

Qualification dossier	ICT management 2007 - 2008
Position	ICT Manager
Core task 2	Implementing (parts of) information systems
Work process 2.3	Providing support for acceptance tests

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 2.3 Providing support for acceptance tests

1.	Offers adequate support with acceptance tests (process)	Total score: 3 – 2 – 1 – 0
Indicators		Score
Studies the test plan and instructs colleagues fully and in a correct manner, emphasizing the importance of the smooth running of the acceptance test.		3 – 2 – 1 – 0
Shares knowledge, experience and insight in a comprehensible manner with the project team, the users and the customer.		3 – 2 – 1 – 0
Together with the project team, executes the test plan correctly.		3 – 2 – 1 – 0
Offers support in the execution of the acceptance tests and ensures that users know how they should work with the (new component of the) system.		3 – 2 – 1 – 0
Ensures that all involved parties are informed correctly and promptly about the progress of the acceptance tests.		3 – 2 – 1 – 0
Pays attention to the concerns of members of the project team, and understands what others believe to be important.		3 – 2 – 1 – 0
Collects information during the acceptance test by asking the right questions.		3 – 2 – 1 – 0
Notes and interprets the test results correctly, and undertakes the right activities on the basis of the test results.		3 – 2 – 1 – 0
If necessary, brings the system documentation up to date.		3 – 2 – 1 – 0
Documents and registers the test results fully, indicates any problem areas clearly and gives clear advice about any follow-up activities necessary for the rounding off of the implementation.		3 – 2 – 1 – 0
Discusses the test results and any possible follow-up activities with the customer at the appropriate time.		3 – 2 – 1 – 0
On the basis of the information from the acceptance test and of the findings of the project team, establishes what training courses or extra support the users might need.		3 – 2 – 1 – 0
Explains the training courses to the customer.		3 – 2 – 1 – 0

Remarks:

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Work process 2.3 Providing support for acceptance tests

2.1	Correct and complete system documentation and implementation report (result)	Total score: 3 – 2 – 1 – 0
Indicators		Score
The system documentation is correct and complete.		3 – 2 – 1 – 0
The modifications made to the data system on the basis of the test results are documented completely, correctly and promptly.		3 – 2 – 1 – 0
The report on the implementation is correct and complete.		3 – 2 – 1 – 0
Remarks:		

2.2	Correctly and fully registered and documented test results (result)	Total score: 3 – 2 – 1 – 0
Indicators		Score
The test results are registered and documented correctly and fully; any problems are indicated clearly.		3 – 2 – 1 – 0
The test report shows clearly the extent to which the data system meets the specifications.		3 – 2 – 1 – 0
Where necessary, clear advice is given about follow-up activities for rounding-off the implementation.		3 – 2 – 1 – 0
Remarks:		

2.3	Clear and target group oriented training courses (result)	Total score: 3 – 2 – 1 – 0
Indicators		Score
The training courses are tailored to the needs of the users.		3 – 2 – 1 – 0
The training courses are complete, clearly described, and practicable.		3 – 2 – 1 – 0
Remarks:		
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2.4	Correct, fully working data system, that is implemented at the appropriate time and modified on the basis of the test results (result)	Total score: 3 – 2 – 1 – 0
Indicators		Score
The data system functions completely and correctly		3 – 2 – 1 – 0
The data system is implemented in accordance with the planning.		3 – 2 – 1 – 0
The data system is completely in accordance with the assignment and design.		3 – 2 – 1 – 0
The data system is modified correctly on the basis of the test results.		3 – 2 – 1 – 0
Remarks:		
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2.5	Correctly and fully informed customer and other involved 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 communication is attuned to the audience.		3 – 2 – 1 – 0
Remarks:		