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Service Catalog : Skills Catalogue ? What can SFIA bring to the party ?



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What this Webinar explores

The subject of people and skills are often bypassed when implementing ITIL processes. The purpose of this webinar is to:

1. Explore the drawing together of professional qualifications and status to underpin those working in Service Design
2. Analyse SFIAv5 descriptors for Service Management and for Service Level Management in particular.
3. Ascertain what can be gained by using the Skills Framework for the Information Age (SFIA v5) in this specific area of ITIL.



Role of SFIA®, ITIL® and PRINCE® 2 and professional status in the IT industry

ITIL® AND PRINCE® 2 Professional qualifications recognised by industry and available through training providers. Universities can and should give exemptions to students who have relevant professional qualifications

There is no need to reinvent the wheel

SFIA® - High level competency framework describing the skills needed by IT professionals and used by UoN and now INACAP and OU to align and embed skills into the curriculum; Regularly updated by members of Chartered Institute for IT (BCS), itSMF, IMIS, IET and e-Skills (SFIA Website 2012)

CITP and prISM – provide nationally and internationally recognised professional status





Background to SFIA

- “ High level UK Government backed competency framework describing the roles within IT and the skills needed to fulfil them”
- It provides a common reference model of roles that exist in IT and the skills needed to perform them
- Devised and completed in 2000 and launched at the DTI conference in 2001.
- Latest release SFIAv5 December 11
- Purpose to provide “a standardised view of the wide range of professional skills needed by people working in Information Technology”



Why is SFIA important

- Gained industry-wide recognition and support from : e-skills, BCS - Chartered Institute of IT, IET, IMIS, Intellect, OGC, itSMF and the DTI with partners across the world.
- Its become global and has been translated into Japanese, Chinese and Latin American Spanish.
- Allows employers to measure the skills they have against the skills they need and identify skill gaps
- Quantifies the skills of the IT labour market across the world
- SFIAplus model clarifies skills
- Regularly reviewed and updated to reflect current industry needs

Who uses SFIA and why

- Government Departments and Large Organisations e.g.
 - ✓ HM Revenue and Customs
 - ✓ AVIVA formerly Norwich Union Life
 - ✓ Crown Prosecution Service
 - ✓ Leeds City Council
- Consistent and evolving framework of skills used for defining job roles in the workplace, skills gap analysis , personal development, succession planning
- Supported developed and enhanced under the watchful eye of BCS Chartered Institute for IT, e-skills uk, IET, IMIS and itSMF

Can SFIA give added value to ITIL lets consider Service Management section

Service management

Service strategy	IT management	ITMG					5	6	7
	Financial management for IT	FMIT				4	5	6	
Service design	Capacity management	CPMG				4	5	6	
	Availability management	AVMT				4	5	6	
	Service level management	S_LMO	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		
	Security administration	SCAD			3	4	5	6	
	Radio frequency engineering	R_FEN		2	3	4	5	6	
	Application support	ASUP		2	3	4	5		
	IT operations	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		
	Service desk and incident management	USUP	1	2	3	4	5		
	IT estate management	IDCMA			3	4	5	6	

Service Design SFI Av5

Capacity management (CPMG)

The management of the capability and functionality of service components (including hardware, software and network) to meet current and forecast needs in a cost effective manner. This includes dealing with both long-term changes and short-term variations in the level of demand.

Availability management (AVMT)

The definition, analysis, planning, measurement and improvement of all aspects of the availability of IT services. The overall control and management of service availability to ensure that the level of service delivered in all services is matched to or exceeds the current and future agreed needs of the business, in a cost effective manner.

Service level management (SLMO)

The planning, implementation, control, review and audit of service provision, to meet customer business requirements. This includes negotiation, implementation and monitoring of service level agreements, and the ongoing management of operational facilities to provide the agreed levels of service, seeking continually and proactively to improve service delivery.

Source SFIA website sfia.org.uk

Code: SLMO Service level management

Overall description

The planning, implementation, control, review and audit of service provision, to meet customer business requirements. This includes negotiation, implementation and monitoring of service level agreements, and the ongoing management of operational facilities to provide the agreed levels of service, seeking continually and proactively to improve service delivery and sustainability targets.

[Source adapted SFIA website sfia.org.uk](http://sfia.org.uk)

Level 2 Assist and 3 Apply

Level 2 description

Monitors and logs the actual service provided, compared to that required by service level agreements.

Level 3 description

Monitors service delivery performance metrics and liaises with managers and customers to ensure that service level agreements are not breached without the stakeholders being given the opportunity of planning for a deterioration in service.



Level 4 description Enable

Performs defined tasks to monitor service delivery against service level agreements and maintains records of relevant information. Analyses service records against agreed service levels regularly to identify actions required to maintain or improve levels of service, and initiates or reports these actions.



Level 5 description Ensure/advise

Ensures that service delivery meets agreed service levels. Creates and maintains a catalogue of available services. In consultation with the customer negotiates service level requirements and agrees service levels. Diagnoses service delivery problems and initiates actions to maintain or improve levels of service. Establishes and maintains operational methods, procedures and facilities in assigned area of responsibility and reviews them regularly for effectiveness and efficiency.



Level 6 description Initiate/Influence

Ensures that a catalogue of available services is created and maintained and that service level agreements are complete and cost effective. Ensures that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented. Ensures that operational methods, procedures, facilities and tools are established, reviewed and maintained. Negotiates with relevant parties in respect of disruptions and major amendments to the provision of services. Reviews service delivery to ensure that agreed targets are met and prepares proposals to meet forecast changes in the level or type of service.



Level 7 Set strategy inspire/mobilise

Sets strategies for service delivery that support the strategic needs of the client organisation. Authorises allocation of resources for monitoring service delivery arrangements. Provides leadership within the industry on the identification of future trends (e.g. technical, market, industrial, socioeconomic, legislative). Develops relationships with customers at the highest level to identify potential areas of mutual commercial interest for future development, maintains an overview of the contribution of service delivery arrangements to organisational success.



So can SFIA bring something to the party?



Over to you?

References

SFIA websites

Home page: <http://www.sfia.org.uk/>

Overview chart

http://www.sfia.org.uk/public/File/SFIA_Foundation/SFIA_documentation/sfia3-char.pdf

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<http://www.northampton.ac.uk/info/200188/subject-areas/545/information-sciences-and-business-computing>