

SAMPLE TECHNICAL SKILL LEVELS



15. CONTRACT KNOWLEDGE & PERFORMANCE					
Levels	15a. Opportunity Assessment	15b. Internal Selling	15c. Understanding & Writing Contract	15e. Executing Contracts	15e. Contract Maintenance
Basic	Can do a basic or short-term analysis of an opportunity using some financial tools (sales, profit, cost); brings opportunity to the business Has some basic understanding of commercial strategy within region.	Knows who the players are in the internal selling process. Prepares basic presentations of benefits to unit.	Knows and understands content and implications of each clause. Understands basic "musts" – terms that are not negotiable. Can prepare a basic contract for small & intermediate size _____. Able to discuss contract points with a customer.	Participates in sales processes and closure of small, ____ contracts.	Communicates activities of the contract. Understands, and executes the requirements of the contracts using defined processes (e.g. customer report cards, ____) and communicates status to customers. Follows up with customers to ensure they are meeting their obligations. Maintains small _____ contract and refers issues/ exceptions upward.
Inter.	Understands commercial strategy throughout the value chain. Can do an intermediate financial analysis (NPV, long-term & short term).	Makes presentation to allied sales units and marketing. Has a history of gaining buy-in on major customer deals. Knows internal influence process and can effect the first layers.	Can prepare contracts for medium _____ and participate in preparation of end users contracts.	Closes small and intermediate _____ contracts. Participates in closing end-user contracts	Handles requests for exceptions to small and mid-sized _____ & end users contracts. Maintains medium _____ contracts. Identifies process improvements with all associated contract processes
Adv.	Understands commercial strategy through WW value chain. Considers market access via commercial strategy /value chain. Conducts intricate financials for deals. Works with allied businesses within _____.	Effectively pitches ideas up to sector. Deep knowledge of how to influence decisions, including particular players.	Can prepare contracts and term sheets for deals, and contracts for large _____ and end users.	Closed big _____ and end user contracts & deals.	Maintains large _____ and end user contracts.

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16. OPTICAL FIBER INDUSTRY KNOWLEDGE			
Levels	16a. Building Blocks of an Optical Network Optical Networking Components	16b. Architecture of an Optical Network	16c. Current and Anticipated Service Provider Offerings
Basic	Understand functionality of components (e.g. optical add/drop, amplifier, WDM/WDDM) and where and how they are used within network. Know SMEs within xxxxx.	Knowledge of three basic architectures (Point to Point, Ring & Mesh). Understands how multi-wavelength networks work, and why a customer would do this. Current state and general trends of optical networking. History of optical networking.	Understands classes of service providers and who is offering which types at this time and what levels of services, e.g. ___ – ___ long haul and how services related to architectures.
Intermediate	Understands interaction and assembly of components to perform a networking function. Understands how customers might use components as network elements. Conducts conversation with end users about how ___'s networking products interact to provide solutions. Understands technological options to perform a function.	Understands the standards' organizations (consortiums of vendors – ___), and protocols. Understands issues related to network reliability and protection. In depth understanding of the protocols, how they work, and how new organizations and protocols are evolving.	Understands future plans of end users and how they will evolve to offer services, with concomitant ways that system will have to change to accommodate these evolutions.
Advanced	Has technical knowledge of technologies used to build these optical networking components. Knows which technological options could be used to develop a solution. Can identify R&D scientists working on related projected. Understands ___'s technology resources to explore technological options.	Deeper knowledge of issues confronting standards' organization and factors influencing decisions, including who is backing the positions, and implications for ___'s products.	Understands service provider process. Understands economics of building a network to support service providers' anticipated offerings. Can fine tune value propositions to tailor messages to service providers.