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| Qualification dossier | ICT management 2007 - 2008 |
| Position | ICT Manager |
| Core task 3 | Managing (parts of) information systems |
| Work process 3.2 | Localizing and remedying 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.

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

Work process 3.2 Localizing and remedying disruptions/malfunctions

| 1. | Localizes and rectifies disruptions and malfunctions in an adequate manner (process) | Total score: 3 – 2 – 1 – 0 |
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| Indicators | | Score |
| Localizes disruptions and malfunctions in a timely and effective manner. | | 3 – 2 – 1 – 0 |
| By analysing the available information and documentation, discovers the cause of disruptions and malfunctions and comes up with the right solution. | | 3 – 2 – 1 – 0 |
| Establishes the right priorities when dealing with disruptions and malfunctions. | | 3 – 2 – 1 – 0 |
| Rectifies disruptions and malfunctions, and swiftly and adequately restores functionality for the users, if necessary applying temporary measures, whilst making use of the appropriate methodology, tools and information. | | 3 – 2 – 1 – 0 |
| Ensures the least possible extent of lack of functionality for the users. | | 3 – 2 – 1 – 0 |
| Documents any information relating to malfunctions completely and in such a way that practical reference material is available for system users and managers. | | 3 – 2 – 1 – 0 |
| Adheres to (operational and safety) procedures, and takes quality assurance requirements into account. | | 3 – 2 – 1 – 0 |
| When under pressure and tension, continues to work productively and objectively in assessing the seriousness of the disruption and/or malfunction. | | 3 – 2 – 1 – 0 |
| Remarks: | | |

Work process 3.2 Localizing and remedying disruptions/malfunctions

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| 2.1 | Correctly and promptly rectified disruptions and malfunctions (result) | Total score: 3 – 2 – 1 – 0 |
| Indicators | | Score |
| The disruptions and malfunctions are rectified correctly and as quickly as possible, if necessary by the use of a temporary measure. | | 3 – 2 – 1 – 0 |
| The functionality of the network for the users is restored adequately and as quickly as possible in the event of disruptions and malfunctions. | | 3 – 2 – 1 – 0 |
| Users have the least possible amount of inconvenience from disruptions and malfunctions. | | 3 – 2 – 1 – 0 |
| Remarks: | | |
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| 2.2 | Correct and complete documentation of malfunctions (result) | Total score: 3 – 2 – 1 – 0 |
| Indicators | | Score |
| The documentation of malfunctions is complete, unambiguous and correct. | | 3 – 2 – 1 – 0 |
| The documentation of malfunctions is available for use as a work of reference for users and managers; it is attuned to the target group and if necessary compiled separately. | | 3 – 2 – 1 – 0 |
| Remarks: | | |
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| 2.3 | Satisfied, correctly and fully informed users and colleagues (result) | Total score: 3 – 2 – 1 – 0 |
| Indicators | | Score |
| The users are informed and satisfied with the manner in which rectification of disruptions, malfunctions and incidents is concluded. | | 3 – 2 – 1 – 0 |
| Users and colleagues are kept informed of (altered) procedures and instructions. | | 3 – 2 – 1 – 0 |
| The information is complete, unambiguous and correct. | | 3 – 2 – 1 – 0 |
| Communications are prompt and to the satisfaction of users and colleagues | | 3 – 2 – 1 – 0 |
| The style of communications is attuned to the audience. | | 3 – 2 – 1 – 0 |
| Remarks: | | |