

## Competency & Confidence Assessment Modelling (CCAM®) Tool

The World's First Competency & Confidence Assessment Modelling (CCAM®) Tool for the Data Centre Sector available only from CNet Training.



Human error. A term used when companies are unable to blame systems, technology or process when things go wrong.

Risk affects every organisation, although the types of threats that businesses face will depend on varying factors, yet many businesses still struggle to accurately identify and counter risks effectively. Ultimately, risk is a human issue, and businesses need people who are adept at tackling the threats they encounter.

The CCAM® is a risk management tool that provides real-time analysis of both competence and confidence for individuals and teams through situational judgement assessments and exposes root causes of employee behaviour (positive and negative) in data centre facilities.

It's proven complex software, which is supported by a team of psychologists and operates within International Test Commission guidelines, works through various criteria to identify people risk where IT focusses on individuals' real skills, knowledge and ability gaps are and, through subsequent targeted intervention, behaviour can be positively changed and subsequent risks reduced.

The results of each assessment allow the right course of development action to be planned and taken to address individuals' weaknesses, and with the ability to take the CCAM® Tool assessment again post-development, it ensures any costs incurred have been utilised effectively, thus maximising the opportunity to achieve ROI. It can also be used as a valuable pre-employment tool allowing managers to understand the development investment required for potential new staff.

### Is your Business at Risk?

On average 80% of all staff pose some or significant risk to the business:

1. Can achieve <b>OPTIMAL PERFORMANCE</b> High Understanding / High Confidence	20%
2. Have immediate <b>KNOWLEDGE GAPS</b> Lack of Understanding	50%
2. Are potentially at <b>RISK</b> Misunderstand / Misplaced Confidence	30%

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### What is CCAM®?

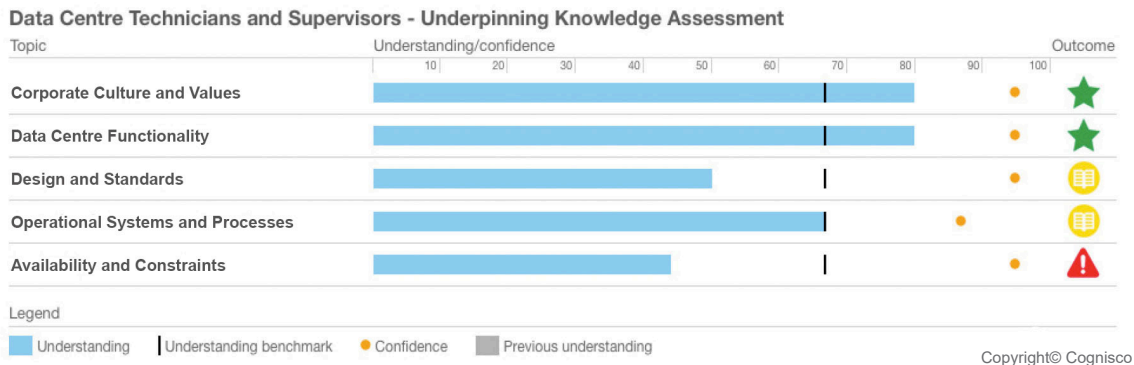
- ▶ A SaaS based people risk platform
- ▶ Identifies, manages & mitigates people risk
- ▶ Provides real-time analysis of both competence & confidence for individuals & teams
- ▶ Identifies misplaced confidence
- ▶ Exposes the root causes of employee behaviour in mission critical environments
- ▶ Helps to manage & build teams & competencies
- ▶ Uncovers skills, knowledge and ability gaps
- ▶ Saves money whilst maximising ROI

The CCAM® Tool provides an analysis of, and scores, each individual within your team to identify:

- ▶ Current employee behaviour
  - ▶ What each employee:
    - ▶ Understands
    - ▶ Does not understand
    - ▶ Misunderstands
    - ▶ Current confidence levels are
  - ▶ Which employees are going to:
    - ▶ Apply what is RIGHT
    - ▶ Apply what is WRONG
- ▶ Where the knowledge, skills and ability gaps are
- ▶ Where the risk is
- ▶ Where development budget needs to be allocated
- ▶ The scoring provides a thorough overview of each individual and your entire team. You set an ideal score to show where you would like to be and this can be used to benchmark against.

## Understand/Confidence Graph

Below is an example of the underpinning knowledge assessment of Data Centre Technicians and Supervisors outlining the average level of understanding and confidence for an individual and shows the understanding benchmark.



Legend for outcome categories:



### Misunderstanding - High Risk

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. Training and coaching are required to gain a fuller understanding of the topic and an appreciation of the decisions that should be taken.



### Misunderstanding

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.



### Not Sure of Topic

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.



### Some Understanding

This indicates an understanding below the required standard. Review the topic and the goals and identify the most appropriate coaching or 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.



### Under Confident Knowledge

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 a full understanding of this topic. This suggests uncertainty in applying the correct knowledge for this topic 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.



### Confidently Knowledgeable

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. So any additional review of the topic is always a positive one.