



e-Skills for the 21st Century

Fostering Competitiveness, Innovation, Growth and Jobs



European Commission
Enterprise and Industry



e-Skills Definition

■ ICT practitioner skills

Capabilities required for researching, developing, designing, strategic planning, managing, producing, consulting, marketing, selling, integrating, installing, administering, maintaining, supporting and servicing ICT systems.

■ ICT user skills

Capabilities required for the effective application of ICT systems and devices by the individual. ICT users apply systems as tools in support of their own work. User skills cover the use of common software tools and of specialised tools supporting business functions within industry. At the general level, they cover “digital literacy”.

■ e-Business skills

Capabilities needed to exploit opportunities provided by ICT, notably the Internet; to ensure more efficient and effective performance of different types of organisations; to explore possibilities for new ways of conducting business/administrative and organisational processes; and/or to establish new businesses.



A Broad Set of Skills

Successful innovation in ICT services requires **cross-disciplinary, cognitive and problem-solving skills** as well as an **understanding of the fundamentals of business and communication skills**, including **competence in foreign languages**.

They should be seen in the wider context of a **core set of competences** equipping all European citizens for the knowledge-based economy and society.

They should be provided in a **lifelong learning context**.



EU Communication on e-Skills

Adopted by the European Commission on 7 September 2007

A Joint Proposal of Commissioners **Verheugen, Figel and Reding**

The Communication Proposes a **Long-term e-Skills Agenda** and **Five Action Lines at EU Level** :

- Promoting Long-term Cooperation and Monitoring Progress
- Developing Supporting Actions and Tools
- Raising Awareness
- Promoting Better and Greater Use of e-Learning
- Fostering Employability and Social Inclusion

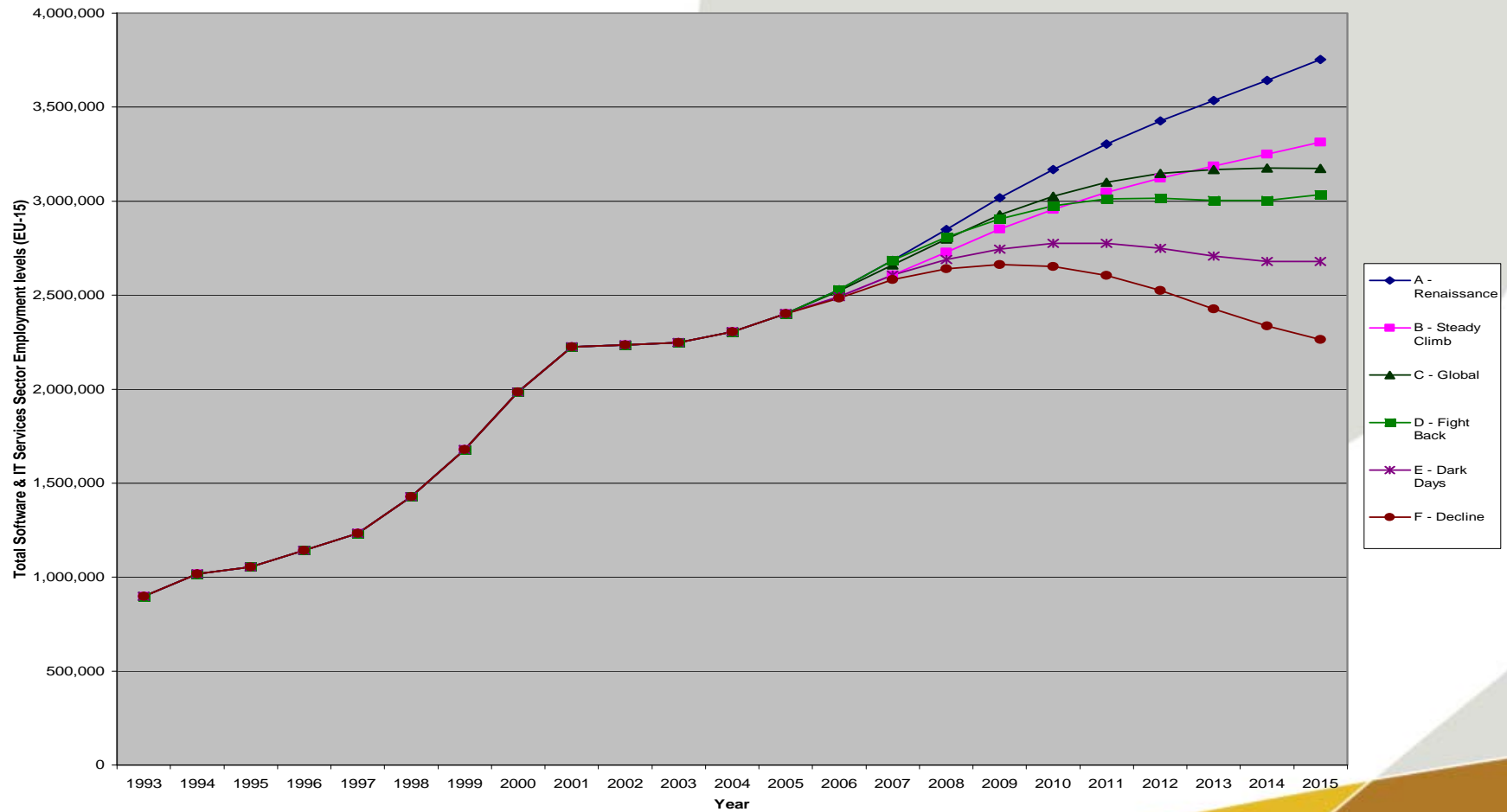
Council Conclusions under the Portuguese Presidency
(Competitiveness Council, 23 November 2007)



e-Skills Foresight Scenarios

CEPIS, University of Manchester (PREST) & Eurochambres (2007-2015)

Employment in EU-15 Software & IT Services Sector under the six Scenarios





e-Skills Industry Leadership Board



<http://www.e-skills-ilb.org>



Main Activities at EU Level

Delivered in 2008

- Multi-stakeholder Partnerships on e-Skills
- European e-Competence Framework
- Study on the Impact of Global Sourcing
- European e-Skills and Career Portal
- European e-Skills 2008 Conference

Launched in 2009

- European e-Competence Curriculum Development Guidelines
- Promoting Appropriate Financial and Fiscal Incentives
- E-Learning Exchange Mechanisms and Network of Living Labs
- Monitoring Supply and Demand, Developing Foresight Scenarios
- EU e-Skills 2010 Week: Awareness Raising Campaign
- Evaluation and Reporting



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Expert Area

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European Commission
e-Skills Website 



Watch this [video](#) to learn more from key stakeholders on the European e-skills strategy, its implementation and the next steps.

A common European framework for ICT Professionals in all industry sectors

The European e-Competence Framework (e-CF) is a reference framework of 32 ICT competences that can be used and understood by ICT user and supply companies, the public sector, educational and social partners across Europe. The framework provides an international tool for:

- ♦ **ICT practitioners and managers**, with clear guidelines for their competence development
- ♦ **Human resources managers**, enabling the anticipation and planning of competence requirements
- ♦ **Education and training**, enabling effective planning and design of ICT curricula
- ♦ **Policy makers and market researchers**, providing a clear and Europe-wide agreed reference for ICT skills and competences in a long-term perspective.

The European e-Competence Framework v.1.0 has been developed in the context of the [CEN/ISSS workshop](#) on ICT Skills.

European e-Competence Framework for download



The CEN Workshop Agreement "European e-Competence Framework", consisting of the framework as well as the accompanying user guidelines, was approved in October 2008 and has been published in digital brochure format.

European e-Competence Framework 1.0 - [download](#)

User guidelines for the application of the European e-Competence Framework - [download](#)

Executive overview - [download](#)

Internationally efficient ICT personnel planning and development

The framework facilitates the link between national structures; additionally it provides a set of Europe-wide jointly defined ICT practitioner and manager competences as needed and applied on the workplace. The 32 competences are classified according to main ICT business areas and link directly to the European Qualifications Framework (EQF). This provides a European basis for internationally efficient personnel planning and development.

<http://www.ecompetences.eu>

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e-Skills for Europe
Implementing a long term strategy



INFOBANK

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CAREER PROFILES



**Enterprise Solutions
Consultant**

A EUCIP Enterprise Solutions Consultant is expected to combine business analysis skills with a specific effectiveness in customising and configuring the features of business software packages like CRM suites and the administrative modules of ERP systems.

[All career profiles](#)

INTERVIEWS



**Rick Hinze shares his
experiences as an IT
instructor**

Rick Hinze was afraid of computers until an injury left him unable to drive for six months. It wasn't long after he got the computer that he started teaching computer classes at the local community college.

[All interviews](#)

EDUCATIONAL RESOURCES



GFC Global Learning

This website provides free online courses in a range of computer programs, including open source software.

[All educational resources](#)

INSTITUTIONS



**The Federation of
Telecommunication
Engineers of the European
Community**

FITCE is an international network of experts acting as a forum and advocate to influence thinking on industry developments.

[All institutions](#)

NEWS

Try The ESkills Career Quiz
This interactive quiz links important end-user eSkills with typical job roles in the ICT industry.

[Read more ...](#)**CELEBRATE DATA PROTECTION DAY BY MAKING YOUR OWN VIDEO!**

Young Europeans between the ages of 15 and 19 years are invited to take part in the "Surf the internet - think Privacy" competition which was launched this week at www.dataprotectionday.eu.

[Read more ...](#)**Welcome To The Pilot E-Skills Career Portal!**

Find out more about our content and services.

[Read more ...](#)[All the news](#)

VIDEO





CEN/ISSS Standardisation



European Committee for Standardization
Comité Européen de Normalisation
Europäisches Komitee für Normung

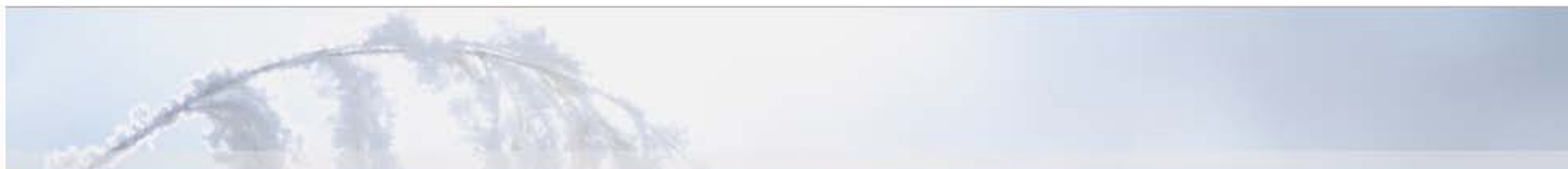
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Home page > Sectors > List of sectors > ISSS (ICT) > **Major Current Activities**



List of sectors

- Air and space
- Chemistry
- Construction
- Consumer products
- Energy and utilities
- Environment
- Food
- General standards
- Health and safety
- Healthcare
- HVAC etc (gas appliances etc)
- ISSS (ICT)**

CEN Workshop on ICT-Skills

 Print

NEW We are looking for:

- ✦ 4 experts for  'End-user eSkills Framework Requirements' (ToR)
- ✦ 6 experts for  'European eCompetence Framework in action' (ToR)
- ✦ Please send your applications **by 9 February 2009** to Luc Van den Berghe, CEN/IBD and Philippe Magnabosco, AFNOR.

The ICT Skills Workshop has been operational since early 2003.
The Workshop is currently working on the following 2 subjects:

- ✦ A project towards developing a practical tool to access eCareer Services
- ✦ A report on ICT Certification in Europe

More information is available on [the web-site of the project](#).



European Commission
Enterprise and Industry

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e-Skills for the 21st Century

The European Commission adopted on 7 September 2007 a Communication on "[e-Skills for the 21st Century: Fostering Competitiveness, Growth and Jobs](#)" [161 KB], presenting a long term e-skills agenda and including five major action lines at EU level (2008-2010). The Competitiveness Council of Ministers subsequently adopted Conclusions on a long term e-skills strategy on 22-23 November 2007.

The success of the Lisbon strategy, the competitiveness of European industry and social cohesion are dependent on the availability and the effective use of information and communication technologies (ICT) and the knowledge, skills, competences and inventiveness of the European workforce and citizens. There is a general recognition since the 1990s that the role of ICT on productivity and living standards is critical.

E-skills shortages, gaps and mismatches as well as a persistent digital divide will affect negatively productivity growth, competitiveness, employment and social cohesion in Europe. As ICT is developing rapidly, e-skills are increasingly becoming important and need to be constantly updated. In addition, the development of e-business is increasing the demand for individuals with creativity and higher-level conceptual skills.

Improving the availability of e-skills involves actions both at European and national level, in several areas, primarily education, training, industrial and labour policies but also in other domains such as immigration, taxation and research.

This year the European e-Skills Conference will take place on 20 November 2009 in Brussels.

It is organised by the European Commission and the European Economic Social Committee in partnership with CEPIS and in cooperation with the e-Skills Industry Leadership Board.

The event will be hosted by the European Economic and Social Committee. It will bring together experts from governments, academia, ICT industry, ICT professional bodies and other stakeholders. The conference will address:

- The crucial importance of ICT Professionalism for the EU economy and society;
- The progress of the implementation the of e-skills strategy and projects;
- The road ahead for a coordinated strategy to foster ICT professionalism, e-skills and innovation for economic recovery.

For more information, have a look at [the website of the conference](#).





A major awareness raising campaign in Europe to promote e-skills during an “**EU e-Skills Week**” (March 2010)

- Providing a general framework for awareness raising at EU level
- Stimulating partnerships through promoting and coordinating of activities at EU and national level
- Informing a wide public with a special focus on SMEs
- Encouraging the organisation of national e-skills events with the aim of attracting a large number and good quality activities
- Developing joint awareness activities with national public authorities and stakeholders, in particular the ICT industry.



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