

1. Record Nr.	UNINA9910790726603321
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Titolo	A pragmatic guide to competency [[electronic resource]] : tools, frameworks and assessment // Jon Holt and Simon Perry
Pubbl/distr/stampa	Swindon [England], : BCS, The Chartered Institute for IT, 2011
ISBN	1-62870-252-4 1-78017-089-0 1-78017-091-2
Edizione	[1st edition]
Descrizione fisica	1 online resource (194 p.)
Altri autori (Persone)	PerrySimon
Disciplina	658.05 658.4013
Soggetti	Employees - Rating of
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Copyright; Dedication; CONTENTS; LIST OF FIGURES AND TABLES; AUTHORS; ACKNOWLEDGEMENTS; PREFACE; 1 INTRODUCTION; COMPETENCY ASSESSMENT; PEOPLE'S PERCEPTIONS OF THEIR OWN COMPETENCE; COMPETENCE VERSUS CAPABILITY; COMPETENCY FRAMEWORKS; EVOLUTION OF COMPETENCE OVER TIME; ASSESSMENT VERSUS AUDIT; SCOPE OF THIS BOOK; CONCLUSIONS; REFERENCES; 2 COMPETENCY FRAMEWORKS; INTRODUCTION; THE UKSPEC; THE INCOSE COMPETENCIES FRAMEWORK; SFIA; THE ASSOCIATION OF PROJECT MANAGEMENT (APM); THE ASSOCIATION OF PROPOSAL MANAGEMENT PROFESSIONALS; CHOOSING BETWEEN FRAMEWORKS; CONCLUSIONS; REFERENCES 3 REQUIREMENTS FOR COMPETENCY ASSESSMENTINTRODUCTION; REQUIREMENTS FOR AN ASSESSMENT PROCESS; INTRODUCING THE UNIVERSAL COMPETENCY ASSESSMENT MODEL (UCAM); SELF-ASSESSMENT VERSUS THIRD-PARTY ASSESSMENT; BEST PRACTICE; BRINGING IT ALL TOGETHER - THE UCAM META-MODEL; CONCLUSIONS; REFERENCES; 4 THE UNIVERSAL COMPETENCY ASSESSMENT MODEL (UCAM) PROCESSES; INTRODUCTION; THE UCAM PROCESSES - AN INTRODUCTION; THE FRAMEWORK DEFINITION PROCESS; THE FRAMEWORK POPULATION PROCESS; THE ASSESSMENT SET-UP PROCESS; THE ASSESSMENT PROCESS; UCAM SUPPORT PROCESSES;

USING UCAM; COMPETENCY OF ASSESSORS

CONCLUSIONS REFERENCES; 5 CASE STUDIES; INTRODUCTION; CASE STUDY 1 - GENERATING A NEW FRAMEWORK; CASE STUDY 2 - EXECUTING THE ASSESSMENTS; CASE STUDY 3 - EDUCATIONAL FRAMEWORK; CONCLUSIONS; REFERENCES; APPENDICES; APPENDIX A A SEVEN VIEWS SUMMARY OF THE UCAM PROCESSES; INTRODUCTION; OVERVIEW OF THE SEVEN VIEWS APPROACH; THE SEVEN VIEWS OF UCAM; REFERENCES; APPENDIX B SUMMARY OF NOTATION; INTRODUCTION; CLASS DIAGRAMS; USE CASE DIAGRAMS; SEQUENCE DIAGRAMS; ACTIVITY DIAGRAMS; REFERENCES; INDEX; Back Cover

Sommario/riassunto

Competency is the ability of an individual to perform their working activities. Competencies should be based on roles, rather than on job descriptions. This book shows how to assess competency in practical and effective ways to deliver productive organisations. Essential reading for IT managers and directors, consultants, and team leaders.
