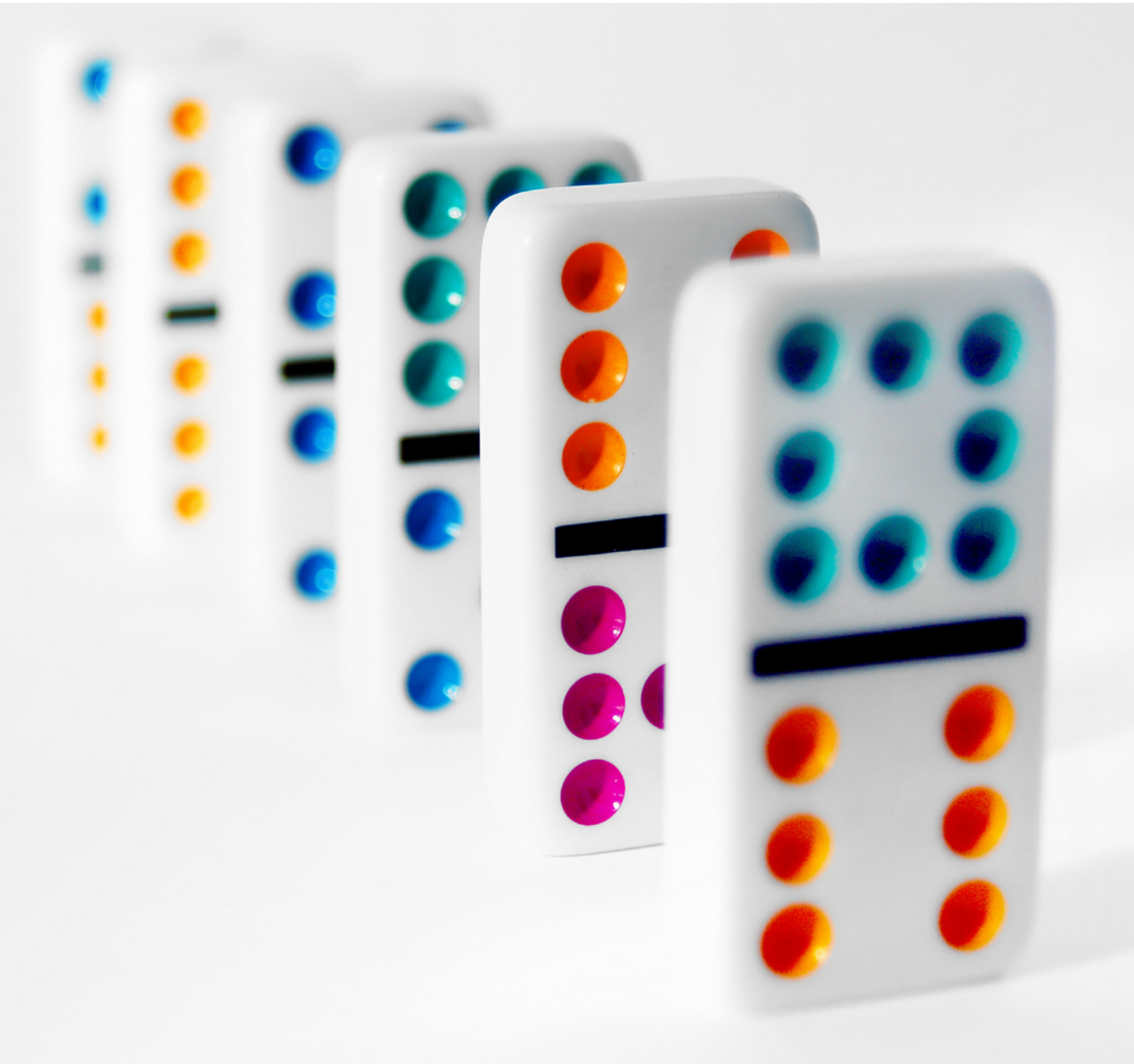


Moving to SFIA version 4



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Purpose

Intended for people who are already using SFIA version 3, this guide sets out the changes brought by version 4.

The update

In order to maintain a continuity of usefulness, SFIA must reflect changing needs, changing perceptions of the significance of some items, and occasional changes in accepted terminology. The preparation of SFIA version 4 has been carried out with the aim of making sure that SFIA remains relevant to the needs of organisations employing IT professionals. It is part of an evolution that balances stability with the need to keep up with the times.

During the period from May 2008 until September 2008 interested groups met, produced reports and submitted them to the Foundation. In addition, there was a lengthy period of consultation when comments were gathered on SFIA's online consultation forum. All of these contributions were analysed and used as constructively as possible. Unsurprisingly, not all comment was consistent, but strong efforts were made to produce the best solution.

Proposed amendments were put on the website for further comment before being reviewed and edited for publication. Thanks are due to all those who have taken time to record their comments. Some have spent a considerable amount of time doing this.

It should always be remembered that SFIA describes individual professional skills, not jobs, not roles, not people. The comments received have been processed with that guiding thought in mind.

So all skill descriptions have been reviewed, many have been improved, and the result is SFIA version 4. It is still the familiar SFIA but it has clear improvements in certain areas.

Headlines

- Strategic content has been strengthened by recognition of Enterprise architecture and by inclusion of more skills in information management
- IT governance is now recognised
- Greater clarity now exists between the authoring of textual information and the processes leading to its publication
- The wording of the generic descriptions of level has been improved
- Sections relating to service management are more closely in line with itSMF terminology
- There are many improvements to detailed wording.

Summary of changes

SFIA categories and subcategories

The skills are presented for convenience in **categories** that are further broken down into **subcategories**. The categories and subcategories are purely for the convenience of the SFIA user: they form a navigation aid. For example, SFIA does not claim to be offering a standard definition of the term 'Business change', nor is it suggesting that this should be the title of a business role or job. It is simply a convenient heading under which to group certain related skills (Business analysis, Benefits management, etc).

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

* 'Business change' now appears before 'Solution development and implementation' because some of the activities in 'Business change' are precursors to the technical development activity.

Summary notes about subcategories

Information strategy	Expanded with the addition of new skills
Business/information systems strategy and planning	Renamed Business/IT strategy and planning in line with SFIA policy of using 'IT' as the generic description of the field
New subcategory	Business change implementation introduced within the Business change category
Service management category	Now contains subcategories in line with ITIL v3 terminology; skills have been rearranged accordingly
Quality	Renamed Quality management
Education and training	Moved into Procurement and management support category and renamed Learning and development

SFIA levels

The seven levels remain as before, though the wording of their generic definitions has been improved in a few places.

New skills

In Information strategy

- Corporate governance of IT (GOVN 6–7)
- Information analysis (INAN 4–6)
- Information policy formation (DPRO 5–6) replaces Data protection (DPRO) which was in Service provision

In Business change

- Portfolio management (POMG 5–7)
- Business modelling (BSMO 2–6)

In Solution development and implementation

- Requirements definition and management (REQM 2–6)

In Service management

- IT management (ITMG 5–7), derived from the top three levels of Management and Operations
- Release management (RELM 3–6)

In Procurement and management support

- Technology audit, based on the top levels of the former Compliance audit (TAUD 4–7)

The full picture

This section shows the new framework.

* indicates changes (e.g. to wording, levels and/or a move to a new location in the framework)

! new skill added

Strategy and architecture (category)

Subcategory	Skill	Code	Level	Change
Information strategy	Corporate governance of IT	GOVN	6–7	! New skill. Levels 6–7
	Information management	IRMG	4–7	* Expanded descriptions in response to reviewers' comments. Levels 4–7
	Information systems co-ordination	ISCO	6–7	* No change. Moved from 'Procurement and management support' category. Levels 6–7
	Information policy formation	DPRO	5–6	* Replaces 'Data protection', with some improvements to wording. Moved from 'Service provision' category. Levels 5–6
	Information security	SCTY	3–6	* No change to overall skill definition, but improved wording at each level. Levels 3–6
	Information assurance	INAS	5–7	* Improved wording and new level 7. Levels 5–7
	Information analysis	INAN	4–6	! New skill. Levels 4–6
	Information content publishing	ICPM	2–6	* Replaces 'Web site specialism', with revised wording and new Level 6. Moved from 'Development' category. Levels 2–6
Advice and guidance	Consultancy	CNSL	5–7	* Very minor updates to wording. Levels 5–7
	Technical specialism	TECH	5–7	– No change. Levels 5–7
Business/IT strategy and planning	Research	RSCH	3–6	– No change. Levels 3–6
	Innovation	INOV	6	– No change. Level 6
	Business process improvement	BPRE	5–7	– No change. Levels 5–7
	Enterprise architecture	STPL	5–7	* Replaces 'Strategic application of information systems' with revised and improved wording. Levels 5–7
	Business risk management	BURM	5–6	– No change. Levels 5–6
Technical strategy and planning	Solution architecture	ARCH	5–6	* Replaces 'Systems architecture', with revised wording. Levels 5–6
	Emerging technology monitoring	EMRG	5–6	* Very minor change to overall skill definition. No change to level descriptions. Levels 5–6
	Continuity management	COPL	4–5	– No change. Levels 4–5
	Software development process improvement	SPIM	5–7	* Minor change to overall skill wording, and level 7. Levels 5–6 unchanged.
	Network planning	NTPL	5–6	* Improvements to wording of overall skill definition. No changes to level descriptions. Levels 5–6
	Methods and tools	METL	4–6	* Minor change to overall skill definition. No change to level descriptions. Levels 4–6

Business change (category)

Subcategory	Skill	Code	Level	Change
Business change implementation	Portfolio management	POMG	5–7	! New skill. Levels 5–7
	Programme management	PGMG	6–7	* Minor change to overall skill definition. Levels 6–7
	Project management	PRMG	4–7	* Minor changes to level descriptions. Levels 4–7
Business change management	Business analysis	BUAN	3–6	* Minor improvements to wording. Levels 3–6
	Business process testing	BPTS	4–6	* Improved wording to level descriptions. Levels 4–6
	Change implementation planning and management	CIPM	5–6	* Minor changes to wording of level 5. Levels 5–6
	Organisation design and implementation	ORDI	5–6	* Minor change to overall skill definition. Levels 5–6
	Benefits management	BENM	5–6	* Minor improvements to wording. Levels 5–6
	Business modelling	BSMO	2–6	! New skill. Levels 2–6
Relationship management	Stakeholder relationship management	RLMT	5–6	– No change. Levels 5–6

Solution development and implementation (category)

Subcategory	Skill	Code	Level	Change
Systems development	Systems development management	DLMG	5–7	– No change. Levels 5–7
	Data analysis	DTAN	2–5	* Minor change to overall skill definition. No change to level descriptions. Levels 2–5
	Requirements definition and management	REQM	2–6	! New skill, complementary to Business analysis. Levels 2–6
	System design	DESN	2–6	* Updated to differentiate from Architecture skills. Levels 2–6
	Network design	NTDS	5–6	* Minor changes to level 5 wording. Levels 5–6
	Database/repository design	DBDS	2–6	* Replaces 'Database design'. Minor change to overall skill definition, but no change to level descriptions. Levels 2–6
	Programming/software development	PROG	2–5	– No change. Levels 2–5
	Safety engineering	SFEN	3–6	– No change. Levels 3–6
	Information content authoring	INCA	2–6	* Replaces 'Content creation', with revised overall skill definition and level descriptions, to differentiate more clearly between authoring and publishing. Levels 2–6
	Testing	TEST	2–6	* Replaces 'Systems testing', with improved wording. Levels 2–6
Human factors	Systems ergonomics	HCEV	3–6	– No change. Levels 3–6
	Usability requirements analysis	UNAN	3–5	* Replaces 'Non-functional needs analysis' which seemed an unpopular title. Amended overall skill definition, but no change to level descriptions. Levels 3–5
	Usability evaluation	USEV	2–5	* Minor amendment to overall skill definition. No change to level descriptions. Levels 2–5
	Human factors integration	HFIN	5–7	– No change. Levels 5–7
Installation and integration	Systems integration	SINT	2–6	* Minor change to reflect ITIL terminology. Levels 2–6
	Porting/software integration	PORT	3–6	* No change. Levels 3–6
	Systems installation/decommissioning	HSIN	1–5	* Minor change to level 2 only. Levels 1–5

Service management (category)

Subcategory	Skill	Code	Level	Change
Service strategy	IT management	ITMG	5–7	! New skill, replacing 'Management and operations'. Levels 5–7
	Financial management for IT	FMIT	4–6	* Minor change to overall skill definition. Levels 4–6
Service design	Capacity management	CPMG	4–6	* Updated wording to reflect ITIL terminology. Levels 4–6
	Availability management	AVMT	4–6	* Updated wording. Levels 4–6
	Service level management	SLMO	2–7	* Improved wording to reflect ITIL terminology. Levels 2–7
Service transition	Configuration management	CFMG	2–6	* Improved wording to reflect ITIL terminology. Levels 2–6
	Change management	CHMG	3–6	* Improved wording to reflect ITIL terminology. Levels 3–6
	Release management	RELM	3–6	! New skill. Levels 3–6
Service operation	System software	SYSP	3–5	– No change. Levels 3–5
	Security administration	SCAD	3–6	* Very minor change to overall skill definition. Levels 3–6
	Radio frequency engineering	RFEN	2–6	– No change. Levels 2–6
	Applications support	ASUP	2–5	* Slight changes to reflect ITIL terminology. Levels 2–5
	IT operations	ITOP	1–4	* Originally 'Management and operations'. Rewritten to improve wording. Higher levels moved to 'IT management'. Levels 1–4
	Network control and operation	NTOP	3–6	* Minor changes to provide better differentiation from 'Network support'. Levels 3–6
	Database administration	DBAD	2–5	– No change. Levels 2–5
	Network support	NTAS	2–5	* Improved level descriptions. Levels 2–5
	Problem management	PBMG	4–5	– No change. Levels 4–5
Service desk and incident management	USUP	1–5	* Minor changes to reflect ITIL terminology. Levels 1–5	

Procurement and management support (category)

Subcategory	Skill	Code	Level	Change
Supply management	Procurement	PROC	5–6	* Minor wording improvements. Levels 5–6
	Supplier relationship management	SURE	3–7	* Minor wording improvements. Levels 3–7
Quality management	Quality management	QUMG	5–7	* Minor wording improvements. Levels 5–7
	Quality assurance	QUAS	3–6	* Changes to wording. Levels 3–6
	Quality standards	QUST	2–5	– No change. Levels 2–5
	Compliance review	CORE	3–6	* Replaces 'Compliance audit', with improved wording. Levels 3–6
	Safety assessment	SFAS	5–6	– No change. Levels 5–6
	Technology audit	TAUD	4–7	! New skill, based on the top levels of 'Compliance audit'. Levels 4–7
Resource management	Programme and project support office	PROF	2–5	* Extended to Programme support (in addition to Project support). Levels 2–5
	Asset management	ASMG	4–6	* Updated to reflect ITIL terminology. Levels 4–6
	Client services management	CSMG	5–6	– No change. Levels 5–6
	Professional development	PDSV	5–6	– No change. Levels 5–6
	Resourcing	RESC	5–6	* Improvements to wording. Levels 5–6
Learning and development	Learning and development management	ETMG	5–6	* Replaces 'Education and training management'. Levels 5–6
	Learning resources creation and maintenance	TMCR	4–5	* Replaces 'Training materials creation and maintenance' with enhanced wording. Levels 4–5
	Education and training delivery	ETDL	3–5	* Improved overall skill definition. No change to level descriptions. Levels 3–5

Client interface (category)

Subcategory	Skill	Code	Level	Change
Sales and marketing	Marketing	MKTG	3–6	* Minor wording improvements. Levels 3–6
	Selling	SALE	4–6	* Minor wording improvements. Levels 4–6
Client support	Account management	ACMG	5–6	* Minor wording improvements. Levels 5–6
	Sales support	SSUP	1–6	* Minor wording improvements. Levels 1–6

Complete descriptions of all skills can be found in the SFIA v4 framework Reference Guide, available at www.sfia.org.uk

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: BCS (British Computer Society), e-skills UK, The IET (Institution of Engineering and Technology), IMIS (Institute for the Management of Information Systems) and itSMF (IT Service Management Forum).

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.

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