

Qualification dossier ICT management 2007 - 2008
Position ICT Manager
Core task 3 Managing (parts of) information systems
Work process 3.1 Preventing disruptions/malfunctions

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 3.1 Preventing disruptions/malfunctions

1.	Prevents disruptions and malfunctions in an adequate manner (process)	Total score: 3 – 2 – 1 – 0
Indicators		Score
Works in an orderly and systematic manner and according to the prescribed (operational and safety) procedures during management, testing and security activities.		3 – 2 – 1 – 0
Protects the data system in the appropriate manner and monitors the data system and the security thereof in a proactive manner.		3 – 2 – 1 – 0
Regularly carries out preventive test and service activities for the prevention of disruptions and malfunctions.		3 – 2 – 1 – 0
Takes care when using the available materials and resources, and ensures that these are well maintained.		3 – 2 – 1 – 0
Formulates quality control standards that the network must satisfy.		3 – 2 – 1 – 0
Spots promptly any deviations from the quality standards and undertakes the actions necessary to restore the required standard of quality.		3 – 2 – 1 – 0
Maintains the system documentation in the correct manner and at appropriate times.		3 – 2 – 1 – 0
Searches for (future) possible methods or resources that can be applied to improve the stability of the data system.		3 – 2 – 1 – 0
Make proposals for improvement relating to management and usage in order to prevent any future disruptions and malfunctions.		3 – 2 – 1 – 0
On the basis of (operational and safety) procedures, supervises operational safety.		3 – 2 – 1 – 0
Remarks:		

Work process 3.1 Preventing disruptions/malfunctions

2.1	Correctly and continuously working, protected data system (result)	Total score: 3 – 2 – 1 – 0
Indicators		Score
The data system satisfies the specified requirements, including its performance.		3 – 2 – 1 – 0
The data system has the highest possible degree of continuity.		3 – 2 – 1 – 0
The data system is correctly and effectively protected; disruptions and malfunctions are not caused by breaches of security.		3 – 2 – 1 – 0
Possible disruptions and malfunctions are spotted promptly and prevented by the execution of preventive test and management activities.		3 – 2 – 1 – 0
Remarks:		

2.2	Clear and practicable proposals for improvement as regards use, management and quality standards of the data system (result)	Total score: 3 – 2 – 1 – 0
Indicators		Score
The proposals for improvement lead to a greater stability of the data system.		3 – 2 – 1 – 0
The proposals for improvement are described or explained in a full and comprehensible manner.		3 – 2 – 1 – 0
The proposals for improvement contribute to a more effective and efficient use and management of the data system.		3 – 2 – 1 – 0
Remarks:		