


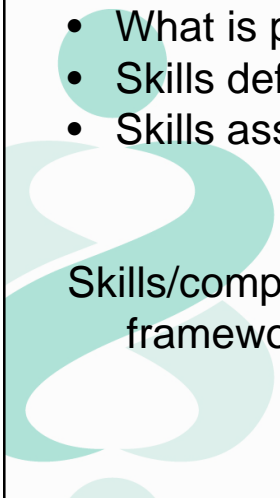



Professionalism in IT links to SFIA and ISEB

Carol Hulm
16th May 2007




The Professionalism Challenge



- What is professionalism?
- Skills definition, fulfilling demand
- Skills assessment and skills management


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Skills/competency frameworks Initiative overload Qualification schemes




BCS
QUALIFICATIONS

BCS/ISEB response to the challenge




Definition of Professionalism
Disciplines within IT
Competencies
Links with other professional bodies
e.g. Institute of Service Management


Bodies of Knowledge (core & common)
Qualifications
Alliance with e-skills UK, Intellect and NCC




Prof IT Alliance - BCS, NCC, e-skills UK, Intellect
Delivering IT Professionalism



SFIAplus3
The IT skills, training and development standard.






Skill sets
Levels
Software support
Career development
Directed by the SFIA Foundation

Comprehensive Portfolio
Subject areas
Levels of qualification
(Foundation to Professional)


SFIA Foundation – BCS, e-skills UK, IEE, IMIS

ISEB Alliance with EXIN, ITSQB
and APM Group




BCS
QUALIFICATIONS


The Skills Framework for the Information Age (SFIA)




- What is SFIA?
- How does it work?
- Why does SFIA not contain Job Roles?




SFIAplus3
The IT skills, training and development standard.




SFIA
Skills Framework
for the Information Age





SFIA and SFIPlus



Categories – sub-categories – SKILL SETS & LEVELS


Service provision							
Infrastructure	Configuration management	CFMG		3	4	5	6
	Change management	CHMG		3	4	5	6
	Capacity management	CPMG		4	5	6	
	System software	SYSP		3	4	5	6
	Security administration	SCAD		3	4	5	6
	Radio frequency engineering ▲	RFEN		2	3	4	5
	Availability management ▲	AVMT		4	5	6	
	Financial management for IT ▲	FMIT		4	5	6	


SFIA Descriptor: Ensures production of requisite CM standards and procedures, such as the CM plan, problem/defect reporting procedures, change control procedures, etc, ensuring their compatibility with prescribed standards (e.g. ISO 9000, CMM)

SFIPlus also contains EIGHT extra skills resources:


Related Functions	Professional Bodies
Tools and Techniques	Standards and Codes of Practice
Training and Qualifications	Communities and Events
Careers and Jobs	Publications and Resources

Adopted by the PROF IT Alliance and The Government IT Competency Framework







The IT skills, training and development standard.




Advantages of SFIA





- It allows organisations to identify the range of skills that they need
- As well as the range at their disposal
- Thus identifying the skills gaps that they need to plug
- Employees can see clear career development paths
- Training providers can link their training offerings to the entries within the framework thus aiding communication with their clients and delegates.









The IT skills, training and development standard.

SFIA - Categories and Skills



One axis of the framework divides the whole area of ICT into skills grouped as:


- Categories:
 - Strategy and Planning
 - Development
 - Business Change
 - **Service Provision**
 - Procurement & Management Support
- Subcategories - e.g. Infrastructure and Operation within Service Provision
- Skill Sets - e.g. Configuration Management within Infrastructure


SFIA – Skill Sets

Category	Subcategory	Skill
Service Provision	Infrastructure	Configuration Management Change Management Capacity Management System Software Availability Management Financial Management for IT
	Operation	
	User Support	



Levels of responsibility and autonomy




The other axis defines the level of responsibility and accountability exercised within the Skill Set:

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


Category, Subcategory	Skills are grouped for convenience into categories and subcategories describing broad areas of work.
Skill	A recognisable area of IT competence within the workplace.
Skill Resource	Eight detailed SFIPlus topics related to the Skill. (See example 1)
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 SFIPlus topics defining the Task. (See example 2)

At each of these levels the role is reflected in terms of:


- Autonomy
- Influence
- Complexity
- Business skills




The IT skills, training and development standard.



Skills Framework for the Information Age




Sample Job Role using SFIA




Service Level Manager :

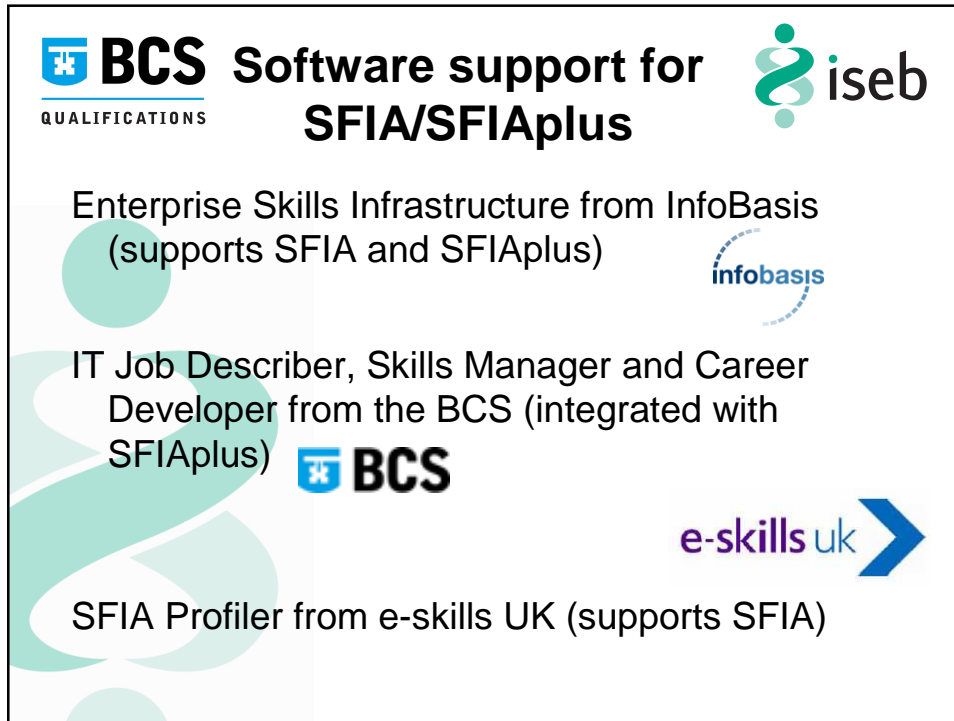
SFIA Skill	Level	Weighting
Management and operations	4	Medium
Supplier relationship management	4	High
Capacity management	5	Medium
Service level management	5	High
Availability management	4	Medium
Change management	5	Medium
Continuity management	4	Low



The IT skills, training and development standard.



Skills Framework for the Information Age



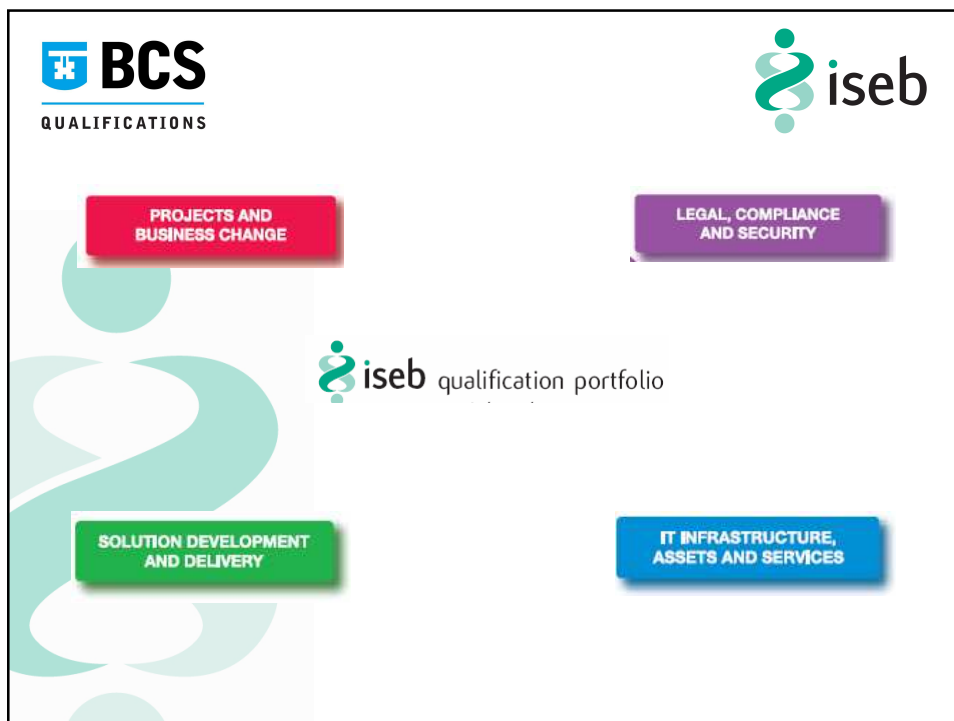
BCS QUALIFICATIONS **Software support for SFIA/SFIPlus** **iseb**

Enterprise Skills Infrastructure from InfoBasis (supports SFIA and SFIPlus) **infobasis**

IT Job Describer, Skills Manager and Career Developer from the BCS (integrated with SFIPlus) **BCS**

SFIA Profiler from e-skills UK (supports SFIA) **e-skills uk**

This slide features a light green abstract background on the left. It lists software support for SFIA/SFIPlus, including Enterprise Skills Infrastructure from InfoBasis, IT Job Describer, Skills Manager, and Career Developer from BCS, and SFIA Profiler from e-skills UK. Logos for BCS, infobasis, and e-skills uk are included.



BCS QUALIFICATIONS **iseb**

PROJECTS AND BUSINESS CHANGE

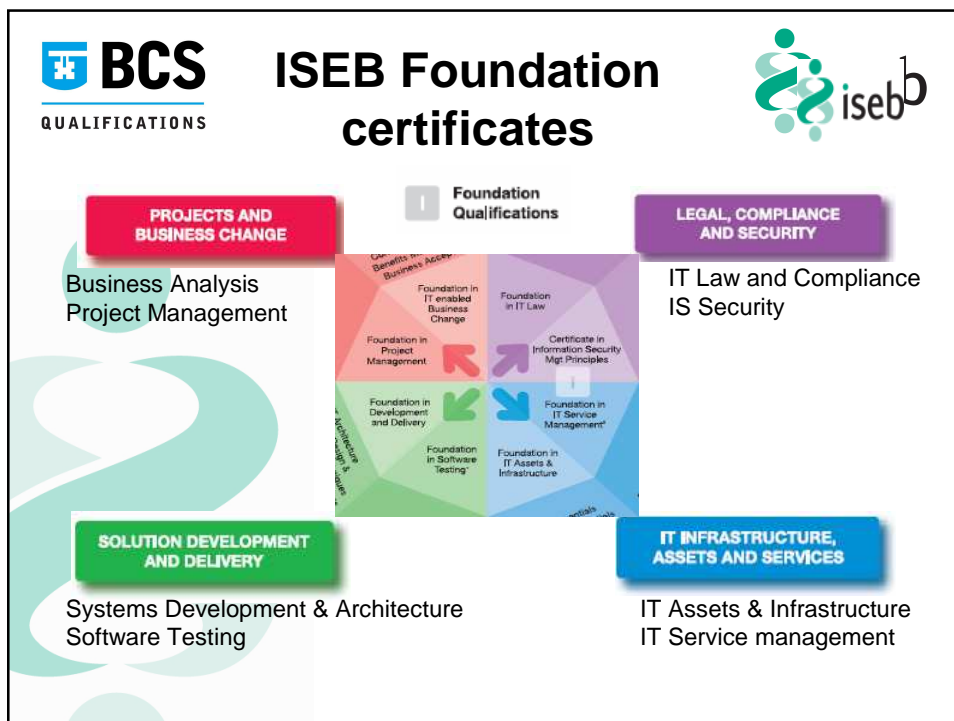
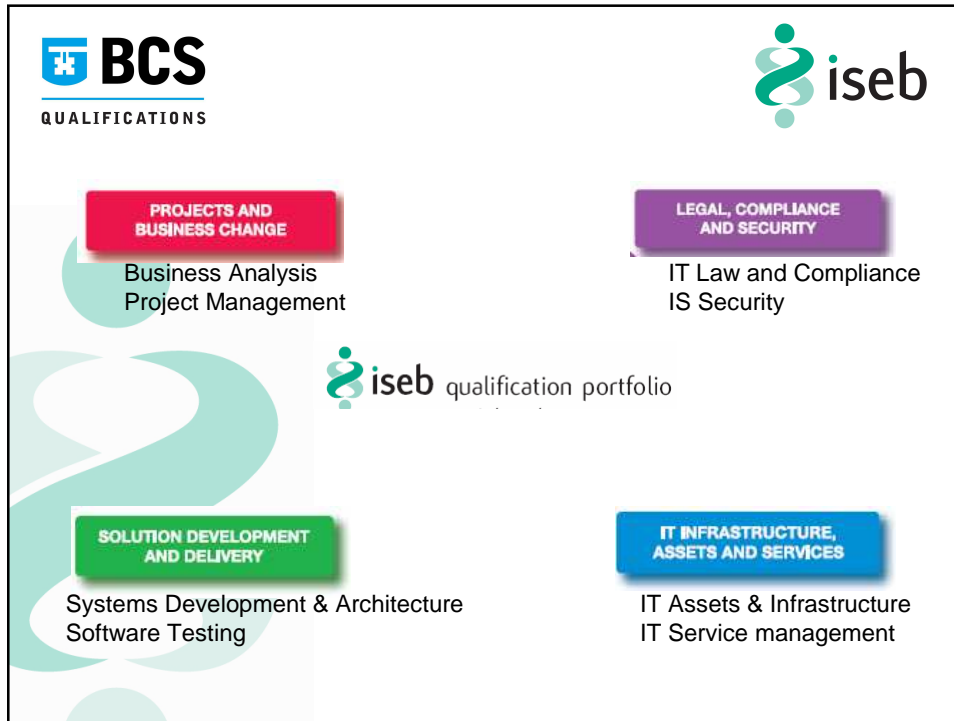
LEGAL, COMPLIANCE AND SECURITY

iseb qualification portfolio

SOLUTION DEVELOPMENT AND DELIVERY

IT INFRASTRUCTURE, ASSETS AND SERVICES


This slide features a light green abstract background on the left. It displays the iseb qualification portfolio with four colored boxes: red for 'PROJECTS AND BUSINESS CHANGE', purple for 'LEGAL, COMPLIANCE AND SECURITY', green for 'SOLUTION DEVELOPMENT AND DELIVERY', and blue for 'IT INFRASTRUCTURE, ASSETS AND SERVICES'. Logos for BCS and iseb are at the top.






BCS QUALIFICATIONS **PROF IT – Raising professionalism in IT** 


- Initiative set up by BCS in 2005 
Delivering IT Professionalism
- Steering group and executive committee
- PROF IT Alliance:
 - » BCS 
 - » e-skills UK 
 - » NCC 
 - » Intellect 



BCS QUALIFICATIONS **PROF IT – the Vision** 


The programme has two key objectives:

1. *By increasing professionalism, to improve the ability of business and society to exploit the potential of information technology effectively and consistently.*
2. *To build an IT profession respected and valued for the contribution it makes to the exploitation and application of IT for the benefit of all – Government, business leaders, IT employers, IT users and customers.*


Delivering IT Professionalism

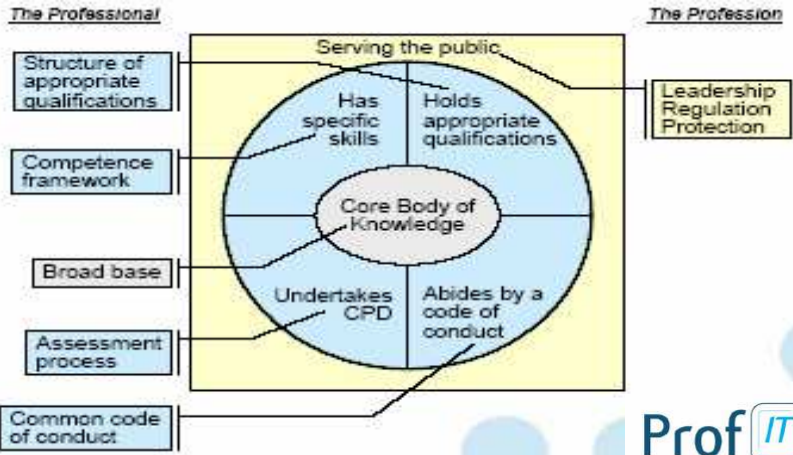
BCS **To do this PROF IT** **iseb**
QUALIFICATIONS had to:

- Change the view of IT just being about technical and engineering aspects
- Expand the scope of what is seen as IT
- Define what is meant by professional
- Identify a range of qualifications to support this and provide career paths
- Set up a governance regime

 Led to a range of key initiatives

Prof IT
Delivering IT Professionalism

BCS **Definition of Professionalism** **iseb**
QUALIFICATIONS



The Professional

The Profession

Structure of appropriate qualifications

Competence framework

Broad base

Assessment process

Common code of conduct

Serving the public

Has specific skills

Holds appropriate qualifications

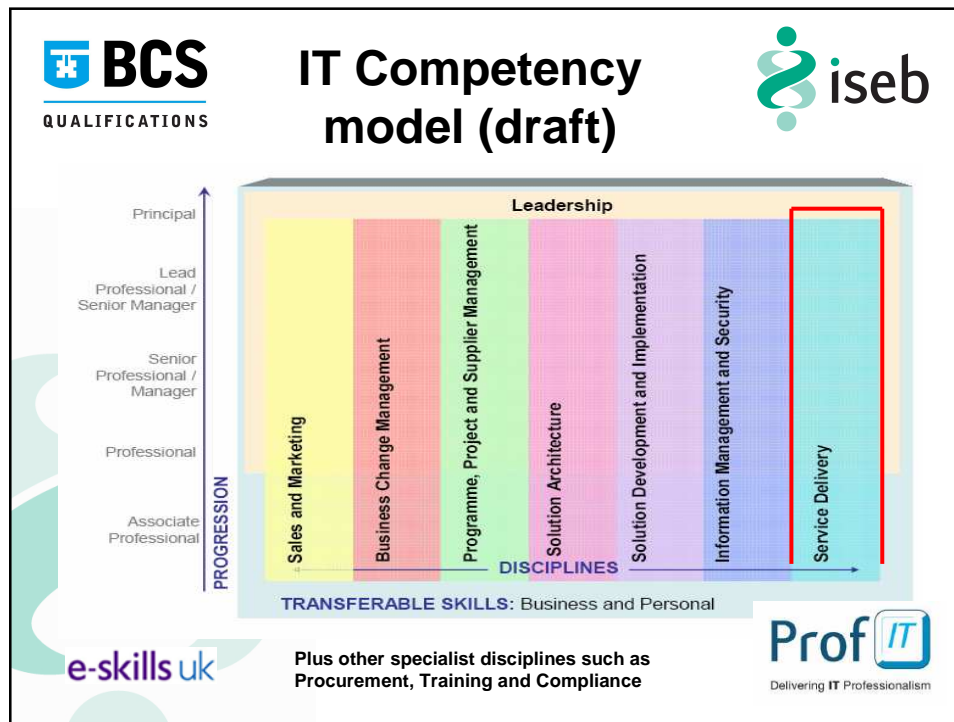
Core Body of Knowledge

Undertakes CPD

Abides by a code of conduct

Leadership Regulation Protection

Prof IT
Delivering IT Professionalism

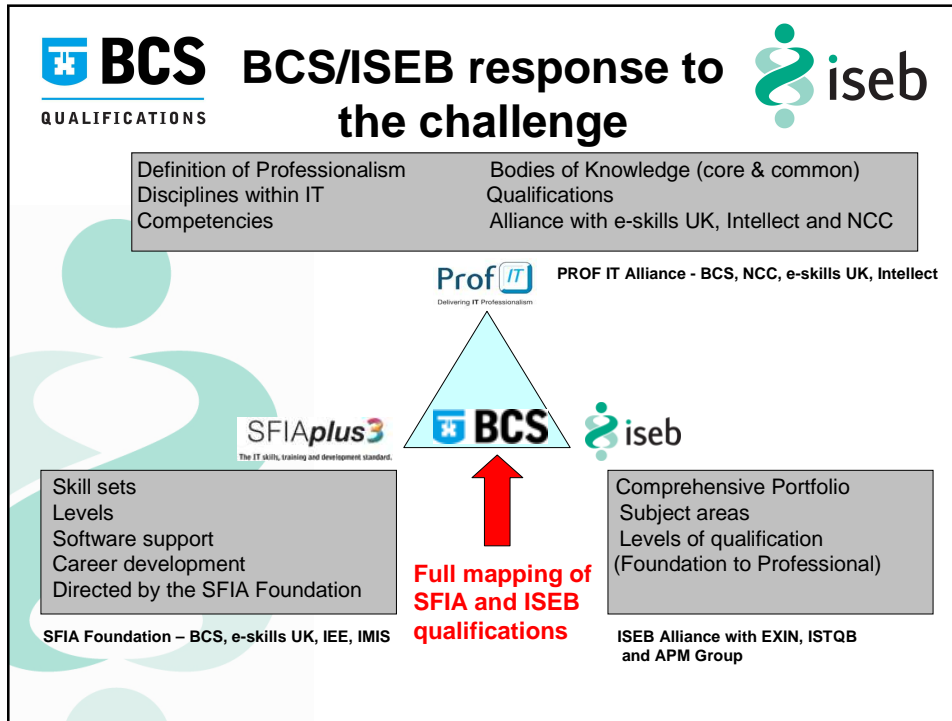


BCS QUALIFICATIONS **SFIA, ISEB qualifications and Prof IT** **iseb**

- SFIA and SFIAplus provide more comprehensive and competencies definitions that sit inside the disciplines defined by Prof IT
- The ISEB qualifications at the various levels are linked to SFIA and support the qualifications part of the definition of what makes a professional
- The ISEB Professional Level award uses ISEB qualifications plus membership of a professional body (e.g. BCS, ISM) to cover the other parts of the Prof IT definition

SFI plus 3
The IT skills, training and development standard.

BCS **ISM** **Prof IT** (Delivering IT Professionalism)



BCS **IT Service Management Professional - example** **iseb**

QUALIFICATIONS

- ISEB Foundation Certificate in IT Service Management
- Plus one from the following list:
 - ISEB Manager's Certificate in IT Service Management
 - 3 x ISEB Practitioner Certificates from IT Service Management or IT Assets and Infrastructure areas
- Plus one from the following list:
 - ISEB Foundation in Systems Development and Delivery
 - ISEB Foundation in IT Assets and Infrastructure
- Plus one other appropriate ISEB Practitioner Certificate from another area
- Plus appropriate additional 'professional' evidence and membership

Uses the concepts from PROF IT, supported by skills definitions from SFIA underpinned by qualifications from the ISEB portfolio

BCS
QUALIFICATIONS

In conclusion

iseb

Prof IT
Delivering IT Professionalism

“Using this approach of combining SFIPlus3 with ISEB qualifications it is possible for organisations to construct a set of job roles to support the full range of PROF IT disciplines for all levels of an individual’s career in IT”

SFIPlus3
The IT skills, training and development standard.

iseb