

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

Tasks and activities

(Illustrative to show the range that need to identified)

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

Illustrative SFIA skills

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

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