

ITPE CONFERENCE 12TH OCTOBER, 2020

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WHAT CHALLENGE WAS YOUR ORGANISATION FACING THAT YOU DECIDE TO SOLVE BY USING THE E-CF?

- High degree of obsolescence that does not allow an effective mapping of internal resources
- **Needs** (mapping skills, development paths, professional identity to professionals, maximize organizational effectiveness and efficiency, use of external resources on the basis of job roles, etc.)
- **The first version in 2015 and last version today**

- The important definition:
"a **demonstrated ability** to apply **knowledge, skills** and **attitudes** to achieve **observable results**".
- Competence level (**proficiency**)
- **Customization of knowledge and skills**
- The standard refers to skills, and profiles are proposed and customized according to the needs

HOW DID THE E-CF HELP YOU SOLVE THIS SPECIFIC CHALLENGE? FOR WHICH SPECIFIC TASKS WAS IT PARTICULARLY USEFUL?

- The structure of the e-CF and its customization features allow to carry out **skill mapping / skill inventory**
- Having a skill mapping allows to have **the right person in the right place** or to **create congruent and operational teams integrating the various skills needed.**
- The structure (framework) of the e-CF (competence, proficiency, K&S) adopted for all Poste Italiane processes, personalizing it to the various professional families, provides a congruent and univocal approach in the management of the skills.

WHAT ARE THE LESSONS LEARNT / TAKE-AWAYS THAT YOU COULD SHARE WITH OTHER ORGANISATIONS THAT ARE FACING SIMILAR CHALLENGES?

How to manage and integrate the e-CF into the organization

- Challenges encountered (Engagement, Communication, Training on e-CF)
- Method (Approach, Process, Skill inventory, Maintenance)
- And Today: EXTEND TO NON-ICT. Same methodology for all the company families, to foster equity and standardization