

## 2210 — Security Competency Definitions

Competency	Definition	Category
Arithmetic	Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.	Task Execution
Attention to Detail	Thorough when performing work and conscientious about attending to detail.	Task Execution
Computer Forensics	Knowledge of tools and techniques used in data recovery and preservation of electronic evidence.	Technical Skills
Creative Thinking	Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.	Task Execution
Customer Service	Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations, knows about available products and services; is committed to providing high quality products and services.	Task Execution
Decision Making	Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.	Task Execution

Encryption	Knowledge of procedures, tools, and applications used to keep data or information secure, including public key infrastructure, point-to-point encryption, and smart cards.	Technical Skills
Flexibility	Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.	Task Execution
Influencing/ Negotiating	Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards an agreement; negotiates to find mutually acceptable behaviors.	Task Execution
Information Management	Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.	Task Execution
Information Systems Security Certification	Knowledge of the principles, methods, and tools for evaluating information systems security features against a set of specified security requirements. Includes developing security certification and accreditation plans and procedures, documenting deficiencies, reporting corrective actions, and recommending changes to improve the security of information systems.	Technical Skills
Integrity/Honesty	Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standard on an organization, self, and others; is trustworthy.	Task Execution

Interpersonal Skills	Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed, relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.	Task Execution
Learning	Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training; feedback, or other opportunities for self-learning and development.	Task Execution
Memory	Recalls information that has been presented previously.	Task Execution
Planning and Evaluation	Organizes work, sets priorities, and determines resource requirements; determines short-or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.	Task Execution
Reading	Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.	Task Execution
Reasoning	Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.	Task Execution
Self-Esteem	Believes in own self-worth; maintains a positive view of staff and displays a professional image.	Task Execution

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Self-Management	Sets well-defined and realistic personal goals; displays a high level of initiative, efforts, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.	Task Execution
Strategic Thinking	Formulates effective strategies consistent with the business and competitive strategy of the organization in a global economy. Examines policy issues and strategic planning with a long-term perspective. Determines objectives and sets priorities; anticipates potential threats or opportunities.	Supervisory Effectiveness
Stress Tolerance	Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).	Task Execution
Teaching Others	Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor	Supervisory Effectiveness
Teamwork	Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.	Task Execution
Vision	Understands where the organization is headed and how to make a contribution; takes a long-term view and recognizes opportunities to help the organization accomplish its objectives or move toward the vision.	Supervisory Effectiveness

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Writing	Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.	Task Execution
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