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| Qualification dossier | ICT management 2007 - 2008 |
| Position | ICT Manager |
| Core task 3 | Managing (parts of) information systems |
| Work process 3.3 | Dealing with and rounding off incidents reported |

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 3.3 Dealing with and rounding off incidents reported

| 1. | Deals promptly with incident reports and concludes these in an adequate manner (process) | Total score: 3 – 2 – 1 – 0 |
|---|--|-------------------------------|
| Indicators | | Score |
| Attends promptly to second-line incident reports. | | 3 – 2 – 1 – 0 |
| Asks questions critically about the information obtained, interprets and analyses reports correctly, draws the right conclusions and comes up with practical solutions. | | 3 – 2 – 1 – 0 |
| Makes a realistic estimate of the time, personnel and resources needed to deal with the reported incident and allots priority to incident reports. | | 3 – 2 – 1 – 0 |
| Undertakes the appropriate action and concludes the reports correctly and effectively. | | 3 – 2 – 1 – 0 |
| Monitors progress with regard to the established objectives and deadlines | | 3 – 2 – 1 – 0 |
| Ensures the correct and complete registration and documentation of the incident reports. | | 3 – 2 – 1 – 0 |
| Checks whether the way in which the incident has been concluded fulfils the expectations and wishes of the user. | | 3 – 2 – 1 – 0 |
| Ensures that work is carried out according to the prescribed procedures. | | 3 – 2 – 1 – 0 |
| When under pressure and tension, continues to work productively and objectively in the interpretation and analysis of the incident reports. | | 3 – 2 – 1 – 0 |
| Remarks: | | |

Work process 3.3 Dealing with and rounding off incidents reported

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| 2.1 | Correctly and promptly concluded incident reports (result) | Total score: 3 – 2 – 1 – 0 |
| Indicators | | Score |
| The incident reports are concluded in the correct manner. | | 3 – 2 – 1 – 0 |
| Incidents are solved correctly and as quickly as possible. | | 3 – 2 – 1 – 0 |
| Incidents are concluded to the satisfaction of users. | | 3 – 2 – 1 – 0 |
| Remarks: | | |
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| 2.2 | 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: | | |
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| 2.3 | Correctly and fully documented and registered incident reports (result) | Total score: 3 – 2 – 1 – 0 |
| Indicators | | Score |
| The documentation and registration of incident reports and solutions are correct and complete. | | 3 – 2 – 1 – 0 |
| The information is documented and registered in such a way that it can be consulted in the event of similar incidents. | | 3 – 2 – 1 – 0 |
| Remarks: | | |