

Skills Framework for the Information Age version 3.0

	Strategy & planning	Development	Business change	Service provision	Procurement & management support	Ancillary skills
	Information strategy Advice and guidance Business/IS strategy and planning Technical strategy and planning	Systems development Human factors Installation and integration	Business change management Relationship management Infrastructure	Operation User support	Supply management Quality Resource management	Education and training Sales and marketing
7 Set strategy, inspire, mobilise						
6 Initiate, influence			Programme management PCMG			
5 Ensure, advise	Information management IRMG Consultancy CNSL Technical specialism TECH Innovation INOV Business process improvement BPPE Strategic application of information systems STPL Business risk management BURM	Systems architecture ARCH Emerging technology monitoring EMRG Software development process improvement SPIM Network planning NTPL Methods and tools METL Systems development management DLMG Network design NTDS	Project management PRMG Business process testing BPTS Change implementation planning and management CIPM Organisation design and implementation ORDI Benefits management BENM Stakeholder relationship management RLMT	Configuration management CFMG Change management CHMG Capacity management CPMG Systems software SYSP Security administration SCAD Radio frequency engineering RFEN Availability management AVMT Financial management for IT FMIT Data protection DPRO	Procurement PROC Quality management QUMG Safety assessment SFAS Asset management ASMG Client services management CSMG Professional development PDSV Resourcing RESC Education and training management ETMG Account management ACMG	Information Systems coordination ISCO Education and training creation & maintenance TMCR Training materials creation & maintenance TMCR Education and training delivery ETDL Account management ACMG Marketing MKTG Selling SALE
4 Enable	Information security SCTY Information assurance INAS Continuity management COPL Research RSCH	Human factors integration HFIN Porting/software integration PORT Business analysis ANAL Project management PRMG Business process testing BPTS Change implementation planning and management CIPM Organisation design and implementation ORDI Benefits management BENM Stakeholder relationship management RLMT	Configuration management CFMG Change management CHMG Capacity management CPMG Systems software SYSP Security administration SCAD Radio frequency engineering RFEN Availability management AVMT Financial management for IT FMIT Data protection DPRO	Supplier relationship management SURE Quality assurance QUAS Compliance audit COMP Project office PROF Asset management ASMG Client services management CSMG Professional development PDSV Resourcing RESC Education and training management ETMG Account management ACMG	Information Systems coordination ISCO Education and training creation & maintenance TMCR Training materials creation & maintenance TMCR Education and training delivery ETDL Account management ACMG Marketing MKTG Selling SALE	
3 Apply		Data analysis DTAN Systems design DESN Database design DBDS Programming/software development PROG Safety engineering SFEN Web site specialism WBSP Systems testing TEST Content creation DOCM Non-functional needs analysis UNAN Usability evaluation USEV Systems integration SINT Porting/software integration PORT Systems installation/decommissioning HSN	Business analysis ANAL Project management PRMG Business process testing BPTS Change implementation planning and management CIPM Organisation design and implementation ORDI Benefits management BENM Stakeholder relationship management RLMT	Supplier relationship management SURE Quality assurance QUAS Compliance audit COMP Project office PROF Asset management ASMG Client services management CSMG Professional development PDSV Resourcing RESC Education and training management ETMG Account management ACMG	Information Systems coordination ISCO Education and training creation & maintenance TMCR Training materials creation & maintenance TMCR Education and training delivery ETDL Account management ACMG Marketing MKTG Selling SALE	
2 Assist			Business analysis ANAL Project management PRMG Business process testing BPTS Change implementation planning and management CIPM Organisation design and implementation ORDI Benefits management BENM Stakeholder relationship management RLMT	Supplier relationship management SURE Quality assurance QUAS Compliance audit COMP Project office PROF Asset management ASMG Client services management CSMG Professional development PDSV Resourcing RESC Education and training management ETMG Account management ACMG	Information Systems coordination ISCO Education and training creation & maintenance TMCR Training materials creation & maintenance TMCR Education and training delivery ETDL Account management ACMG Marketing MKTG Selling SALE	
1 Follow			Business analysis ANAL Project management PRMG Business process testing BPTS Change implementation planning and management CIPM Organisation design and implementation ORDI Benefits management BENM Stakeholder relationship management RLMT	Supplier relationship management SURE Quality assurance QUAS Compliance audit COMP Project office PROF Asset management ASMG Client services management CSMG Professional development PDSV Resourcing RESC Education and training management ETMG Account management ACMG	Information Systems coordination ISCO Education and training creation & maintenance TMCR Training materials creation & maintenance TMCR Education and training delivery ETDL Account management ACMG Marketing MKTG Selling SALE	

IS and IT definitions

IT (Information Technology)
IT is the technical toolkit, including the hardware, software, networks, tools, telecommunications equipment and required standards. It is the technological framework on which the delivery of information services is based. The specification, design, development and operation of the technical infrastructure are the concern of technical service providers. They may be internal to the organisation or external.

IS (Information Systems)
An information system is a combination of people, methods and tools. Strategy, procedures, policies and management are combined with information and data resources, computer-based business applications, IT-based technology components and human activities in order to deliver information services to users. These users may be in the organisation and outside it. The requirements for information systems are defined by the business of the organisation.