

Profile title	BUSINESS ANALYST ROLE (2)		
Summary statement	Analyses the business domain and optimises business performance through technology application.		
Mission	Analyses the information and the processes needed to support business plans. Formulates functional and non-functional requirements of the business organisation and advises on the lifecycle of the information solutions. Evaluates the impact in terms of change management.		
Deliverables	Accountable	Responsible	Contributor
	<ul style="list-style-type: none"> Business Requirements 	<ul style="list-style-type: none"> Business Case Business Relationship Data Model 	<ul style="list-style-type: none"> Business Plan ICT Strategy & Implementation
Main task/s	<ul style="list-style-type: none"> Contribute to the preparation of the organisation's business plan Analyse business requirements and design related processes Support Digital Transformation, identifying areas for improvement in business processes Provide possible ICT solutions compliant with the ICT strategy Develop business cases related to the proposed solutions Analyse required information and documents Develop plan for continuity of operations 		

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.**

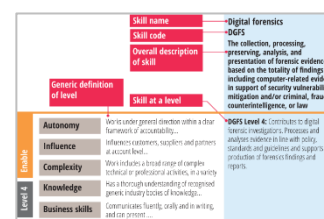
A common language is used to describe levels of responsibility across roles in all professional disciplines. The SFIA Framework consists of seven levels of responsibility; Level 1, the lowest, to Level 7, the highest. The levels describe the behaviours, values, knowledge and characteristics that an individual 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 Business Analyst role (2) (NB this could be a multi-level role)

SFIA Generic Responsibility Levels for the Role

Autonomy - Level 4

- Works under general direction within a clear framework of accountability
- Exercises substantial personal responsibility and autonomy
- Plans own work to meet given objectives and processes

Influence - Level 4

- Influences customers, suppliers and partners at account level
- May have some responsibility for the work of others and for the allocation of resources
- Participates in external activities related to own specialism
- Makes decisions which influence the success of projects and team objectives
- Collaborates regularly with team members, users and customers
- Engages to ensure that user needs are being met throughout

Complexity - Level 4

- Work includes a broad range of complex technical or professional activities, in a variety of contexts
- Investigates, defines and resolves complex issues

Knowledge - Level 4

- Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary
- Has gained a thorough knowledge of the domain of the organisation
- Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and contributes to the development of others
- Rapidly absorbs new information and applies it effectively
- Maintains an awareness of developing practices and their application and takes responsibility for driving own development

Business Skills - Level 4

- Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences
- Plans, schedules and monitors work to meet time and quality targets
- Facilitates collaboration between stakeholders who share common objectives
- Selects appropriately from applicable standards, methods, tools and applications
- Fully understands the importance of security to own work and the operation of the organisation
- Seeks specialist security knowledge or advice when required to support own work or work of immediate colleagues

EU ICT Business Analyst role (2) (NB this could be a multi-level role)

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: Business analysis @ Level 4

- Investigates operational requirements, problems, and opportunities, seeking effective business solutions through improvements in automated and non-automated components of new or changed processes
- Assists in the analysis of stakeholder objectives, and the underlying issues arising from investigations into business requirements and problems, and identifies options for consideration
- Works with stakeholders, to identify potential benefits and available options for consideration, and in defining acceptance tests
- Contributes to selection of the business analysis methods, tools and techniques for projects; selecting appropriately from plan-driven/predictive approaches or more adaptive (iterative and agile) approaches

Optional: Business modelling @ Level 4

- Conducts advanced modelling activities for significant change programmes and across multiple business functions
- Has an in-depth knowledge of organisation-standard techniques
- Plans own modelling activities, selecting appropriate techniques and the correct level of detail for meeting assigned objectives
- May contribute to discussions about the choice of the modelling approach to be used
- Obtains input from and communicates modelling results to senior managers for agreement

Core: Requirements definition and management @ Level 4

- Contributes to selection of the requirements approach for projects, selecting appropriately from plan-driven/predictive approaches or more adaptive (iterative and agile) approaches
- Defines and manages scoping, requirements definition and prioritisation activities for initiatives of medium size and complexity
- Facilitates input from stakeholders, provides constructive challenge and enables effective prioritisation of requirements
- Reviews requirements for errors and omissions
- Establishes the requirements base-line, obtains formal agreement to requirements, and ensures traceability to source
- Investigates and processes and applies requests for changes to base-lined requirements

Core: Data modelling and design @ Level 4

- Investigates corporate data requirements, and applies data analysis, design, modelling, and quality assurance techniques, to establish, modify or maintain data structures and their associated components (entity descriptions, relationship descriptions, attribute definitions)
- Provides advice and guidance to database designers and others using the data structures and associated components

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