

Profile title		DIGITAL CONSULTANT ROLE (9)	
Summary statement	Supports understanding of how digital technologies add value to a business.		
Mission	Maintains a technology watch to inform stakeholders of existing and emerging technologies and their potential to add business value. Supports the identification of needs and solutions for achieving business and IS strategic goals.		
Deliverables	<b>Accountable</b> <ul style="list-style-type: none"> <li>• New Solution and Critical Business Process Integration Proposal</li> <li>• Opportunity Memo</li> </ul>	<b>Responsible</b> <ul style="list-style-type: none"> <li>• Knowledge or Information Base (relevant domain)</li> </ul>	<b>Contributor</b> <ul style="list-style-type: none"> <li>• Business Requirements</li> <li>• Project Plan</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>• Provide advice on how to optimize the use of existing tools and systems</li> <li>• Raise awareness of information technology innovations and potential value to a business</li> <li>• Make recommendations for the development and implementation of a business project or technological solution</li> <li>• Participate in scoping the business case for potential projects</li> <li>• Participate in the assessment and choice of digital solutions</li> <li>• Assess risks of change to business continuity and for information security</li> </ul>		

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.**

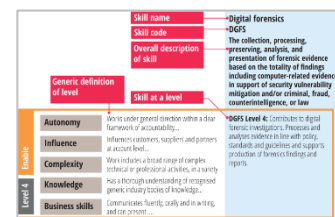
A common language is used to describe levels of responsibility across roles in all professional disciplines. The SFIA Framework consists of seven levels of responsibility; Level 1, the lowest, to Level 7, the highest. The levels describe the behaviours, values, knowledge and characteristics that an individual 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 Digital Consultant role (9)

### 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 Digital Consultant role (9)

### 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: Emerging technology monitoring @ Level 5

- Monitors the market to gather intelligence on emerging technologies
- Assesses and documents impacts, threats and opportunities to the organisation
- Creates technology roadmaps
- Shares knowledge and insights with others

#### Core: Innovation @ Level 5

- Executes innovation processes
  - Develops, evolves and adapts innovation tools, processes, infrastructures to drive the process of innovation
  - Manages the pipeline of innovations
  - Identifies resources and capabilities needed
- Encourages and motivates communities, teams and individuals to share creative ideas and learn from failures
- Manages and facilitates the communication and open flow of creative ideas between interested parties and the set up of innovation networks and communities

#### Core: Consultancy @ Level 5

- Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution
- Identifies, evaluates and recommends options, implementing if required
- Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements
- Seeks to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited

#### Core: Business analysis @ Level 5

- Takes responsibility for investigative work to determine business requirements and specify effective business processes, through improvements in information systems, information management, practices, procedures, and organisation change
- Selects, adopts and adapts appropriate business analysis methods, tools and techniques; selecting appropriately from plan-driven/predictive approaches or more adaptive (iterative and agile) approaches
- Collaborates with stakeholders at all levels, in the conduct of investigations for strategy studies, business requirements specifications and feasibility studies
- Prepares business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks
- 

#### Core: Business process improvement @ Level 5

- Analyses and designs business processes; identifies alternative solutions to exploit new technologies and automation
- Develops graphical representation of business processes to facilitate understanding and decision making
- Assesses feasibility and recommends new approaches
- Manages the execution of business process improvements
- Implements business process improvement methods / tools at programme, project, team level including selection and tailoring in line with agreed standards
- Contributes to the definition of organisational policies, standards, guidelines for business process improvement

**Core: Solution architecture @ Level 5**

- Leads the development of systems architectures in specific business, infrastructure or functional areas
- Ensures that appropriate tools and methods are available, understood and employed in architecture development
- Within a change programme, leads the preparation of technical plans and, in liaison with business assurance and project staff, ensures that appropriate technical resources are made available
- Provides advice on technical aspects of solution development and integration (including requests for changes, deviations from specifications, etc) and ensures that relevant technical strategies, policies, standards and practices (including security) are applied correctly