



Introducing the new SFIA Operations Manager *Ian Seward*

The Board are pleased to announce that Ian Seward has now been appointed to the Operations Manager post.

Ian has been a SFIA Accredited Consultant since 2010. He is an experienced senior manager and consultant and Chartered IT Professional having worked in the aerospace/defence, pharmaceutical, utilities, financial services, management consultancy and public sectors. Initially designing and delivering high-integrity systems; he then led and mentored a number of transformation, change and process improvement programmes including a group-wide software engineering initiative, a global onshore-offshore integration programme across 12 countries and a global portfolio and delivery assurance office. More recently he has focused on skills and capability initiatives including architecting career paths, a continuing professional development scheme, a certification scheme for information security specialists, and various SFIA related activities to shape future workforces.

He is looking forward to working with the global community of stakeholders to build on SFIA's success, contribute to the development of SFIA's strategic business plan and initiate a programme of support for the SFIA community globally. We are sure you will join us in wishing Ian every success.

Ian can be contacted via email at ops@sfia-online.org, through his LinkedIn profile <https://uk.linkedin.com/in/ianseward> or on Twitter [@iansewardVML](https://twitter.com/iansewardVML)

With Thanks...

After over a year of working for the SFIA Foundation as Interim Operations Manager Matthew Burrows returned to his 'day job' The Board would like to thank Matthew for all his work alongside the SFIA Foundation Board, the SFIA Council, and the wide network of SFIA Partners, Consultants and Users around the world. In particular his immense contribution towards the completion of SFIA6 and for the ongoing support he continues to offer via is place on the SFIA Council and within the Worldwide SFIA Community. I think you would all agree he did a fantastic job.

Find Out More...

If you would like to find out more about the Foundation, the SFIA Framework, licencing opportunities or any other aspect of SFIA please contact us at: busadmin@sfia-online.org

Get accredited

SFIA is available free of charge to companies and individuals who use SFIA purely as an internal management resource and there are numerous license options for those individuals and organisations using SFIA commercially. Please see our [General Terms and Conditions](#) for more details.

Corporate and individual consultancies play an important part in helping organisations improve the way they manage IT skills. If you represent a consultancy – either your own personal business or a corporation – accreditation with SFIA is an opportunity for you to demonstrate your suitability. The SFIA Foundation welcomes applicants.

Our accreditation scheme allows commercial exploitation of SFIA by appropriately-qualified individuals and organisations. This enables users of SFIA to have confidence when acquiring assistance, advice or other skills management services.

There are separate accreditation arrangements for individuals working as consultants and for organisations.

Find out more at: <http://www.sfia-online.org/en/get-accredited/become-an-accredited-partner>

<http://www.sfia-online.org/en/get-accredited/become-an-accredited-consultant>

<http://www.sfia-online.org/en/get-accredited/become-a-sfia-accredited-training-provider>

Using SFIA at Essex County Council *By Leah Prevost, ECC IS Professionalism & SFIA Accredited Consultant*

Essex County Council (ECC) started using SFIA for their IS role profiles two years ago. At the beginning of 2015 a new internal IT training team was formed to support an IS Delivery Programme (ISDP) to create an education and training programme to address the effect of ISDP on people, to ensure positive engagement with new technologies and revised information governance policies and standards.

The ISDP Training team consists of a Lead/SME Trainer, an IT Trainer and a Coordinator/Developing Trainer.

With responsibility for this team falling within my remit for developing IT capability across ECC, it was my first opportunity to apply the Skills management sub category of SFIA and build on the role profile portfolio for ECC.

Following the usual guidelines for building SFIA role profiles my first step was to consider the core skills for these roles; with the primary responsibility for this team to design, develop and deliver, the first two were obvious, being, ETDL (Learning delivery) and TMCR (Learning design and development); the third core skill didn't jump out immediately but then given this is an IT training team, TEAC (Teaching and subject formation) with its focus on 'curricula for computing and information technology' sat perfectly.

The range of additional skills I then selected were to reflect this team's unique position of influence with the ISDP project teams and the support they provide in terms of Change and transformation.



From left to right: Julieann Newman, Dan Moore, Nicola Logan – The ECC ISDP Training Team

ISDP Training Team			
Role	Coordinator / Developing Trainer	Trainer	Lead/SME Trainer
Main SFIA competency group	Skills & quality	Skills & quality	Skills & quality
SFIA Levels	3-5	4-5	4-6
Role overview	To support the face to face training team and assist with design and delivery as appropriate.	To design and deliver face to face training interventions in support of rollouts of new and upgraded applications and technology.	To design, develop and evaluate the face to face training interventions to ensure continued support of new and upgrade application and technology rollouts ensuring maximum impact.
Contributes to:	Core SFIA Skills		
	ETMG (5) LEDA (4) ETDL (3)	ETDL (4) LEDA (5) TEAC (5)	ETDL (5) LEDA (6) TEAC (5)
	Additional Skills:		
	TMCR (4)	ETMG (5) TMCR (4)	ETMG (6) TMCR (5)
Awareness of:	TEAC (5)	CIPM (5)	CIPM (5) RESC (4) PDSV (4)
Building Blocks	RLMT (4) PRMG (4)	RESC (4) RLMT (4) PRMG (4)	PEMT (4) CIPM (5) RLMT (5) PRMG (4)

Here's how their skills portfolio now looks:

The team themselves are excited about the prospect of having their skills recognised by a professional framework; this is their first experience of SFIA, and they are now looking forward to the assessment step and outlining their development pathway.

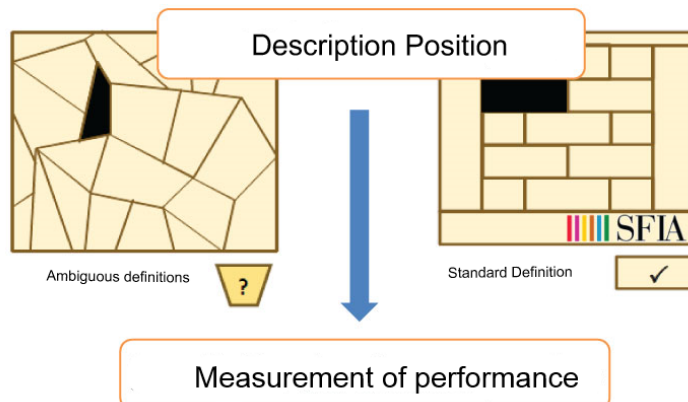
News from our Partner in Chile

Improving the performance of people in its management

The SFIA model of management skills human capital intensive systems.

Modern industries have become highly sophisticated, including the information technology industry. The use of advanced technologies, automation, satellite communications, smart sensors and Robotics are everywhere. Computers and microprocessors are used to make large machines efficient and reliable, to help the entire production process and administration.

In its report "Global Status Report on the Governance of Enterprise It (Geit) — 2011" ISACA identifies the main gaps between the business and the it (information technology): lack of professionals to meet the business, lack of knowledge in the areas of it (business and it) and a constant increase of costs of it areas.



Other consequences of these gaps reflect in project delays, on problems in management of providers and in loss of talent.

The areas of it in the mining industry are not foreign to these gaps and to resolve them we will use the model SFIA (Skills Framework for the Information Age) set to manage areas of it skills.

Development

To tackle the problem of knowledge in the IT area, Segacy has worked in parallel with universities and with industry, trying to generate a sustainable ecosystem based on common definitions.

In the area of education, we have worked with different universities (INACAP, AIEP, SantoTomas), changing the entire grid of undergraduate engineering program to improve the alignment of the grid with the needs of industry. The new programs were 100% structured using the SFIA model. The model was used to perform market research and the definition of the questions to the Alumni building a single language between industry and the University; that allowed perform the comparison between study programmes, the needs of the industry and the knowledge of the graduates.

In the manufacturing area, we've worked with STAKEHOLDERS in research to discover the skills required in the areas of it intensive industries for you. As a result, the research ENTI has identified the skills of 2011 positions in areas of it and defined the relationships between the powers, the positions and salaries.

In the area of Government, We've worked with ChileValora and ENABLE to set the first ICT industry profiles in Chile. These profiles are published on the website of ChileValora.

We are also conducted different projects with IT companies in which they were defined and evaluated the positions of project leader (currently one of the most sought after positions), support and exploitation roles and salaries related to these positions. With these settings, and working in conjunction with HR departments, took us to the optimization of training programs, in which it was possible to reduce the number of hours of training required.

Conclusions

The results of our projects clearly demonstrate a great lack of standardisation of skills of the IT areas at national level, gaps between the needs of industry and the curricula of the universities, the large latency of the departments of human resources and development of internal mobility of people and also that it is possible to overcome these obstacles by adopting the best practices of world level.

Future prospects, which presents opportunities

As well as identifying the main gaps, using SFIA could measure the concentration of knowledge in the areas of IT. It is possible to define the process of development of human capital, reduce the time in the process of searching and incorporation of new people and promote the internal mobility of people. Performance assessment is objective, among other benefits; generating an internal ecosystem in which the people's life cycle is longer and in which businesses can make better use of your talent and human capital to generate greater benefits for everyone.

It is also possible to measure the level of risk of human capital of enterprise IT and relate these measurements with the contingency plans, disaster recovery and business continuity.

Author: Miroslav Pavlović Director of strategic innovation in Segacy. Has over 25 years of experience in the IT industry, of contingency, disaster recovery and business continuity.

This Article has been translated into English to see the original article please go to:

Brazil: <http://dialogoti.intel.com/pt-br/documento/melhorando-o-rendimento-das-pessoas-em-sua-gestao>

Latin-American: <http://dialogoti.intel.com/es/documento/mejorando-el-rendimiento-de-las-personas-en-su-gestion>

Or for more information about Segacy and the work they have been doing in Chile please go to: <https://www.facebook.com/Segacy?ref=bookmarks>

SFIA in the Southern Hemisphere

A run-down of the first dedicated SFIA event held in Australia!

Thursday, 13th August marked the first SFIA Conference to be held in Australia! Just over 120 people attended the day in Sydney, and was supported by the following sponsors:



Thursday 13 August
The Menzies
Sydney, Australia

- [Adaps Consulting](#) (now BSMimpact)
- [AssessmentPortal](#)
- [Australian Technical and Management College \(ATMC\)](#)
- [BSMimpact](#)
- [Litmus Group](#)
- [Seera](#)

The agenda for the day was set up in two streams. The initial presentations were delivered by Matthew Burrows as the SFIA6 Design Authority and a SFIA Council member. Matthew introduced SFIA6 and incorporated a [short video](#) outlining the benefits of the framework.

“Matthew Burrows organised and hosted well, and provided excellent content and analysis of the impact of the V6 changes.”

Simon Roller, SFIA Council Member, then provided insights into the use of SFIA in the Southern Hemisphere. He provided some statistics on what skills are in abundance in the region, and where gaps have been found.

“Simon Roller - SFIA in the southern hemisphere ... very valuable to have a context to how and where SFIA is being used and adopted”

Following these sessions, the agenda was split into two streams. The brief for delivering a presentation was that it had to be based around a case study or provide tips / techniques for using SFIA. The PDF slides for each presentation are online – and we hope to have videos of each presenter uploaded shortly – so [bookmark this link!](#)

The SFIA Foundation would like to thank the following for donating their time to the conference and delivering a presentation. Every single person was mentioned in the feedback question of “did any particular speaker / speakers stand out for you? – Some of the individual mentions are highlighted below, but every single person was outlined as a “stand out speaker”.

“The flow of information and presentations was just right”

- Steven Woodhouse: Return on Investment for an Information Business

“great to see a CIO have such a great insight into his workforce”.

- Christine Hermely: Implementing SFIA amongst the change weary

“I was impressed with Christine Hermely in helping to provide a practical picture of implementation impacts and outcomes.”

- Phil Lovell: Assessment Tips and Tricks
 - Scott MacLeod: Australian Federal Police – Our SFIA Journey
-

Skills Update

"I got a lot out of Scott McLeod's discussion about his experience with the Police Force. "

- Gareth Cronin: Tools for courageous conversations with a young workforce

"Amazing integration of SFIA into a personal development process. Clearly something that took a lot of personal effort to create and embed."

- Rob Jeges: Deconstructing SFIA: A case study in organisational design using SFIA
- Kirsty Saddler and Zara Bowmar: Delivering tangible benefits using SFIA
- Glenn Lee: Lessons Learnt and Insights from Individual Self Assessments
- Asheley Jones: Work Integrated Learning: Using SFIA to achieve better ICT project outcomes

"Asheley Jones (ATMC) talk was very interesting. Tracking student SFIA roles through a degree, and using it for group formation and matchmaking with projects."

- Daniel Merriott: Building and using SFIA role profiles

"Very engaging and informative"

- Wedjan El-ami: Integrating SFIA into e-governments. Wedjan could not make it on the day; however her presentation has also been uploaded onto the site.

To finish off the day, we were extremely pleased to have a panel session, facilitated by Matthew Burrows with panellists Simon Roller, Andrew Johnson - CEO of the Australian Computer Society, and Paul Matthews - Chief Executive of Institute of IT Professionals New Zealand. This resulted in some very interesting conversations by all with great input from the audience.

At the end of the day, we finished off with drinks and networking, where a good number of attendees stayed to chat with presenters and sponsors to discuss what they are doing with SFIA. The atmosphere was extremely positive and friendly – and the feedback provided online after the event certainly showed that there is a growing need for SFIA case studies and information in this region.

Feedback was excellent, and included a few takeaway ideas for next time, such as using a different set up in the rooms that include tables for computer use, embracing technology and potentially doing some online sessions. Some general comments included:

"Quality of speakers/material was outstanding and useful for where we are at currently"

"Thanks for a great conference. The best \$250 bucks I've ever spent on a conference."

"Good quality of presentations and of participants"

"Generally well done and big thank you to those who volunteered their time and energy to make it happen. Holding training on the next day at a discounted rate was an excellent idea."

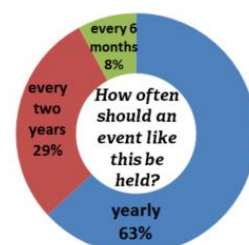
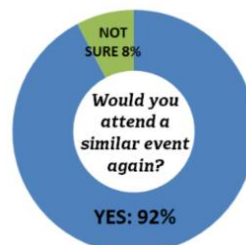
"Very worthwhile and great value."

"Holding a SFIA event every 6 months in different states (as it is sometimes difficult to travel) that balances both small business and government agencies would be great. I think this would really encourage use and continual improvement. It would also help government agencies to see how industry applies the framework. The conference was great, well attended and very informative and friendly - keep up the great work."

"An enjoyable day. Thank you"

"Loved that you held training right afterwards, two days is affordable time away"

"Great insights - as a fledgling user of SFIA, it showed what was possible."



On the basis of the feedback received, we will look to hold another conference in 2016 or early 2017. If you are interested in being involved, please email busadmin@sfia-online.org so we can form a group of organisers for next time. Nicole Minster

Videos from the Australian Conference have now been loaded to: <http://www.sfia.events/presentations.html>



Developing Digital Talent 2015

On 1 July, the inaugural Developing Digital Talent 2015 conference brought digital leaders together from across government and industry - all with the common aim of closing the digital skills gap and developing the talent needed to power the digital age.

BCS, The Chartered Institute for IT, the Tech Partnership and the SFIA Foundation were delighted to launch the latest release of SFIA at the conference, providing the most up-to-date and relevant framework of digital skills and competencies. We hope that you agree the conference was an immense success and we are delighted to advise you that you can now view the presentations from the day, as well as the interviews we filmed with the speakers and key delegates; including Cisco, VW and the Scottish Government at: <http://www.bcs.org/category/18525> or via the links below:

[Welcome address](#)

Jos Creese, BCS President

[SFIA, the global IT skills framework](#)

Adam Thilthorpe, SFIA Foundation Chair

Thilthorpe, SFIA Foundation and Peter Leather, SFIA Forum Group

[Developing digital talent for industry](#)

Phil Smith, CEO Cisco UK & Ireland, Tech Partnership Chair

[SFIAv6 update](#)

Matthew Burrows and Mike Chad

[SFIAplus case study](#)

Jonathan Blagg, Head of VWG UK IS Operations, Volkswagen

[The importance of digital talent for UK PLC](#)

Andrea Young, Director of Digital Economy Unit, DCMS/BIS

[Panel debate: Where is the future digital talent?](#)

Anne Moises, Scottish Government, David Keeling, Bango, Adam

[Closing remarks](#)

Jos Creese, BCS President

Adaps Consulting and BSMimpact - MEDIA RELEASE 24th August 2015

Adaps Consulting and BSMimpact has come together to form the largest SFIA Accredited Partner organisation with the most experienced team of SFIA Accredited Consultants and Trainers in the world.

AUSTRALIA: We are very excited to announce an evolution of the Adaps Consulting business with an extended formal collaboration with our UK-based SFIA Alliance partner, BSM Impact Limited.

As separate organisations, we have shared resources, intellectual property and opportunities over the past 2 years. Due to the continued growth and interest in SFIA, the Skills Framework for the Information Age, as well as excellent synergy and alignment in our wider portfolios of service offerings, we have decided to come together formally as BSMimpact; offering a single global brand for Governance and Management solutions. Both organisations are number 1 in their respective markets, and our expanded service offerings are well aligned and complementary in nature.

BSM Impact Pty Ltd will act as the legal entity representing BSMimpact in Australia and New Zealand, but all assets, knowledge and resources will be shared as a global organisation.

“We believe the bringing together of Adaps Consulting and BSMimpact will create a spring board for our global expansion, deliver additional synergy, and provide a true global presence. BSMimpact has been a leader in SFIA, Transformation, ISO 20K and Service Management for 18 years and has a long heritage in delivering value to clients locally and globally. Adaps Consulting has spent the past 3 years supporting clients in SFIA and establishing itself as the leader in SFIA in the region” commented Matthew Burrows, BSMimpact Managing Director.

Simon Roller, Professional Services Director, based in Australia, also commented: “As BSMimpact, we are excited to be able to deliver a unique set of skills and capabilities to our local and global clients, and believe our clients will greatly benefit from this development”.

Simon Roller, Matthew Burrows and Elaine Burrows BSMimpact Board of Directors

Skills Update

About Adaps Consulting – now BSM Impact Pty Ltd

Adaps Consulting focuses on IT Governance and Strategy, with a particular focus being the Skills Framework for the Information Age (SFIA). A number of public and private sector organisations have partnered with Adaps Consulting to effectively implement SFIA using a combination of assessment and validation services, training and communications techniques. Adaps Consulting is a SFIA accredited partner, and Managing Director Simon Roller is a member of the international SFIA Council.

About BSMimpact Limited

BSMimpact was established in 1997 with a passion for delivering Business Service Management solutions that really work operationally.

With specialist knowledge and tools, BSMimpact helps clients effectively implement the right solution, customised to suit their unique needs. Key service offerings include SFIA, the Skills Framework for the Information Age and ISO\IEC 20000 (ISO20K) solutions. BSMimpact has the largest number of SFIA Accredited consultants and have delivered SFIA training courses worldwide. In addition, Managing Director Matthew Burrows is the SFIA6 Design Authority and is a member of the international SFIA Council.

Contact: Nicole Minster, Marketing Manager **Tel:** +61 418 334 596 nicole.minster@bsmimpact.com

What Skills Do you Need? Skills Framework Provides Insight

Matthew Burrows Managing Director, BSMimpact Matthew.burrows@bsmimpact.com



This article was recently posted by ISACA News – and focussed on the key areas that have grown since the publication of V5, and were therefore reflected in V6 – CyberSecurity. Here’s a snippet from the article –

“.....SFIA V5 contained three core skills for security professionals: Information assurance, Information security and security administration. All of these were updated in V6, including adding a level 7 description for Information security and level 1 and 2 descriptions for Security administration.

SFIA V5 also contained 10 skills which specifically included the word ‘security.’ Investigation identified another 22 SFIA skills which were regularly used to describe the roles of security professionals and were needed for security capabilities, but didn’t include the word ‘security’ anywhere. Apart from demonstrating the limitations of using word search to identify relevant skills—which sadly many users resort to—it highlighted how much coverage SFIA already had for this area.

Security references were specifically added to Solution architecture, Systems development management, Programming/software development, and Testing.

Digital forensics (DGFS), and Penetration testing (PENT) were also added to the skills list in V6.

SFIA works well with the various cybersecurity frameworks and information security standards. However, it covers a much wider scope, defining skills needed across the complete digital information and communications technology landscape....

[Read more](#)

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SFIA and worldwide events – Matthew Burrows

I have just returned from Edinburgh, which marked the last event on a month long promotional tour of SFIA (or that's what it felt like). Here's a rundown on all the events I attended to promote SFIA:

- *IEEE STC Conference in Long Beach, California.*
- *ISACA's Cyber Security conference in Washington*
- *itSMF USA Fusion Conference in New Orleans*
- *ISACA EuroCACS cyber security and risk management conference in Copenhagen – I had over 200 people sit in on my session here (which was one of 6 parallel sessions) – most of whom had never heard of SFIA before!*
- *I presented the key note with the Scottish Government at the IT in the Park conference in Edinburgh*
- *itSMF UK conference at the end of November. We were very pleased to be announced as a finalist in the Service Management awards in the category of Training Provider of the Year for our SFIA training, and I delivered a session at the conference itself.*

It's been a crazy month or so, but I'm really pleased and excited that SFIA is getting so much interest across the globe! Audiences have all been enthusiastic, and I know many are already registering on the SFIA website and starting to scope out their SFIA implementations.

The Last Word

Season's Greetings! This has been a really busy year for SFIA... with the release of SFIA6, A new SFIA website, the 2015 'Developing Digital Talent' conference and numerous global events, including the V6 Conference in Australia.

I would personally like to thank everyone who has contributed to the development of SFIA over the years and to those who continue to play a part in the growth of SFIA. Without the on-going dedication of the SFIA Community, SFIA would not be the global success that it is today. We are really pleased with the positive feedback received about V6 and grateful for all of the suggestions that have already been put forward for future versions of the Framework.

It's been fantastic hearing about how the SFIA6 changes have had a positive effect on your career/organisation. We love hearing from the SFIA Community about your experience of SFIA implementation whatever the outcome.

Help us keep up to date with User experience and to assist others with their SFIA Journey by sharing your story: either in the form of a case study, white paper, or an article for our next edition of 'Skills Update' the SFIA Newsletter. Whether it's a success story, a tale of trouble overcome, or unique SFIA implementation we'd love to hear from you. So until the next edition of 'Skills Update' Thank you again for your on-going support and I wish you a Merry Christmas and a prosperous New Year.



Lucy Ryan
Business Administrator

Skills Update is the newsletter of the SFIA Foundation
www.sfia-online.org Editor: Lucy Ryan busadmin@sfia-online.org
Registered in England 04770377 Reg. office 5 Fleet Place, London, EC4M 7RD (not for correspondence) A not-for-profit organisation whose members are: BCS The Chartered Institute for IT, the Tech Partnership, IMIS, itSMF, The IET