



Personnel  
Certification

Swiss Association for Quality



Federation of Swiss IT Experts



A program of the **Expert FSIE.ch** series.

**Expert FSIE™ m**

**Management (of IT or IT-related Professionals / Organisations)**

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## 1. Scope

The certification is processed according to the generic SAQ Expert FSIE™ certification scheme (D500) and detailed regulation (D420 including all referenced documents therein). The document at hand describes the specific practices (competences) and requirements for the program **m - Management**.

These must be demonstrated by work testimonials, advanced education graduations, the handed-in case study and in the oral exam. The re-certification encompasses work testimonials and continuing education requirements.

## 2. Summary of the Profile Management

The Expert FSIE™ m - Management leads IT and/or IT-related professionals (possibly IT Experts). He/she is responsible for marketing and sales of IT products and/or services/consulting. In the area of accountability, possibly a self-owned company, quality, security and IT infrastructure is governed.

**swissICT “Berufe der ICT”** profiles covered:

- Manager/Team lead in PM/BA or Development or Operations
- CIO

**Agile profiles covered:**

- Tribe Lead (multi-team lead)

**Other profiles covered:**

- CEO of an IT company

## 3. Catalog of Management Practices and Collaboration Requirements

The practices are further refined in an FSIE-internal document which contains detailed competences description, methods, techniques and sample examination questions.

### 3.1. Management Practices

Practice-ID	Title	Description
mBOC 01	Sales channels	choose and manage the best sales channels (e.g. online, web, in-person) according to the IT product or solution being delivered and monitor the channels performance



Practice-ID	Title	Description
mBOC 02	Marketing and selling	marketing/offering/selling: define IT product and services pricing/discounts, negotiate contract terms and conditions
mBOC 03	Business changes	react proactively to customer business changes, communicate and reflect them internally
mBOC 04	Key account management	establish and maintain sustainable customer relationships (key account management)
mBOC 05	Team assessment	identify competence and skill gaps in the team
mBOC 06	Team development	identify, recommend and implement educational or work-based development opportunities
mBOC 07	Team capacity	align team size to future demand, hire (or lay-off) professionals, split/create new teams, merge/phase-out teams
mBOC 08	Governance	governance over finances, IT, security and quality within the area of accountability

The Expert FSIE™ m is required to reach a level of competence according to Bloom<sup>1</sup> of 4, 5 or 6 (analysis, synthesis, evaluation) for 6 out of the 8 practices. The 2 remaining he/she should master at level 3 (application).

### 3.2. Management Collaboration Requirements

TBD

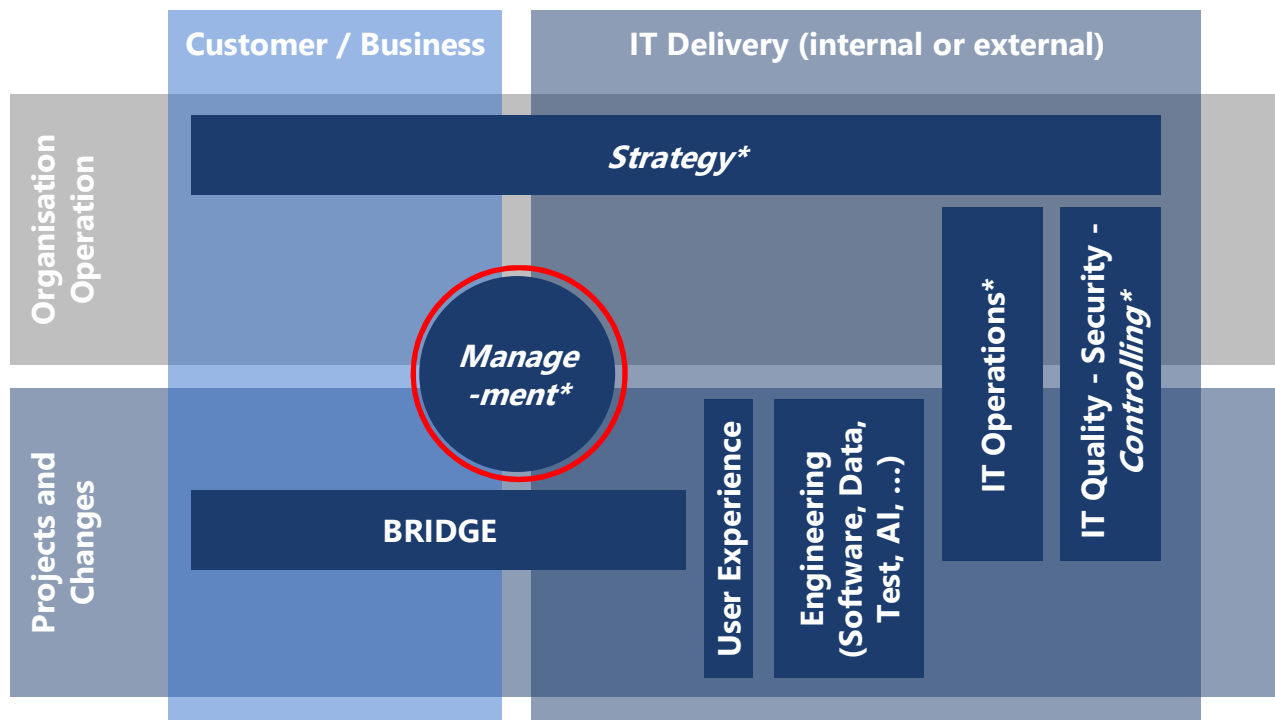
### 3.3. Management Work Context Requirements

TBD

<sup>1</sup> [https://en.wikipedia.org/wiki/Bloom%27s\\_taxonomy](https://en.wikipedia.org/wiki/Bloom%27s_taxonomy)

### 3.4. The Expert FSIE™ Management in the FSIE profiles collaboration and work model

An Expert FSIE™ m has a generic role depending on the area of accountability.



## 4. Work Testimonials

The work testimonials are reported using the standard regulation and electronic form (D450-LINK) valid for every Expert FSIE™.

### 4.1. Requirements

The required minimum is 40% capacity in the past 6 years, i.e. 3'840 hours of practical work covering the 8 practices as per chapter 3.1 not older than 6 years must be reported.

For 6 of the 8 practices, he/she must have a record of  $\geq 160$  hours.

The collaboration requirements as per chapter 3.2 must be demonstrated.

The work context requirements as per chapter 3.3 must be demonstrated.



## 5. Advanced Education Requirements

The Expert FSIE™ m has graduated  $\geq 15$  ECTS worth of any of the following advanced education programs (or certificates). The graduation certificates must be provided (scanned).

Education Provider	Name	Link	ECTS

**Important Note: The list above only encompasses Swiss management advanced education offerings known to the FSIE Management specialisation commission. If a candidate is a graduate of a non-listed course that presumably covers all or some of the management practices, he/she shall submit it and the FSIE Management specialisation commission will assess the validity and eventually attributable ECTS. Also, if you are a provider of advanced education that is not listed, please send it in for assessment and listing to [mgmt@fsie.ch](mailto:mgmt@fsie.ch).**

The graduations must not be older than 6 years or maintained in the past 6 years, if the advanced education has a re-certification regulation.

*Temporary regulation:*

*The non-re-certifiable graduations can be older than 6 years. Also, they can stem from no longer existing education providers and/or be titles/programs that do no longer exist but were appropriately covering the educational aspects of the management practices as listed in chapter 3.1.*

## 6. Case Study

The case study is written using the standard template (D422-LINK) valid for every Expert FSIE™.

Specific management requirement:

TBD

## 7. Oral Exam

The oral exam is conducted using the standard structure and assessment scheme valid for every Expert FSIE™ (D421-LINK).

6 of the 8 practices must be covered in the 2<sup>nd</sup> and 3<sup>rd</sup> exam parts of the case study and specialisation questionings.



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## 8. Re-Certification

The re-certification requirements are checked every 3 years.

### 8.1. Continued work testimonials

The continued work testimonials are reported using the standard regulation and electronic form (D450-LINK) valid for every Expert FSIE™.

The required minimum is 40% capacity in the past 3 years, i.e. 1'920 hours of practical work covering the 8 practices as per chapter 3.1 not older than 3 years must be reported by the Expert FSIE™ UX.

For 6 of the 8 practices, he/she must have a record of  $\geq 80$  hours.

The collaboration requirements as per chapter 3.2 must be demonstrated.

The work context requirements as per chapter 3.3 must be demonstrated.

If feasible, a onetime extension of 0.5 years to reach the above requirements can be granted.

### 8.2. Continuing education

The Expert FSIE™ Management must achieve the standard amount of 18 CEP with specific or generic continuing education in 3 years conforming to the FSIE CEP regulation (D440-LINK). Note: 18 CEP can be achieved by attending 9 full-day management or generic refresher courses. However, the CEP regulation attributes CEP also to other continuing education measures.

If feasible, a onetime extension of 0.5 years to reach the above requirement can be granted.

## 9. Title

- The title is valid for 3 years after the initial certification and after each successfully completed re-certification.
- As long as valid, the holder is licensed to use the following title:

**[IT] Expert FSIE™ *base-specialisation m***

Note: [] denotes optional parts, | separates options. FSIE recommends making use of the IT prefix only, if the expert is in an IT delivery role (typically Engineering and/or Operations).

*For the other language variants refer to D468\_DE, D468\_FR and D468\_IT*