

## **Annex II.2. Profiles**

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## **Introduction to profiles and roles**

### ***Profiles vs. roles:***

- The profile is the smallest item at the level of the pricing scheme (price table).
- Profiles may, if need be, be instantiated in roles inheriting from the profile but being in some respect, more precise in terms of description.
- Execution of the Framework Contract will set the focus on ordering "roles" (i.e. a valid role instantiated within a pair "profile/role").
- CVs always need be targeted towards the specificities of a role.

### ***Educational qualifications:***

- For seniority levels "1", "2" and "3" : university degree (minimum 4 years post-secondary education or recognized as duly equivalent as per the Bologna process) in an ICT related field, or equivalent background knowledge and experience<sup>1</sup>

### ***Professional experience:***

Professional experience must be recent and proven to be in the domain of the Contract:

- For seniority level "1": minimum 1 year
- For seniority level "2": minimum 4 years
- For seniority level "3": minimum 8 years

Recent professional experience is defined as experience obtained no later than 1 year before the entry into force of the relevant specific contract.

The tender should be based on the roles and profiles requested. By providing the CVs, the tenderer must prove its capacity to reply to any seniority request that the European Parliament may have during contract execution following the needs of the service.

During contract execution the European Parliament will request the combination of seniority that better fits the needs of the service, always within the roles and profiles defined.

Any "certification" requirement listed as mandatory for one profile must be fulfilled as such, unless equivalent evidence is explicitly mentioned as being acceptable.

### ***Language skills:***

The language skills are established according to the Europass Language Passport classification. Basically, for most of the on-site and near-site assignments knowledge of both French and English, both written and oral is desirable at the level indicated for each profile. For some specific projects or assignments, other language prerequisites may be specified. Alternatively, for some assignments the knowledge of French or English might be sufficient. Such linguistic requirements are not applicable to off-site assignments provided that the organisation in place at the tenderer's allows a smooth communication process and the linguistic quality of the deliverables is guaranteed by the tenderer so as to be at an adequate level.

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1. Two years of **recent** experience **in the domain** will be considered equivalent to one year of studies. CVs based on a degree other than in an ICT field are not eligible, unless otherwise specified.

## **- Profile "Business Architect" [PBAR]**

### ***Profile name:***

Business Architect

### ***General description:***

The Business Architect guarantees the coherence of the information system from a Business Process point of view

He/she conducts quality review of the modelling activities done by Business Designers

He/she work in close collaboration with the Software Architect

He/she intervenes across all information systems

### ***Nature of the tasks:***

- Create and maintain the Enterprise Business Architecture Repository (processes, domains, applications, business data, etc.)
- Impact analysis: measure the impact of business requirements on the existing system and suggest priorities
- Business scenarios: working with Business Analyst and Software Architects, he/she suggests "To Be" scenarios for the information system and justifies his/her choices
- He/she produces business analyses and business architecture, takes part in Analysis committees
- Create and maintain business architecture metamodel and develop the approach for BPM analysis at EP (BPMM4EP)
- Administration of the tools used for Business Architecture
- Ensure communication about BPMM4EP

### ***Educational qualifications:***

According to "Introduction to profiles and roles" - "Educational qualifications"

Complemented by a certification for the standard modelling tool used by the European Parliament for all assignments within the European Parliament<sup>2</sup>

### ***Technical expertise:***

In relation to the Specification of services, indicatively with focus on:

- Architectural and processes knowledge of the information systems
- Practical knowledge of BPM modelling
- Excellent knowledge of the main EA Frameworks
- Ability to use a project management tool (e.g.: MS Project)

### ***Indicative roles in a project / specific contract:***

N/A

### ***Professional experience:***

According to "Introduction to profiles and roles" - "Professional experience" and more specifically as below:

- Experience in business analysis and Business Process Management (BPM)
- Practical experience in the use of modelling and analysis tools (e.g. ARIS Business Architect)
- Experience in the field as Business Architect or Business Process Analyst

### ***Language skills:***

Good knowledge of English and French (independent user – B level according to the Europass Language Passport)

### ***Other specific expertise:***

- Very good writing skills, good communication skills
- Excellent analytical skills and ability to see the overall picture
- Ability to work independently as well as in team, through a methodological approach

<sup>2</sup> In case of ARIS, a certificate of attendance to trainings will be sufficient.



## **- Profile "Business Designer" [PBDE]**

### ***Profile name:***

Business Designer

### ***General description:***

- Capture business knowledge
- As Is modelling: Design one or more parts of a business process according to the information provided by the key users or the BPOw
- Design To Be Maps (Process, Organization)
- Participate to the Business Process Analysis and may draft a first version of the Business Case
- Gather business requirements

### ***Description of the tasks:***

- Identify and plan all activities related to Business Process Analysis and BPM modelling
- Conduct meetings or interviews with BPOws, key users or other stakeholders
- Creates and maintains process design and documentation
- Provides sufficient process documentation to the Business Analyst
- Ensures the quality of diagrams with respect to BPMM4EP modelling conventions
- Request closure of BPM environment at end of the analysis

### ***Educational qualifications:***

According to "Introduction to profiles and roles" - "Educational qualifications"

Complemented by a certification for the standard modelling tool used by the European Parliament for all assignments within the European Parliament

### ***Technical expertise:***

In relation to the Specification of services, indicatively with focus on:

- Architectural and processes knowledge of the information systems
- Practical knowledge of BPM modelling
- Ability to use a project management tool (e.g. MS Project)

### ***Indicative roles in a project / specific contract:***

N/A

### ***Professional experience:***

According to "Introduction to profiles and roles" - "Professional experience" and more specifically as below:

- Experience in business process modelling and business process improvement
- Practical experience in the use of modelling tools (e.g. ARIS Business Designer)

### ***Language skills:***

Good knowledge of English and French (independent user – B level according to the Europass Language Passport)

### ***Other specific expertise:***

- Ability to work independently as well as in team, through a methodological approach
- Good analytical skills and ability to see the overall picture

## **- Profile "Content Management Expert" [PCME]**

### ***Profile name:***

Content Management Expert

### ***General description:***

Expertise, assistance and advice, and possibly development in the field of documentary information systems

### ***Nature of the tasks:***

- Assist the development teams in the field of document/content management and production
- Research technical solutions which meet requirements
- Validate technical choices for new projects
- Deliver presentations and technical/user training
- Deliver Proof of Concept to promote standard technologies in European Parliament
- Audit applications to check compliance to standard technologies
- Technology watch

### ***Educational qualifications:***

According to "Introduction to profiles and roles" - "Educational qualifications"

### ***Technical expertise:***

In relation to the Specification of services, indicatively with focus on:

- Practical knowledge of ECM/DMS and CMS products
  - Experience in integrating document management systems
  - Practical knowledge of search engine
- or
- Practical knowledge of Document automation/production chain
  - Expertise in various XML usages

### ***Indicative roles in a project / specific contract:***

N/A

### ***Professional experience:***

According to "Introduction to profiles and roles" - "Professional experience" and more specifically as below:  
Experience as a combination of some of the following fields:

- Content Management
- Document Automation
- XML usage
- Semantic Web
- Knowledge Management
- JEE standards

### ***Language skills:***

Good knowledge of English and French (independent user - B level according to the Europass Language Passport)

### ***Other specific expertise:***

- Good analytical skills and ability to see the overall picture

- Ability to learn new skills
- Good time-management and organisational skills
- Interpersonal and writing skills



## **- Profile "Development Engineer" [PDVE]**

**Profile name:**

Development Engineer

**General description:**

Expertise, assistance, consultancy and marginally development in the field of Java Enterprise Edition (JEE) technologies

Expertise, assistance, consultancy and marginally development in the field of Web technologies

**Nature of the tasks:**

- Assist the development teams
- Provide and maintain CMS and Portal packages for the development teams
- Research technical solutions which meet requirements & Technology watch
- Deliver presentations and technical/user training
- Deliver Proof of Concept to promote standard technologies in the participating Institutions
- Audit applications to check compliance to standard technologies

**Educational qualifications:**

According to "Introduction to profiles and roles" - "Educational qualifications"

**Technical expertise:**

In relation to the Specification of services, indicatively with focus on:

- Experience of IT development: J2EE, Web development, etc.
- Knowledge of content management techniques and company portals
- Knowledge of process management (BPM, workflow)

**Indicative roles in a project / specific contract:**

N/A

**Professional experience:**

According to "Introduction to profiles and roles" - "Professional experience" and more specifically as below:

- Experience in Web or JEE applications development

**Language skills:**

Good knowledge of English and French (independent user - B level according to the Europass Language Passport)

**Other specific expertise:**

- Good analytical skills and ability to see the overall picture
- Ability to learn new skills
- Good time-management and organisational skills
- Interpersonal and writing skills
- Affinity for agile methodologies.

## **- Profile "Enterprise Architect" [PEAR]**

### ***Profile name:***

Enterprise Architect

### ***General description:***

Responsibility for ensuring the completeness (fitness-for-purpose) of the architecture, in terms of adequately addressing all the pertinent concerns of its stakeholders; and the integrity of the architecture, in terms of connecting all the various views to each other, satisfactorily reconciling the conflicting concerns of different stakeholders, and showing the trade-offs made in so doing (as between security and performance, for example).

Skill and experience in producing design. Extensive technical breadth, Method driven approach to execution. Full project scope experience, leadership.

Engineer who has a structured and comprehensive approach to data management.

The enterprise architect has also a responsibility of the data coherency and consistency among the many repositories.

### ***Nature of the tasks:***

- Understand and interpret requirements
- Create a useful model
- Validate, refine and expand the model
- Manage the architecture
- Produce documentation of design decisions for application development teams or product implementation teams to execute
- Clearly understand how data entities are utilized by business functions, processes, and services
- Data architecture description and design
- Overall modelling process with relation to data modelling
- Elaborate Data Architecture views by examining how data is created, distributed, migrated, secured, and archived
- Keep up to date the data repositories
- Entity relationship and Class diagram design
- Diagrams: conceptual diagram, logical data, data dissemination, data lifecycle, data security, data migration
- Perform gap analysis

### ***Educational qualifications:***

According to "Introduction to profiles and roles" - "Educational qualifications"

Complemented by a certification in at least one standard Enterprise Architecture framework

### ***Technical expertise:***

In relation to the Specification of services.

### ***Indicative roles in a project / specific contract:***

N/A

### ***Professional experience:***

According to "Introduction to profiles and roles" - "Professional experience" and more specifically as below:

- Experience in enterprise architecture modelling
- Experience in IT strategy and IT governance
- Experience in major IT system implementation
- Experience in IT project coordination

***Language skills:***

Good knowledge of English and French (independent user – B level according to the Europass Language Passport)

***Other specific expertise:***

- Excellent analytical skills and ability to see the overall picture

## **- Profile "Engineer Methodology and Quality" [PEMQ]**

### ***Profile name:***

Engineer Method and Quality

### ***General description:***

Engineer entrusted with project management tasks, in particular with quality assurance and advice regarding standards

### ***Nature of the tasks:***

- Define norms and standards for the management of the projects and ensure they are complied with
- Design, define, organise and implement the various procedures in order to ensure the quality in IT projects
- Design and lead "Project Methodology" seminars and workshops advise Contractor and project manager in their tasks

### ***Educational qualifications:***

According to "Introduction to profiles and roles" - "Educational qualifications"

### ***Technical expertise:***

In relation to the Specification of services

### ***Indicative roles in a project / specific contract:***

N/A

### ***Professional experience:***

According to "Introduction to profiles and roles" - "Professional experience"

### ***Language skills:***

Good knowledge of English and French (independent user – B level according to the Europass Language Passport)

### ***Other specific expertise:***

- Ability to audit, summarize and write documents
- Ability to organize, adapt and listen (inter-personal relations)
- Good negotiator
- Results oriented
- Excellent analytical skills and ability to see the overall picture

## **- Profile "Information Architect" [PIAR]**

### ***Profile name:***

Information Architect
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### ***General description:***

Define and develop recommendations which will be used as a basis for creative work:

- Tree structure and taxonomies
- Content zones
- Functional mock-up
- Communication strategy

Define the recommendations and methods to be applied in software and web ergonomic.

### ***Nature of the tasks:***

- Build the structure and organise the information, in particular organising content in terms of selecting, presenting and accessing the information (navigation)
- Analyse requirements
- Produce strategic recommendations – focus on project objectives (marketing, communication, etc.)
- Produce an intuitive tree structure for navigation (information hierarchy), in other words:
  - Formatting content
  - Defining the ways in which the information will be published, updated and validated
  - Promote information for various targets
  - Net projects strategy (intranet/internet)
  - Writing for the web

### ***Educational qualifications:***

According to "Introduction to profiles and roles" - "Educational qualifications"
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### ***Technical expertise:***

In relation to the Specification of services, indicatively with focus on:

- Marketing and communication experience (e.g. ensure that the way in which the information is presented meets user requests or requirements)
- Managing content management (summary analyses, work on metadata in order to facilitate access to information, define communication strategy and information hierarchy)

### ***Indicative roles in a project / specific contract:***

N/A
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### ***Professional experience:***

According to "Introduction to profiles and roles" - "Professional experience" and more specifically as below:  
Experience, combination of some of the following fields:

- Work for a communication agency
- Work for a web design company
- Define the content for intranet sites
- Provide specific communication content about various topics (ideally IT ones)
- Define web ergonomics

### ***Language skills:***

Good knowledge of English and French (independent user - B level according to the Europass Language Passport)
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***Other specific expertise:***

- Good analytical skills and ability to see the overall picture
- Ability to learn new skills
- Good time-management and organisational skills
- Excellent Interpersonal and writing skills
- Good negotiator

## **- Profile "Project Manager" [PPRM]**

### ***Profile name:***

Project Manager

### ***General description:***

Manage large scale projects requiring coordination of different teams or addressing a number of distinct application areas in one or more domains of ICT.

### ***Nature of the tasks:***

- Manage projects from the development of the project charter to the completion of all activities
- Make proposals for project strategies, planning, definition of tasks and deliverables, review of project deliverables, quality control, risk analysis and management, status reports, problem reporting and management systems, follow-up and organisation
- Guide the team in charge of project activities and review their deliverables, follow-up project execution
- Participate in functional working groups and progress meetings
- Estimate costs, timescales and resource requirements for the successful completion of each project in adherence to the agreed terms of reference
- Prepare and maintain project and quality plans and track activities against the plan, provide regular and accurate reports
- Monitor results including costs, timescales and resources used, and take action where these deviate from agreed tolerances. Ensure that delivered systems are implemented along these criteria.
- Manage the change control procedure gaining agreement for revisions to the project from project sponsors
- Provide effective leadership for the project team ensuring that team members are motivated and constantly develop their skills and experience

### ***Educational qualifications:***

According to "Introduction to profiles and roles" - "Educational qualifications"

### ***Technical expertise:***

In relation to the Specification of services, indicatively with focus on:

- Project management
- Use of project management tools. Willingness to use the project management tools as specified by the participating Institutions
- Excellent knowledge of one Project Management Methodology
- Practical experience of reporting to Steering Committees with representatives from the high management

### ***Indicative roles in a project / specific contract:***

- **Project manager (PRM)** performs the majority if not all the tasks indicated under "nature of the tasks"
- **Project assistant (PAS)** manages mainly the day-to-day development, evolution and maintenance activities of (a portfolio of) applications or alternatively in a specific domain or project a subset of the tasks indicated under "nature of the tasks"
- **Test team manager (TTM)** manages in a complex environment the involved technical staff working with the defined tools, methodology and infrastructure. This includes planning, monitoring and reporting. The coaching of the staff in the day-to-day management as well as problem solving.
- **Test infrastructure manager (TIM)** manages the testing tools, workplaces, test environments and testing infrastructures. This includes coordination, timely availability and advisory on specification, monitoring and costs of the infrastructure.
- **Test methodology manager (TMM)** defines, advises and improves the testing organisation. This includes

the combination of staff and infrastructure to fulfil the quality objectives given in the concerned projects.

***Professional experience:***

According to "Introduction to profiles and roles" - "Professional experience" and more specifically as below:

- Experience in Project Management of computer software construction. Practical experience of RUP methodology and the system development life-cycle is desirable
- Experience in a project management tool
- Proven experience with quality procedures
- Optionally, experience in development methodologies (e.g. RUP) or specific project management tools

***Language skills:***

Good knowledge of English and French (independent user - B level according to the Europass Language Passport), very good knowledge of the other language (proficient user - C level according to the Europass Language Passport)

***Other specific expertise:***

- Rigorous and accurate approach to reporting
- Ability to give presentations
- Ability to interact with management and staff at all levels
- Ability to apply high-quality standards to all tasks
- Ability to participate in multilingual meetings, very good communication skills, result oriented, customer oriented
- Capability of working in an international/multi-cultural environment, rapid self-starting
- Capability and experience in team working, understanding the needs, objectives and constraints of those in other disciplines and functions
- Leadership capability and autonomy
- Sound methodological approach
- Tact and diplomacy
- Excellent analytical, organisational and writing skills



## **- Profile "Software Architect" [PSAR]**

### ***Profile name:***

Software Architect

### ***General description:***

Defines the software architecture, the components of an application and their interactions.

He/she conducts quality review of the modelling activities done by UML Designer and Application Engineer.

He/she work in strong collaboration with the Business Architect.

Responsible for technological mentoring and takes part in implementation, specifically that of critical components.

### ***Nature of the tasks:***

- Create and maintain the Enterprise Software Architecture Repository
- Draw up an architecture by defining the components which are best suited to the functional and technological constraints
- Impact analysis: measure the impact of technical requirements on the existing system and suggest priorities
- Create and maintain software architecture meta model and develop the approach for UML analysis at EP (UML4EP)
- Component modelling
- Transfer of knowledge to the development team
- Monitoring developments

### ***Educational qualifications:***

According to "Introduction to profiles and roles" - "Educational qualifications"

### ***Technical expertise:***

In relation to the Specification of services, indicatively with focus on:

- Experience in IT development on various projects (client and server)
- Genuine experience of middleware development and of its related issues
- Implement various architectural paradigms
- UML and MDA modelling
- Up-to-date technological knowledge
- Enterprise Architecture skills

### ***Indicative roles in a project / specific contract:***

N/A

### ***Professional experience:***

According to "Introduction to profiles and roles" - "Professional experience" and more specifically as below:

- Experience in development on various projects covering topics listed in "Technical Expertise"
- Experience in Enterprise Architecture definition

### ***Language skills:***

Good knowledge of English and French (independent user - B level according to the Europass Language Passport)

### ***Other specific expertise:***

- Excellent analytical skills and ability to see the overall picture
- Ability to learn new skills
- Good time-management and organisational skills
- Ability to work independently as well as in team, through a methodological approach
- Affinity for agile methodologies

## **- Profile "Knowledge Sharing Specialist" [PKSS]**

### **Profile name:**

Knowledge Sharing Specialist

### **General description:**

Provide high-level and strategic consultancy, expertise and possibly development in the field of Knowledge Management

Analyse, define develop and implement recommendations

### **Nature of the tasks:**

- Promote knowledge sharing through the organization's operational business processes and systems
- Improve integration among information systems in the organization, to facilitate exchange of information across systems
- Promote collaborative tools to facilitate sharing of ideas and work among internal teams and external partners
- Share experiences across communities of practice, business units, and networks on innovative approaches in knowledge sharing, including preparation of case studies
- Help monitor and evaluate the knowledge sharing program
- Help disseminate information about the organization's knowledge sharing program to internal and external audiences
- Maintain communications on knowledge sharing across the organization
- Assist with projects in the field of information management and production
- Research technical solutions which meet strategic orientations and users requirements
- Validate technical choices for new projects
- Gather information, check it, sift it and make it accessible to the target audience
- Build the structure and organise the information, in particular organising content in terms of selecting, presenting and accessing the information (navigation), Analyse requirements
- Formatting content, defining the ways in which the information will be circulated, updated and validated; promote the information with the various targets
- Apply processes, methods, techniques, and schema that improve information access, usability, and comprehension

### **Education qualifications:**

According to "Introduction to profiles and roles" - "Educational qualifications" and preferably complemented by:

- an advanced degree in business and/or social sciences infrastructure

### **Technical expertise:**

In relation to the Specification of services, indicatively with focus on:

- Practical knowledge of ECM products
- Expertise in information systems and content management solutions
- Experience in integrating document management systems
- Managing content management (summary analyses, work on metadata in order to facilitate access to information)
- Analytic and synthetic study of documents
- Documentary information processing: bibliographic description, annotation, abstract, synopsis, survey, indexing, extraction of basic data from documents
- Ability to get consensus and collaboration across many business units; ability to explain complex concepts in layman's language; ability to generate enthusiasm; ability to communicate with all levels of management and staff
- Understands business' needs and concerns; Drive for Results
- Collaborates with others to gain support and commitment on solutions that benefit all parties;

promoting collaboration and facilitating teamwork across the organization

**Indicative roles in a project / specific contract:**

N/A

**Professional experience:**

Experience in the field of content and document management, and communication area, and enterprise Knowledge Management and Knowledge Sharing

**Language skills:**

Good knowledge of English and French (independent user - B level according to the Europass Language Passport)

**Other specific expertise:**

- Good analytical skills and ability to see the overall picture
- Good inter-personal and writing skills
- Experience in establishing effective partnerships within and outside the organization

## **- Profile "System Integrator" [PSYI]**

### ***Profile name:***

System Integrator
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### ***General description:***

The System Integrator profile identifies a specialist in the evaluation, testing, integration and maintenance of software and hardware products in the domain of personal and departmental software and equipment.

This profile must meet the following requirements:

- Very good capacity in evaluation and testing of hardware and software products in the domain of office automation
- Very good capacity in integration of hardware and software products and support of their entire lifecycle (upgrades, patches, etc.) including security fixes
- Experience in implementation and operation of software deployment infrastructures.
- Experience in evaluation, testing, maintenance and lifecycle support for Mobile computing, remote access solutions and Unified Communication
- Ability to evaluate, test, maintain and support for innovative systems such as virtualization, remote desktop services and remote application delivery.
- Ability to act as third level support of the Parliament's standard products
- Ability to realize prototypes and proof of concepts
- Ability to provide support to horizontal projects
- Ability to perform technological watch
- Knowledge in supporting in implementing ICT good practices such as the ones based on ITIL standards.

### ***Nature of the tasks:***

This profile must have the required flexibility to work on several tasks in parallel and report the progress of the work on both automatic systems and to the management.

The main tasks required by this profile are:

- Evaluate IT products available on the market (including realisation of prototypes, etc.)
- Testing products. For both hardware and software products (migrations, upgrades, patches, etc.) and their integration within the European Parliament technical environment
- Identification of Standards. Analyse the standards available for the field related to the Specification of services and their relevance for use in the European Parliament context
- Supporting in producing documentation
- Define functional specifications. Typically for system programs and devices
- Develop system software. Work on supervision, design, development, testing and evolution of new and existing system software for ad-hoc needs
- Produce technical reports
- Third level support. Support for European Parliament's standard products

### ***Educational qualifications:***

According to "Introduction to profiles and roles" - "Educational qualifications"
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### ***Technical expertise:***

In relation to the Specification of services
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### ***Indicative roles in a project / specific contract:***

N/A
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***Professional experience:***

According to "Introduction to profiles and roles" - "Professional experience" and more specifically as below:

- Experience as team leader or project leader for complex security related projects.<sup>3</sup>

***Language skills:***

Good knowledge of English and French (independent user - B level according to the Europass Language Passport). Additional languages represent an asset.

***Other specific expertise:***

This profile must have a good mix of expertise in the domains mentioned in the General description and also in the following administrative, technical, management:

- Ability to participate in multi-lingual meetings, ease of communication
- Good writing and communicating skills
- Good organisational skills, ability to work with a minimum supervision
- Flair for team work
- Ability to write technical detailed reports of high quality

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<sup>3</sup> In this context experience as team leader or project leader for complex ICT related projects in general would be acceptable.