Different SMEs – Different Needs

SME SEGMENTS ACCORDING TO INNOVATION POTENTIAL
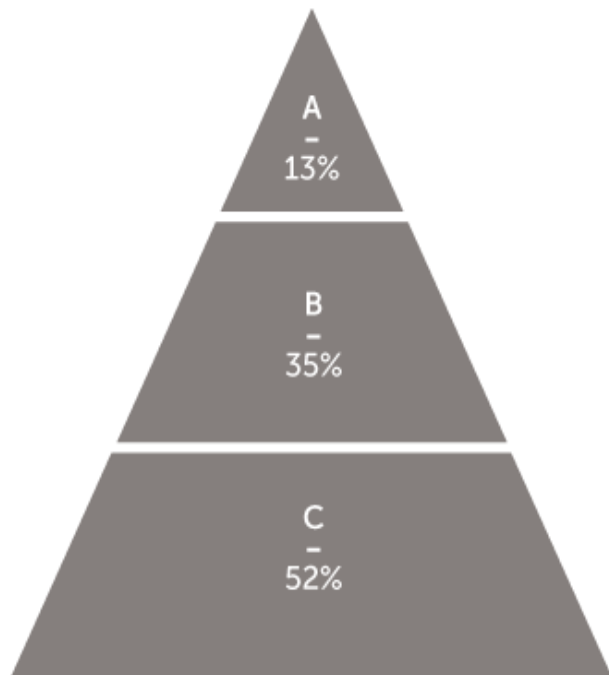
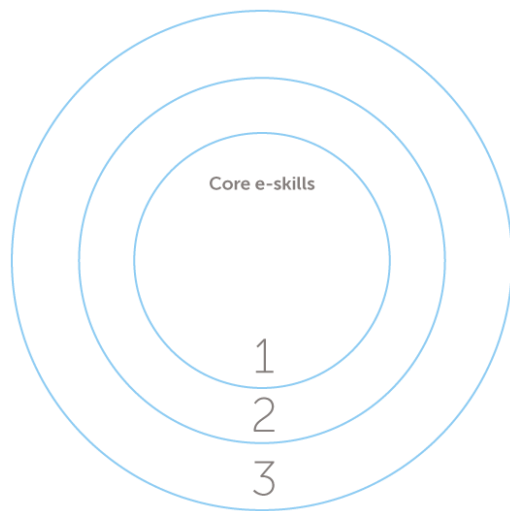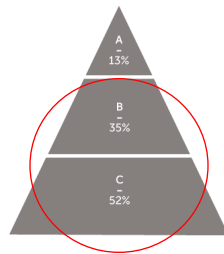**EXAMPLES OF CLOUD SOLUTIONS**

A – 13%

B – 35%

C – 52%

- In-house developed apps
- Critical apps on top of standard tools

- Standard solutions for CRM
- Specific needs for business

- Minimum use of ICT
- Potential cloud users

Source: Danish Technological Institute (DTI) and Fraunhofer, "Cloud Computing and e-Skills", March 2012

Core skills for ICT practitioners

Core skills for segment B + C

1.
Security
Business orientation
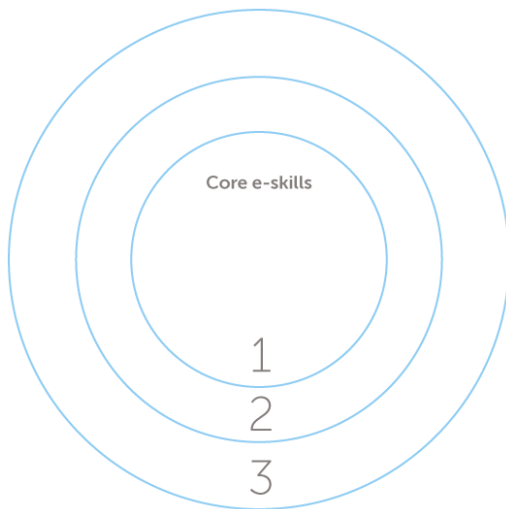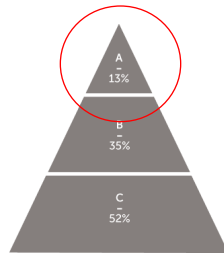Service level management
Problem and risk management

2.
Product and project management
User support
Design and development
Testing
Process improvement

3.
Purchasing
Sales
Documentation
Forecasting

A
–
13%

B
–
35%

C
–
52%

Core e-skills

1
2
3

Source: DTI and Fraunhofer, March 2012

European
Commission

Core skills for ICT practitioners

Core skills for segment A

Business orientation
Security
Service level management
Problem and risk management

+

Design and development
Design architecture
Application design
Solution deployment

Core e-skills

1
2
3