

Re-engineering business processes for AI – tasks, activities & SFIA skills

Tasks and activities

(Illustrative to show the range that need to identified)

Process and operations

- ☐ Map current processes
- ☐ Find tasks for AI
- ☐ Redesign target workflows
- ☐ Document human tasks
- ☐ Pilot automated steps
- ☐ Embed improvement loops

People and change

- ☐ Assess skill gaps
- ☐ Upskill key staff
- ☐ Manage change impacts
- ☐ Communicate vision
- ☐ Align incentives

Data

- ☐ Catalogue data assets
- ☐ Monitor data quality
- ☐ Build feature store
- ☐ Generate synthetic data
- ☐ Detect dataset bias
- ☐ Track data lineage

Technology

- ☐ Define AI architecture
- ☐ Provision scalable compute
- ☐ Containerise model services
- ☐ Automate MLOps pipeline
- ☐ Monitor performance
- ☐ Harden AI stack
- ☐ Canary releases

Strategy and governance

- ☐ Craft AI strategy
- ☐ Build transformation roadmap
- ☐ Prioritise investment portfolio
- ☐ Govern ethics policy
- ☐ Manage AI risks
- ☐ Track compliance

Illustrative SFIA skills

(Illustrative to raise awareness of what is in SFIA to support AI. [Check the full framework](#) for other SFIA skills)

❖ Business process improvement (BPRI) ❖ Business situation analysis (BUSA) ❖ Measurement (MEAS) ❖ Business modelling (BSMO) ❖ Feasibility assessment (FEAS) ❖ Improvement mindset (IMPM) ❖ Digital mindset (DIGI) ❖ Problem-solving (PROB) ❖ Process testing (PRTS) ❖ User acceptance testing (BPTS)	❖ Job analysis and design (JADN) ❖ Leadership (LEAD) ❖ Learning and development (LADV) ❖ Workforce planning (WFPL) ❖ Organisational change management (CIPM) ❖ Organisational change enablement (OCEN) ❖ Organisation design and implementation (ORDI) ❖ Performance management (PEMT) ❖ Communication (COMM)	❖ Data management (DATM) ❖ Data engineering (DENG) ❖ Data science (DATS) ❖ Machine learning (MLNG) ❖ Database administration (DBAD) ❖ Analytical classification and coding (ANCC) ❖ Data modelling and design (DTAN) ❖ Non-functional testing (NFTS) ❖ Configuration management (CFMG)	❖ Solution architecture (ARCH) ❖ Infrastructure operations (ITOP) ❖ Infrastructure design (IFDN) ❖ Software design (SWDN) ❖ Systems and software lifecycle engineering (SLEN) ❖ Measurement (MEAS) ❖ Security operations (SCAD) ❖ Programming/software development (PROG) ❖ Release management (RELM) ❖ Deployment (DEPL)	❖ Stakeholder relationship management (RLMT) ❖ Governance (GOVN) ❖ Artificial intelligence (AI) and data ethics (AIDE) ❖ Information and data compliance (PEDP) ❖ Portfolio management (POMG) ❖ Enterprise and business architecture (STPL) ❖ Strategic planning (ITSP) ❖ Investment appraisal (INVA) ❖ Benefits management (BENM)

Clickable links to SFIA skill definitions