SKILL SET DIVISION (A)	CONTENT SCOPE (B)	OBJECTIVES (C)	PERFORMANCE INDICATOR	
			Knowledge in the following (D)	Ability to do the following (E)
A1. e-Government Awareness	B1. Organization, Policies, and Practices	C1. To effectively and efficiently manage the resources of the agency towards attainment of organizational objectives	D1. Organization's Mission and Vision D2. e-Government standards and core values D3. e-Government policies and procedures	E1. Review current policies and procedures E2. Scan best practices E3. Formulate e-Government policies and procedures E4. Advocate the policies E5. Orient employees and clients on organizational policies and procedures E6. Provide feedback mechanism and information campaign E7. Conduct a periodic review of agency policies
	B2. Business Process Management	C2. To document and understand the information and process flows	D4. Knowledge Management D5. Business Process Reengineering D6. Change Management D7. Best Practices D8. IT Resource Acquisition D9. Policies and Rules and its impact to the workflow D10. Clear definition of deliverables and its reusability	E8. Scan for trends E9. Comply with EO 428 E10. Document existing business process E11. Conduct a continuous review of business operations E12. Adopt best practices
	B3. Technical Use and Adoption	C3. To determine appropriate information technology applications that will address inadequacies in business processes	D11. Competitive e-solutions D12. Emerging ICT solutions D13. Occupational Safety	E13. Define user requirements and appropriate technology E14. Assess existing IT hardware and applications E15. Ensure continuous personal development on ICT
	B4. Ethics, Legal, and Security	C4. To assure compliance to existing rules and regulations affecting ICT	D14. Laws and regulations governing ICT in government D15. Ethics in using ICT	E16. Be a model in adhering to standard policies on security E17. Promote transparency in the

			D16. Emerging technology for security D17. Intellectual Property Rights D18. e-Commerce Act	government E18. Build library of organizational rules and regulations E19. Set up appropriate committee as prescribed
A2. Management and Implementation of e-Government Initiatives	B5. Strategic Planning and Management	C5. To identify appropriate strategies in the achievement of organizational goals C6. To develop a blueprint for implementing IT programs in the organization	D19. Strategic Information System Planning D20. Financial Management D21. Resource Mobilization D22. Partnership D23. ICT Trends	E20. Validate periodic review, monitoring of ISPs, and identify success indicators E21. Encourage strategic partnerships with industry and the academe E22. Institutionalize QMS/SM processes E23. Plan and manage the strategic plan E24. Conduct strategic planning sessions E25. Integrate ISP with organizational plan
	B6. Enterprise Architecture	C7. To attain organization objectives in a responsive, timely, and cost-effective way C8. To develop an integrated IT applications to interface all business units within and outside the organization	D24. Interrelationships with other agencies, industry, and NGOs D25. Best Practices D26. Organizational Structure and Services D27. EA Methodology and Tools D28. Relationship of EA to other IT Disciplines D29. EA Frameworks	E26. Develop a mechanism for interaction/interoperability among stakeholders E27. Promote ownership of developed Enterprise Architecture E28. Develop competencies for planning and assessing Enterprise Architecture E29. Identify kinds of data generated and how it is shared
	B7. Program and Project Management	C9. To define targets and milestones C10. To define and monitor performance indicators	D30. Project Management Techniques D31. Drafting of Contract D32. Project Monitoring and Evaluation D33. Project Management Life Cycle	E30. Develop Communities of Practice (COP) E31. Develop systems and procedure manual E32. Conduct periodic monitoring

				and user acceptance testing E33. Conduct regular monitoring and evaluation of projects
	B8. Service Management and Governance	C11. To use appropriate tools in providing efficient delivery of services C12. To set standards for accurate and reliable delivery of services	D34. Code of Conduct/Ethics for Government Employees D35. Clients' Needs D36. Parameters for measuring client satisfaction D37. Service Standards/TOR D38. Outsourcing D39. In sourcing	E34. Develop interoperability among agencies through e-solutions E35. Advocate common service framework for e-government E36. Determine clients' needs and satisfaction through surveys and other means E37. Determine and establish customer feedback mechanism E38. Conduct regular monitoring and evaluation of TOR to assure compliance