SFIA VERSION 4

- ☐ What is SFIA?

- ☐ What is SFIAplus?

- ☐ Recent evolution

Defining the skills we need

Traditionally -

☐ Programming

☐ Analysis/Design

☐ Operations

☐ Support

☐ Management

Our changing world

☐ Constant evolution in IT

      "Commodity technical skills are going overseas"

☐ New "Skills profile"

      Business aware, good communicator, able to manage business relationships, creative, innovative, leadership ability

(Computing)

Defining the skills we need

Yesterday

- Programming
- Analysis/Design
- Operations
- Support
- Management

Today

- Innovation
- Transformation
- Communication
- Leadership....

Understand the Strategic context

- What are strategic business objectives?

- How does IT enable them?

- How are they supported by the current people development processes?

Managing the IT resources in different environments

☐ What skills have we got?

☐ What level of skill? Basic? Expert?

☐ How many?

☐ How can we evaluate?

☐ What do we need?

Create Skills Directory

☐ Determine the key Skills

☐ Establish a measurement framework

☐ Create a skills matrix

☐ Re-invent the wheel?

Skills Framework

"SFIA describes what people do, not necessarily what their jobs are called"

introduction to SFIA

- IET
- eSkills
- IMIS
- BCS
- itSMF

Skill Categories (SFIA V3)

- Strategy and planning
- Development
- Business change
- Service provision
- Procurement and management support
- "Ancillary"

Level

- 7 – set strategy
- 6 – initiate, influence
- 5 – ensure, advise
- 4 – enable
- 3 – apply
- 2 – assist
- 1 – follow

Level definitions

☐ Autonomy

☐ Influence

☐ Complexity

☐ Business Skills

Level 1: Follow

☐ **Autonomy**
  ଓ Works under close supervision. Uses little discretion. Expected to seek guidance in unexpected situations.

☐ **Influence**
  ଓ Interacts with department.

☐ **Complexity**
  ଓ Performs routine activities in a structured environment. Requires assistance in resolving unexpected problem.

☐ **Business skills**
  ଓ Uses basic information systems and technology functions, applications, and processes. Organised approach. Capable of learning & applying new skills. Basic oral and written communication skills.

Level 7: set strategy, inspire, mobilise

□ **Autonomy**
  - Authority and responsibility for significant area of work, including policy formation and application. Fully accountable.

□ **Influence**
  - Decisions critical to organisational success. Develops long-term strategic relationships with customers and industry leaders.

□ **Complexity**
  - Strategic. Highest level management and leadership skills. Deep understanding of IT industry and emerging technologies.
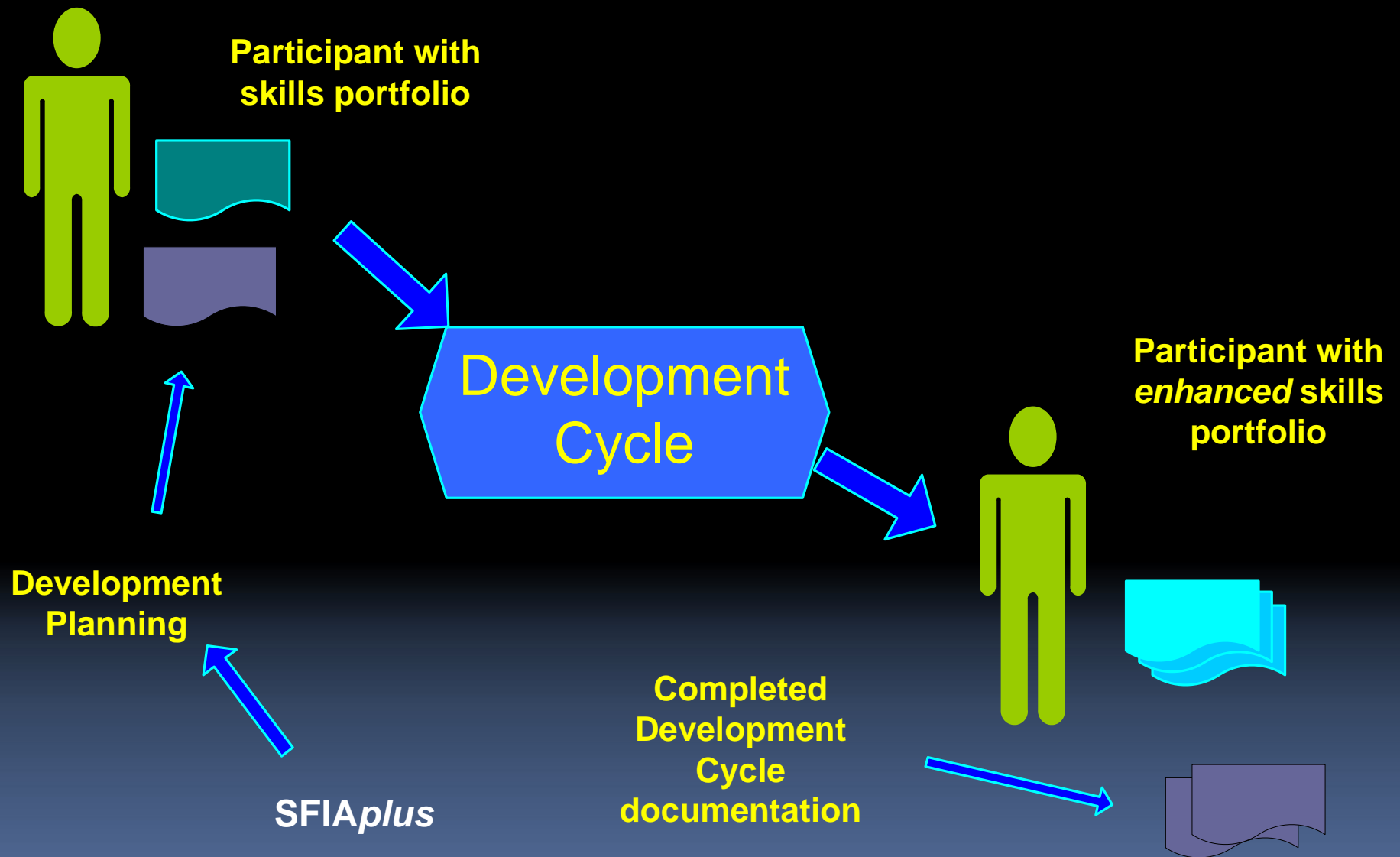
□ **Business skills**
  - Full range of strategic management and leadership skills. Broad and deep knowledge, etc

How is it used?

- ☐ Role Profiles
- ☐ Skill Needs
- ☐ Gap Analysis
- ☐ Resource Planning
- ☐ Benchmark

Planned Professional Development

Participant with skills portfolio

Development Cycle

Participant with *enhanced* skills portfolio

Development Planning

SFIA*plus*

Completed Development Cycle documentation

Assess Individual Skill Needs

☐ Where am I now?
  ∽ Skills Framework (SFIA or SFIAplus)

☐ Where do I want/need to be?
  ∽ Skills Matrix (organisation's needs)

☐ How can I get there
  ∽ Development process ->

Significant Dates

- 1990: ISM v2
- 1996: ISM v3
- March 2000: First release of SFIA
- July 2000: SFIA version 1.1
- June 2001: SFIA version 2 (including telecoms skills)
- 19 May 2003: SFIA Foundation established
- November 2005: SFIA version 3 (including Business change, Information security and alignment with ITIL)
- December 2008: SFIA version 4

Policy and Aims

IIIIII SFIA

The policy of the SFIA Foundation is that SFIA should record industry best practice, not attempt to lead it.

For each release our aims are:

- Evolution not revolution

- Review of the coverage

- Revision of the descriptors to reflect best practice and current terminology

- Addition of new skills

- Identification of any "obsolete" skills

- The Skills are more important than the categorisation

- Open consultation process

Update Process

SFIA

- ☐ Review feedback since last update
- ☐ Meetings with interest groups
- ☐ Consultation website
  - ◌ Gather views on current descriptors
  - ◌ Comments on proposed new descriptors
- ☐ Guidance from Project Board
- ☐ Production of new collateral

The Participants

☐ Project Board

Mike Bridgefoot/Nicki Risi, IET	Russell Cosway, N Cornwall DC
Monica Edmonds, Govt IT Prof	Stew Edmondson, RAF
Ron McLaren, SFIA Foundation	Ian Ridpath, IBM
Richard Seaton, Open University	Malcolm Sillars, BCS
Mike Stapley, MOD	Don Taylor, InfoBasis
Andy Thomson, QA-Xpertise	Steve Wallis, IMIS/Greenwich University

The Participants

- ☐ Attendees at the interest group meetings
- ☐ All 171 contributors to the web consultation
- ☐ Consultation Website and SFIA Documentation: Mark Barratt, Tess Millar and their colleagues at Text Matters
- ☐ Editor: Mike Chad
- ☐ Pulling it all together: Ron McLaren

Deliverables

☐ Introduction "Getting IT right with SFIA" *

☐ A3 SFIA Chart *

☐ Quick Reference "SFIA skills reminder" *

☐ SFIA Reference Guide *

☐ Transition Guide "Moving to SFIA 4"

☐ Excel File of SFIA Skill Descriptions

All are available to download from the SFIA website or purchase on CD. Those marked * are also available in printed format.

The Purpose of SFIA

SFIA

" . . . . a common reference model for the identification of skills needed to develop effective information systems, making use of IT…"

The Purpose of SFIA

….Organisations employing IT professionals…to develop the right skills… providing appropriate development and career paths….

… Skills, not jobs….

"The right people with the right skills in the right place at the right time"

Categories

||||| SFIA

Categories in SFIA v3	Categories in SFIA v4
Strategy and planning	Strategy and architecture
Development	Business change
Business change	Solution development and implementation
Service provision	Service management (*in line with ITIL*)
Procurement and management support	Procurement and management support
Ancillary skills	*replaced with* Client interface

SFIA levels

□ Seven levels, as before

□ Minor improvements to wording of generic level definitions

New Skills

|||||| SFIA

Information strategy

Corporate governance of IT (GOVN 6–7)QQ

Information analysis (INAN 4–6)QQ

Information policy formation (DPRO 5–6)
replaces Data protection (DPRO) which was
in Service provision

New Skills

SFIA

Business change

Portfolio management (POMG 5–7)

Business modelling (BSMO 2–6)

Solution development and implementation

Requirements definition and management (REQM 2–6)

New Skills

SFIA

Service Management

IT management (ITMG 5–7),
derived from the top three levels of
Management and Operations

Release management (RELM 3–6)

New Skills

Procurement and management support

Technology audit, based on the top levels of the former Compliance audit (TAUD 4–7), which now becomes "Compliance review"
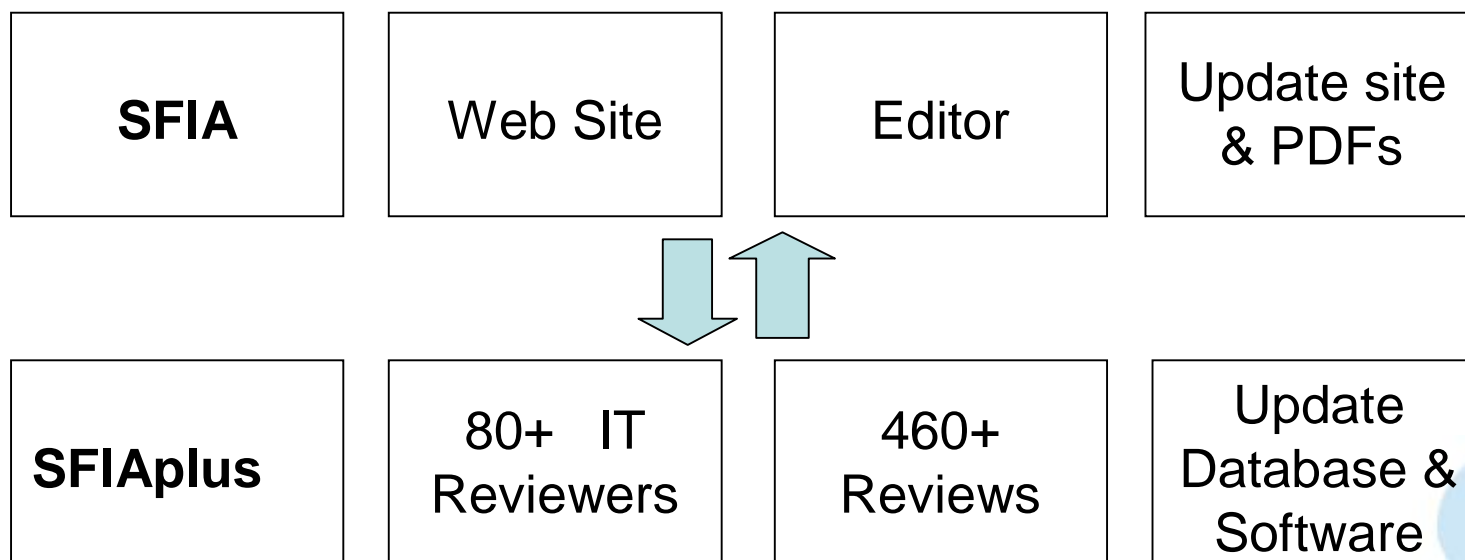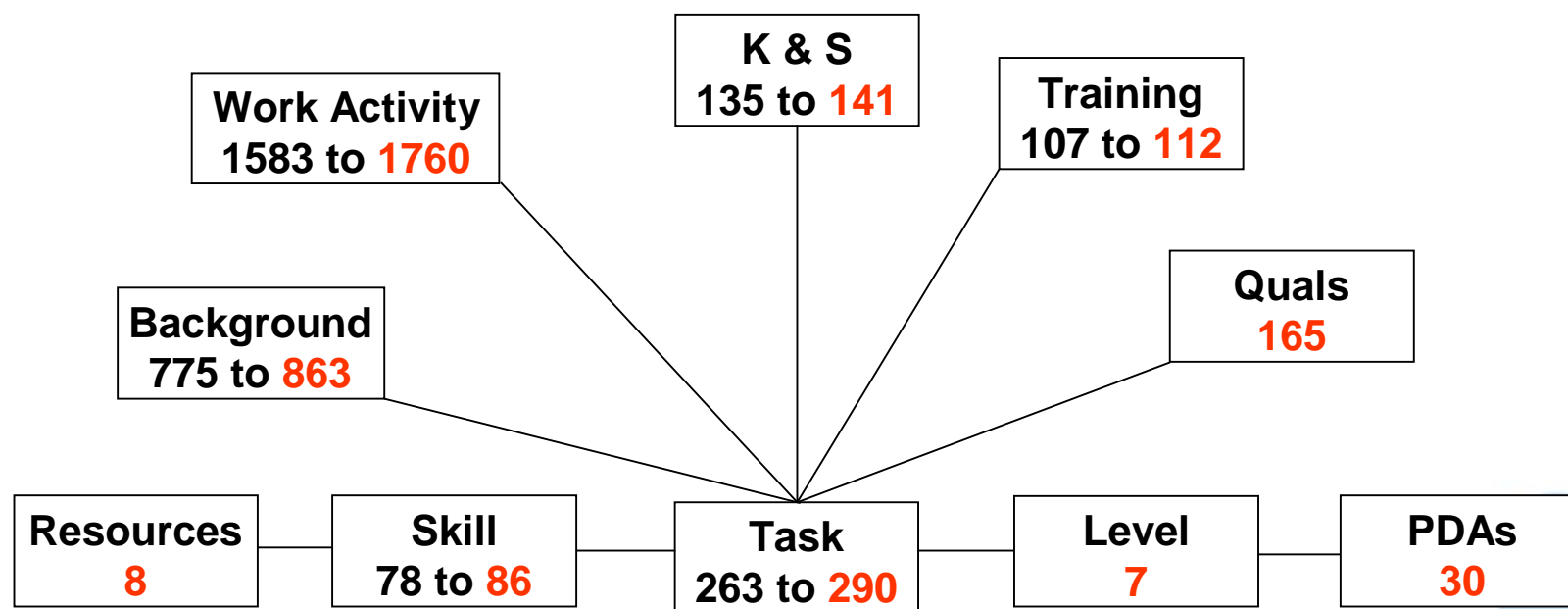
IT Job Descriptions – Top Ten

SFIAplus V2 (equal 44%)

1. Application support
2. Business analysis
3. Service desk
4. Project management
5. IT management
6. Programming
7. Testing
8. Systems design
9. Systems installation
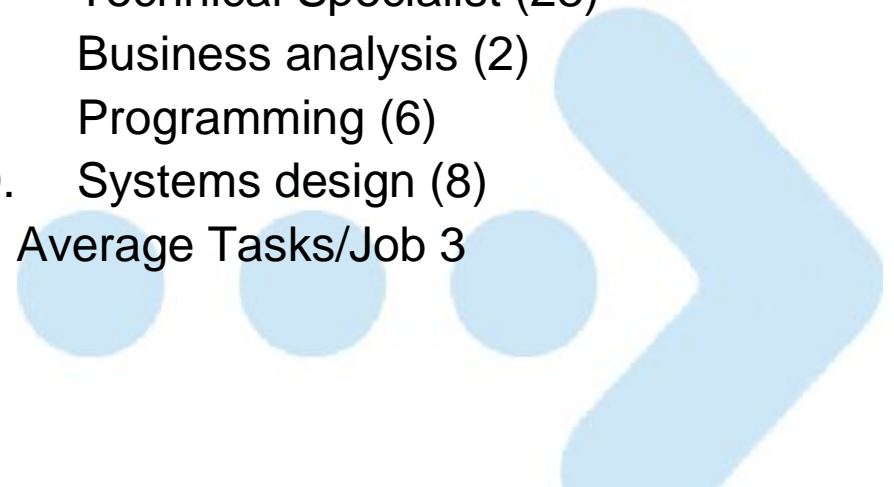10. Enterprise architecture
    Average Tasks/Job 2

SFIAplus V3 (equals 33%)

1. Service desk (3)
2. IT management (5)
3. Application support (1)
4. Project management (4)
5. Systems Installation (9)
6. Service level management (38)
7. Technical Specialist (28)
8. Business analysis (2)
9. Programming (6)
10. Systems design (8)
    Average Tasks/Job 3

going further together

www.sfia.org.uk

Questions?

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