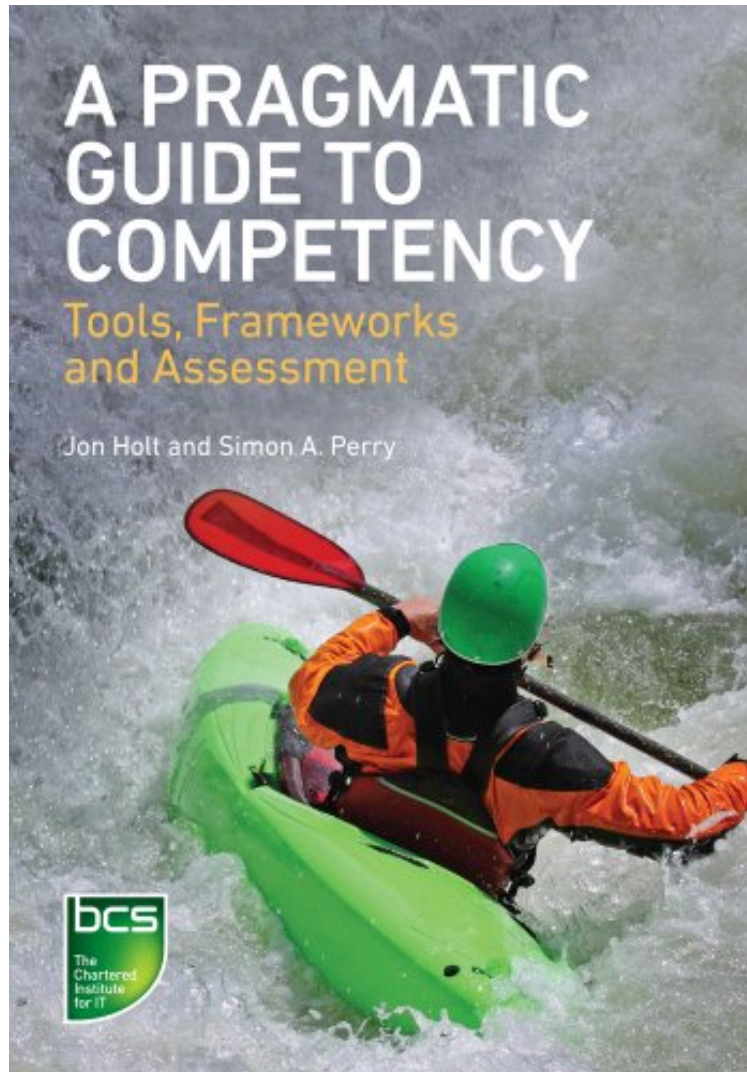


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Competency is the ability of an individual to perform their working activities. Many organisations are able to demonstrate capability (ie that adequate processes are in place) but they do not have the appropriate competent staff to carry out these processes. This book takes a pragmatic approach to assessing competency against various frameworks.

Essential reading for IT managers and directors, team leaders, consultants and managers in technical businesses.