

# Re-engineering business processes for AI – tasks, activities & SFIA skills

## Tasks and activities

(Illustrative to show range that need to identified)

## Illustrative SFIA skills

(Illustrative to raise awareness of what is in SFIA to support AI. [Check the full framework illustration for other SFIA skill](#))

### Process and operations

- ☐ Map current processes
- ☐ Find tasks for AI
- ☐ Redesign target workflows
- ☐ Document human tasks
- ☐ Pilot automated steps
- ☐ Embed improvement loops

### People and change

- ☐ Assess skill gaps
- ☐ Upskill key staff
- ☐ Manage change impacts
- ☐ Communicate vision
- ☐ Align incentives

### Data

- ☐ Catalogue data assets
- ☐ Monitor data quality
- ☐ Build feature store
- ☐ Generate synthetic data
- ☐ Detect dataset bias
- ☐ Track data lineage

### Technology

- ☐ Define AI architecture
- ☐ Provision scalable compute
- ☐ Containerise model services
- ☐ Automate MLOps pipeline
- ☐ Monitor performance
- ☐ Harden AI stack
- ☐ Canary releases

### Strategy and governance

- ☐ Craft AI strategy
- ☐ Build transformation roadmap
- ☐ Prioritise investment portfolio
- ☐ Govern ethics policy
- ☐ Manage AI risks
- ☐ Track compliance

| <ul style="list-style-type: none"> <li>❖ <a href="#">Business process improvement (BPRI)</a></li> <li>❖ <a href="#">Business situation analysis (BUSA)</a></li> <li>❖ <a href="#">Measurement (MEAS)</a></li> <li>❖ <a href="#">Business modelling (BSMO)</a></li> <li>❖ <a href="#">Feasibility assessment (FEAS)</a></li> <li>❖ <a href="#">Improvement mindset (IMPM)</a></li> <li>❖ <a href="#">Digital mindset (DIGI)</a></li> <li>❖ <a href="#">Problem-solving (PROB)</a></li> <li>❖ <a href="#">Process testing (PRTS)</a></li> <li>❖ <a href="#">User acceptance testing (BPTS)</a></li> </ul> | <ul style="list-style-type: none"> <li>❖ <a href="#">Job analysis and design (JADN)</a></li> <li>❖ <a href="#">Leadership (LEAD)</a></li> <li>❖ <a href="#">Learning and development (LADV)</a></li> <li>❖ <a href="#">Workforce planning (WFPL)</a></li> <li>❖ <a href="#">Organisational change management (CIPM)</a></li> <li>❖ <a href="#">Organisational change enablement (OCEN)</a></li> <li>❖ <a href="#">Organisation design and implementation (ORDI)</a></li> <li>❖ <a href="#">Performance management (PEMT)</a></li> <li>❖ <a href="#">Communication (COMM)</a></li> </ul> | <ul style="list-style-type: none"> <li>❖ <a href="#">Data management (DATM)</a></li> <li>❖ <a href="#">Data engineering (DENG)</a></li> <li>❖ <a href="#">Data science (DATS)</a></li> <li>❖ <a href="#">Machine learning (MLNG)</a></li> <li>❖ <a href="#">Database administration (DBAD)</a></li> <li>❖ <a href="#">Analytical classification and coding (ANCC)</a></li> <li>❖ <a href="#">Data modelling and design (DTAN)</a></li> <li>❖ <a href="#">Non-functional testing (NFTS)</a></li> <li>❖ <a href="#">Configuration management (CFMG)</a></li> </ul> | <ul style="list-style-type: none"> <li>❖ <a href="#">Solution architecture (ARCH)</a></li> <li>❖ <a href="#">Infrastructure operations (ITOP)</a></li> <li>❖ <a href="#">Infrastructure design (IFDN)</a></li> <li>❖ <a href="#">Software design (SWDN)</a></li> <li>❖ <a href="#">Systems and software lifecycle engineering (SLEN)</a></li> <li>❖ <a href="#">Measurement (MEAS)</a></li> <li>❖ <a href="#">Security operations (SCAD)</a></li> <li>❖ <a href="#">Programming/software development (PROG)</a></li> <li>❖ <a href="#">Release management (RELM)</a></li> <li>❖ <a href="#">Deployment (DEPL)</a></li> </ul> | <ul style="list-style-type: none"> <li>❖ <a href="#">Stakeholder relationship management (RLMT)</a></li> <li>❖ <a href="#">Governance (GOVN)</a></li> <li>❖ <a href="#">Artificial intelligence (AI) and data ethics (AIDE)</a></li> <li>❖ <a href="#">Information and data compliance (PEDP)</a></li> <li>❖ <a href="#">Portfolio management (POMG)</a></li> <li>❖ <a href="#">Enterprise and business architecture (STPL)</a></li> <li>❖ <a href="#">Strategic planning (ITSP)</a></li> <li>❖ <a href="#">Investment appraisal (INVA)</a></li> <li>❖ <a href="#">Benefits management (BENM)</a></li> </ul> |
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