

## SFIA v9 - USE CASE – ROLE PROFILE

**Position Description – Senior IT Business Analyst**

**Position Dimension i.e. who reports to, direct reports, etc.**

**Role Purpose xxxxx**

**SFIA Skills for a Senior IT Business Analyst**

SFIA Professional Skills	Level
Feasibility Assessment	4
Requirements Definition & Management	4
User Experience Analysis	4
Business Situation Analysis	4
Business Process Improvement	4

SFIA Professional Skills	Level
<p><b>Feasibility Assessment</b>                      Selects relevant feasibility assessment approaches and techniques.                      Identifies the range of possible options. Undertakes short-listing of options and feasibility assessment.                      Engages with internal and external stakeholders to get the information required for feasibility assessment.                      Supports preparation of business cases including cost/benefit, impact and risk analysis for each option.</p>	4
<p><b>Requirements Definition &amp; Management</b>                      Defines and manages scoping, requirements definition and prioritisation activities for initiatives of medium size and complexity.                      Contributes to selecting the requirements approach.                      Facilitates input from stakeholders, provides constructive challenge and enables effective prioritisation of requirements.                      Establishes requirements baselines or backlogs, obtains appropriate agreement to requirements and ensures traceability to source.</p>	4
<p><b>User Experience Analysis</b>                      Selects appropriate techniques and tools to develop user stories and elicit user experience requirements in complex situations.                      Identifies and describes the design goals for systems, products, services and devices.                      Identifies the roles of affected stakeholder groups. Resolves potential conflicts between differing user requirements.                      Specifies measurable criteria for the required usability and accessibility of systems, products, services and devices.</p>	4
<p><b>Business Situation Analysis</b>                      Investigates business situations where there is some complexity and ambiguity.                      Adopts holistic view to identify and analyse problems and opportunities.                      Contributes to the selection of the approach and techniques to be used for business situation analysis.                      Conducts root cause analysis and identifies recommendations for improvements.                      Engages and collaborates with operational stakeholders.</p>	4

<p><b>Business Process Improvement</b></p> <p>Analyses and designs business processes to identify alternative solutions to improve efficiency, effectiveness and exploit new technologies and automation.</p> <p>Develops graphical models of business processes to facilitate understanding and decision-making.</p> <p>Recommends implementation approaches for process improvement initiatives.</p>	<b>4</b>
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**SFIA LEVEL OF RESPONSIBILITY – ESSENCE OF LEVEL 4 - ENABLE**

- Essence of the level: Performs diverse complex activities, supports and guides others, delegates tasks when appropriate, works autonomously under general direction, and contributes expertise to deliver team objectives.

<b>SFIA LEVELS OF RESPONSIBILITY</b>	
<b>GENERIC ATTRIBUTES OF:</b>	<b>Level</b>
<p><b>Autonomy</b></p> <ul style="list-style-type: none"> <li>• Works under general direction within a clear framework of accountability. Exercises considerable personal responsibility and autonomy. When required, plans, schedules, and delegates work to others, typically within own team.</li> </ul>	<b>4</b>
<p><b>Influence</b></p> <ul style="list-style-type: none"> <li>• Influences projects and team objectives. Has a tactical level of contact with people outside their team, including internal colleagues and external contacts.</li> </ul>	<b>4</b>
<p><b>Complexity</b></p> <ul style="list-style-type: none"> <li>• Work includes a broad range of complex technical or professional activities in varied contexts.</li> </ul>	<b>4</b>
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Applies knowledge across different areas in their field, integrating this knowledge to perform complex and diverse tasks. Applies a working knowledge of the organisation's domain.</li> </ul>	<b>4</b>

<b>GENERIC ATTRIBUTE OF BUSINESS SKILLS / BEHAVIOURAL FACTORS</b>	<b>Level</b>
<p><b>Collaboration</b></p> <ul style="list-style-type: none"> <li>• Facilitates collaboration between stakeholders who share common objectives.</li> <li>• Engages with and contributes to the work of cross-functional teams to ensure that user/customer needs are being met throughout the deliverable/scope of work.</li> </ul>	<b>4</b>
<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Communicates with both technical and non-technical audiences including team and stakeholders inside and outside the organisation.</li> <li>• As required, takes the lead in explaining complex concepts to support decision making.</li> <li>• Listens and asks insightful questions to identify different perspectives to clarify and confirm understanding.</li> </ul>	<b>4</b>

<p><b>Creativity</b></p> <ul style="list-style-type: none"> <li>• Applies, facilitates and develops creative thinking concepts and finds alternative ways to approach team outcomes.</li> </ul>	<b>4</b>
<p><b>Decision Making</b></p> <ul style="list-style-type: none"> <li>• Uses judgement and substantial discretion in identifying and responding to complex issues and assignments related to projects and team objectives.</li> <li>• Escalates when scope is impacted.</li> </ul>	<b>4</b>
<p><b>Digital Mindset</b></p> <ul style="list-style-type: none"> <li>• Maximises the capabilities of applications for their role and evaluates and supports the use of new technologies and digital tools.</li> <li>• Selects appropriately from, and assesses the impact of change to applicable standards, methods, tools, applications and processes relevant to own specialism.</li> </ul>	<b>4</b>
<p><b>Improvement Mindset</b></p> <ul style="list-style-type: none"> <li>• Encourages and supports team discussions on improvement initiatives.</li> <li>• Implements procedural changes within a defined scope of work.</li> </ul>	<b>4</b>
<p><b>Planning</b></p> <ul style="list-style-type: none"> <li>• Plans, schedules and monitors work to meet given personal and/or team objectives and processes, demonstrating an analytical approach to meet time and quality targets.</li> </ul>	<b>4</b>
<p><b>Problem Solving</b></p> <ul style="list-style-type: none"> <li>• Investigates the cause and impact, evaluates options and resolves a broad range of complex issues.</li> </ul>	<b>4</b>
<p><b>Security, Privacy &amp; Ethics</b></p> <ul style="list-style-type: none"> <li>• Adapts and applies applicable standards, recognising their importance in achieving team outcomes.</li> </ul>	<b>4</b>