

## BUSINESS NEEDS TOOL – support for job vacancies description

Fill out the grid for each vacant job position.

This grid can be used by companies to define in a consistent way the job vacancies and by counsellors to implement the process of identifying and bringing transparency to required skills.

<b>Max. 20 words per each open answer</b>	
1. Present a brief description of the required ICT Profile, understandable for technicians, managers and HR staff	
2. Type of contract	1. <input type="checkbox"/> Work Based learning 2. <input type="checkbox"/> Permanent contract 3. <input type="checkbox"/> Temporary contract 4. <input type="checkbox"/> Freelance 5. <input type="checkbox"/> Other

3. Which outcomes should result from the job profile's performance? Please find below a list of performance results. Select the most relevant and important results for the vacant position. (Max. 2 choices)

Group A	Coordinate	<input type="checkbox"/>
Group B	Guarantee	<input type="checkbox"/>
Group C	Manage	<input type="checkbox"/>
Group D	Govern	<input type="checkbox"/>
Group E	Promote	<input type="checkbox"/>

4. Select the most important Soft skills for the vacant position. It is possible to choose a maximum of 3 soft skills per each performance result selected in question n.3. The selected soft skills should belong to the same performance groups selected in question n.3.

<p>“Group A - Coordinate”</p> <p>A1. Problem solving</p> <p>A2. Multitasking</p> <p>A3. Implementation</p> <p>A4. Information</p>	<p>A1. <input type="checkbox"/></p> <p>A2. <input type="checkbox"/></p> <p>A3. <input type="checkbox"/></p> <p>A4. <input type="checkbox"/></p>
<p>“Group B - Guarantee”</p> <p>B1. Analysis and assessment</p> <p>B2. Precision</p> <p>B3. Planning</p> <p>B4. Cooperation</p>	<p>B1. <input type="checkbox"/></p> <p>B2. <input type="checkbox"/></p> <p>B3. <input type="checkbox"/></p> <p>B4. <input type="checkbox"/></p>
<p>“Group C - Manage”</p> <p>C1. Synthesis</p> <p>C2. Integration</p> <p>C3. Planning</p>	<p>C1. <input type="checkbox"/></p> <p>C2. <input type="checkbox"/></p> <p>C3. <input type="checkbox"/></p>

<p>C4. Interpersonal skills</p>	<p>C4. <input type="checkbox"/></p>
<p>“Group D - Govern”</p> <p>D1. Systemic vision</p> <p>D2. Proactivity</p> <p>D3. Design</p> <p>D4. Negotiation</p>	<p>D1. <input type="checkbox"/></p> <p>D2. <input type="checkbox"/></p> <p>D3. <input type="checkbox"/></p> <p>D4. <input type="checkbox"/></p>
<p>“Group E - Promote”</p> <p>E1. Skills of projection and evolution</p> <p>E2. Creativity</p> <p>E3. Leadership</p> <p>E4. Dialectic</p>	<p>E1. <input type="checkbox"/></p> <p>E2. <input type="checkbox"/></p> <p>E3. <input type="checkbox"/></p> <p>E4. <input type="checkbox"/></p>

5. Select the relevant activities/actions for the vacant job profile. It is possible to choose a maximum of 3 activities/actions, that should belong to the same performance groups selected in question n.3. It is not possible to select activities/actions belonging to other groups.

<p style="text-align: right;">"Group A - Coordinate"</p> Provide <input type="checkbox"/> Procure <input type="checkbox"/> Accomplish <input type="checkbox"/> restock <input type="checkbox"/> dispense <input type="checkbox"/> get <input type="checkbox"/> cure <input type="checkbox"/> support <input type="checkbox"/> participate <input type="checkbox"/> contribute <input type="checkbox"/> cooperate <input type="checkbox"/> collaborate <input type="checkbox"/> attend <input type="checkbox"/> align <input type="checkbox"/> compete <input type="checkbox"/> favor <input type="checkbox"/> equip <input type="checkbox"/> dispose <input type="checkbox"/> explain <input type="checkbox"/> note <input type="checkbox"/> distinguish <input type="checkbox"/> compile <input type="checkbox"/> oversee <input type="checkbox"/> watch <input type="checkbox"/> consider <input type="checkbox"/> update <input type="checkbox"/>	defend <input type="checkbox"/> ward <input type="checkbox"/> verify <input type="checkbox"/> assess <input type="checkbox"/> check <input type="checkbox"/> prove <input type="checkbox"/> notice <input type="checkbox"/> consider <input type="checkbox"/> analyze <input type="checkbox"/> examine <input type="checkbox"/> identify <input type="checkbox"/> adjust <input type="checkbox"/> plan <input type="checkbox"/> draw <input type="checkbox"/> redact <input type="checkbox"/>	acquire <input type="checkbox"/> quantify <input type="checkbox"/> monitor <input type="checkbox"/> locate <input type="checkbox"/>
<p style="text-align: right;">"Group B - Guarantee"</p> Ensure <input type="checkbox"/> protect <input type="checkbox"/>	<p style="text-align: right;">"Group C - Manage"</p> Guard <input type="checkbox"/> Preserve <input type="checkbox"/> Predispose <input type="checkbox"/> Arrange <input type="checkbox"/> Sort <input type="checkbox"/> Teach <input type="checkbox"/> Conceive <input type="checkbox"/> Compose <input type="checkbox"/> Combine <input type="checkbox"/> Connect <input type="checkbox"/> Accost <input type="checkbox"/> accord <input type="checkbox"/> match <input type="checkbox"/> diversify <input type="checkbox"/>	<p style="text-align: right;">"Group D - Govern"</p> Design <input type="checkbox"/> process <input type="checkbox"/> generate <input type="checkbox"/> establish <input type="checkbox"/> address <input type="checkbox"/> administer <input type="checkbox"/> regulate <input type="checkbox"/> organize <input type="checkbox"/> prearrange <input type="checkbox"/> preorder <input type="checkbox"/> interpret <input type="checkbox"/> define <input type="checkbox"/> superintend <input type="checkbox"/>
		<p style="text-align: right;">"Group E - Promote"</p> Create <input type="checkbox"/> Ideate <input type="checkbox"/> imagine <input type="checkbox"/> fabricate <input type="checkbox"/> discover <input type="checkbox"/> devise <input type="checkbox"/> expose <input type="checkbox"/>

<p>6. To which work <b>macro-process</b> the required profile should contribute? (select max 1 main macro-process – please find in the attached table A the list of main activities linked to each macro-process)</p>	<p>1. <input type="checkbox"/> Governance and development of business strategies in the ICT sector</p> <p>2. <input type="checkbox"/> Definition and implementation of development solutions in the ICT field</p> <p>3. <input type="checkbox"/> Development of ICT solutions</p> <p>4. <input type="checkbox"/> Distribution of information products and services</p>
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<p>7. Select the main <b>field of activity</b> linked to the macro-process selected in question n.6 (<b>only 1 answer</b>)</p>			
Governance and development of business strategies in the ICT sector	Definition and implementation of development solutions in the ICT field	Development of ICT solutions	Distribution of information products and services
<p>1.1 <input type="checkbox"/> Definition and implementation of the business strategy in the ICT</p> <p>1.2 <input type="checkbox"/> Identification and definition of development proposals for IT services development</p>	<p>2.1 <input type="checkbox"/> Management of business development process in the IT field</p> <p>2.2 <input type="checkbox"/> Alignment of business strategies and technology development, ideation and definition of specific ICT solutions</p> <p>2.3 <input type="checkbox"/> Ideation and definition of specific ICT solutions</p> <p>2.4 <input type="checkbox"/> Client support for ICT innovation</p> <p>2.5 <input type="checkbox"/> Implementation of information systems security measures</p>	<p>3.1 <input type="checkbox"/> Design and implementation of ICT facility</p> <p>3.2 <input type="checkbox"/> Operational support to systems and information networks</p> <p>3.3 <input type="checkbox"/> Design and production of data management solutions</p> <p>3.4 <input type="checkbox"/> Operational support to data management solutions</p> <p>3.5 <input type="checkbox"/> Design and production of multi-tier software applications</p> <p>3.6 <input type="checkbox"/> Design and production of software solutions with special applications scripting languages (e.g. VBA, Actionscript, CAD languages, etc.)</p> <p>3.7 <input type="checkbox"/> User interface design and production</p> <p>3.8 <input type="checkbox"/> Development of websites with CMS/COS applications (Content Management System and Content Optimization System)</p> <p>3.9 <input type="checkbox"/> Deployment, integration and verification of ICT solution</p>	<p>4.1 <input type="checkbox"/> Market analysis and action planning for ICT services distribution</p> <p>4.2 <input type="checkbox"/> Supplying of remote ICT services (e.g. clouding, hosting, help desk, etc.)</p>

<p><b>Select the main activities (max. 4)</b> related with the vacant profile performances, with reference to the field of activity selected in question n.4 .</p>		
<p><u>Governance and development of business strategies in the ICT sector</u></p>	<p><b>1.1 Definition and implementation of the business strategy in the ICT</b></p>	<p>1.1.1 <input type="checkbox"/> Definition of service levels that meet the business requirements (referring to ICT products, processes and services)</p>
		<p>1.1.2 <input type="checkbox"/> Definition of strategies for ICT related for medium to long term business</p>
		<p>1.1.3 <input type="checkbox"/> Monitoring of market trends and ICT innovation trends in order to implement change and innovation processes</p>
		<p>1.1.4 <input type="checkbox"/> Definition of the strategy to ensure information systems security (reliability, confidentiality, availability, accessibility)</p>
		<p>1.1.5 <input type="checkbox"/> Management of ICT risks (technology, know-how of human resources, project, information security...)</p>
		<p>1.1.6 <input type="checkbox"/> Planning of organizational solutions for enterprise architecture (processes, information systems to support, information flows, technologies, geographical locations, ...)</p>
		<p>1.1.7 <input type="checkbox"/> Identification of practices, approaches, methods of planning, development and management of information systems</p>
		<p>1.1.8 <input type="checkbox"/> Programming of continuous training to support continuous innovation processes</p>
	<p><b>1.2 Identification and definition of development proposals for IT services development</b></p>	<p>1.2.1 <input type="checkbox"/> Identification of IT services market space</p>
		<p>1.2.2 <input type="checkbox"/> Mapping of programs, projects and services portfolio to support the business strategies (towards internal and / or external customers)</p>
		<p>1.2.3 <input type="checkbox"/> General definition of the ICT proposal (value, contents, commitment, etc.)</p>
		<p>1.2.4 <input type="checkbox"/> Make or buy analysis on information systems (internal or customer)</p>
		<p>1.2.5 <input type="checkbox"/> Management of projects for the development of organizational and ICT solutions (towards internal and / or external customers)</p>
		<p>1.2.6 <input type="checkbox"/> Definition of service requirements and metric (eg level of service quality) to implement the solution, of sale or assistance</p>
		<p>1.2.7 <input type="checkbox"/> Monitoring of agreements on service requirements</p>

		under the contract
		1.2.8 <input type="checkbox"/> Definition of the threshold values of agreements on service levels (parameters of the “from-to” type )
		1.2.9 <input type="checkbox"/> Monitoring of detected indicators of service levels
		1.2.10 <input type="checkbox"/> Periodic redefinition of the threshold values
		1.2.11 <input type="checkbox"/> Definition of legal aspects (privacy and security)
<a href="#">Definition and implementation of development solutions in the ICT field</a>	<b>2.1 Management of business development process in the IT field</b>	2.1.1 <input type="checkbox"/> Identification of organizational and / or ICT solutions to support business change
		2.1.2 <input type="checkbox"/> Budget development, monitoring and management
		2.1.3 <input type="checkbox"/> Management, planning and control of activities and resources assigned
		2.1.4 <input type="checkbox"/> Relevance assessment of information systems in the business domain to the final customer (internal or external)
		2.1.5 <input type="checkbox"/> Formalization, consolidation and addressing of development of the configuration of information systems proposed
		2.1.6 <input type="checkbox"/> Definition, negotiation and review of service levels and threshold values of contracts
		<b>2.2 Alignment of business strategies and technology development, ideation and definition of specific ICT solutions</b>
	2.2.2 <input type="checkbox"/> Definition of the ICT solution requirements that meet the needs of the business	
	2.2.3 <input type="checkbox"/> Simplification of business processes, functions and procedures for the workflow	
	2.2.4 <input type="checkbox"/> Stakeholder management in the development of new processes and systems	
	2.2.5 <input type="checkbox"/> Verification of the feasibility of new processes and systems	
	2.2.6 <input type="checkbox"/> Assessment of benefits achieved with new processes and systems	
	2.2.7 <input type="checkbox"/> Analysis of the impact on the structure (processes, skills, competences and roles) induced by ICT solution and proposal for organizational change	
	2.2.8 <input type="checkbox"/> Analysis of costs, benefits and risks related to the proposed solutions	
	<b>2.3 Ideation and</b>	2.3.1 <input type="checkbox"/> Definition of objectives of the specific ICT solution,

	<b>definition of specific ICT solutions</b>	in line with business needs
		2.3.2 <input type="checkbox"/> Identification of specific ICT solution, reference technologies and implementation planning
		2.3.3 <input type="checkbox"/> Definition of technical, functional and operational requirements concerning the development of the ICT infrastructure solution
		2.3.4 <input type="checkbox"/> Definition of technical, functional and operational requirements concerning the development of the Data Management solution
		2.3.5 <input type="checkbox"/> Definition of technical, functional and operational requirements concerning the development of the Business Application solution
		2.3.6 <input type="checkbox"/> Cost / benefit analysis and risk mitigation for technical/production sustainability of the solution
		2.3.7 <input type="checkbox"/> Design of ICT solution architecture
		2.3.8 <input type="checkbox"/> Definition of strategies for controlling the assets of ICT solutions
		2.3.9 <input type="checkbox"/> Analysis of dysfunctions of interested systems and applications
		2.3.10 <input type="checkbox"/> Evaluation of benefits achieved by new processes and systems
	<b>2.4 Client support for ICT innovation</b>	2.4.1 <input type="checkbox"/> Consulting on optimizing the use of new technologies for business enhancement
		2.4.2 <input type="checkbox"/> Promotion of development and implementation of projects or technological solutions for the business
		2.4.3 <input type="checkbox"/> Participation in the definition of general project specifications
		2.4.4 <input type="checkbox"/> Participation in the evaluation and selection of ICT solutions
		2.4.5 <input type="checkbox"/> Consulting on optimizing the use of existing tools and systems
		2.4.6 <input type="checkbox"/> Definition and planning of training to support the change induced by the ICT solution
		2.4.7 <input type="checkbox"/> Training / information to staff or end users about computer systems and software
		2.4.8 <input type="checkbox"/> Development and monitoring of quality indicators

		of ICT products and services
		2.4.9 <input type="checkbox"/> Monitoring detected indicators of service levels
		2.4.10 <input type="checkbox"/> Monitoring benefits and optimization of the impact of changes for the business
	<b>2.5 Implementation of information systems security measures</b>	2.5.1 <input type="checkbox"/> Analysis of access to systems and management of profiles
		2.5.2 <input type="checkbox"/> Performing checks on the vulnerability and efficiency of information systems
		2.5.3 <input type="checkbox"/> Definition of security standards
		2.5.4 <input type="checkbox"/> Evaluation of risks and threats to security
		2.5.5 <input type="checkbox"/> Management of operational risks
		2.5.6 <input type="checkbox"/> Adaptation of the systems to current legislation
		2.5.7 <input type="checkbox"/> Definition of training / information plans for personnel and external subjects on security systems
2.5.8 <input type="checkbox"/> Implementation of IT security metrics		
2.5.9 <input type="checkbox"/> Identification of security tests to implement for effectiveness assessment of the solution adopted		
<a href="#">Development of ICT solutions</a>	<b>3.1 Design and implementation of ICT facility</b>	3.1.1 <input type="checkbox"/> Design of the various infrastructural components for business strategy support also in view of distributed architectures (storage, processing, connectivity, access, system software)
		3.1.2 <input type="checkbox"/> Functionality of analysis and verification of the components to ensure interoperability, scalability and usability
		3.1.3 <input type="checkbox"/> Definition of plans and test procedures for management and verification of the deployment
		3.1.4 <input type="checkbox"/> Definition of implementation and deployment phases of the solution
		3.1.5 <input type="checkbox"/> Definition of maintenance and updating strategies
		3.1.6 <input type="checkbox"/> Installation and configuration of computer systems and networks
		3.1.7 <input type="checkbox"/> Installation and configuration of network and telecommunication systems
		3.1.8 <input type="checkbox"/> Installation and configuration of software (system) components



		3.1.9 <input type="checkbox"/> Implementation of security measures at infrastructural level
		3.1.10 <input type="checkbox"/> Analysis of infrastructure performance to ensure that performance, backups and infrastructure security needs comply with agreed service levels
		3.1.11 <input type="checkbox"/> Documentation on solution and configurations implementation outcomes
		3.1.12 <input type="checkbox"/> Verification and testing of implemented infrastructure functioning
	<b>3.2 Operational support to systems and information networks</b>	3.2.1 <input type="checkbox"/> Design and implementation of solutions to optimize network efficiency and telecommunication systems
		3.2.2 <input type="checkbox"/> Diagnosis and troubleshooting of infrastructure
		3.2.3 <input type="checkbox"/> Maintenance and optimization of computer networks
		3.2.4 <input type="checkbox"/> Maintenance of network and telecommunication systems
		3.2.5 <input type="checkbox"/> Management of services implemented on server operating systems
		3.2.6 <input type="checkbox"/> Upgrade of physical infrastructure
		3.2.7 <input type="checkbox"/> Ordinary maintenance on devices and user terminals
		3.2.8 <input type="checkbox"/> Upgrade and patching of system software and other applications
	<b>3.3 Design and production of data management solutions</b>	3.3.1 <input type="checkbox"/> Analysis and assessment of associated and necessary information to support business processes and existing data management architecture (conceptual design)
		3.3.2 <input type="checkbox"/> Definition of the logical architecture of data and information sources and related management processes: storage, power supplying and updating, transformation, reporting and presentation
		3.3.3 <input type="checkbox"/> Detailed design of logical and physical data model for the different data bases (DB models and schemes)
3.3.4 <input type="checkbox"/> Implementation of models and database schemas and processing procedures, related to the needs of applications access and processing to support various business processes		
3.3.5 <input type="checkbox"/> Planning and implementation of the		

		peopleing/migration in data start-up phase, in order to ensure data integrity and access continuity to data
		3.3.6 <input type="checkbox"/> Definition of plans and test procedures for management and verification of functionalities and performance of the DBs
		3.3.7 <input type="checkbox"/> Realization and verification of database security, backup and recovery, disaster recovery and data archiving processes
		3.3.8 <input type="checkbox"/> Documentation of logical structure of data implementation outcome, processing procedures and data population
	<b>3.4 Operational support to data management solutions</b>	3.4.1 <input type="checkbox"/> Checking the quality of received data
		3.4.2 <input type="checkbox"/> Maintenance of data in computer files
		3.4.3 <input type="checkbox"/> Processing and transmission of data
		3.4.4 <input type="checkbox"/> Definition of queries based on data
		3.4.5 <input type="checkbox"/> Monitoring of database management SW performance
		3.4.6 <input type="checkbox"/> Processing of stored procedures and scripts also for other analysts or administrators
		3.4.7 <input type="checkbox"/> Measurement and analysis of DB performance (response times, availability, security, integrity ...) to ensure that it complies with the agreed service levels
	<b>3.5 Design and production of multi-tier software applications</b>	3.5.1 <input type="checkbox"/> Definition of the most appropriate development model (waterfall or agile) for the application design, in accordance with defined requirements, interoperability, usability, safety and optimization between costs and quality
		3.5.2 <input type="checkbox"/> Application design in waterfall optics in n-tier, multi-interface and distributed
		3.5.3 <input type="checkbox"/> Software module design in agile optics in the n-tier, multi-interface and distributed
		3.5.4 <input type="checkbox"/> Definition of test plans for each module
		3.5.5 <input type="checkbox"/> Definition of implementation and deployment phases of the solution
	<a href="#">Development of ICT solutions</a>	3.5.6 <input type="checkbox"/> Development of various application modules (drafting code)
	3.5.7 <input type="checkbox"/> Verification and integration of logic to optimize / integrate aspects of interfaces and processes of interaction	

		with the user
		3.5.8 <input type="checkbox"/> Testing modules of applications that make up the solution
		3.5.9 <input type="checkbox"/> Verification of implemented functionalities, to ensure correct integration in the complex environment and compliance with user / client needs
		3.5.10 <input type="checkbox"/> Documentation of development phases and tests results
	<b>3.6 Design and production of software solutions with special applications scripting languages (e.g. VBA, Actionscript, CAD languages, etc.)</b>	3.6.1 <input type="checkbox"/> Analysis of application characteristics to develop (structure, relations, processes) regarding the chosen scripting language
		3.6.2 <input type="checkbox"/> Test plans definition for each solution module to implement
		3.6.3 <input type="checkbox"/> Definition of solution implementation and deployment phases
		3.6.4 <input type="checkbox"/> Development of various application modules (drafting code)
		3.6.5 <input type="checkbox"/> Testing applications modules that make up the solution
		3.6.6 <input type="checkbox"/> Development phases and tests results documentation
		<b>3.7 User interface design and production</b>
	3.7.1 <input type="checkbox"/> Definition of user interface aspects of realization connected to different devices and different media used (including sounds and video)	
	3.7.2 <input type="checkbox"/> Design of the range of action, reactions and interactions combinations	
	3.7.3 <input type="checkbox"/> Functional prototyping, taxonomy and content hierarchies, wireframes and design documents	
	3.7.4 <input type="checkbox"/> Definition of contents, images and audio / video elements necessary to achieve the expected User experience (usability, accessibility, intuitiveness, pleasantness, experiential and affective aspects, ease of use, ...)	
3.7.5 <input type="checkbox"/> Realization of the communicative part of the solution (concept)		

		3.7.6 <input type="checkbox"/> Graphic style verification according to the look and feel principle
		3.7.7 <input type="checkbox"/> Verification of interfaces performance
		3.7.8 <input type="checkbox"/> Documentation of implementation phases and interfaces performance verification results
	<b>3.8 Development of websites with CMS/COS applications (Content Management System and Content Optimization System)</b>	3.8.1 <input type="checkbox"/> Definition of architecture, presentation, organization of contents and navigation model (ergonomic approach not only graphic)
		3.8.2 <input type="checkbox"/> Application of web marketing principles (SEO and SEM)
		3.8.3 <input type="checkbox"/> Functional prototyping, taxonomy and content hierarchies, wireframes and design documents
		3.8.4 <input type="checkbox"/> Realization of the communicative part of the solution (concept)
		3.8.5 <input type="checkbox"/> Design and development of web pages graphic layout and definition of templates in HTML / CSS
		3.8.6 <input type="checkbox"/> Code development with scripting languages
		3.8.7 <input type="checkbox"/> Configuration, integration and customization of modules for CMS / COS
		<b>3.9 Deployment, integration and verification of ICT solution</b>
	3.9.2 <input type="checkbox"/> Evaluation of requests impact to modify the ICT solution on releases and costs	
	3.9.3 <input type="checkbox"/> Quality aspects verification of the overall ICT solution	
	3.9.4 <input type="checkbox"/> Test tactics definition appropriate to the objectives of product quality to achieve and integration of test plans	
	3.9.5 <input type="checkbox"/> Definition of the residual defect of the product	
3.9.6 <input type="checkbox"/> Design and definition of tests priorities consistent with the expected defect		
3.9.7 <input type="checkbox"/> Development of manual and automatic test procedures		
3.9.8 <input type="checkbox"/> Validation of release quality through the success of the tests performed		
3.9.9 <input type="checkbox"/> Drafting or presentation of reports or technical documents (eg user manuals, etc.)		

<a href="#">Distribution of information products and services</a>	<b>4.1 Market analysis and action planning for ICT services distribution</b>	4.1.1 <input type="checkbox"/> Management of business relationships with customers to promote sales
		4.1.2 <input type="checkbox"/> Identification of opportunities to propose new products and / or services
		4.1.3 <input type="checkbox"/> Availability, functionality, sustainability, competence of service management
		4.1.4 <input type="checkbox"/> Management of information security also referring to relevant ISO standard
		4.1.5 <input type="checkbox"/> Availability management of supplier services to support ICT services
		4.1.6 <input type="checkbox"/> Scheduling system software updates and related tests
		4.1.7 <input type="checkbox"/> Scheduling updates to software components (firmware) of network devices
		4.1.8 <input type="checkbox"/> Protection of the overall customer satisfaction with products and services
		4.1.9 <input type="checkbox"/> Making presentations of products and services for customer decision-making levels
	<b>4.2 Supplying of remote ICT services (e.g. clouding, hosting, help desk, etc.)</b>	4.2.1 <input type="checkbox"/> Management of events (alerts and notifications) created by the ict services, configurations or monitoring tools
		4.2.2 <input type="checkbox"/> Management of services users requests
		4.2.3 <input type="checkbox"/> Incident management in ICT systems and services
		4.2.4 <input type="checkbox"/> Assistance for identification and resolution of problems in ICT solutions usage
		4.2.5 <input type="checkbox"/> Management of access rights to ict services and data
		4.2.6 <input type="checkbox"/> Performance and vulnerability control and monitoring of IT systems and services
		4.2.7 <input type="checkbox"/> Training / information to staff and external subjects on security systems
		4.2.8 <input type="checkbox"/> Installation of system software updates and related tests
		4.2.9 <input type="checkbox"/> Installing updates for the SW (firmware) components of network devices

