

Moving to SFIA version 3



Contents

Purpose 1
Headlines 1
The categories 2
Summary chart 5

Purpose

A considerable amount of work has been carried out to collect and analyse feedback from the SFIA community. Workshops have been run, meetings have been held, and a web site has carried out the function of capturing input from a wide spectrum of organisations.

After careful deliberation, the SFIA development team has come up with a revision that adds considerably to the strength and usefulness of the framework.

This document is intended to assist those who have implemented SFIA version 2 and who now wish to make use of the additional information in SFIA version 3.

It summarises the main changes between the two versions, and provides an annotated list of the categories, subcategories and skills of SFIA version 3.

Headlines

Structure maintained and improved

The overall structure of SFIA has been maintained, although we have returned to six categories. These form a better basis for presenting the expanded set of skills. Improved subcategories also help with presentation of SFIA. The documentation emphasises that the categories and subcategories are there as an aid to the reader. SFIA is not attempting to define the categories and subcategories. The slightly confusing term 'Role' has been removed, to help this understanding.

Skill descriptions improved and extended

All skills descriptions have been reviewed and where necessary edited, clarified and made consistent. Many of the skills have benefited from improved wording. Some of them now appear at more levels than before. There are now 77 rather than 54 skills.

Business change

SFIA version 3 reflects the growing emphasis on business change and related skills in IT: this is one of the reasons we have moved to six categories. Some of the specific additions relating to the achievement of beneficial change in the business are: Information management, Benefits management, Stakeholder relationship management, and Continuity management. Improvements have been made to Business analysis and Risk management .

Technology

Needs arising from technology are recognised in the inclusion of wireless technology and web administration, development & content.

Service management – ITIL

SFIA version 3 now reflects ITIL (the IT Infrastructure Library) more closely. Reference is made to the main ITIL disciplines (Problem management, Change management, Service level management, Capacity management, etc.).

Security

The topic of security has been strengthened by the addition of Information security and Information assurance (including network attack/defence and penetration testing).

IT Governance and compliance

This area benefits from information on financial management and accountability, etc. The importance of outsourcing has been reflected in supplier relationship management, delivery of IT services and service delivery integration. Information on Human factors has been strengthened, since this is now an area where compliance is often required. The need for innovation is reflected at the strategic level.

The categories

The categories and subcategories are simply aids to navigation within the document. They are not intended to define roles or jobs; these would normally contain skills from more than one part of the framework.

Version 3 identifies six categories, as follows:

- Strategy and planning (category title unchanged from SFIA version 2)
- Development (category title changed from 'Development and Implementation')
- Business change (new category)
- Service provision (category title changed from 'Service delivery')
- Procurement and management support (category title changed from 'Management and administration')
- Ancillary skills (new category title, to include skills which are deemed to be associated with IT, but not mainstream)

There are also some changes in subcategories and in the positioning of skills within the subcategories.

The following sections list the skills in their categories and subcategories. There is commentary to indicate the nature of any change that has been made.

Strategy and planning (category)

Sub-category	Skill	Code	Change
Information strategy	Information management	IRMG	Subcategory has been renamed, so that it is not the same as the skill name. Skill definition enhanced to place more emphasis on Information management. Task definitions clarified and made more specific. Two new levels (4 & 5). Levels 4–7.
Advice and guidance	Consultancy	CNSL	No change to skill definition. Minor changes to level definitions. Level 4 removed, as it is felt that true Consultancy is not possible at this level. Levels 5–7.
Business/ IS strategy and planning	Technical specialism	TECH	No significant change. Levels 5–7.
	Research	RSCH	New skill, Levels 3–6.
	Innovation	INOV	New skill, acknowledging strong feeling, from a number of sources, that there is specialist skill in the creative application of IT to improve businesses, or create new 'e-businesses'. Level 6.
	Business process improvement	BPRE	No significant change. Levels 5–7. New level 7.
	Strategic application of information systems	STPL	Name changed to avoid clash with category title. Otherwise no significant change. Levels 5–7. New level 7.
	Business risk management	BURM	No significant change. Levels 5–6.
	Information security	SCTY	New skill. Levels 3–6.
	Information assurance	INAS	New skill. Related to, but different from Information security. Includes 'protection from attack', etc. Levels 3–6.
Technical strategy and planning	Systems architecture	ARCH	An important skill. Description expanded and improved. Now encompasses what was originally termed 'Technical authority'. Levels 5–6. New level 5.
	Emerging technology monitoring	EMRG	No significant change. Levels 5–6.
	Continuity management	COPL	Minor changes to wording. This skill has been renamed to be consistent with ITIL terminology. Levels 4–5.
	Software development process improvement	SPIM	New skill for SFIA, though it is a well-established discipline, and important to software developers. Levels 5–7.
	Network planning	NTPL	Minimal change in wording. Levels 5–6.
	Methods and tools	METL	Unchanged. Levels 4–6.

Development (category)

Sub-category	Skill	Code	Change
Systems development	Systems development management	DLMG	No significant change. Levels 5–7. New level 5.
	Data analysis	DTAN	No change to skill definition, but expansion of task definitions. Levels 2–5.
	Systems design	DESN	Clarification and expansion. Levels 2–6.
	Network design	NTDS	New skill, based on BCS SFIPlus content. Levels 5–6.
	Database design	DBDS	Task descriptions improved. Levels 2–6.
	Programming/software development	PROG	No change to skill definition. Task definitions improved. Levels 2–5.
	Safety engineering	SFEN	New skill, based on BCS SFIPlus content. (There is extensive documentation of safety engineering competencies published by IEE. It was determined that we should acknowledge this topic, but not try to duplicate this material). Levels 3–6.
Human factors	Web site specialism	WBSP	New skill, based on BCS SFIPlus content. Some debate over whether this is really a separate skill. However, there is a demand for it, so it was included. Levels 2–5.
	Systems testing	TEST	No change to skill definition. Task definitions improved. Levels 2–6.
	Systems ergonomics	HCEV	Skill definition revised. Task definitions clarified. Levels 3–6.
	Content creation	DOCM	Renamed from 'Media creation' which was a misleading title. Skill definition unchanged. Tasks expanded, and rewritten. Levels 2–6.
	Non-functional needs analysis	UNAN	New skill, based on input from BHCIG (British Human Computer Interface Group). Originally named 'User needs analysis', but it was felt that this is misleading, as it is only concerned with non-functional needs. Levels 3–5.
Installation and integration	Usability evaluation	USEV	New skill, based on input from BHCIG (British Human Computer Interface Group). Levels 2–5.
	Human factors integration	HFIN	New skill, based on input from BHCIG (British Human Computer Interface Group). Levels 5–7.
	Systems integration	SINT	No change to skill definition. Lower level tasks expanded and clarified. Levels 2–6. New level 6.
	Porting/software integration	PORT	New skill, based on BCS SFIPlus content. Levels 3–6.
	Systems installation/decommissioning	HSIN	No change to skill definition. Lower level tasks expanded and clarified. Levels 1–5.

Business change (category)

Sub-category	Skill	Code	Change
Business change management	Business analysis	ANAL	Expansion and clarification of wording. Levels 3–6.
	Programme management	PGMG	Expansion and improvement of definitions, to clarify the central role of programme management in implementing complex business change. Levels 6–7.
	Project management	PRMG	Improvement and expansion of wording. Levels 4–7. New level 4.
	Business process testing	BPTS	A new skill concerning the planning, design, management, execution and reporting of business process tests and usability evaluations. Levels 4–6.
	Change implementation planning and management	CIPM	This is a new skill, contributed by the e-Gov unit, which emphasises the business perspective on integration of IT capabilities. Levels 5–6.
	Organisation design and implementation	ORDI	Also a new skill, contributed by the e-Gov unit, which focuses on the context in which the IT capabilities will be deployed. Levels 5–6.
	Benefits management	BENM	A new skill which formalises the follow-through from completion of project/programme deliverables to the achievement of beneficial business change, as defined in the business case. Levels 5–6.
Relationship management	Stakeholder relationship management	RLMT	A new skill, which recognises the importance of the relationship between all stakeholders, during business change. Levels 5–6.

Service provision (category)

Sub-category	Skill	Code	Change
Infrastructure	Configuration management	CFMG	No significant change. Levels 3–6.
	Change management	CHMG	Name amended to bring into line with ITIL. Moved to this sub-category, from Technical strategy and planning. Levels 3–6.
	Capacity management	CPMG	Minor improvements to wording. Levels 4–6.
	Systems software	SYSP	New skill, recognising specialist technical expertise required in managing system software. Levels 3–5.
	Security administration	SCAD	Minor improvements to wording. Levels 3–6. New level 6.
	Radio frequency engineering	RFEN	New skill, recognising the evolving role of ‘wireless’ technology. Levels 2–6.
	Availability management	AVMT	New skill describing the overall control and management of services and their availability. Levels 4–6.
	Financial management for IT	FMIT	New skill describing the overall financial management, control and stewardship of the IT assets and resources. Levels 4–6.
Operation	Data protection	DPRO	New skill, recognising knowledge required to comply with legislation. Levels 5–6.
	Application support	ASUP	No significant changes. Name changed from ‘Application & system support’. Levels 2–5.
	Management and operations	COPS	SFIA2 elements ICT Operations and ICT management merged. Levels 1–7.
	Network control and operation	NTOP	Expansion and improvement. Levels 3–6. New levels 3–4.
	Database administration	DBAD	Expansion and improvement. Levels 2–5.
	Service level management	SLMO	Merge of Service delivery management and Service level control, to provide more coherent function. Levels 2–7.
User support	Network support	NTAS	Name changed from Network administration & support. Levels 2–5.
	Problem management	PBMG	New skill. Levels 4–5.
	Service desk and incident management	USUP	New skill, derived from SFIA2 User support. Levels 1–5.

Procurement and management support (category)

Sub-category	Skill	Code	Change
Supply management	Contract management	–	Merged with information on Contract monitoring, to form Supplier relationship management (below).
	Procurement	PROC	No change. Levels 5–6.
	Supplier relationship management	SURE	Created from Contract management with additional information on contract monitoring and commercial management. Levels 3–7.
Quality	Quality management	QUMG	No significant change. Levels 5–7.
	Quality assurance	QUAS	No change. Levels 3–6.
	Quality standards	QUST	New skill. Levels 2–5.
	Compliance audit	COMP	Renamed from Compliance. New level 7. Levels 3–7.
	Safety assessment	SFAS	New skill. Extensive documentation on this published by IEE. Levels 5–6.
Resource management	Project office	PROF	No change. Levels 2–5.
	Asset management	ASMG	Expansion/improvement of level descriptions. Levels 5–6.
	Information System coordination	ISCO	Clarification of wording. Levels 6–7.
	Client services management	CSMG	New skill. Levels 5–6.
	Professional development	PDSV	New skill. Levels 5–6.
	Resourcing	RESC	New skill. Levels 5–6.

Ancillary skills (category)

Sub-category	Skill	Code	Change
Education and training	Education and training management	ETMG	Wording improved & merged with Development & training from SFIA2. Levels 5–6.
	Training materials creation and maintenance	TMCR	Wording improved. New level 5. Levels 4–5.
	Education and training delivery	ETDL	Small amendments to wording. Levels 3–5.
Sales and marketing	Account management	ACMG	No change. Levels 5–6.
	Marketing	MKTG	No change. Levels 3–6.
	Selling	SALE	No change. Levels 4–6.
	Sales support	SSUP	No change. Levels 1–6.

Summary chart

Category	Subcategory	Skill	Code
Strategy and planning	Information strategy	Information management	IRMG
		Advice and guidance	Consultancy
	Business/IS strategy and planning	Technical specialism	TECH
		Research	RSCH
		Innovation	INOV
		Business process improvement	BPRE
		Strategic application of information systems	STPL
		Business risk management	BURM
		Information security	SCTY
		Information assurance	INAS
	Technical strategy and planning	Systems architecture	ARCH
		Emerging technology monitoring	EMRG
		Continuity management	COPL
		Software development process improvement	SPIM
		Network planning	NTPL
		Methods and tools	METL
Development	Systems development	Systems development management	DLMG
		Data analysis	DTAN
		Systems design	DESN
		Network design	NTDS
		Database design	DBDS
		Programming/software development	PROG
		Safety engineering	SFEN
		Web site specialism	WBSP
		Systems testing	TEST
		Human factors	Systems ergonomics
	Content creation		DOCM
	Non-functional needs analysis		UNAN
	Usability evaluation		USEV
	Installation and integration	Human factors integration	HFIN
		Systems integration	SINT
		Porting/software integration	PORT
Business change	Business change management	Systems installation/decommissioning	HSIN
		Business analysis	ANAL
		Programme management	PGMG
		Project management	PRMG
		Business process testing	BPTS
		Change implementation planning and management	CIPM
	Relationship management	Organisation design and implementation	ORDI
		Benefits management	BENM
		Stakeholder relationship management	RLMT
		Service provision	Infrastructure
Change management	CHMG		
Capacity management	CPMG		
Systems software	SYSP		
Security administration	SCAD		
Radio frequency engineering	RFEN		
Availability management	AVMT		
Financial management for IT	FMIT		
Operation	Data protection		DPRO
	Application support		ASUP
	Management and operations		COPS
	Network control and operation		NTOP
User support	Database administration		DBAD
	Service level management		SLMO
	Network support		NTAS
	Problem management		PBMG
Service desk and incident management	USUP		

Category	Subcategory	Skill	Code
Procurement and management support	Supply management	Procurement	PROC
		Supplier relationship management	SURE
	Quality	Quality management	QUMG
		Quality assurance	QUAS
		Quality standards	QUST
		Compliance audit	COMP
		Safety assessment	SFAS
	Resource management	Project office	PROF
		Asset management	ASMG
		Information System coordination	ISCO
		Client services management	CSMG
		Professional development	PDSV
		Resourcing	RESC
Ancillary skills	Education and training	Education and training management	ETMG
		Training materials creation and maintenance	TMCR
		Education and training delivery	ETDL
	Sales and marketing	Account management	ACMG
		Marketing	MKTG
		Selling	SALE
		Sales support	SSUP

The SFIA Foundation

The SFIA Foundation exists to own, promote, develop and maintain the Skills Framework for the Information Age; to encourage the adoption of SFIA; to facilitate its use; and to enable the delivery of quality services based on SFIA.

SFIA is owned by The SFIA Foundation, a not-for-profit body. The members of The Foundation are UK organisations in the field of Information Technology: British Computer Society, e-skills UK, The IEE (Institution of Electrical Engineers) and IMIS (Institute for the Management of Information Systems).

Our purpose is to maintain SFIA as the generally accepted standard and tool for all IT skills measurement, development, deployment and debate.

This will serve the interests of employers of Information Technology professionals, the professionals themselves and many other groups, including training companies and other service providers, education and the government.

Important: limited user licence

All material in this document is and shall remain the copyright of The SFIA Foundation. By using this document you, as the End User, agree to be bound by, and will ensure all your employees and agents will comply with, the terms of the following limited user licence.

You are hereby granted a royalty free perpetual non-transferable licence to use this material for the internal skills management of your employees (the 'Purpose'). You may copy this material for the Purpose only.

You must not exploit this material for any commercial advantage unless you enter into a separate licence agreement prepared by The SFIA Foundation, which will be subject to the payment of a licence fee.

You may not redistribute this material to any other organisation (including any affiliated organisation) or to a person outside your organisation without first providing The SFIA Foundation with the full details of such person and The SFIA Foundation receiving from such person written confirmation that they will be bound by the terms of this licence.

The SFIA Foundation may terminate this licence upon your breach.

The terms of this licence shall be governed by English law and the parties shall submit to the jurisdiction of the English Courts.

Contacting The Foundation

The SFIA Foundation is happy to hear from organisations planning the use of SFIA. Information about Accredited SFIA Consultants is available on the SFIA website.

The Foundation operates an accreditation scheme for consultants and partners: details may be found on the SFIA website.

Write to us

The Operations Manager
The SFIA Foundation
c/o e-skills UK
1 Castle Lane
London
SW1E 6DR

E-mail: info@sfia.org.uk

Registered Office

8–10 New Fetter Lane
London
EC4A 1RS