South Australian Government ICT Workforce Strategy

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Skills Framework *for the* Information Age

SFIA
Skills Framework for the Information Age

Categories

Strategy and architecture

Business change

Solution development

Service management

Procurement and management support

Client interface

|	1 Follow	2 Assist	3 Apply	4 Enable	5 Ensure, advise	6 Initiate, influence	7 Set strategy, inspire, mobilise
Strategy and architecture							
Information strategy							Corporate governance of IT GOVN
					Information management IRMG		Information systems co-ordination ISCO
						Information policy formation IPFM	
			Information security SCTY		Information assurance INAS		
				Information analysis INAN			
		Information content publishing ICPM					
Advice and guidance					Consultancy CNSL		
					Technical specialism TECH		
Business/IT strategy and planning			Research RSCH				
						Innovation INOV	
					Business process improvement BPRE		
					Enterprise architecture STPL		
					Business risk management BURM		
Technical strategy and planning					Solution architecture ARCH		
					Emerging technology monitoring EMRG		
				Continuity management COPL			
					Software development process improvement SPIM		
					Network planning NTPL		
				Methods and tools METL			
Business change							
Business change implementation						Portfolio management POMG	
							Programme management PGMG
				Project management PRMG			
Business change management			Business analysis BUAN				
				Business process testing BPTS			
					Change implementation planning & management CIPM		
					Organisation design and implementation ORDI		
					Benefits management BENM		
		Business modelling BSMO					
Relationship management					Stakeholder relationship management RLMT		
Solution development and implementation							
Systems development					Systems development management DLMG		
			Data analysis DTAN				
			Requirements definition and management REQM				
			System design DESN				
			Database/repository design DBDS		Network design NTDS		
			Programming/software development PROG				
				Safety engineering SFEN			
			Information content authoring INCA				
			Testing TEST				
Human factors			Systems ergonomics HCEV				
			Usability requirements analysis UNAN				
		Usability evaluation USEV					
				Human factors integration HFIN			
Installation and integration			Systems integration SINT				
			Porting/software integration PORT				
	Systems installation/decommissioning HSIN						
Service management							
Service strategy					IT management ITMG		
				Financial management for IT FMIT			
Service design				Capacity management CPMG			
				Availability management AVMT			
			Service level management SLMO				
Service transition			Configuration management CFMG				
			Change management CHMG				
			Release management RELM				
Service operation			System software SYSP				
			Security administration SCAD				
		Radio frequency engineering RFEN					
		Applications support ASUP					
	IT operations ITOP						
			Network control and operation NTOP				
		Database administration DBAD					
		Network support NTAS					
				Problem management PBMG			
	Service desk and incident management USUP						
Procurement and management support							
Supply management					Procurement PROC		
			Supplier relationship management SURE				
Quality management					Quality management QUMG		
			Quality assurance QUAS				
		Quality standards QUST					
			Compliance review CORE				
				Safety assessment SFAS			
				Technology audit TAUD			
Resource management			Programme and project support office PROF				
				Asset management ASMG			
					Client services management CSMG		
					Professional development PDSV		
					Resourcing RESC		
Learning and development					Learning and development management ETMG		
				Learning resources creation and maintenance TMCR			
Client interface							
Sales and marketing			Education and training delivery ETDL				
			Marketing MKTG				
				Selling SALE			
Client support					Account management ACMG		
	Sales support SSUP						

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How does it relate to Public Sector Awards?
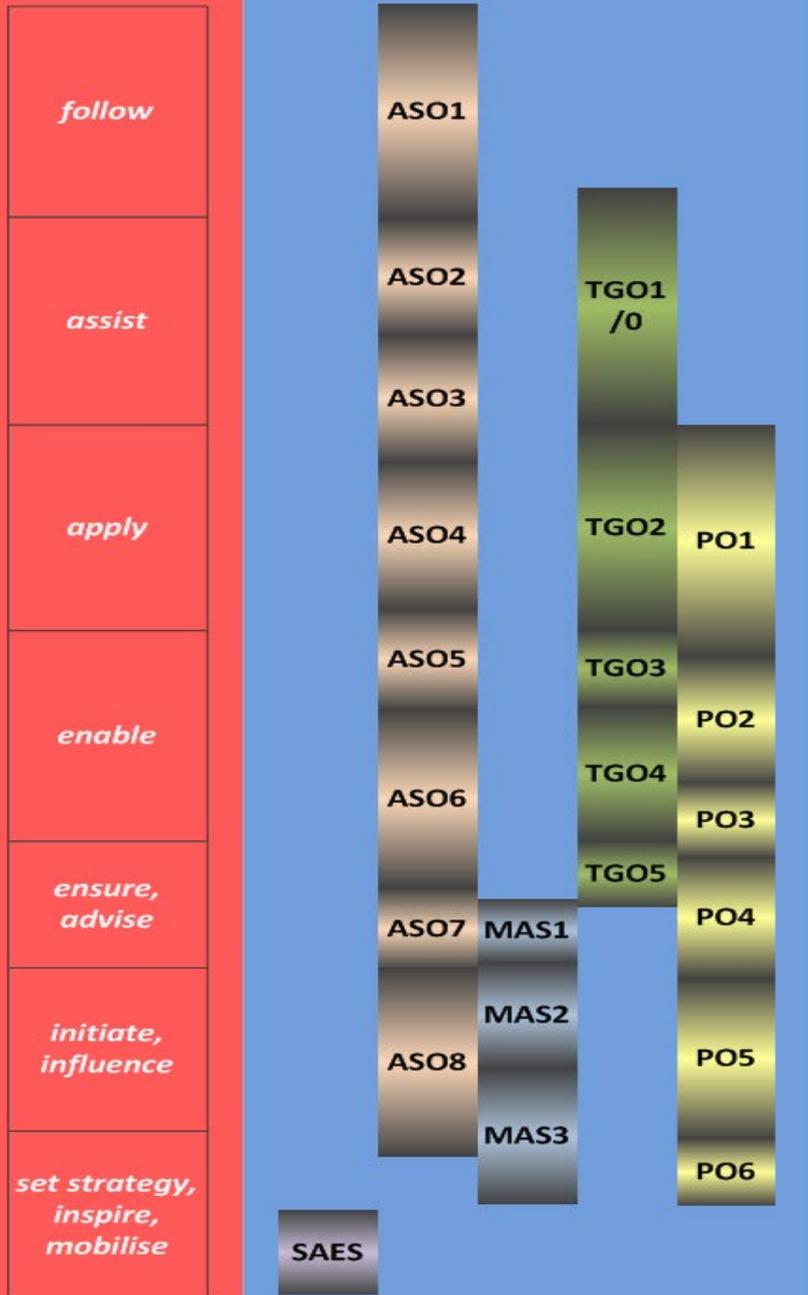
SELECTION CRITERIA	
qualifications	
Nil	
role specific capabilities	
	If the role is for a Manager or Supervisor: Demonstrated commitment to the principles and practices of equal employment opportunity, customer service, ethical conduct, and an understanding of, experience in, and ability to manage to the spirit and principles of the Premier's Safety and Wellbeing Declaration and the legislative requirements of the Occupational Health Safety and Welfare Act 1986, utilising AS/NZS ISO31000:2009 Risk Management, or to an equivalent set of standards. **OR** **For other employees:** Proven commitment to the principles and practices of: • Equal employment opportunity, ethical conduct, diversity and OHS&W; • Customer service; • Quality management and client oriented service; and • Risk management.
professional/technical capabilities (Skills Framework for the Information Age – SFIA) (Example)	
	Enterprise and business architecture development: Contributes to the creation and review of a systems capability strategy which meets the strategic requirements of the business. Develops models and plans to drive forward the strategy, taking advantage of opportunities to improve business performance. Takes responsibility for investigative work to determine requirements and specify effective business processes, through improvements in information systems, data management, practices, procedures, organisation and equipment.
	Innovation: Recognises potential strategic application of IT, and initiates investigation and development of innovative methods of exploiting IT assets, to the benefit of organisations and the community. Plays an active role in improving the interface between the business and IT.
	Consultancy: Develops and maintains one or more defined communication channels and/or stakeholder groups, acting as a single point of contact. Gathers information from the customer to understand their needs (demand management) and detailed requirements. Facilitates open communication and discussion between stakeholders, using feedback to assess and promote understanding of need for future changes in services, products and systems. Agrees changes to be made and the planning and implementation of change. Maintains contact with the customer and stakeholders throughout to ensure satisfaction. Captures and disseminates technical and business information.

Benefits…

- Defined Role Statements

- Consistency across government

- Career pathway

- Personal Development

- Workforce and business planning

# South Australian Government ICT Workforce Profile 2009/10

SA Government ICT Workforce

Staff working in ICT

Administration

Office management
HR support

Business
Strategy
Policy
Business Change
Procurement

Technical
Helpdesk
Account Management
Building apps
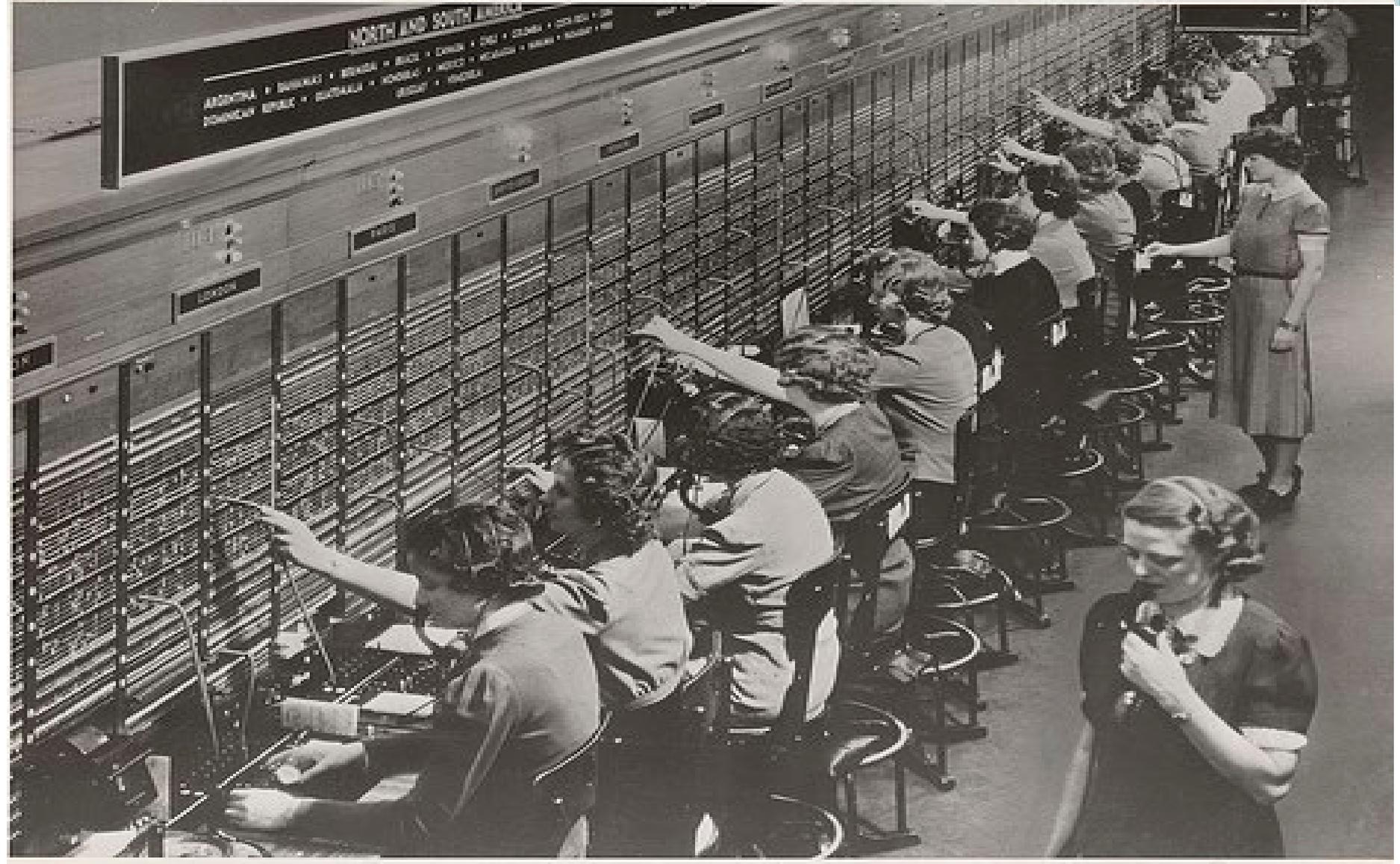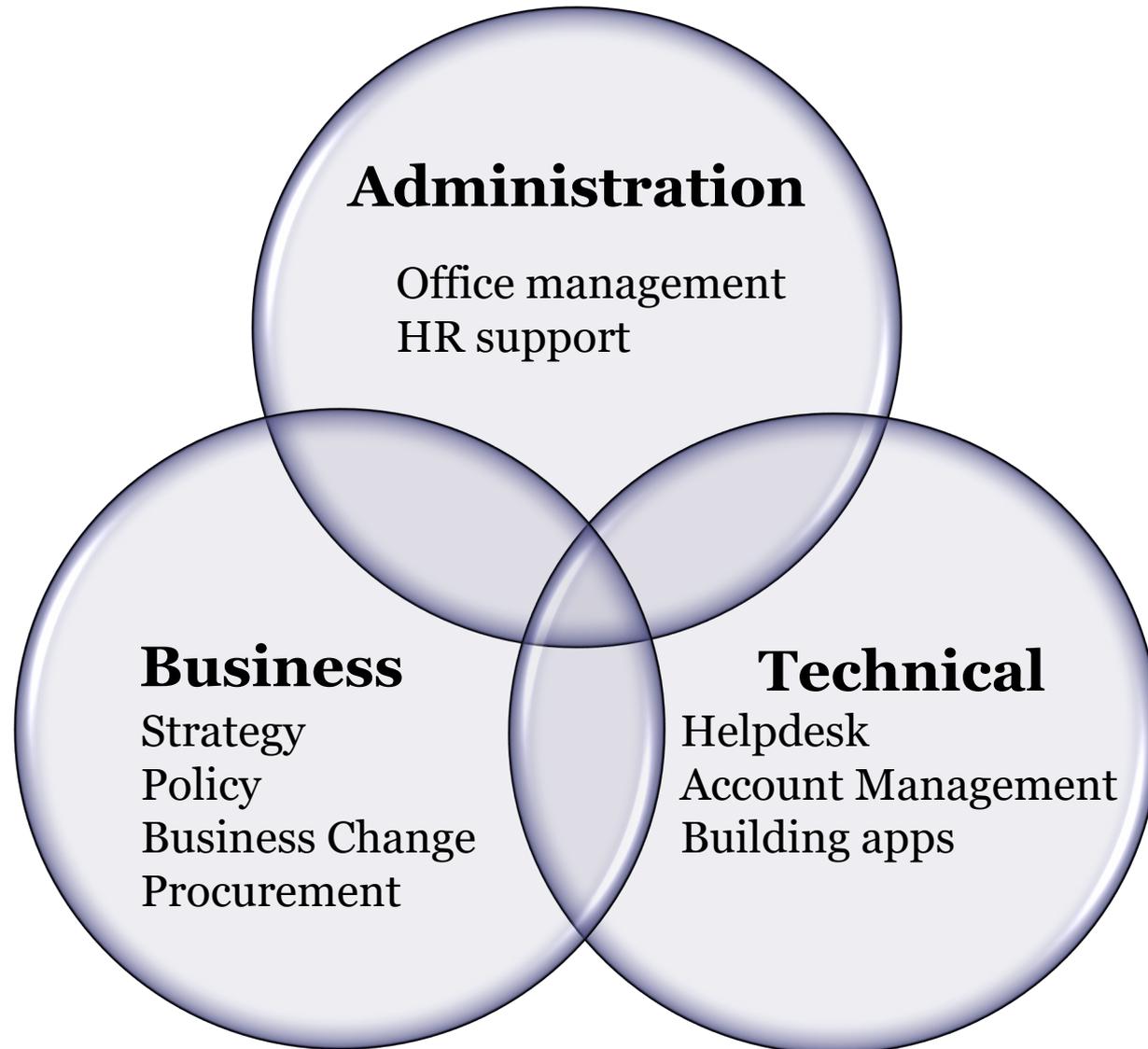
Types of Staff in ICT
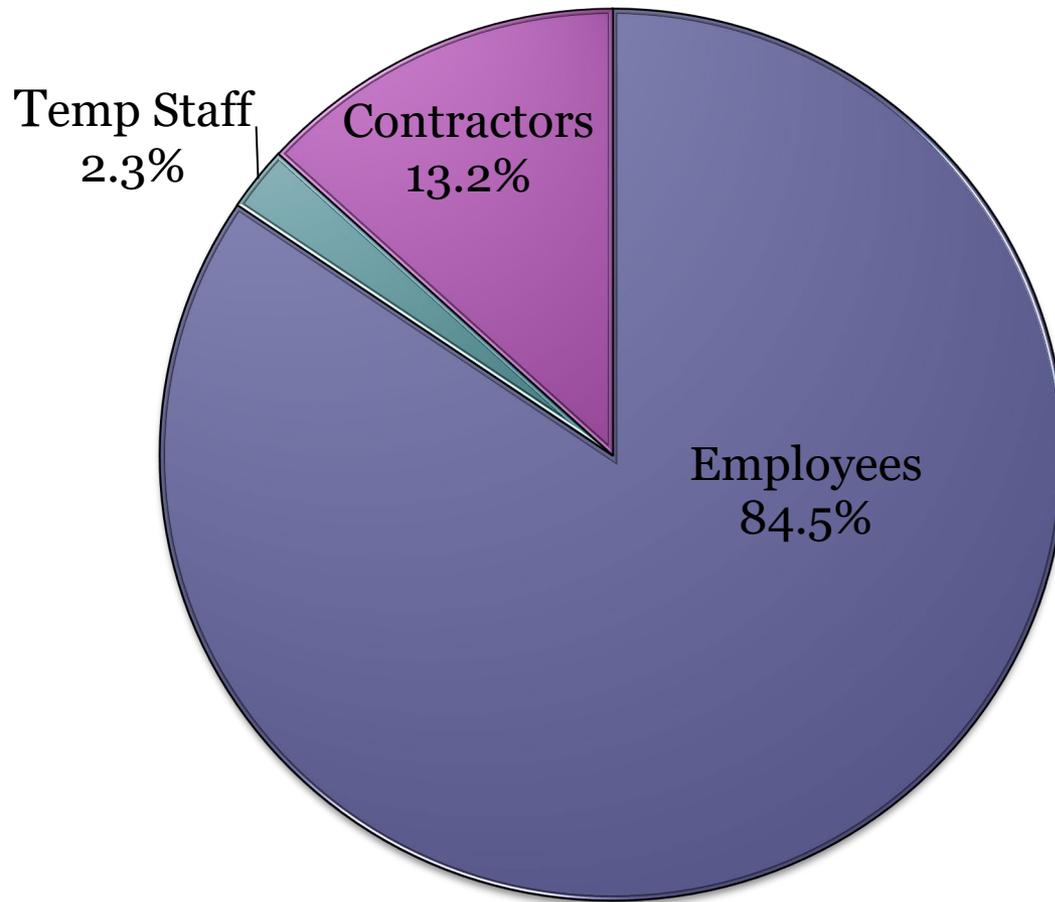
83, 416

↓

1,992

2.4%

Classifications
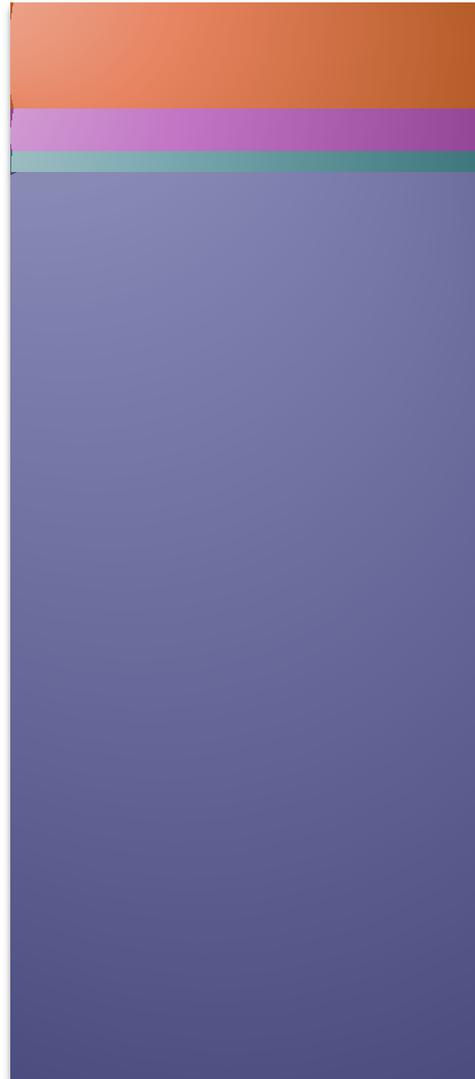
- Executive
- Technical Grade
- Professional Officer
- Administration/Management

Gender

Age

Age ranges	Percentage of South Australian Government ICT workforce	Percentage of APS ICT workforce	Percentage of Australian ICT workforce
24 or less	3.6	5.0	11.0
25–34	27.0	24.0	35.0
35–44	25.5	30.0	30.0
45+	43.9	41.0	24.0

Service categories

Legend: ■ Employee ■ Temporary Staff ■ Contractor

Categories: Applications, Infrastructure, Telecommunications, Service Management, ICT Management

People employed in ICT

| Lower | | | | Salary/Competency | | | | Higher |
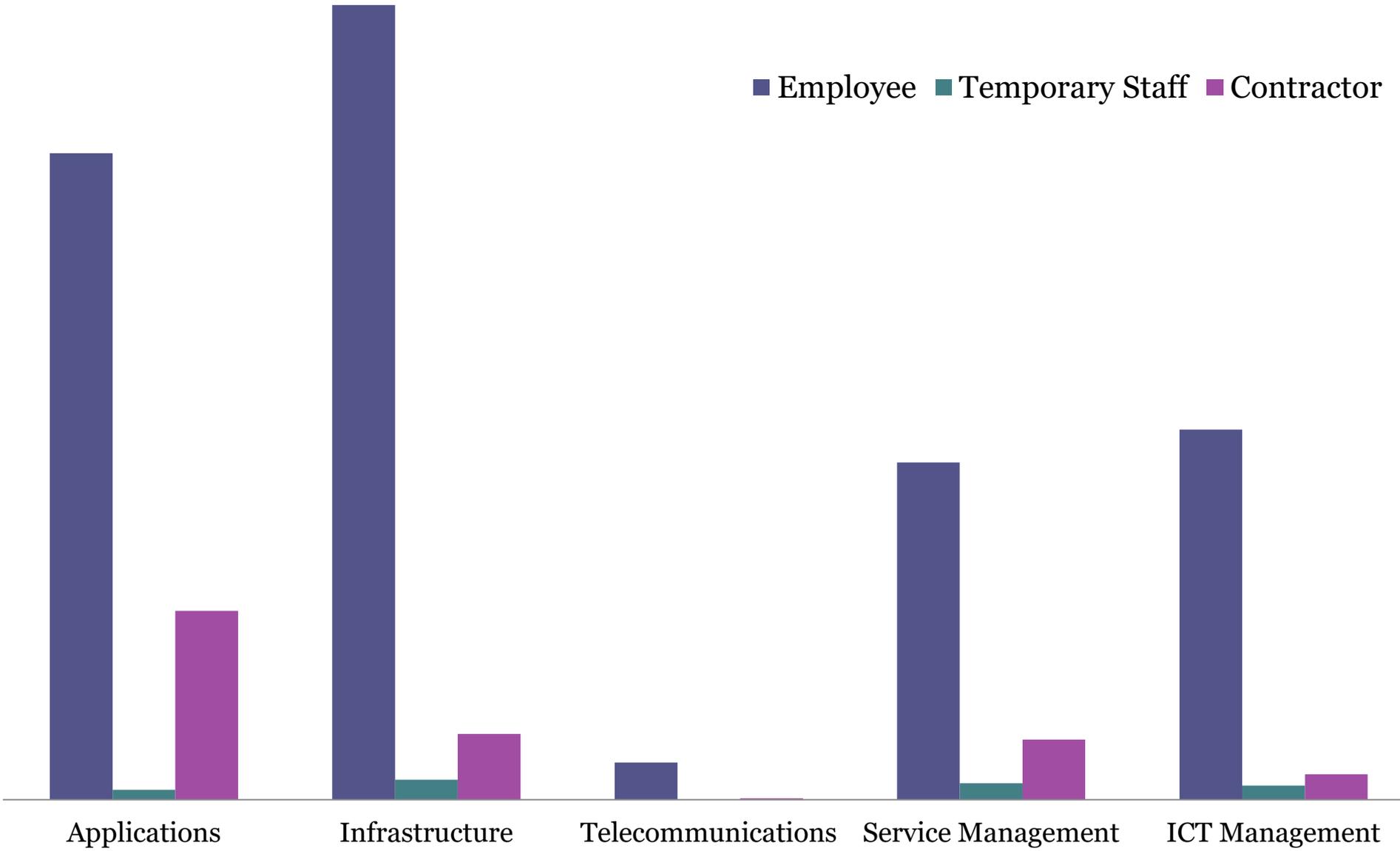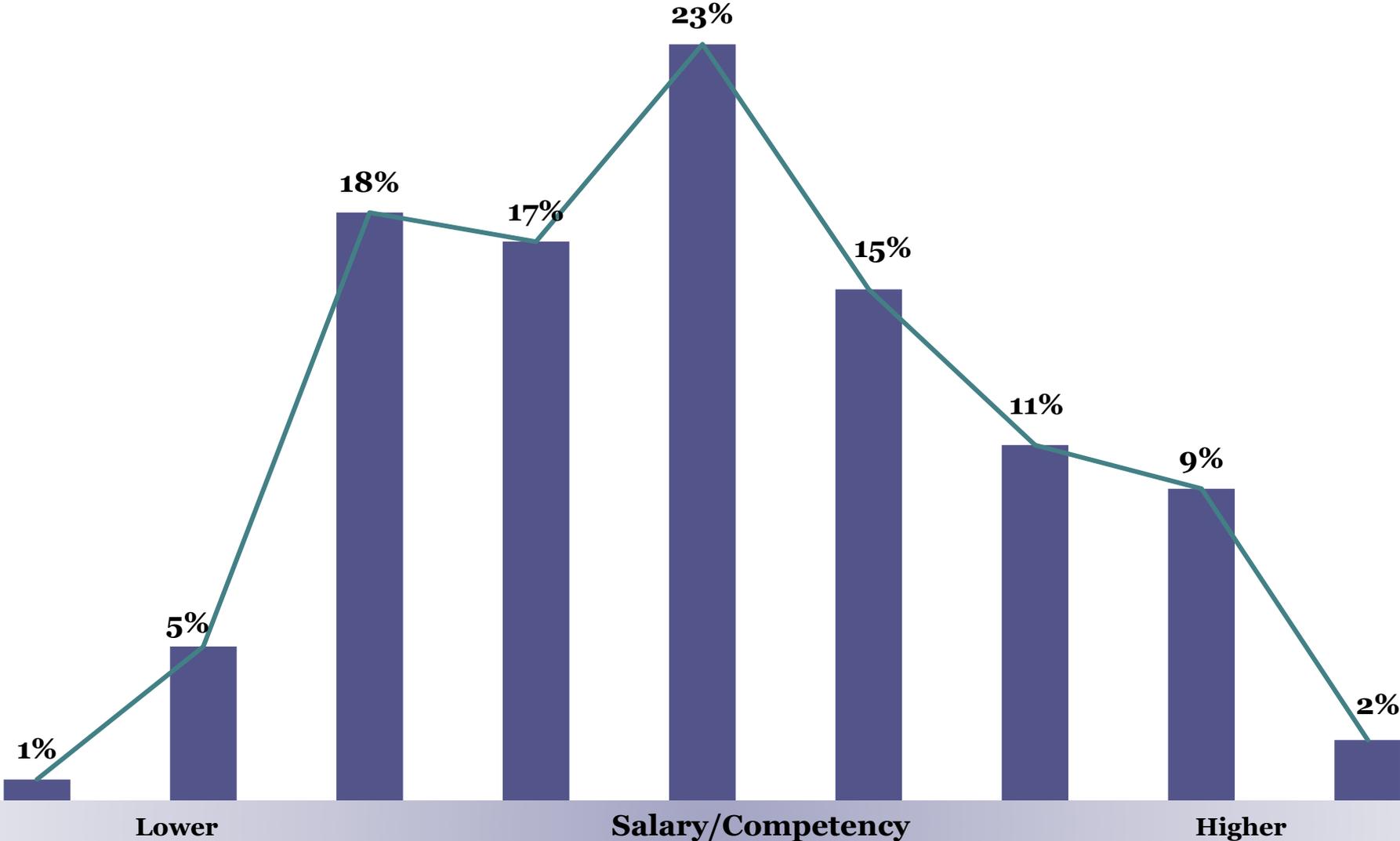
Legacy applications
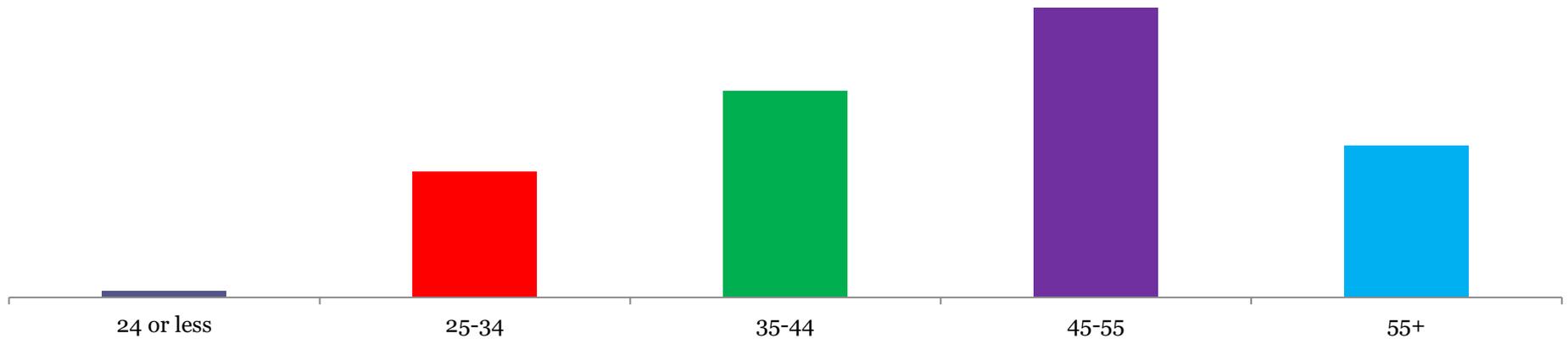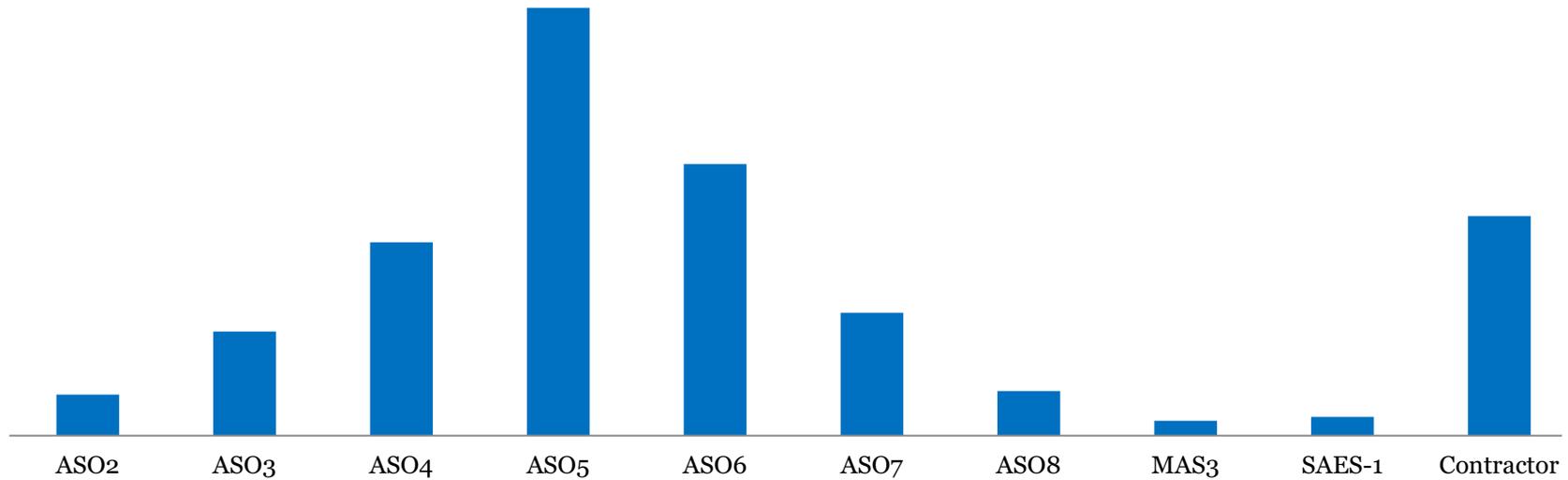
SFIA alignment

Next steps

Info

Review
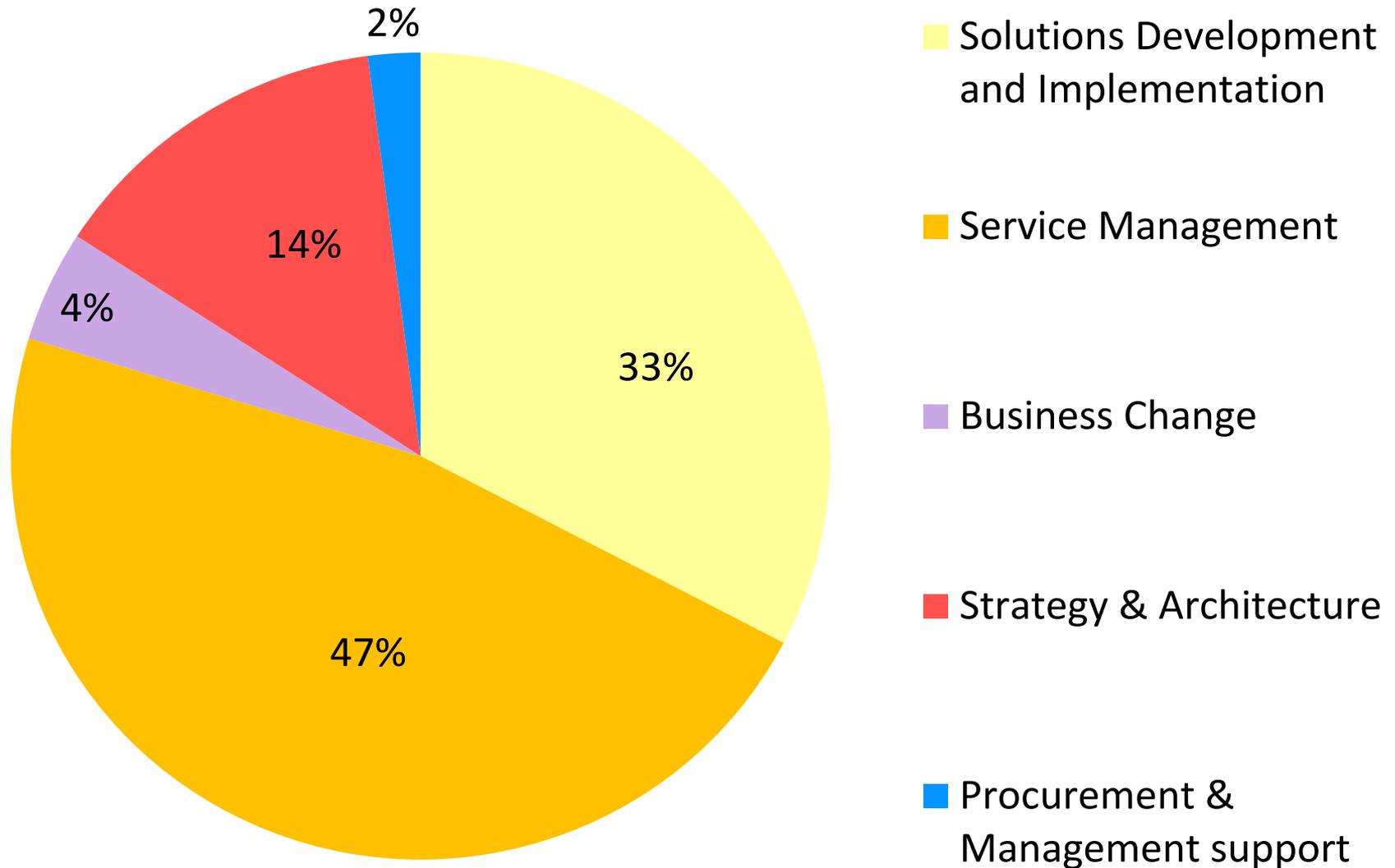
Recommendations
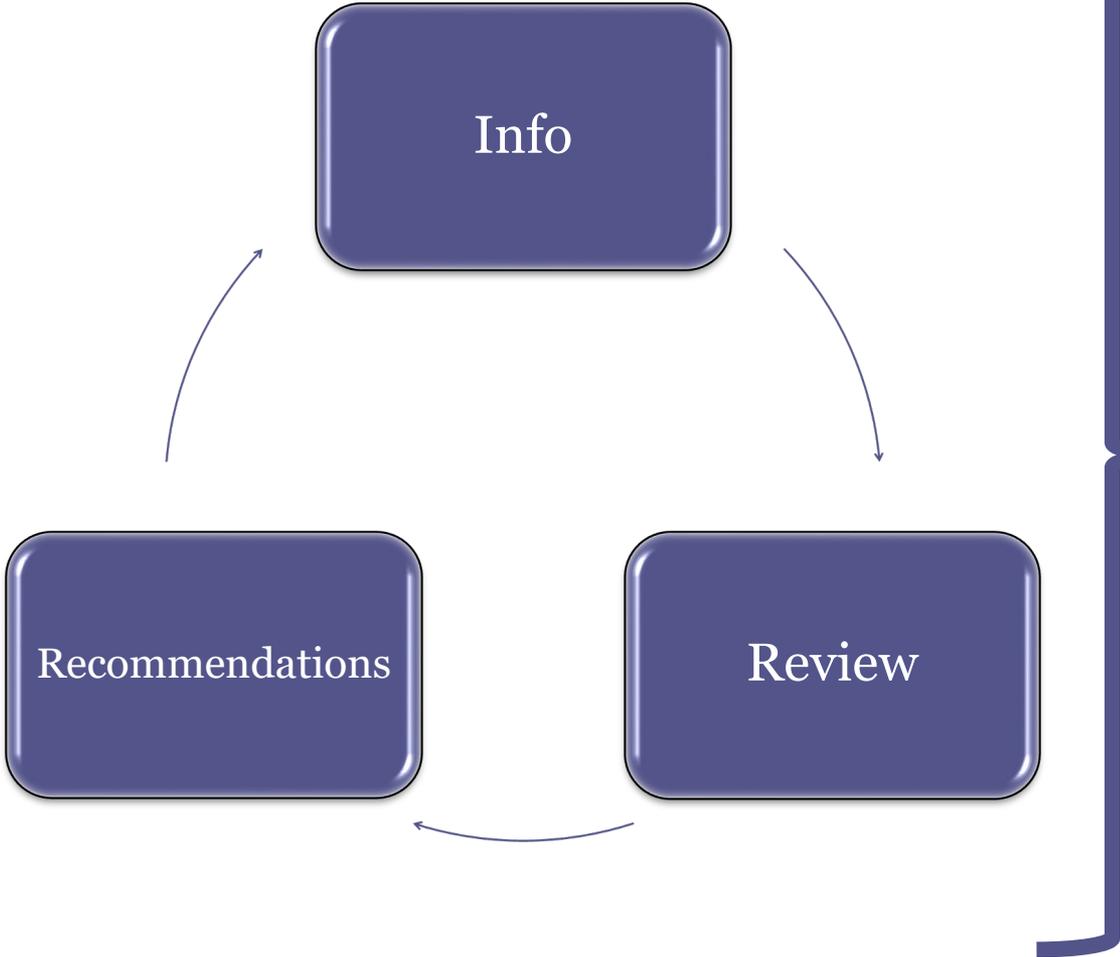
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