

Skills Framework for the Information Age version 4.0

		1 Follow	2 Assist	3 Apply	4 Enable	5 Ensure, advise	6 Initiate, influence	7 Set strategy, inspire, mobilise	
Strategy and architecture	Information strategy					Information management IRMG	Corporate governance of IT GOVN		
							Information systems co-ordination ISCO		
							Information policy formation DPRO		
					Information security SCTY		Information assurance INAS		
						Information analysis INAN			
					Information content publishing ICPM				
	Advice and guidance						Consultancy CNSL		
							Technical specialism TECH		
	Business/IT strategy and planning				Research RSCH			Innovation INOV	
							Business process improvement BPRE		
							Enterprise architecture STPL		
							Business risk management BURM		
							Solution architecture ARCH		
	Technical strategy and planning						Emerging technology monitoring EMRG		
						Continuity management COPL			
							Software development process improvement SPIM		
						Network planning NTPL			
						Methods and tools METL			
Business change	Business change implementation					Portfolio management POMG	Programme management PGMG		
						Project management PRMG			
	Business change management				Business analysis BUAN				
						Business process testing BPTS	Change implementation planning & management CIPM	Organisation design and implementation ORDI	Benefits management BENM
Relationship management						Stakeholder relationship management RLMT			
Solution development and implementation	Systems development						Systems development management DLMG		
	Human factors				Systems ergonomics HCEV				
					Usability requirements analysis UNAN				
					Usability evaluation USEV			Human factors integration HFIN	
	Installation and integration				Systems integration SINT				
					Porting/software integration PORT				
					Systems installation/decommissioning HSIN				
Service management	Service strategy					IT management ITMG			
						Financial management for IT FMIT			
	Service design					Capacity management CPMG			
						Availability management AVMT			
	Service transition				Service level management SLMO				
					Configuration management CFMG				
					Change management CHMG				
	Service operation				Release management RELM				
					System software SYSP				
					Security administration SCAD				
					Radio frequency engineering RFEN				
					Applications support ASUP				
					IT operations ITOP				
					Network control and operation NTOP				
				Database administration DBAD					
			Network support NTAS						
				Problem management PBMG					
				Service desk and incident management USUP					
Procurement and management support	Supply management					Procurement PROC			
					Supplier relationship management SURE				
	Quality management						Quality management QUMG		
					Quality assurance QUAS				
					Quality standards QUST				
					Compliance review CORE		Safety assessment SFAS		
	Resource management					Technology audit TAUD			
					Programme and project support office PROF				
						Asset management ASMG	Client services management CSMG	Professional development PDSV	
							Resourcing RESC	Learning and development management ETMG	
Learning and development					Learning resources creation and maintenance TMCR				
					Education and training delivery ETDL				
Client interface	Sales and marketing				Marketing MKTG				
					Selling SALE				
	Client support					Account management ACMG			
				Sales support SSUP					