



The World's First Competency and Confidence Assessment Modelling (CCAM®) Tool for the Digital Infrastructure Industry



The Human Factor...

Tapping into Potential, Mitigating Risk

Understanding and Enhancing Knowledge, Skills
Competency and Confidence in Mission Critical
Environments

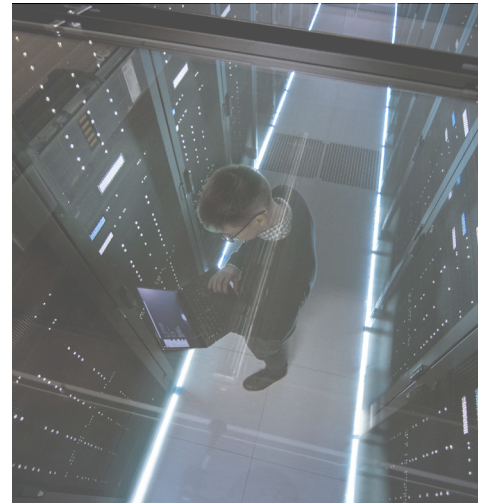


What is CCAM®?

Human Risk Mitigation

Human risk affects every organisation. Although the types of threats that businesses face will depend on varying factors, many businesses struggle to accurately identify and counter risks effectively, and therefore increase the chances of making costly and reputation damaging mistakes. CNet has launched the world's first Competency and Confidence Assessment Modelling (CCAM®) tool for the digital infrastructure industry that is revolutionising the way managers identify, manage and mitigate people risk.

CCAM® provides real-time analysis of knowledge, competence and confidence for individuals and teams, exposing root causes of employee behaviour (positive and negative). It recommends individual interventions and professional development activities aimed at enhancing knowledge and positively changing behaviour to ultimately reduce human-related risk.



The CCAM® Process

Each participant is sent an invitation by email to complete the assessment at their convenience, on any device. The assessment presents individuals with a number of situational paragraphs to read and associated questions to work through. Questions are multiple response rather than multiple choice, assessing knowledge and eliminating guesswork. Individuals are also asked to grade their level of confidence in their response. Once responses have been analysed, you will receive individual and team level reports and recommendations for next steps. These could include:

1

Re-assessment
(to confirm positive results)

2

**Mentoring/
coaching**

3

**Undertake online
module learning**

4

**Attend a remote
attendance technical
education program**

Is Your Business at Risk?

On average, **79%** of all mission critical technical teams pose some or significant risk to the business:

Proven Risk Profile Reduction Using CCAM®

Based on actual results from CCAM® tool use (April 2022)

Industry average results before using CCAM®. On average 79% of all staff pose some or significant risk to the business - this risk can be mitigated

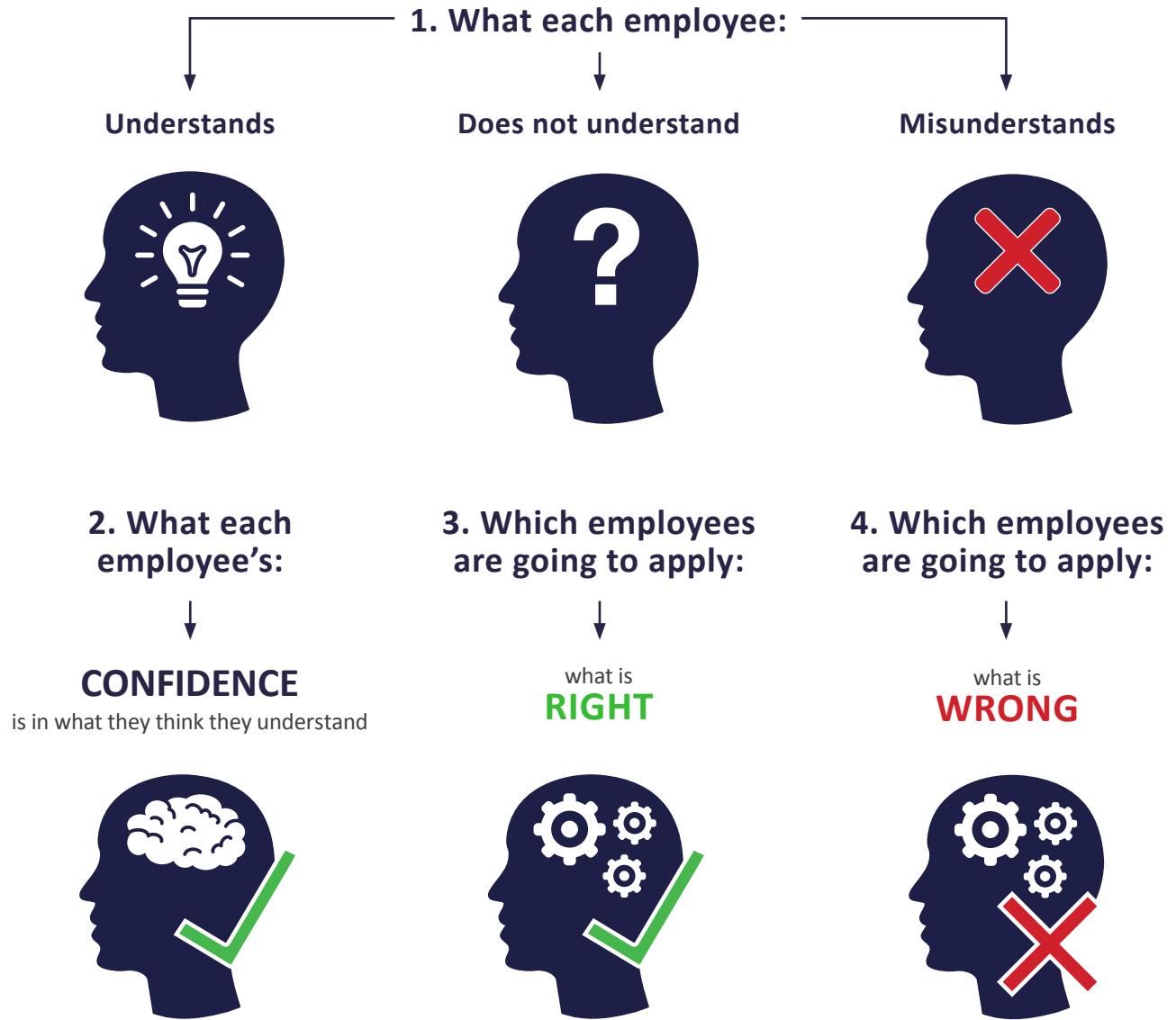
Results following two uses of CCAM® to focus on understanding and addressing exactly where knowledge, skill and competency gaps lie

	Industry average results before using CCAM®		Results following two uses of CCAM®
High understanding, high confidence = LOW RISK	21%	>	85.9%
Lacks understanding, low confidence = MEDIUM RISK	50%	>	13.1%
Misunderstands, misplaced confidence = HIGH RISK	29%	>	1.4%

How Does CCAM® Work?

CCAM® is a complex and proven SaaS platform which operates within International Test Commission guidelines and is supported by a team of psychologists and behavioural experts.

The software works through situational judgement and assessment criteria to identify people risk. It focuses on identifying exactly where data centre technicians' real skills, knowledge and capability gaps are. Situational judgement assessments identify:



However, considering the huge difference between testing someone's memory and knowing how they will behave in a critical environment, CCAM® adds a further layer to the assessment by capturing levels of competence and confidence in each answer. This provides crucial insight that is used towards scoping the recommended targeted individual interventions and professional development activities.

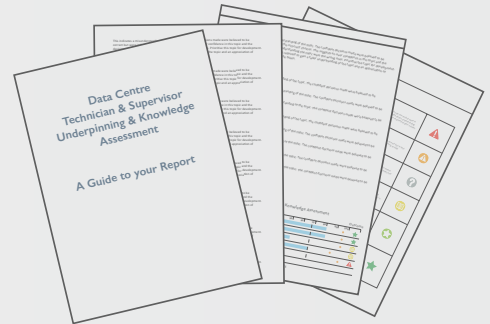
The results are provided on an individual and team basis and, with the ability to retake the CCAM® assessment again post-development, it provides a good measure of the success of the chosen interventions and professional development activities, therefore maximising the opportunity to measure ROI.

CCAM® Individual and Team Reports

CCAM® produces comprehensive reports for each individual, detailing a breakdown of their skills. Colour coding indicates levels of knowledge in each skillset, which also takes into account how competent and confident the individual is in each area.

In addition, team reports can be created, allowing managers to understand the greatest areas of risk by seeing where the capability and skills gaps are across their entire team.

The report below breaks down the understanding of each outline topic and highlights the levels of confidence against a pre-set benchmark.



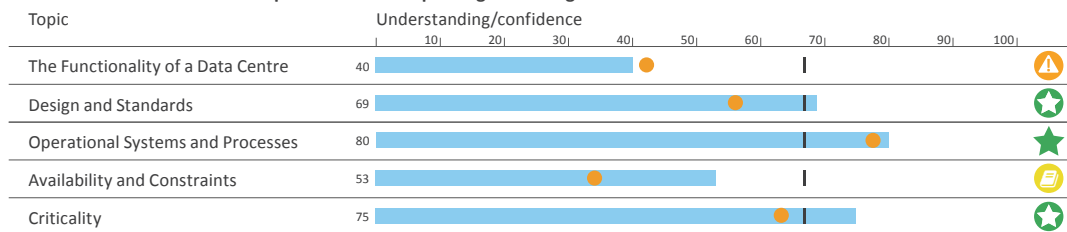
Understanding/confidence graphs

This shows your understanding score, confidence level and development outcome for each topic.

Legend

■ Understanding | ■ Understanding benchmark ● Confidence ■ Previous understanding

Data Centre Technicians and Supervisors - Underpinning Knowledge Assessment



The report delves into each subject area with further information, detailing the actual understanding level and confidence ratings, alongside a statement regarding direction and recommended next steps.

Topic feedback

This section provides an overview of actions you may wish to take for each topic.

Data Centre Technicians and Supervisors - Underpinning Knowledge Assessment

Topic	Direction and recommended learning	Outcome
The Functionality of a Data Centre Understanding: 40 Confidence: [Low to High scale] Low High	Your outcome result indicates a misunderstanding of this topic. The responses that you made may have been a guess or you may have thought that they were correct, but were in fact, incorrect.	Misunderstanding - Low Confidence
Design and Standards Understanding: 69 Confidence: [Low to High scale] Low High	Your outcome result indicates a good understanding of this topic. However, there is a suggestion that your confidence is low in applying a full understanding of this topic.	Knowledgeable - Low Confidence
Operational Systems and Processes Understanding: 80 Confidence: [Low to High scale] Low High	Your outcome result indicates a good understanding of this topic and your confidence in applying this knowledge is correct.	Confidently Knowledgeable
Availability and Constraints Understanding: 53 Confidence: [Low to High scale] Low High	Your outcome result indicates an understanding of this topic below the required standard.	Some Understanding
Criticality Understanding: 75 Confidence: [Low to High scale] Low High	Your outcome result indicates a good understanding of this topic. However, there is a suggestion that your confidence is low in applying a full understanding of this topic.	Knowledgeable - Low Confidence












































































The outcome ratings are:

	<p>Misunderstanding - High Confidence (Risk)</p> <p>This indicates a misunderstanding of the topic. The confident decisions made were believed to be correct but were in fact the incorrect choices. This suggests an over confidence in this topic and the decisions made about understanding the topic were the wrong ones. Prioritise this topic for development. Education/training and coaching are required to gain a fuller understanding of the topic and an appreciation of the decisions that should be taken.</p>
	<p>Misunderstanding - Low Confidence</p> <p>This indicates a misunderstanding of the topic. The decisions made may be a guess or thought to be correct but in fact were incorrect. This means there is a clear development opportunity for additional coaching and training to fully understand the approaches and behaviours required to understand this topic.</p>
	<p>Not Sure of Topic</p> <p>This indicates a lack of understanding of the topic as all questions have been answered as "don't know". This means there is a clear development opportunity for additional coaching and training to fully understand the approaches and behaviours required to understand this topic.</p>
	<p>Some Understanding</p> <p>This indicates an understanding below the required standard. Review the topic and the goals and identify the most appropriate coaching or education/training required. By understanding this topic more clearly the right decisions can be made in a confident manner. Also focus on the likely actions and behaviours required to know and understand this topic.</p>
	<p>Knowledgeable - Low Confidence</p> <p>This indicates a good understanding of the topic and an achievement above the minimum standard required. However, there is a suggestion that confidence is low in applying the correct knowledge. To become more confident in the topic, gain some feedback from a peer or manager about what is already known about this topic. This will help to appreciate the knowledge achieved in this topic already, plus it will increase confidence in making the right decision confidently.</p>
	<p>Confidently Knowledgeable</p> <p>This indicates a good understanding of the topic and confidently demonstrates that the action to be taken will be the correct one. As a good standard has been achieved there is no immediate developmental need required. However, to master the topic the scores should be +100 for understanding and +100 for confidence. This would indicate a mastery of the topic and suggest a propensity to take the right action in a productive way. Regular review of the topic is always recommended to maintain positive results.</p>

Below is an example of a team report following an initial CCAM® assessment of the staff in a data centre facility, with the colour coding clearly indicating the outcomes.

Data Centre Technicians and Supervisors - Underpinning Knowledge Assessment

A - Definition of a Data Centre B - Design and Standards C - Operational systems and processes
D - Availability and Constraints E - Criticality

	A	B	C	D	E	Completions	Last Completed
Person 1						1	05/04/2022 03:54:24
Person 2						1	06/04/2022 04:36:44
Person 3						1	07/04/2022 17:29:40
Person 4						2	07/04/2022 07:11:24
Person 5						2	05/04/2022 05:00:42
Person 6						1	05/04/2022 13:24:34
Person 7						1	05/04/2022 13:18:09
Person 8						1	04/04/2022 21:02:32
Person 9						1	07/04/2022 14:19:54
Person 10						1	05/04/2022 13:03:57
Person 11						1	05/04/2022 06:58:10
Person 12						1	08/04/2022 14:06:08
Person 13						1	07/04/2022 22:46:27
Person 14						1	07/04/2022 03:36:24
Person 15						1	07/04/2022 07:27:48

CCAM® Features

- ▶ Governed by professional bodies
e.g. British Psychological Society
- ▶ Operates within International Test Commission guidelines
- ▶ Includes strong controls on ethics and appropriateness of questions
- ▶ Measures actual understanding rather than just testing memory, a common assessment flaw
- ▶ Assesses how effectively knowledge is applied on the job; how people think, act, and behave
- ▶ Uses situational judgement in the form of multiple response questions rather than multiple choice questions, minimising guess work
- ▶ Exposes root causes of employee performance in high-risk environments, pinpointing behaviour that may pose a risk to compliance, fitness to practice, health and safety or competitive advantage
- ▶ We collate, score, and record the evidence required to accurately identify current levels of competency and confidence
- ▶ We provide clear, real-time reports and data at individual, team and organisation level
- ▶ We recommend appropriate interventions to address the risks, which range from self-directed learning and coaching, to targeted education or training delivered by expert Instructors (either in person or via remote attendance utilising smart rooms)

CCAM® Benefits

- ▶ Managers and C-suite executives are reassured that they are proactively mitigating human-related risk within their mission critical facilities
- ▶ CCAM® is designed to be used regularly to ensure success and ROI of chosen interventions
- ▶ CCAM® provides evidence-based data to enable informed strategic decisions to be made quickly to improve the performance of technical teams and mitigate risk
- ▶ Added organisational and individual confidence that technical teams are working towards being the best they can
- ▶ Knowledge and skills gained from professional development activities can provide an official certification, providing evidence of individual achievements and capabilities
- ▶ With teams of officially certified individuals, organisations can benefit from enhanced brand reputation
- ▶ Used as a pre-employment tool, CCAM® can help inform the recruitment process and identify the best candidates



In What Circumstances Can CCAM® Be used?



Existing Technical Teams

CCAM® is an ideal tool for existing technical teams to enable managers to take positive action to fill any skills, capability, competence, or confidence gaps.

With the ability to retake CCAM® after targeted individual interventions and professional development activities, the assessment can quickly and easily confirm the success of these activities or identify where further development is required. It can also be taken at regular future intervals to confirm individual and team knowledge is maintained as required.



Pre-employment Tool

CCAM® can be utilised as a valuable pre-employment tool, enabling managers to identify suitable candidates and understand the potential development investment required for each new recruit.

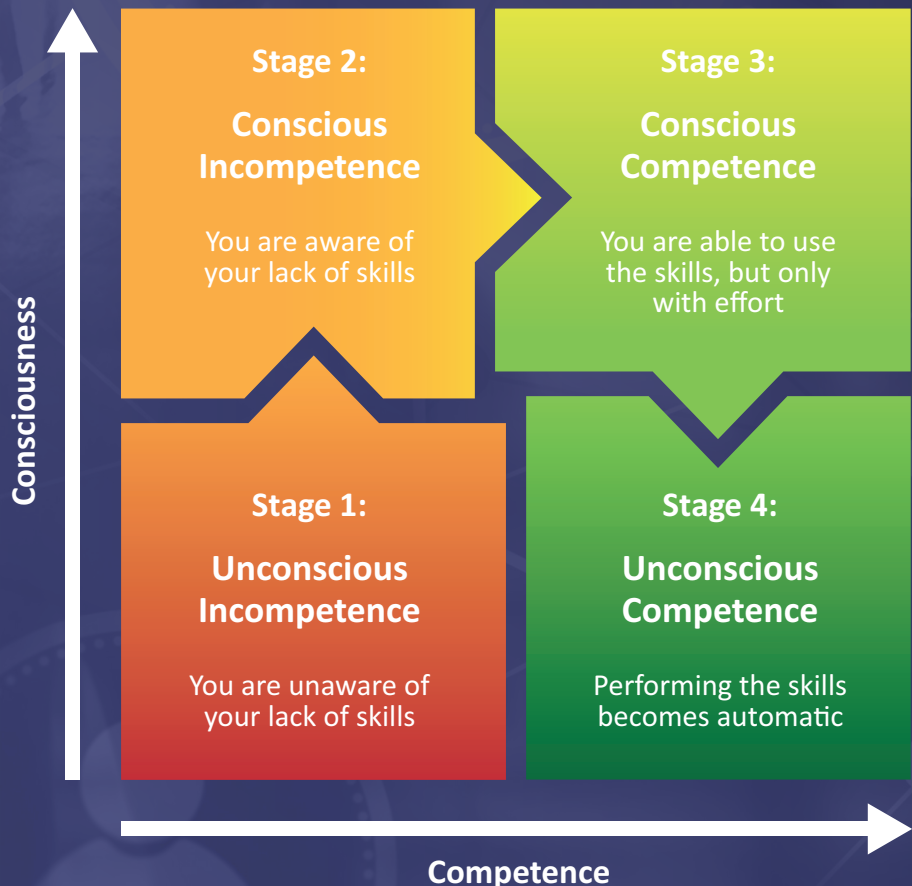
This innovative approach boosts confidence throughout the recruitment and induction process, enabling accurate professional development plans and budgets to be allocated and agreed in advance.

The Hierarchy of Competence

There are four stages within the hierarchy of competence. It suggests that individuals are initially unaware of how little they know or are unconsciously incompetent.

As they recognise their incompetence, they consciously acquire a skill, then consciously use it.

Eventually, the skill can be utilised without it being consciously thought through: the individual is said to have then acquired unconscious competence.





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