

Qualification dossier	ICT management 2007 - 2008
Position	ICT Manager
Core task 1	Developing (parts of) information systems
Work process 1.1	Determining the information needs

For the assessment of progress during the practical training (PT)



Explanation of the evaluation form:

This evaluation form can be used in the PT to assess assignments and indicates how a participant has developed in carrying out the work. There is a separate evaluation form that can be used for each completed assignment (work process).

In the evaluation form, the same assessment criteria are used as in the testing of skills. The advantage of this is that the participant's progress can be assessed using the same assessment criteria during the entire course of his ROC career.

The evaluation form is oriented towards two aspects:

- Assessing the process: the method of working
- Assessing the result achieved

Indicated on each assessment table is whether it relates to the process (1) or the result (2).

The total score on the assessment form consists of four possible scores:

- score 0 = not be assessed/not applicable
- score 1 = room for major improvement, supplementation
- score 2 = room for minor improvement
- score 3 = satisfactory

In the event of a total score of 1 or 2 you are requested to show in the table of indicators below on the basis of which indicators you have reached your total score. These indicators show the participant clearly the areas in which he must improve to gain a good score (3).

The evaluation forms can be used with the practical assignments and qualification dossiers from 2007 - 2008.

Name of candidate:	Assessor:
Date:	2 nd assessor:

Work process 1.1 Determining the information needs

1.	Establishes the information needs in an adequate manner (process)	Total score: 3 – 2 – 1 – 0
Indicators		Score
Collects extensive relevant and sufficient information (opinions, ideas, needs, requirements) by carrying out conversations, holding interviews and carrying out and consulting studies.		3 – 2 – 1 – 0
Verifies the correctness of the information collected, and analyses the information collected or the existing information analyses.		3 – 2 – 1 – 0
Analyses the procedures and resources used in the organization and takes these into account.		3 – 2 – 1 – 0
On the basis of the information collected, gains a complete and correct picture of the organization's processes and the information flows within the organization		3 – 2 – 1 – 0
Establishes the technical and financial possibilities and impossibilities with regard to the network infrastructure.		3 – 2 – 1 – 0
While making an inventory of the information needs, consults regularly and at appropriate times with colleagues and the customer.		3 – 2 – 1 – 0
Analyses the information correctly draws the right conclusions with regard to the information needs.		3 – 2 – 1 – 0
In the analysis, weighs the customer's wishes against the possibilities.		3 – 2 – 1 – 0
Documents fully the information needs established and the possibilities and impossibilities with regard to the information needs, and reports on this to the client at the appropriate time.		3 – 2 – 1 – 0
Remarks:		
.....		
.....		
.....		
.....		
.....		

Work process 1.1 Determining the information needs

2.1	Complete and correct overview of the information needs and the possibilities and impossibilities with regard to a data system (result)	Total score: 3 – 2 – 1 – 0
Indicators		Score
A correct, complete and structured overview of the information needs (requirements, wishes and needs).		3 – 2 – 1 – 0
A correct, complete and structured overview of the relevant operational processes and relevant information flows within the organization.		3 – 2 – 1 – 0
A complete and correct overview of the possibilities and impossibilities with regard to the data system.		3 – 2 – 1 – 0
The conclusions drawn provide sufficient and correct information for the design of a data system that meets up to the needs, wishes and possibilities.		3 – 2 – 1 – 0
Remarks:		

2.2	Correctly and fully informed customer and other interested parties (result)	Total score: 3 – 2 – 1 – 0
Indicators		Score
The information is complete, unambiguous and correct.		3 – 2 – 1 – 0
The communications are prompt and to the satisfaction of the customer and other involved parties.		3 – 2 – 1 – 0
The style of communications is attuned to the audience.		3 – 2 – 1 – 0
Remarks:		