FREE PRACTICE SAMPLE / EPSO AD7 ICT

AD7 ICT Written Test

Two worked drafts and a marked candidate script for ICT Infrastructure, ICT Project Management, Clouds and Networks, and Data Science.

Start with the prompt, cover the model on the next page and write the opening two sentences yourself. For a full rehearsal, give yourself 40 minutes in your Language 2. These are original practice scenarios based on the published EUFTE source. EPSO supplies the actual assignment on test day.

DRAFT 1 / A DECISION FOR THE CHAIR TO SIGN

Friday’s move to a new case-management service

It is Thursday. The agency plans to move from its existing case-management service on Friday evening. The new service must allow an officer to open a case, read its evidence and record a decision within 60 minutes of an interruption. The board chair has authority to approve or defer the move.

What the rehearsal showed. Staff could sign in after 34 minutes. They first completed all three steps after 92 minutes because they had to wait for access to case documents.

Cost of waiting. A one-week extension of the existing service is available for €8,000 if the chair signs by 16:00 today. The service owner can run a new end-to-end rehearsal on Tuesday. Finance has not authorised an extension beyond that week.

Your assignment

Draft the decision for the chair to sign. Settle Friday’s move and the €8,000 extension. State what evidence would justify a new release decision, who will provide it and what happens if the next test fails.

Build the argument before writing

Opening Put the two decisions in the first sentence. A chair needs wording that can be signed.

Evidence Compare the 92-minute business recovery with the 60-minute target. Explain what the 34-minute result actually measures.

Closing Name the owner of the test and the person who can authorise the release. Decide how to deal with failure before the extension expires.

Source lens. Article 8(1) and (2)(o) of Regulation (EU, Euratom) 2023/2841 cover proportionate measures and business continuity. The recovery target, price and decision rights here are facts of the exercise.

DRAFT 1 / MODEL ANSWER

Decision on Friday’s migration

Draft for signature by the chair of the ICT steering board

Decision

I defer Friday’s migration and authorise the €8,000 extension of the existing service for one week. Please confirm the extension to the supplier before 16:00 today.

Our recovery target covers the whole task a case officer must perform. Staff could sign in after 34 minutes, but it took 92 minutes before an officer could read the supporting documents and record a decision. That is 32 minutes beyond our limit. If the same delay occurred on the new service, staff could appear to be back at work while decisions remained blocked.

The extension gives us time to test the step that failed while case officers continue using the current service. On Tuesday, the service owner will ask an officer to open a case, retrieve its evidence and record a decision after a simulated interruption. Please record the elapsed time from interruption to completion and have the officer confirm that the recorded decision can be retrieved.

Send me the result on Tuesday. If the officer completes the full task within 60 minutes, I will review the evidence and decide whether to set a new migration date. If the target is missed again, keep the migration on hold and bring Finance and the service owner together that day to cost the continuity options. Any further expenditure requires a separate decision before the extension expires.

Chair, ICT Steering Board

HOW A TUTOR WOULD READ THIS DRAFT

“I defer … and authorise …” The chair can sign one sentence and the supplier can act on it. “We should consider postponing” would leave both the timetable and the purchase unresolved.

“32 minutes beyond our limit” The calculation gives the board a reason to spend €8,000. A description such as “recovery was slower than expected” would conceal how far the test missed the target.

“I will review the evidence” Passing the rehearsal triggers a management decision. It does not give the test team authority to go live. The closing sentence also prevents an open-ended spending commitment.

WRITTEN TEST SAMPLE / DRAFT 2 OF 2

What can applicants safely do now?

Draft a public notice for people using a grant application portal.

At 11:30 Brussels time on Wednesday, the agency confirms an interruption affecting its grants portal. Some applicants can sign in and enter information but receive no submission receipt. The agency has classified the incident as significant. Its cause and the number of affected applications are still being investigated.

INFORMATION CLEARED FOR PUBLICATION

Receipt issued. A receipt already issued confirms that the agency received that application. Applicants can keep it. Sending an additional copy could create duplicate records.

No receipt. The approved Help page remains available. Its contact form can record an enquiry using the call reference and the approximate time of the submission attempt. The helpdesk cannot accept applications or attachments.

Deadline. The published deadline is today at 17:00 Brussels time. Only the director can approve a change. The director has made no such decision.

Next update. The agency has committed to a notice on the same status page at 14:00 Brussels time, including if recovery work is still in progress.

Your assignment

Draft a notice in the agency's voice for publication at 11:30. Tell applicants who hold a receipt and those without one what to do. Explain the position on the deadline and where they will find the next update.

Choose what the reader needs

An applicant needs to know whether an application arrived, how to raise a problem and whether the closing time has changed. Put each answer where a person scanning on a phone can find it. Keep internal reporting arrangements out of the notice.

Source lens. Article 21(5) addresses communication with potentially affected users about measures or remedies they can take, where applicable. The helpdesk procedure and all times in this exercise come from the scenario.

DRAFT 2 / MODEL ANSWER

Grants portal update for applicants

Wednesday, 11:30 Brussels time · Draft for the agency status page

Some applicants can sign in to the grants portal but do not receive a receipt after attempting to submit. We are checking which submissions have been affected.

If you already have a receipt

Your receipt confirms that we received your application. Keep it for your records. You do not need to submit a second copy.

If you tried to submit and have no receipt

Use the contact form on the Help page. Include the call reference and the approximate time you tried to submit. This gives the helpdesk a record of the attempt to investigate. The form records an enquiry only. Please do not send application documents or attachments through it.

Deadline and next update

The published deadline remains 17:00 Brussels time today. We will post a further update on this status page at 14:00 Brussels time, even if work to restore the service is still under way. Any decision to change the deadline will be announced here.

THREE EDITORIAL DECISIONS BEHIND THE NOTICE

A receipt supports a definite answer. The first group can stop trying to submit. For the second group, “no receipt” tells us what the applicant sees. It cannot establish that the file was lost.

The helpdesk has a limited role. “Contact support” can sound like an invitation to email a full application. Naming the two details the helpdesk needs and the limits of its role gives the applicant a usable next step.

14:00 is a reporting commitment. The agency controls when it posts an update. A promise that the portal will work again by 14:00 would go beyond the evidence and could cost applicants valuable time before the deadline.

Try one more edit

Replace “The issue is being addressed by the competent services” with one sentence that tells an applicant what will happen next. Then check whether your sentence names a time, a place and an action the agency can deliver.

CORRECTION WORKSHOP / THE FIRST DRAFT

Does an attendance list prove readiness?

A third, independent practice task. Read the draft once before turning to the corrections.

A new public service launches on Monday. All 24 day-shift staff attended Friday's cybersecurity briefing. In a subsequent exercise, 18 of them handed an interruption to the correct duty officer without help. The six evening-shift staff have yet to rehearse. Managers attended the briefing but have not practised a decision. The release lead can run one short rehearsal on Sunday and report before Monday's launch meeting.

Your assignment

Write a memo to the programme sponsor. Recommend how to use Sunday's rehearsal for staff and managers, identify the evidence the sponsor needs and state who should deal with any gaps.

FIRST ATTEMPT / DELIBERATELY FLAWED

To the programme sponsor
Subject Training readiness for Monday

[1] I recommend that you confirm our readiness for Monday. Attendance by all 24 colleagues shows that everyone who will operate the service has completed the necessary preparation.

[2] The exercise achieved a 75% success rate across the service. Given this result, a repeat of the presentation on Sunday should bring the remaining staff up to the same standard.

[3] Managers already attended the briefing, so we can use the remaining time for the operational team. **[4]** The release report should confirm that all staff meet the training requirements of the Regulation.

[5] Any outstanding issues will be followed up by the relevant colleagues in due course. On that basis, I recommend proceeding as planned.

READ IT AS THE SPONSOR

The arithmetic is correct: 18 out of 24 is 75%. Underline the words that change what the percentage describes. Then circle the recommendation that would still leave the evening shift and managers untested on Monday.

Source lens. Articles 6(9) and 8(3)(h)–(i) support training suited to responsibilities and regular staff training. The figures and rehearsal proposed here belong to the exercise.

CORRECTION WORKSHOP / TUTOR ANNOTATIONS

Five edits that change the recommendation

Match each number to the first attempt on page 5. Each edit changes what the sponsor could reasonably conclude or do.

1 Narrow the claim

Draft “everyone who will operate the service”

Revision “All 24 day-shift staff attended. The six evening-shift staff have yet to rehearse.”

Why The attendance list covers one shift. It also measures presence, while the sponsor needs evidence of performance.

2 Give the denominator a name

Draft “a 75% success rate across the service”

Revision “Eighteen of 24 day-shift staff completed the handover unaided. Six needed help.”

Why The other shift was never tested. Repeating a presentation would produce another attendance figure without answering whether staff can perform the handover.

3 Give managers a decision to practise

Draft “use the remaining time for the operational team”

Revision “Ask the duty manager to decide what to do when applicants cannot submit, using the handover from the evening shift.”

Why This joins the two roles in one short rehearsal. The sponsor can see whether operational facts reach someone authorised to act.

4 Remove the unsupported assurance

Draft “confirm that all staff meet the training requirements”

Revision “Report which groups took part, what they completed and where help was needed.”

Why A briefing and a single exercise cannot establish full compliance. Give the sponsor evidence the release team can actually verify.

5 Name the owner and the next decision

Draft “followed up by the relevant colleagues in due course”

Revision “The release lead will report before Monday’s meeting, name an owner for each gap and propose a retest date.”

Why The sponsor can review outstanding risks before deciding whether to proceed. No one has been given approval prematurely.

CORRECTION WORKSHOP / REVISED MODEL

Training evidence for Monday’s launch

Revised memo to the programme sponsor

Please reserve Sunday’s rehearsal for a joint exercise with the evening shift and a duty manager. I recommend deciding on launch readiness at Monday’s meeting, once you have seen whether an interruption can be handed over and acted on across shifts.

All 24 day-shift staff attended the briefing. In the exercise, 18 handed the interruption to the correct officer without help. Six needed assistance. We have no equivalent result for the six evening-shift staff, and managers have yet to practise deciding what to do with a handover.

On Sunday, give the evening team a report that applicants cannot submit forms. Ask the team to identify the affected service and brief the duty manager. Give the manager a decision: which immediate action will keep applicants informed, and who will carry it out? If time allows, ask the day-shift colleagues who needed help to repeat the handover with a deputy.

Before Monday’s meeting, the release lead should report which tasks each group completed unaided, where a handover or decision stalled and who will address each gap. For an unresolved gap, please ask for a proposed retest date and its implications for the launch decision.

ONE LAST READ BEFORE YOU SUBMIT

Cover the memo above. Can you say in one sentence what the sponsor is being asked to decide, what evidence is missing and who will supply it? If your answer is clearer than the opening of your draft, use it to rewrite that opening.

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Official EPSO written-test instructions

Read Regulation (EU, Euratom) 2023/2841