### Skills and quality

<table>
<thead>
<tr>
<th>Category</th>
<th>Skill</th>
<th>Code</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Development and implementation</td>
<td>Systems development management</td>
<td>CMGR</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Data analysis</td>
<td>CLDA</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>System design</td>
<td>CSD</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Network design</td>
<td>CNET</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Database design</td>
<td>CDDB</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Programming/software development</td>
<td>CPOR</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Automation development</td>
<td>ACE</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Safety engineering</td>
<td>CSEC</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Sustainability engineering</td>
<td>SEUN</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Information security</td>
<td>ICIS</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Testing</td>
<td>TEST</td>
<td>2</td>
</tr>
<tr>
<td>Service experience</td>
<td>User experience analysis</td>
<td>UCRA</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>User experience design</td>
<td>UCDES</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>User experience evaluation</td>
<td>UCEVL</td>
<td>5</td>
</tr>
<tr>
<td>Delivery and operation</td>
<td>Systems integration</td>
<td>SYST</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Network configuration</td>
<td>NETC</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Port interface design</td>
<td>PORT</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Hardware design</td>
<td>HWDZ</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Systems installation/Incorporating</td>
<td>SINZ</td>
<td>5</td>
</tr>
<tr>
<td>Service design</td>
<td>Accessibility management</td>
<td>AXRT</td>
<td>2</td>
</tr>
<tr>
<td>Service transition</td>
<td>Service acceptance</td>
<td>SACE</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Change management</td>
<td>CHRM</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Event management</td>
<td>E事件</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Change management</td>
<td>CHMG</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Project management</td>
<td>PMGM</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Project management</td>
<td>PMMG</td>
<td>3</td>
</tr>
<tr>
<td>Service operation</td>
<td>Service software</td>
<td>SSSP</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Capacity management</td>
<td>CAGM</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Security administration</td>
<td>SADZ</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Reconciliation</td>
<td>RZET</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Customer support</td>
<td>CCSP</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Application support</td>
<td>ASPS</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>IT service development</td>
<td>ITSP</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Database administration</td>
<td>DBAG</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Storage management</td>
<td>STMG</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Network support</td>
<td>NVSS</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Problem management</td>
<td>PRMG</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Incident management</td>
<td>ICMG</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Business continuity</td>
<td>BC1230</td>
<td>6</td>
</tr>
</tbody>
</table>

### Change and transformation

- **Business change management**
  - Portfolio management
  - Program management
  - Project management

- **Business architecture**
  - Requirements definition and management
  - Business process implementation
  - Change management
  - Technology strategy
  - Business model
  - Change management

- **Business modelling**
  - Business modelling

- **Change implementation planning and management**
  - Change implementation planning and management
  - Change management
  - Change management

- **Business process**
  - Business process definition
  - Business process implementation

- **Business management**
  - Business management

- **Business process**
  - Business process management

### Systems development

- **Development and deployment**
  - Systems development management
  - Data analysis
  - System design
  - Network design
  - Database design
  - Programming/software development
  - Automation development
  - Safety engineering
  - Sustainability engineering
  - Information security
  - Testing
  - User experience
  - Systems integration
  - Network configuration
  - Hardware design
  - Systems installation/Incorporating

- **Service design**
  - Accessibility management
  - Service acceptance
  - Change management
  - Event management
  - Project management

- **Service operation**
  - Service software
  - Capacity management
  - Security administration
  - Reconciliation
  - Customer support
  - Application support
  - IT service development
  - Database administration
  - Storage management
  - Network support
  - Problem management
  - Incident management

- **Quality and conformance**
  - Quality assurance
  - Quality standards
  - Compliance management
  - Safety management

- **Relationships and engagement**
  - Stakeholder management
  - Communications management
  - Customer service management
  - Sales and marketing

- **Skills and quality**
  - Skill management
  - Learning and development management
  - Learning management and evaluation
  - Learning design and development
  - Teaching and support formulation

- **People management**
  - Performance management

- **Quality and conformance**
  - Quality assurance
  - Quality standards

- **Relationships and engagement**
  - Stakeholder management
  - Communications management

### The Skills Framework for the Information Age (SFIA)

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

### What's in the plus?

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

- **Skill resources**
  - Background: teenage habits, including typical tasks and techniques
  - Overview of training, development and qualifications, careers advice
  - Professional bodies
  - Standards and codes of practice
  - Dictionaries and glossaries
  - Publications and resources

- **Example of the additional Skill resources and tasks components for Project management at level 5 are shown below:**

  - **Project management**
    - Skills: Project management, for example the Skill resource for Project management at level 5 are shown below:
    - **Background:**
      - Has gained experience (typically four years or more) attending seminars
    - **Knowledge and skills:**
      - Includes leadership, estimating and managing the change request procedure
    - **Role activities:**
      - Includes leadership, estimating and managing the change request procedure
    - **Technical overview:**
      - Includes leadership, estimating and managing the change request procedure
    - **Examples of the additional Skill resources and Task components**
      - For Project management at level 5 are shown below:

### ‘SFIAplus offered the flexibility to tailor roles to the specific needs of our employees.'

Gene Bernard / Director of IT Program Management Office

For more information, visit bcs.org/na.