

Category	Skill	Code	Level						
			1	2	3	4	5	6	7
Strategy and architecture									
Information strategy	IT governance	GOVN					5	6	7
	IT strategy and planning	ITSP					5	6	7
	Information management	IRMG				4	5	6	7
	Information systems co-ordination	ISCO						6	7
	Information security	SCTY			3	4	5	6	7
	Information assurance	INAS					5	6	7
	Analytics	INAN			3	4	5	6	7
	Information content publishing	ICPM	1	2	3	4	5	6	
Advice and guidance	Consultancy	CNSL					5	6	7
	Technical specialism	TECH				4	5	6	
Business strategy and planning	Research	RSCH		2	3	4	5	6	
	IT management	ITMG					5	6	7
	Financial management	FMIT				4	5	6	
	Innovation	INOV					5	6	
	Business process improvement	BPRE					5	6	7
	Enterprise and business architecture	STPL					5	6	7
	Business risk management	BURM				4	5	6	7
	Sustainability strategy	SUST				4	5	6	
Technical strategy and planning	Emerging technology monitoring	EMRG					4	5	6
	Continuity management	COPL					4	5	
	Sustainability management	SUMI					5	6	
	Network planning	NTPL					5	6	
	Solution architecture	ARCH					5	6	
	Data management	DATM		2	3	4	5	6	
	Methods and tools	METL					4	5	6

Change and transformation

Business change implementation	Portfolio management	POMG					5	6	7
	Programme management	PGMG						6	7
	Project management	PRMG				4	5	6	7
	Portfolio, programme and project support	PROF	2	3	4	5	6		
Business change management	Business analysis	BUAN			3	4	5	6	
	Requirements definition and management	REQM		2	3	4	5	6	
	Business process testing	BPTS				4	5	6	
	Change implementation planning and management	CIPM					5	6	
	Organisation design and implementation	ORDI					5	6	
	Benefits management	BENM					5	6	
	Business modelling	BSMO		2	3	4	5	6	
	Sustainability assessment	SUAS					4	5	6

Development and implementation

Systems development	Systems development management	DLMG					5	6	7	
	Data analysis	DTAN		2	3	4	5			
	System design	DESN		2	3	4	5	6		
	Network design	NTDS					5	6		
	Database design	DBDS		2	3	4	5	6		
	Programming/software development	PROG		2	3	4	5			
	Animation development	ADEV				3	4	5	6	
	Safety engineering	SFEN				3	4	5	6	
	Sustainability engineering	SUEN					4	5	6	
	Information content authoring	INCA		1	2	3	4	5	6	
	Testing	TEST		1	2	3	4	5	6	
	User experience	User experience analysis	UNAN				3	4	5	
		User experience design	HCEV		2	3	4	5	6	
User experience evaluation		USEV		2	3	4	5	6		
Installation and integration	Systems integration	SINT		2	3	4	5	6		
	Porting/software configuration	PORT				3	4	5	6	
	Hardware design	HWDE					4	5	6	
	Systems installation/decommissioning	HSIN		1	2	3	4	5		

Delivery and operation

Service design	Availability management	AVMT					4	5	6
	Service level management	SLMO		2	3	4	5	6	7
Service transition	Service acceptance	SEAC					4	5	6
	Configuration management	CFMG		2	3	4	5	6	
	Asset management	ASMG					4	5	6
	Change management	CHMG		2	3	4	5	6	
	Release and deployment	RELM				3	4	5	6
Service operation	System software	SYSP				3	4	5	
	Capacity management	CPMG					4	5	6
	Security administration	SCAD		1	2	3	4	5	6
	Penetration testing	PENT					4	5	6
	Radio frequency engineering	RFEN			2	3	4	5	6
	Applications support	ASUP			2	3	4	5	
	IT infrastructure	ITOP		1	2	3	4		
	Database administration	DBAD			2	3	4	5	
	Storage management	STMG				3	4	5	6
	Network support	NTAS			2	3	4	5	
	Problem management	PBMG					3	4	5
	Incident management	USUP			2	3	4	5	
	Facilities management	DCMA					3	4	5

Skills and quality

Skill management	Learning and development management	ETMG				3	4	5	6	7
	Learning assessment and evaluation	LEDA				3	4	5	6	
	Learning design and development	TMCR					4	5	6	
	Learning delivery	ETDL				3	4	5		
	Teaching and subject formation	TEAC						5	6	
People management	Performance management	PEMT					4	5	6	
	Resourcing	RESC					4	5	6	
	Professional development	PDSV					4	5	6	
Quality and conformance	Quality management	QUMG					4	5	6	7
	Quality assurance	QUAS				3	4	5	6	
	Quality standards	QUST		2	3	4	5			
	Conformance review	CORE				3	4	5	6	
	Safety assessment	SFAS						5	6	
	Digital forensics	DGFS						4	5	6

Relationships and engagement

Stakeholder management	Sourcing	SORC		2	3	4	5	6	7	
	Contract management	ITCM					4	5	6	
	Relationship management	RLMT					4	5	6	7
	Customer service support	CSMG		1	2	3	4	5	6	
Sales and marketing	Digital marketing	MKTG				2	3	4	5	6
	Selling	SALE						4	5	6
	Sales support	SSUP		1	2	3	4	5	6	
	Product management	PROD					3	4	5	6

The Skills Framework for the Information Age (SFIA) is the global skills and competency framework that describes IT roles and the skills needed for them. It is supported by companies, government and academic institutions worldwide.

SFIAPLUS contains the SFIA framework of IT skills plus detailed training and development resources. The result is the most established and widely adopted IT skills, training and development model that reflects current industry needs. SFIAPLUS enables employers and IT practitioners to identify career paths and plan training and development.

Find out more at bcs.org/na

Category, Subcategory	Skills are grouped for convenience into categories and subcategories describing broad areas of work.
Skill	A recognizable area of IT competence within the workplace.
Skill resource	Eight detailed SFIAPLUS topics related to the Skill. (See example below)
Code	Included to help with Skill identification.
Level	The degree of responsibility that an IT practitioner exercises.
Task	A Skill at a Level.
Task component	Six additional SFIAPLUS components defining the Task. (See example below)

What's in the 'plus'?

The SFIA Skill covers Title, Description and Code. For each SFIA Skill, SFIAPLUS includes **eight** additional Skill resources.

The SFIA Task covers Title, Description and Code. For each SFIA Task, SFIAPLUS offers **six** additional Task components.

Project management				4	5	6	7
Examples of the additional Skill resources and Task components for Project management at level 5 are given below.							
Skill resources							
<ul style="list-style-type: none"> Related SFIA skills Technical overview, including typical tools and techniques Overview of training, development and qualifications Careers and jobs Professional bodies Standards and codes of practice Communities and events Publications and resources 							
Each Skill resource provides in depth information to support development planning, for example the Skill resource for Professional bodies gives details of:							
<ul style="list-style-type: none"> Project Management Institute www.pmi.org Association for Project Management www.apm.org.uk BCS, The Chartered Institute for IT www.bcs.org 							
Task components							
These provide an extra level of detail about what is expected from an individual working at this level.							
Some examples taken from the additional Task components for Project management at level 5 are shown below:							
<ul style="list-style-type: none"> Background: has gained experience (typically four years with some at level 4) in any SFIA Skill which involves project work Work activities: includes leadership, estimating and managing the change control procedure Knowledge and skills: includes analytical thinking, project risk management and contract negotiation Training activities: includes business case preparation, project definition, planning and risk management and an introduction to systems development, including development life cycles Professional development: includes research assignments, acting as a mentor and increasing knowledge of broader IT issues through reading or attending seminars Qualifications: BCS IS Project Management certificate (Advanced Level) would support career progression and skill development 							

'SFIAPLUS offered the flexibility to tailor roles to the specific needs of our employees. We now have a basis on which to build future talent management programs.'

Gene Bernier Director of ITS Program Management Office
Kimberly Clark

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