

## List of Questions for Chapter 7

### 7. Information Technology Standards

Refer to chapter 7 of the Technical Standards and Guidelines (TSGs).

Please respond to the following items.

- Q7.1 Please describe in one or two paragraphs the qualification of your National IT Co-ordinator (IT-C). Alternatively, a CV can be used. Is the NPM and the IT-C the same person? Please include references to any other technology based national surveys the IT-C has participated in and their role.

- Q7.2 Which PIAAC Meetings, both NPM and others, has your IT-C attended or plans to attend?

NPM Meeting in Prague (March 2019)

NPM Meeting in Fall 2019

Others (please specify): \_\_\_\_\_

- Q7.3 How will your country provide Technology Support to interviewers? Do you plan to use a ticketing system? How do you document technical problems which have arisen in your country?

- Q7.4 In addition to the above responses, please provide requested information as appropriate for this planning period, on the noted QC procedures under the subsections in the TSGs, as shown in the outline below. In each subsection, please describe any other deviations from the TSGs, or any concerns not mentioned above.

- 7.4.1 QUALIFICATIONS OF NATIONAL INFORMATION TECHNOLOGY CO-ORDINATOR

7.4.2 HARDWARE (TABLET) SPECIFICATIONS AND MINIMUM CAPABILITIES

7.4.3 OPERATING SYSTEM STANDARDS

7.4.4 SOFTWARE AND HARDWARE CONFIGURATION STANDARDS

7.4.5 SOFTWARE INTERFACE STANDARDS FOR INTEGRATION WITH COUNTRY-SPECIFIC MANAGEMENT SYSTEMS

7.4.6 SOFTWARE CONFIGURATION MANAGEMENT STANDARDS

7.4.7 CENTRAL TECHNICAL SUPPORT STANDARDS

7.4.8 COUNTRY-SPECIFIC TECHNICAL SUPPORT STANDARDS

7.4.9 INFORMATION TECHNOLOGY DOCUMENTATION STANDARDS