

Education plan

Action competences platform development

Competence area	Professional competences							
A: Accompanying ICT projects	A1: Clarify and document the needs of stakeholders in the context of an ICT project	A2: Determine the process model for an ICT project	A3: Research information on ICT solutions and innovations	A4: Plan ICT projects and the resulting tasks according to the process model	A5: Visualise and present variants for ICT solutions	A6: Check and report on the progress of ICT projects and the resulting tasks according to the process model	A7: Hand over ICT solutions to the customer and finalise the project	
B: Supporting and advising in the ICT environment	B1: b1: Set up your own ICT workstation	B2: Receive and process complex ICT support requests	B3: Advise customers on data protection and data security	B4: Plan, install and operate network-bound data storage systems				
C: Creating and maintaining digital data	C1: Identify and analyse data and develop data models	C2: Implement data models in a digital data store	C3: Plan, implement and document data security and data protection for ICT solutions	C4: Process data from digital data repositories				
D: Delivery and operation of ICT solutions	D1: Recording, standardising and automating ICT processes	D2: Define the delivery process for ICT solutions	D3: Prepare execution platform for ICT solutions	D4: Putting ICT solutions into operation				
E: Operation of networks	E1: Planning and documenting networks	E2: Select and commission network components	E3: Maintain and further develop networks	E4: Implementing, documenting and checking the security of networks	E5: Analyse, optimise and document the performance of a network	E6: Monitor networks		
F: Operating server systems and server services	F1: Planning and documenting server systems and services	F2: Putting server systems into operation	F3: Commissioning server services	F4: Maintain and manage server systems and services.	F5: Monitor server systems and services	F6: Implement, document and verify the security of server systems and services	F7: Plan and implement the availability of server systems and services	F8: Create and implement backup and archiving concepts for data

Official [Link](#) to the training plan for platform developers EFZ.

System technology competences

Competence area	Professional competences				
A: Commissioning of ICT devices	A1: Select and commission user terminals	A2: Selecting and commissioning server systems	A3: Selecting and commissioning network components		
B: Planning, setting up and configuring networks	B1: Planning and setting up networks and their topology	B2: Planning and setting up network security and performance	B3: Monitor networks and ensure their security and performance	B4: Plan, install and operate network-bound data storage systems	
C: Planning, setting up and configuring servers	C1: Planning and commissioning directory services and shares	C2: Commissioning and configuring advanced server services	C3: Commissioning and configuring communication services and services to support work in a group (groupware)	C4: Create and implement data backup, system backup and archiving concepts	C5: Provide services via the network and take the necessary security precautions
D: Maintaining networks and servers	D1: Maintaining and developing networks	D2: Maintaining and administering servers	D3: Maintain and administer user terminals	D4: Record, standardise and automate ICT processes	D5: Plan, commission and use distribution systems for applications
E: Working in projects	E1: Prepare, structure and document work and assignments systematically and efficiently	E2: Collaborate in projects	E3: Communicate in projects in a targeted and personalised manner		

Official [Link](#) of the training plan for EFZ system technicians.

Professional competences in business informatics

Competence area	Professional competences			
A: Commissioning ICT devices	A1: Select and commission user terminals	A2: Set up mobile user terminals and synchronise them via the company network	A3: Connecting and configuring peripheral devices	
B: Commissioning server services and networks	B1: Commissioning server systems	B2: Setting up networks and their topology	B3: Create and implement data backup, system backup and archiving concepts	
C: Ensuring ICT operations	C1: Maintain and further develop networks	C2: Maintaining and administering servers	C3: Plan and commission directory services and shares	C4: Commissioning and configuring communication services and services to support work in a group (groupware)
D: Supporting users	D1: Instruct and support users in the use of IT resources	D2: Take on support tasks with customer contact and solve problems on site.		

Competence area	Professional competences			
E: Working in projects	E1: Prepare, structure and document work and assignments systematically and efficiently	E2: Collaborate in projects	E3: Communicate in projects in a targeted and personalised manner	

Official [Link](#) of the training plan for business IT specialists EFZ.

ICT specialist competences

Competence area	Professional competences			
A: Commissioning ICT devices	A1: Install, configure and maintain ICT user terminals and their operating systems	A2: Installing and configuring standard applications	A3: Carry out and analyse functional tests	A4: Using automation scripts
B: Ensuring the operation of networked ICT user terminals	B1: Connect network-compatible peripheral devices and associated services to the network infrastructure and rectify faults	B2: Connect ICT user terminals to server services and rectify faults	B3: Ensure the security of ICT user terminals	
C: Support users in the use of ICT resources	C1: Instruct and support users in the use of ICT resources	C2: Create and customise instructions and checklists for users	C3: Advise and support customers in the procurement of ICT user terminals	
D: Handling ICT support work	D1: Deal with customer concerns in first-level support and second-level support	D2: Behave appropriately when dealing with customers and in a team	D3: Carry out work in an ICT environment according to specific methods and participate in projects	

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