

Profile title	DEVOPS EXPERT ROLE (26)		
Summary statement	Implements processes and tools to successfully deploy DevOps techniques across the entire solution development lifecycle.		
Mission	Applies a cross-functional, collaborative approach for the creation of customer-centric software solutions. Introduces automation throughout the software production system to deliver better software faster.		
Deliverables	Accountable	Responsible	Contributor
	<ul style="list-style-type: none"> Integrated Solution 	<ul style="list-style-type: none"> Development Process 	<ul style="list-style-type: none"> Test Procedure Release
Main task/s	<ul style="list-style-type: none"> Implement and manage continuous distribution methodologies Design systems with high levels of availability and scalability Manage testing across the release lifecycle Facilitate cross functional collaboration and engagement Design and manage process automation tools Adopt an agile software development methodology Manage continuous integration tool management 		

The table above is an extract from *European ICT professionals role profiles* Ref. No. CWA 16458-1:2018 E © 2018 CEN

The following pages map SFIA skills and competency levels to the role profile. There are 2 parts to the mapping:

- The Level of responsibility.**

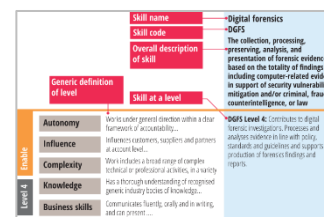
A common language is used to describe levels of responsibility across roles in all professional disciplines. The SFIA Framework consists of seven levels of responsibility; Level 1, the lowest, to Level 7, the highest. The levels describe the behaviours, values, knowledge and characteristics that an individual should have in order to be identified as competent at the level. Each of the levels is also labelled with a phrase to summarise the level of responsibility.

Level 7	Set strategy, inspire, mobilise
Level 6	Initiate, influence
Level 5	Ensure, advise
Level 4	Enable
Level 3	Apply
Level 2	Assist
Level 1	Follow

- The Professional skills.**

SFIA 7 consists of 102 professional skills. Each skill description is made up of an overall definition of the skill and a description of the skill at each of up to seven levels.

The skill level descriptions provide a detailed definition of what it means to practice the skill at each level of competency. The skill level descriptions are aligned to the 7 levels of responsibility which ensures consistency throughout the SFIA framework making it solid and robust across professional disciplines.



EU ICT DevOps Expert role (26)

SFIA Generic Responsibility Levels for the Role

Autonomy - Level 5

- Works under broad direction
- Work is often self-initiated
- Is fully responsible for meeting allocated technical and/or project/supervisory objectives
- Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities

Influence - Level 5

- Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism
- Builds appropriate and effective business relationships
- Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget
- Has significant influence over the allocation and management of resources appropriate to given assignments
- Leads on user/customer collaboration throughout all stages of work
- Ensures users' needs are met consistently through each work stage

Complexity - Level 5

- Performs an extensive range and variety of complex technical and/or professional work activities
- Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts
- Understands the relationship between own specialism and wider customer/organisational requirements

Knowledge - Level 5

- Is fully familiar with recognised industry bodies of knowledge both generic and specific
- Actively seeks out new knowledge for own personal development and the mentoring or coaching of others
- Develops a wider breadth of knowledge across the industry or business
- Applies knowledge to help to define the standards which others will apply

Business Skills - Level 5

- Demonstrates leadership
- Communicates effectively, both formally and informally
- Facilitates collaboration between stakeholders who have diverse objectives
- Analyses, designs, plans, executes and evaluates work to time, cost and quality targets
- Analyses requirements and advises on scope and options for continuous operational improvement
- Takes all requirements into account when making proposals
- Demonstrates creativity, innovation and ethical thinking in applying solutions for the benefit of the customer/stakeholder
- Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives
- Maintains an awareness of developments in the industry
- Takes initiative to keep skills up to date
- Mentors colleagues
- Assesses and evaluates risk
- Proactively ensures security is appropriately addressed within their area by self and others
- Engages or works with security specialists as necessary
- Contributes to the security culture of the organisation

EU ICT DevOps Expert role (26)

SFIA Professional Skills for the Role

Core - all people performing this job will need this skill. Optional - some people performing this job will need the skill.

Core: Methods and tools @ Level 5

- Provides advice / guidance / expertise to promote adoption of method and tools and adherence to policies and standards
- Evaluates and selects appropriate methods and tools in line with agreed policies and standards
- Implements methods / tools at programme, project, team level including selection and tailoring in line with agreed standards
- Manage reviews of the benefits and value of methods and tools
- Identify and recommend improvements
- Contributes to organisational policies, standards, guidelines for methods and tools

Core: Programming/software development @ Level 5

- Takes technical responsibility across all stages / iterations of software development
- Plans and drives software development activities
- Selects, adopts and adapts appropriate software development methods, tools and techniques selecting appropriately from plan-driven/predictive approaches or more adaptive (iterative and agile) approaches
- Measures and monitors applications of project / team standards for software construction including software security
- Contributes to the development of organisational policies, standards, guidelines and quality targets for software development

Core: Configuration management @ Level 5

- Identifies, evaluates and manages the adoption of appropriate tools, techniques and processes (including automation) for configuration management to ensure information is complete, current and accurate
- Contributes to development of organisational configuration management policies and standards
- Manages configuration items and related information

Core: Systems integration and build @ Level 5

- Identifies, evaluates and manages the adoption of appropriate tools, techniques and processes (including automation and continuous integration) to create a robust integration framework
- Leads integration work in line with agree system /service design
- Monitor and report on the results of each integration and build
- Designs and builds integration components and interfaces
- Contribute to the overall design of the service and the definition of criteria for product / component selection
- Contributes to development of systems integration policies, standards and tools

Core: Testing @ Level 5

- Coordinates and manages planning of the system and/or acceptance tests, including software security testing, within a development or integration project or programme
- Takes responsibility for integrity of testing and acceptance activities and coordinates the execution of these activities
- Provides authoritative advice and guidance on any aspect of test planning and execution
- Defines and communicates the test strategy for the project
- Manages all test processes, including test plans, resources, costs, timescales, test deliverables and traceability
- Manages client relationships with respect to testing matters
- Identifies process improvements, and contributes to corporate testing standards and definition of best practice

Core: Release and deployment @ Level 5

- Leads the assessment, analysis, planning and design of release packages, including assessment of risk
- Liaises with business and IT partners on release scheduling and communication of progress
- Conducts post release reviews
- Ensures release processes and procedures are applied and that releases can be rolled back as needed
- Identifies, evaluates and manages the adoption of appropriate release and deployment tools, techniques and processes (including automation)

Core: Database administration @ Level 5

- Develops and maintains procedures and documentation for databases
- Identifies, evaluates and manages the adoption of appropriate database administration tools and processes, including automation
- Contributes to the setting of standards for definition, security and integrity of database objects and ensures conformance to these standards
- Manages database configuration including installing and upgrading software and maintaining relevant documentation
- Monitors database activity and resource usage
- Optimises database performance and plans for forecast resource needs

Core: IT management @ Level 5

- Takes responsibility for the design, procurement, installation, upgrading, operation, control, maintenance (including storage and communication of data, voice, text, audio and images) and effective use of IT infrastructure components and monitors their performance
- Provides technical management of an IT operation, ensuring that agreed service levels are met and all relevant procedures are adhered to
- Schedules and supervises all maintenance and installation work
- Ensures that operational problems are identified and resolved
- Provides appropriate status and other reports to specialists, users and managers
- Ensures that operational procedures and working practices are fit for purpose and current
- Investigates and manages the adoption of appropriate tools, techniques and processes (including automation)