Skills Framework for the Information Age version 5

SFIA FOUNDATION

Levels of responsibility:

1 Follow	2 Assist	3 Apply	4 Enable	5 Ensure, advise	6 Initiate, influence	7 Set strategy, inspire, mobilise

Strategy and architecture

Information strategy
- IT governance **GOVN** — levels 5–7
- Information management **IRMG** — levels 5–7
- Information systems co-ordination **ISCO** — levels 6–7
- Information security **SCTY** — levels 3–6
- Information assurance **INAS** — levels 5–7
- Information analysis **INAN** — levels 3–6
- Information content publishing **ICPM** — levels 1–6

Advice and guidance
- Consultancy **CNSL** — levels 5–7
- Technical specialism **TECH** — levels 4–6

Business strategy and planning
- Research **RSCH** — levels 3–6
- Innovation **INOV** — levels 5–7
- Business process improvement **BPRE** — levels 5–7
- Enterprise and business architecture development **STPL** — levels 5–7
- Business risk management **BURM** — levels 4–7
- Sustainability strategy **SUST** — levels 5–7

Technical strategy and planning
- Emerging technology monitoring **EMRG** — levels 4–6
- Continuity management **COPL** — levels 4–6
- Software development process improvement **SPIM** — levels 5–7
- Sustainability management for IT **SUMI** — levels 5–6
- Network planning **NTPL** — levels 5–6
- Solution architecture **ARCH** — levels 5–6
- Data management **DATM** — levels 4–6
- Methods and tools **METL** — levels 4–6

Business change

Business change implementation
- Portfolio management **POMG** — levels 5–7
- Programme management **PGMG** — levels 6–7
- Project management **PRMG** — levels 4–6

Business change management
- Portfolio, programme and project support **PROF** — levels 2–6
- Business analysis **BUAN** — levels 3–6
- Requirements definition and management **REQM** — levels 2–6
- Business process testing **BPTS** — levels 4–6
- Change implementation planning & management **CIPM** — levels 5–6
- Organisation design and implementation **ORDI** — levels 5–6
- Benefits management **BENM** — levels 5–6
- Business modelling **BSMO** — levels 2–6
- Sustainability assessment **SUAS** — levels 4–6

Relationship management
- Stakeholder relationship management **RLMT** — levels 4–6

Skills management
- Learning and development management **ETMG** — levels 3–6
- Learning and development assessment **LEDA** — levels 3–6
- Learning design and development **TMCR** — levels 4–6
- Learning delivery **ETDL** — levels 3–6
- Teaching and subject formation **TEAC** — levels 5–6
- Resourcing **RESC** — levels 5–6
- Professional development **PDSV** — levels 3–6

Solution development and implementation

Systems development
- Systems development management **DLMG** — levels 5–7
- Data analysis **DTAN** — levels 2–5
- System design **DESN** — levels 2–5
- Network design **NTDS** — levels 5–6
- Database/repository design **DBDS** — levels 2–4
- Programming/software development **PROG** — levels 2–4
- Animation development **ADEV** — levels 3–5
- Safety engineering **SFEN** — levels 3–5
- Sustainability engineering **SUEN** — levels 4–6
- Information content authoring **INCA** — levels 1–5
- Testing **TEST** — levels 1–6

Human factors
- User experience analysis **UNAN** — levels 3–5
- Ergonomic design **HCEV** — levels 3–5
- User experience evaluation **USEV** — levels 2–5
- Human factors integration **HFIN** — levels 5–6

Installation and integration
- Systems integration **SINT** — levels 2–5
- Porting/software integration **PORT** — levels 3–5
- Systems installation/decommissioning **HSIN** — levels 1–4

Service management

Service strategy
- IT management **ITMG** — levels 5–7
- Financial management for IT **FMIT** — levels 4–6

Service design
- Capacity management **CPMG** — levels 4–6
- Availability management **AVMT** — levels 4–6
- Service level management **SLMO** — levels 2–6

Service transition
- Service acceptance **SEAC** — levels 4–6
- Configuration management **CFMG** — levels 2–6
- Asset management **ASMG** — levels 4–6
- Change management **CHMG** — levels 2–6
- Release and deployment **RELM** — levels 3–6

Service operation
- System software **SYSP** — levels 3–5
- Security administration **SCAD** — levels 3–5
- Radio frequency engineering **RFEN** — levels 2–5
- Applications support **ASUP** — levels 2–5
- IT operations **ITOP** — levels 1–5
- Database administration **DBAD** — levels 2–5
- Storage management **STMG** — levels 3–5
- Network support **NTAS** — levels 2–5
- Problem management **PBMG** — levels 3–5
- Service desk and incident management **USUP** — levels 1–5
- IT estate management **DCMA** — levels 3–6

Procurement and management support

Supply management
- Procurement **PROC** — levels 4–6
- Supplier relationship management **SURE** — levels 2–6
- Contract management **ITCM** — levels 4–6

Quality and conformance
- Quality management **QUMG** — levels 5–7
- Quality assurance **QUAS** — levels 3–6
- Quality standards **QUST** — levels 2–4
- Conformance review **CORE** — levels 3–5
- Safety assessment **SFAS** — levels 5–6
- Technology audit **TAUD** — levels 4–6

Client interface

Sales and marketing
- Marketing **MKTG** — levels 3–6
- Selling **SALE** — levels 4–6

Client support
- Account management **ACMG** — levels 5–6
- Sales support **SSUP** — levels 1–6
- Client services management **CSMG** — levels 3–6