

Secure operations

Illustrative levelled roles in a role family

Employers are best placed to design & name jobs/roles, provide career pathways, create job descriptions. SFIA provides a framework to help you do this.

SFIA Level 1 Follow	SFIA Level 2 Assist	SFIA Level 3 Apply	SFIA Level 4 Enable	SFIA Level 5 Ensure, advise	SFIA Level 6 Initiate, influence	SFIA Level 7 Set strategy, inspire, mobilise
Performs routine tasks under close supervision, follows instructions, and requires guidance to complete their work.	Provides assistance to others, works under routine supervision, and uses their discretion to address routine problems.	Performs varied tasks, sometimes complex and non-routine, using standard methods and procedures. Works under general direction, exercises discretion, and manages own work within deadlines.	Performs diverse complex activities, provides oversight and guidance to others, operates autonomously under general direction, and contributes expertise to deliver team objectives.	Accountable for achieving workgroup objectives and managing work from analysis to execution and evaluation. Provides authoritative guidance in their field and works under broad direction.	Has significant organisational influence, makes high-level decisions, shapes policies, demonstrates leadership, fosters organisational collaboration, and accepts accountability in key areas.	Operates at the highest organisational Level, determines overall organisational vision and strategy, and assumes accountability for overall success.

Secure operations role family	Secure operations SFIA Level 1	Secure operations SFIA Level 2	Secure operations SFIA Level 3	Secure operations SFIA Level 4	Secure operations SFIA Level 5	Secure operations SFIA Level 6	-----
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Example job titles
Cyber Security Engineer, Cyber Engineer, Cyber Security Analyst, Infrastructure Support Engineer, System Operations Engineer - Cyber Specialist, Security Operations - Technical Specialist, IS Operations & Security Manager

At this level, individuals carry out basic tasks under supervision to support secure operations.

At this level, individuals assist in the operations of secure systems and networks. They support IAM and identify lifecycle management. They support software and hardware updates, help users with data processing, and contribute to restoring services after incidents.

At this level, individuals implement identification controls, monitor security, ensure compliant processes, and maintain test environments. They carry out secure component rollouts, expedite updates, support user access, and implement service recovery after breaches, all while working within established guidelines.

At this level, individuals manage live systems' security, plan colleagues' work, and ensure operational compliance, particularly with security standards. They select and implement monitoring tools, evaluate operations for security improvements, and collaborate across teams for organization-wide cyber security. Their role may include training and assessing team members.

At this level, individuals are responsible for the overall performance and security of operational systems. They set and monitor compliance with standards, oversee the use of performance and security tools, and identify operational enhancements. They work collaboratively to ensure secure operations and are involved in staffing decisions, including recruitment and training.

At this level, leaders in secure operations have significant influence over the security and performance of information systems. They initiate strategic improvements, set operational standards, and monitor compliance. They select advanced monitoring tools, assess operations' effectiveness, and drive cross-team collaborations for robust cyber security. Their role encompasses strategic planning, team management, and personnel development.

SFIA Skill Name		Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7
Security operations	SCAD	1	2	3	4	5	6	
Network support	NTAS		2	3	4	5		
System software	SYSP			3	4	5		
IT infrastructure	ITOP	1	2	3	4	5		
Asset management	ASMG		2	3	4	5	6	
Supplier management	SUPP		2	3	4	5	6	7
Technology service management	ITMG					5	6	7
Incident management	USUP		2	3	4	5		