SFIA FOUNDATION

Moving to SFIA version 5

The common language of IT

5

Purpose

If you use SFIA version 4/4G, this guide helps you plan the adoption of version 5. This general update of SFIA can provide an opportunity to rejuvenate your approach to the management of skills, at a time when improvements in the effectiveness of IT are of huge business and economic importance.

The SFIA v5 Framework Reference Guide, available at www.sfia. org.uk, provides complete descriptions of all the SFIA skills.

The need for change

Organisations use SFIA because it reflects current thinking about IT skills. SFIA stays current by a process of evolution.

The update of SFIA ensures that SFIA stays in tune with current thinking about IT skills. Over the years SFIA has become very influential in how people think about IT skills, so we will always take soundings from IT practitioners working in a range of corporate, government and educational organisations.

That is how SFIA, as the common language of IT, continues to evolve and stay relevant.

During the year 2011, interested groups and individuals around the world submitted feedback to the Foundation. Their comments were gathered on SFIA's on-line consultation forum. Every single one of these contributions was analysed. 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 contributed by giving us the benefit of their experience.

Remember that SFIA describes individual professional skills – not knowledge, not jobs, not roles, not people, not processes, and not general areas of activity, however important they are. The comments received have been processed with that in mind.

All skill descriptions have been reviewed. Many have been improved, and the result is SFIA version 5. SFIA remains in its recognisable format but with clear improvement. Use SFIA version 5 to ensure your job descriptions reflect IT today.

How to use this guide

Users are recommended first to read through the whole guide, identifying areas of significant change. The changes that are of significance to the organisation can then be addressed in the context of the following activities.

- **Experts**. In a large organisation that has people identified as SFIA consultants, it will be helpful to arrange a short meeting to review the changes and decide action.
- **Review your role profiles and/or job descriptions**. These can be updated to reflect new skills, new levels, merged skills and skills that have changed significantly.
- **Databases**. Review any internal databases that refer to SFIA skills. A convenient way to update a database is to use the skills definitions issued by the SFIA Foundation in the form of a spreadsheet.
- **Development and training**. If you have documentation indicating how development needs can be satisfied by certain training and development interventions, decide whether any of the changes to SFIA impact the development advice you are giving to your managers.
- **Review curricula**. If you provide training courses, review the SFIA changes against the curriculum of each course, so that you can decide if any adjustment is required.
- **Management**. Communicate to management that a new version of SFIA is being adopted, and brief them on changes that require action or special attention.

Headlines

SFIA levels

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

New skills

SFIA v5 has identified new skill descriptions, as follows:

DATM **Data management**
LEDA **Learning and development assessment**
TEAC **Teaching and subject formation**
ADEV **Animation development**
SEAC **Service acceptance**
STMG **Storage management**
DCMA **IT estate management**
ITCM **Contract management**

Changes

Governance and information management In the Information strategy subcategory, clarifications have been made to Corporate governance of IT (GOVN), which has been renamed IT governance, and to Information management (IRMG). Governance is more in line with current thinking. These definitions separate the governance and management aspects more clearly than before.

Architecture SFIA v5 reflects the fact that although there are differences in Enterprise architecture and Business architecture, the same skill is being exercised in both of these cases. So these entries have been combined as Enterprise and business architecture development. The high-level design skill that relates to specific solutions is retained as Solution architecture.

Business change management Improvements of wording have been made to management skills relating to portfolios and programmes. The Programme and project support office skill has been moved into this subcategory, and renamed as Portfolio, programme and project support.

Skills management This new subcategory now houses several related skills (see below). Although learning and development takes place in all contexts, the subcategory has been placed in Business change because it is in that context that the matter gets most attention.

Human factors The skills in this category now reflect current experience in this field, including that arising from advanced visual applications.

Networks The skills of managing the operation of networks and other entities are indistinguishable. So the two skills Network control and operation and IT Operation have been merged into one – IT Operation.

Other refinements There are many examples of improved wording, and some skills have new levels.

The changes in detail

Key to changes:

○	minor changes to wording or renamed	✳	New skill
●	more substantial change to wording	☒	Skill deleted
⇕	Changes to level(s)	➜	Moved elsewhere and may have been edited
		⬅	Moved to here

Strategy and architecture (category)

Subcategory	Skill	Detail	Code	SFIA 4G	SFIA 5	Change
Information strategy	IT governance	Name change from **Corporate governance of IT**. Content of this skill and Information management have been revised to separate governance and management aspects more clearly. **Information policy formation** has been absorbed, rather than being shown as a separate skill.	GOVN	6-7	5-7	●
	Information management	Content of this skill and **IT governance** have been revised to separate governance and management aspects more clearly. Information policy formation has also been absorbed, rather than shown as a separate skill.	IRMG	4-7	4-7	●
	Information systems co-ordination	Minor changes	ISCO	6-7	6-7	○
	~~Information policy formation~~	Deleted. Content absorbed into **IT governance** and **Information management**		5-6		☒
	Information security	Minor changes	SCTY	3-6	3-6	○
	Information assurance	Minor changes	INAS	5-7	5-7	○
	Information analysis	New levels 3 & 7	INAN	4-6	3-7	⇕
	Information content publishing	New level 1; minor change to wording	ICPM	2-6	1-6	⇕○
Advice and guidance	Consultancy	Moderate changes to wording	CNSL	5-7	5-7	●
	Technical specialism	No change to wording, but levels all reduced by 1	TECH	5-7	4-6	⇕
Business strategy and planning	Research	No change	RSCH	3-6	3-6	
	Innovation	Level 5 added	INOV	6	5-6	⇕
	Business process improvement	Minor wording changes	BPRE	5-7	5-7	○
	Enterprise and business architecture development	Expanded wording to cover Business architecture	STPL	5-7	5-7	●
	Business risk management	Levels 4 and 7 added	BURM	5-6	4-7	⇕
	Sustainability strategy	No change	SUST	5-6	5-6	

Subcategory	Skill	Detail	Code	SFIA 4G	SFIA 5	Change
Technical strategy and planning	Emerging technology monitoring	New level 4	EMRG	5-6	4-6	⇕
	Continuity management	No change	COPL	4-5	4-5	
	Software development process improvement	Minor wording change at level 6	SPIM	5-7	5-7	○
	Sustainability management for IT	No change	SUMI	5-6	5-6	
	Network planning	No change	NTPL	5-6	5-6	
	Solution architecture	Minor change to wording	ARCH	5-6	5-6	○
	Data management	New skill, which complements Information management	DATM	N/A	4-6	✳
	Methods & tools	No change	METL	4-6	4-6	

Business change (category)

Subcategory	Skill	Detail	Code	SFIA 4G	SFIA5	Change
Business change implementation	Portfolio management	Wording changes	POMG	5-7	5-7	●
	Programme management	Wording changes	PGMG	6-7	6-7	●
	Project management	Minor wording change to level 4	PRMG	4-7	4-7	○
	Portfolio, programme and project support	Name change from **Programme and project support office** and moved from Resource Management	PROF	2-5	2-5	○←
Business change management	Business analysis	No change	BUAN	3-6	3-6	
	Requirements definition and management	Moved from Systems development	REQM	2-6	2-6	←
	Business process testing	No change	BPTS	4-6	4-6	
	Change implementation planning and management	Minor wording change	CIPM	5-6	5-6	○
	Organisation design and implementation	No change	ORDI	5-6	5-6	
	Benefits management	No change	BENM	5-6	5-6	
	Business modelling	Minro wording change	BSMO	2-6	2-6	○
	Sustainability assessment	No change	SUAS	4-6	4-6	
Relationship management	Stakeholder relationship management	New levels 4 and 7. Word count reduced in 5 & 6	RLMT	5-6	4-7	⇕○
Skills management	Learning and development management	Moved from Procurement & management support. New levels 3, 4 and 7, and updated wording to 5 & 6	ETMG	5-6	3-7	⇕●←
	Learning and development assessment	New skill	LEDA	N/A	3-6	✳
	Learning design and development	Name change from **Learning resources creation and maintenance** and moved here from Procurement & management support	TMCR	4-5	4-5	○←
	Learning delivery	Name change from **Education and training delivery** and moved from Procurement & management support, with revised wording	ETDL	3-5	3-5	●←
	Teaching and subject formation	New skill, for formal teaching at all levels	TEAC	N/A	5-6	✳
	Resourcing	Moved from Procurement & management support	RESC	5-6	5-6	←
	Professional development	Moved from Procurement & management support. New (administrative) Level 4	PDSV	5-6	4-6	⇕←

Solution development and implementation (category)

Subcategory	Skill	Detail	Code	SFIA 4G	SFIA5	Change
Systems development	Systems development management	No change	DLMG	5-7	5-7	
	Data analysis	No change	DTAN	2-5	2-5	
	Systems design	Minor wording change	DESN	2-6	2-6	○
	Network design	No change	NTDS	5-6	5-6	
	Database/repository design	No change	DBDS	2-6	2-6	
	Programming/software development	Minor wording change at level 5	PROG	2-5	2-5	○
	Animation development	New skill	ADEV	N/A	3-6	✳
	Safety engineering	No change	SFEN	3-6	3-6	
	Sustainability engineering	No change	SUEN	4-6	4-6	
	Information content authoring	Level 1 added	INCA	2-6	1-6	⇕
	Testing	Level 1 added, some improved wording	TEST	2-6	1-6	⇕ ●
Human factors	User experience analysis	Name change from **Usability requirements analysis**, with updated wording	UNAN	3-5	3-5	●
	Ergonomic design	Name change from **Systems ergonomics,** with updated wording	HCEV	3-6	3-6	●
	User experience evaluation	Name change from **Usability evaluation,** with updated wording	USEV	2-5	2-5	●
	Human factors integration	Minor change to wording of level 6	HFIN	5-7	5-7	○
Installation and integration	Systems integration	Minor change to wording of level 6	SINT	2-6	2-6	○
	Porting/software integration	No change	PORT	3-6	3-6	
	Systems installation/ decommissioning	No change	HSIN	1-5	1-5	

Service management (category)

Subcategory	Skill	Detail	Code	SFIA 4G	SFIA5	Change
Service strategy	IT management	Minor changes to reduce word count	ITMG	5-7	5-7	○
	Financial management for IT	No change	FMIT	4-6	4-6	
Service design	Capacity management	Amended to take account of demand management	CPMG	4-6	4-6	●
	Availability management	Minor change to wording	AVMT	4-6	4-6	○
	Service level management	Removal of reference to sustainability, which is not necessary.	SLMO	2-7	2-7	○
Service transition	Service acceptance	New skill	SEAC	N/A	4-6	✳
	Configuration management	Minor changes to reduce word count	CFMG	2-6	2-6	○
	Asset management	Moved here from Resource management. Removal of reference to a specific standard.	ASMG	4-6	4-6	○ ←
	Change management	Level 2 added. Minor change to wording	CHMG	3-6	2-6	○ ⇕
	Release and deployment	Name change from **Release management**	RELM	3-6	3-6	○

Subcategory	Skill	Detail	Code	SFIA 4G	SFIA5	Change
Service operation	System software	No change	SYSP	3-5	3-5	
	Security administration	Minor wording change	SCAD	3-6	3-6	○
	Radio frequency engineering	No change	RFEN	2-6	2-6	
	Applications support	Wording of skill amended to reduce word count	ASUP	2-5	2-5	○
	IT Operations	Amended to include NTOP	ITOP	1-4	1-4	●
	~~Network control and operation~~	Deleted (merged with ITOP and ITMG)	NTOP	3-6	N/A	⊠
	Database administration	No change	DBAD	2-5	2-5	
	Storage management	New skill	STMG	N/A	3-6	✳
	Network support	No change	NTAS	2-5	2-5	
	Problem management	Level 3 added, and wording changes	PBMG	4-5	3-5	⇕●
	Service desk and incident management	Wording changes	USUP	1-5	1-5	●
	IT estate management	New skill	DCMA	N/A	3-6	✳

Procurement and management support

Subcategory	Skill	Detail	Code	SFIA 4G	SFIA5	Change
Supply management	Procurement	New levels 4 & 7. Significant changes to wording of 5 & 6	PROC	5-6	4-7	⇕●
	Supplier relationship management	New level 2. Significant changes to wording	SURE	3-7	2-7	⇕●
	Contract management	New skill	ITCM	N/A	4-6	✳
Quality and conformance (was Quality management)	Quality management	The description has been shortened	QUMG	5-7	5-7	○
	Quality assurance	Minor wording change	QUAS	3-6	3-6	○
	Quality standards	No change	QUST	2-5	2-5	
	Conformance review	Name change from Compliance review	CORE	3-6	3-6	○
	Safety assessment	Minor wording change	SFAS	5-6	5-6	○
	Technology audit	The description has been shortened	TAUD	4-7	4-7	○
~~**Resource management**~~		Subcategory deleted. The contents of this subcategory have been moved elsewhere: **Programme and project support office** (PROF) moved to Business change/Business change implementation **Asset management** (ASMG) moved to Service management/Service transition **Client services management** (CSMG) moved to Client interface/Client support **Professional development** (PDSV) and **Resourcing** (RESC) moved to Business change/Skills management.				⊠ ➔

Client interface (category)

Subcategory	Skill	Detail	Code	SFIA 4G	SFIA5	Change
Sales and marketing	Marketing	Minor wording change	MKTG	3-6	3-6	○
	Selling	No change	SALE	4-6	4-6	
Client support	Account management	Updated wording	ACMG	5-6	5-6	●
	Sales support	Minor wording change to level 3	SSUP	1-6	1-6	○
	Client services management	Moved from Procurement & management support, with new levels 3 & 4	CSMG	5-6	3-6	⇕⬅

The SFIA Foundation

SFIA is the intellectual property of The SFIA Foundation, a not-for-profit body. The members of The Foundation are respected organisations in the field of Information Technology whose identities may be found on the SFIA web site. The SFIA Foundation maintains SFIA as the generally accepted standard and tool for all IT skills measurement, development, deployment and debate.

The SFIA Foundation is a company limited by guarantee. It is registered in England, number 04770377. The registered address (not for normal correspondence) is c/o 5 Fleet Place, London EC4M 7RD. Other details can be found on the SFIA web site – www.sfia.org.uk

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