

Skills Framework of the Information Age (SFIA) skill list

**Which skills are important for yourself, the next project, business needs or organisations strategy?
Which skills do you have? Which skills do you want?**

Strategy and architecture Skills

IT governance, Information management, Information systems coordination, Information security
Information assurance, Information analysis, Information content publishing, Consultancy
Technical specialism, Research, Innovation, Business process improvement
Enterprise and business architecture development, Business risk management, Sustainability strategy
Emerging technology monitoring, Continuity management, Software development process improvement
Sustainability management for IT, Network planning, Solution architecture, Data management
Methods and tools

Business change skills

Portfolio management, Programme management, Project management
Portfolio, programme and project support, Business analysis, Requirements definition and management
Business process testing, Change implementation planning and management
Organisation design and implementation, Benefits management, Business modelling
Sustainability assessment, Stakeholder relationship management, Learning and development management
Learning and development assessment, Learning design and development, Learning delivery
Teaching and subject formation, Resourcing, Professional development

Solution development and implementation skills

Systems development management, Data analysis, Systems design, Network design
Database/repository design, Programming/software development, Animation development
Safety engineering, Sustainability engineering, Information content authoring, Testing
User experience analysis, Ergonomic design, User experience evaluation, Human factors integration
Systems integration, Porting/software integration, Systems installation/decommissioning

Service management skills

IT management, Financial management for IT, Capacity management, Availability management
Service level management, Service acceptance, Configuration management, Asset management
Change management, Release and deployment, System software, Security administration
Radio frequency engineering, Applications support, IT Operations, Database administration
Storage management, Network support, Problem management, Service desk and incident management
IT estate management

Procurement and management support skills

Procurement, Supplier relationship management, Contract management, Quality management
Quality assurance, Quality standards, Conformance review, Safety assessment, Technology audit
Marketing

Client interface skills

Selling, Account management, Sales support, Client services management