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DACUM Workshops

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Workshop „IT-Work“

Offenbach , Okt 20-22,2003



Bundesministerium
für Bildung
und Forschung



Bundesanstalt für Arbeit



Description of DACUM-Charts produced in tele.soft

Bonn

- The Assistant Information Technology “**Software Application**”
 - helps to support the users in a company by installing and maintaining software applications, taking care of the database and the websites and maintaining all telecommunication-systems.

Hamburg

- The Assistant Information Technology “**PC-Systems Engineering**”
 - helps to support systems-administration and customer-support by installing and maintaining hardware, installing the operating systems and the user’s software and helping to support external customers.

Description of DACUM-Charts produced in tele.soft

Munich

- The Assistant Information Technology “**PC Systems Administration**”
 - helps to manage a company’s network with it’s clients and servers and takes care of the users.

- The Assistant Information Technology “**Project-/Product-Development**”
 - works at the interface of the customers and product development, forwarding customers needs into the right direction by working closely with development and support, also assisting the marketing and sales team.

Description of DACUM-Charts produced in tele.soft

Osterholz-Scharmbeck

- The Assistant Information Technology “**Hardware and Network**”
 - helps to support the systems-administration and sales by providing hardware for the network and ensuring client’s access, arranging for customers’ support, also assisting sales and looking after administrative tasks.

- The Assistant Information Technology “**Software**”
 - helps to support systems-administration and sales by installing and maintaining server and client software and arranging for necessary software applications, helping to conduct internal trainings and also assisting sales.

- The Assistant Information Technology “**Office**”
 - helps to support the systems administration and sales by ensuring user’s access to he network and installing software, arranging for customer’s support, also working as sales-support and looking after administrative tasks.

Review and Follow up of DACUM-Charts

- Draft of the Chart
- Review by experts
- Final Version of the Chart
- Review of Chart by company survey
- Rating and Ranking of items
- Description of qualification
- Curriculum development

Review by company survey

DACUM Chart Items	Survey Items				
	Existence in other companies	Demand in own company	Importance	Difficulty to learn	Probability
Duties	✓	✓	✓	✓	
Tasks		✓	✓	✓	
Knowledge/Skill				✓	
Attitudes/Behaviour				✓	
Future Trends					✓

Thank you for your attention!