

## Procurement and management support

### Supply management

Procurement	PROC	5–6
Supplier relationship management	SURE	3–7

### Quality management

Quality management	QUMG	5–7
Quality assurance	QUAS	3–6
Quality standards	QUST	2–5
Compliance review	CORE	3–6
Safety assessment	SFAS	5–6
Technology audit	TAUD	4–7

### Resource management

Programme and project support office	PROF	2–5
Asset management	ASMG	4–6
Client services management	CSMG	5–6
Professional development	PDSV	5–6
Resourcing	RESC	5–6

### Learning and development

Learning and development management	ETMG	5–6
Learning resources creation and maintenance	TMCR	4–5
Education and training delivery	ETDL	3–5

## Client interface

### Sales and marketing

Marketing	MKTG	3–6
Selling	SALE	4–6

### Client support

Account management	ACMG	5–6
Sales support	SSUP	1–6

## About SFIA

The Skills Framework for the Information Age (SFIA) provides a common reference model for the identification of the skills needed to develop effective Information Systems. It is a simple and logical two-dimensional framework consisting of areas of work on one axis and levels of responsibility on the other.

It uses a common language and a sensible, logical structure that can be adapted to the training and development needs of a very wide range of businesses – or simply used ‘off the shelf’.

SFIA is owned and maintained by The SFIA Foundation, a not-for-profit organisation whose members are BCS (British Computer Society), e-Skills UK, IMIS (Institute for the Management of Information Systems, itsMF (IT Service Management Forum) and The IET (The Institution for Engineering and Technology).

### SFIA recognises 7 levels of responsibility

- 7 Set strategy, inspire, mobilise
- 6 Initiate, influence
- 5 Ensure, advise
- 4 Enable
- 3 Apply
- 2 Assist
- 1 Follow

Further details are on the SFIA website:

[www.sfia.org.uk](http://www.sfia.org.uk)

# SFIA skills reminder

## SFIA version 4



## Strategy and architecture

### Information strategy

Corporate governance of IT	GOVN	6–7
Information management	IRMG	4–7
Information systems co-ordination	ISCO	6–7
Information policy formation	DPRO	5–6
Information security	SCTY	3–6
Information assurance	INAS	5–7
Information analysis	INAN	4–6
Information content publishing	ICPM	2–6

### Advice and guidance

Consultancy	CNSL	5–7
Technical specialism	TECH	5–7

### Business/IT strategy and planning

Research	RSCH	3–6
Innovation	INOV	6
Business process improvement	BPRE	5–7
Enterprise architecture	STPL	5–7
Business risk management	BURM	5–6

### Technical strategy and planning

Solution architecture	ARCH	5–6
Emerging technology monitoring	EMRG	5–6
Continuity management	COPL	4–5
Software development process improvement	SPIM	5–7
Network planning	NTPL	5–6
Methods and tools	METL	4–6

## Business change

### Business change implementation

Portfolio management	POMG	5–7
Programme management	PGMG	6–7
Project management	PRMG	4–7

### Business change management

Business analysis	BUAN	3–6
Business process testing	BPTS	4–6
Change implementation planning and management	CIPM	5–6
Organisation design and implementation	ORDI	5–6
Benefits management	BENM	5–6
Business modelling	BSMO	2–6

### Relationship management

Stakeholder relationship management	RLMT	5–6
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## Solution development and implementation

### Systems development

Systems development management	DLMG	5–7
Data analysis	DTAN	2–5
Requirements definition and management	REQM	2–6
System design	DESN	2–6
Network design	NTDS	5–6
Database/repository design	DBDS	2–6
Programming/software development	PROG	2–5
Safety engineering	SFEN	3–6
Information content authoring	INCA	2–6
Testing	TEST	2–6

### Human factors

Systems ergonomics	HCEV	3–6
Usability requirements analysis	UNAN	3–5

Usability evaluation	USEV	2–5
Human factors integration	HFIN	5–7

### Installation and integration

Systems integration	SINT	2–6
Porting/software integration	PORT	3–6
Systems installation/decommissioning	HSIN	1–5

## Service management

### Service strategy

IT management	ITMG	5–7
Financial management for IT	FMIT	4–6

### Service design

Capacity management	CPMG	4–6
Availability management	AVMT	4–6
Service level management	SLMO	2–7

### Service transition

Configuration management	CFMG	2–6
Change management	CHMG	3–6
Release management	RELM	3–6

### Service operation

System software	SYSP	3–5
Security administration	SCAD	3–6
Radio frequency engineering	RFEN	2–6
Applications support	ASUP	2–5
IT operations	ITOP	1–4
Network control and operation	NTOP	3–6
Database administration	DBAD	2–5
Network support	NTAS	2–5
Problem management	PBMG	4–5
Service desk and incident management	USUP	1–5

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