

# 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