN

- Elicit, analyze and design the type and range of knowledge, skills and behavior present in the organization that needs to be aligned, improved or acquired.
- Define and implement the learning model to build the enabling competency of the performance strategy.

COMPETENCY DEVELOPMENT PLAN



ICT SERVICES PERFORMANCE SCORECARD

How do users view ICT services

How does management view ICT services

COMPETENCY



How effective and efficient are the processes of ICT services

How well is ICT services positioned in the future

COMPETENCY ASSESSMENT

ICT COMPETENCY DOMAIN	COMPETENCY ASSESSMENT GOALS			
	What to Achieve	What to Maintain	What to Prevent	What to Eliminate
CORE				
MANAGEMENT				
TECHNICAL				

TRAINING NEEDS

ICT COMPETENCY DOMAIN	JOB ROLES	COMPETENCY GAPS VS PERFORMANCE INDICATORS		
		KNOWLEDGE	SKILLS	BEHAVIOR
Performance Management				
Sourcing & Procurement				
Project Management				
Service Management				

TRAINING NEEDS

ICT COMPETENCY DOMAIN	JOB ROLES	COMPETENCY GAPS VS PERFORMANCE INDICATORS		
		KNOWLEDGE	SKILLS	BEHAVIOR
Performance Management				
Sourcing & Procurement				
Project Management				
Service Management				

TRAINING NEEDS

ICT COMPETENCY DOMAIN	JOB ROLES	COMPETENCY GAPS VS PERFORMANCE INDICATORS		
		KNOWLEDGE	SKILLS	BEHAVIOR
Enterprise Architecture				
Infrastructure & Network				
Application & Data Services				
Security Services				

ALIGNMENT OF NCM TRAINING PROGRAM

ICT COMPETENCY DOMAIN	NCM COURSE OFFERING
Performance Management	<i>Information System Strategic Planning Workshop ICT for Development –Essentials for Government Leaders</i>
Sourcing & Procurement	<i>ICT Resources and Acquisition</i>
Project Management	<i>E-Gov Project Management</i>
Service Management	<i>Managing ICT Services in Government</i>

ALIGNMENT OF NCM TRAINING PROGRAM

ICT COMPETENCY DOMAIN	NCM COURSE OFFERING			
Enterprise Architecture	<i>Egov Enterprise Architecture</i>			
Infrastructure & Network				
Application & Data Services	<i>Systems Analysis and Design AVA Programming</i>			
Security Services	<i>Information Security and Privacy</i>			

ALIGNMENT OF NCM TRAINING PROGRAM

ICT COMPETENCY DOMAIN	NCM COURSE OFFERING
Digital Worker Office Tools	
Communication & Social Media	<i>Social Media for Development</i>
Ethics & Security	

TASKS AHEAD

	ACTIVITIES	DATE
1	Desk research and comparative analysis of competency standards and development plans related to ICT in government	
2	Stakeholders orientation on ICT competency standards and development plan	
3	Key stakeholders final validation of the revised National ICT Competency Standards and Qualification Framework	
4	Select NGA, SUC and LGU ICT Knowledge and Skills Gaps Survey	
5	ICT training programs review to align with revised NICS and ICT Knowledge and Skills Gaps Survey	
6	Stakeholders workshop to formulate the national ICT competency training plan	

NATIONAL ICT COMPETENCY DEVELOPMENT PLAN

- **National ICT Competency Standards and Qualification Framework**
 - **ICT Knowledge and Skills Gaps Survey**
 - **National ICT Competency Training Plan**
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