

e-CF Competence Area	Level of Responsibility						
	Low						High
	1	2	3	4	5	6	7
	Follow	Assist	Apply	Enable	Ensure, advise	Initiate, influence	Set strategy, inspire mobilise
A. Plan					Strategic planning		
					Innovation		
		Research					
					Business process improvement		
					Enterprise and business architecture		
				Emerging technology monitoring			
					Network planning		
				Solution architecture			
					Portfolio management		
		Business modelling					
					Organisational capability development		
				Systems design		Organisation design and implementation	
		Data modelling and design					
B. Build				Hardware design			
		Service level management					
			Product management				
		Requirements definition and management			Systems development management		
		Software design					
		Programming/software development					
					Network design		
		Testing					
		Information content authoring					
			User experience design				
			Systems integration and build				
		Systems installation/decommissioning					
			Release and deployment				
C. Run					IT management		
		Configuration management					
		Change management					
			System software				
		Application support					
		IT infrastructure					
		Database administration					
		Network support					
			Problem management				
		Incident management					
		Customer service support					
				Information security			
	D. Enable					Analytics	
					Data visualisation		
		Information content publishing					
					Consultancy		
					Specialist advice		
		Knowledge management					
		Data management					
			Methods and tools				
			Business analysis				
			Learning and development management				
			Competency assessment				
			Learning design and development				
			Learning delivery				
			Performance management				
			Professional development				
			Quality management				
	Sourcing						
E. Manage		Supplier management					
				Contract management			
				Selling			
					Enterprise IT governance		
					Information governance		
					Information assurance		
					Demand management		
				Financial management			
				Business risk management			
				Continuity management			
					Programme management		
				Project management			
		Portfolio, programme and project support					
				Change implementation planning and management			
				Benefits management			
	User experience evaluation						
	Security administration						
			Resourcing				
		Quality assurance					
		Measurement					
		Conformance review					
			Relationship management				