

South Australian Government's ICT Workforce



Rachel Capetanakis from the South Australian Government became a SFIA Accredited Consultant in May 2012. Rachel explains how The SFIA Foundation will assist them with ICT Workforce challenges.

“The analysis of Agency personnel compared with major categories within SFIA shows that the South Australian Government’s workforce in ICT provides capability as follows:

- the majority are within the Service Delivery and Solution Development and Implementation categories
- The remaining (approx. 20%) are in Strategy and Architecture, Procurement and Management Support and Business Change categories.

These observations raise the question of whether the SA Government has the right levels and quantities of skills in

strategy and business change to address the needs of government in the future where business needs are increasingly being supported by ICT, i.e. moving from operational to a transformational workforce in ICT.

For further information on SA Government’s ICT Workforce please contact Program Manager ICT Workforce Program: rachel.capetanakis@sa.gov.au

BCS – Understanding SFIA^{plus} and the value of professional standards



BCS, The Chartered Institute for IT’s latest advertising campaign features high profile clients from Government and Industry talking about the benefit of a common benchmark for IT skills and competencies.

In the latest campaign, Andy Nelson, Chief Information Officer for HM Government and the Ministry of Justice shares his experience of working with the Institute, to achieve his organisation’s goals. The Institute’s Product Manager for SFIA^{plus},

Elaine Biddle said “The campaign aims to raise awareness of SFIA^{plus} and encourage employers to understand the value of professional standards when recruiting and retaining their employees.”

To watch the video interviews and learn more visit bcs.org/together

Australia is waking up to SFIA – the awareness and adoption grows



In 2010, the Australian Federal Government recognised the value of SFIA and committed to adopting it as a beneficial IT Skills Framework to underpin a new ICT Strategy. Since that point, the awareness of SFIA has spread throughout many Australian State Governments and Australian private organisations.

As the accredited SFIA Partner in Australia, Ensys has received a growing number of enquiries for SFIA Training and Consulting. Over the past few years, requests for SFIA services have increased steadily and although it is still in the early stages of adoption, the growth in Australia has been significant.

“A year ago, most ICT professionals still did not know about SFIA. Through public and private training, there are now over 8,500 ICT professionals that are now exposed to SFIA, either through direct training from Ensys or because their employer is now using

SFIA” – Elizabeth West, Director of Ensys SFIA Operations.

Looking broadly across the landscape of Australia, SFIA has now been adopted within

- Federal Government and some State Government agencies
- Some financial institutions such as Westpac
- ICT Recruitment Agencies such as Talent2 and 4Impact
- ICT Professional Organisations such as the ACS
- And some various other private institution

At **Ensys**, we continue to raise SFIA awareness in the Australian ICT industry and assist with the adoption and realisation of benefits from the SFIA Framework For more information, contact: Ensys Australia www.ensys.com.au

IEEE Computer Society Adopts Skills Framework for the Information Age

The IEEE Computer Society has decided to use Skills Framework for the Information Age (SFIA) as the unifying factor in the definition of information technology skill levels in the Computer Society’s IT Competency Model. “For the advancement of the IT profession worldwide, an objective statement of capability is essential. As an International organization, we are working to assure cross-compatibility in IT qualifications across nations” said Dante David of The IEEE Computer Society. “SFIA is used around the world by IT User organisations and by

professional bodies, including the Computer Societies in Australia, Canada, New Zealand and the UK.”

The IEEE Computer Society will use SFIA as a key part of its work in defining IT curricula, an IT competency model, and an IT Body of Knowledge.

Ron McLaren, Operations Manager of The SFIA Foundation, said “we are delighted that The IEEE Computer Society will be using SFIA; we welcome them as a valued partner”.

About the IEEE Computer Society

The IEEE Computer Society is the world’s leading computing membership organization and the trusted information and career-development source for a global workforce of technology leaders including: professors, researchers, software engineers, IT professionals, employers, and students. The unmatched source for technology information, inspiration, and collaboration, the IEEE Computer Society is the source that computing professionals trust to provide high-quality, state-of-the-art information on an on-demand basis. The Computer Society provides a wide range of forums for top minds to come together, including [technical conferences](#), [publications](#), and a comprehensive [digital library](#), unique [training webinars](#), [professional training](#), and a [Corporate Affiliate Program](#) to help organizations increase their staff’s technical knowledge and expertise. To find out more about the community for technology leaders, visit <http://www.computer.org>

Flowerday and Hobbs Training

Understanding SFIA - Public Training Schedule September to December 2012

18 September, 18 October, 13 November, 7 December Location London. For further details of available training and consultancy please visit our website www.flowerdayhobbs.com

Adaps - the first Australian recruitment company to become a SFIA Accredited Partner

As of May 2012 The SFIA Foundation welcomed Adaps as the first Australian recruitment company to become a SFIA Accredited Partner. The recruitment of IT professionals is a key part of the management of skills in our industry, so we are delighted that Adaps has become a SFIA Accredited Partner.

Adaps is the oldest Australian owned IT Company, and in 1976 was the founder of IT Contracting in Australia. Adaps currently operates via offices in Sydney and Melbourne with clients and contractors throughout the nation.

Adaps' primary purpose is the provision of professional IT services, and has three main divisions; Adaps Recruitment, Adaps Contractor Care, and Adaps Consulting. Their good reputation is confirmed by their strong performance, and they are proud of their average tenure of contractors and close working relationships with their clients.

SFIA is used within all its divisions and businesses to ensure the services we provide are aligned to industry best practice.

- Adaps Consulting uses SFIA to design IT roles linked to IT processes and functions.

- Adaps Recruitment uses SFIA to calibrate candidates and match requirements
- Adaps Contractor Care uses SFIA to help contractors plan their development, maintain relevance, and improve value.



Simon Roller, Managing Director of Adaps Consulting said "At Adaps we want to be the very best that we can be. The only way we can achieve this is by doing things right. However, to create longevity, you also have to do the right thing; by your staff, your product and your customers. Adaps, together with SFIA, can continue to build on what we have doing for nearly half a century, and continue to make it better.

Project Managers – Walk on Water, Sink or Swim

Here is an extract from Simon Roller's Blog: Click on the link to read more of his views on SFIA and the industry <http://www.adapsconsulting.com.au/blog.html> Or if you would like a copy of his white paper where they dissect the role of the PM and align it to SFIA, then send him a note @ simon.roller@adaps.com.au

I was listening to a presentation last week on the integration of ITIL and Prince2 when I was reminded as to the complexities that face our embattled PMs, and how hard it is to get a good one. The presenter did an excellent job discussing the various skills required to manage a Prince2 project, and how this relates to the ITIL framework. When I got back to my desk, I used SFIA (Skills Framework for the Information Age) to map the Prince2 themes with the SFIA skill codes, to see how well they aligned. What was interesting was the amount of skills required to support the themes. In most instances, the poor Project Manager has to have twice as many skills as their IT counterparts!

The other thing of note was the levels of the skills required. Many of the skills are at the higher levels within the SFIA rating, and as such, require higher levels of Autonomy, Influence, Business Skills and Complexity. It is quite rare to find all these skills at the higher levels within a single person, which is why some of these PM's can walk on water. What is more often the case is that PM's either Sink with the amount of work or Swim with the support of the PMO (providing both the artefacts, processes and support functions required for the complexity of the project).

Rarely do we look at the type of project and the risk and complexities of the role, and then select a PM for the task. Equally as rare is the concept of growing the PM and developing their capabilities in line with best practice. Unfortunately, until we understand entirely the skills, complexities and development requirements within the Project Management profession, getting the right person for the right role for the right price will be a bit hit and miss.

From Elan to Experis

We spoke to Robert Wallace at Experis to find out about recent changes to their corporate structure. He told us ...

“Experis™ the global leader in professional resourcing and project-based workforce solutions, is dedicated to connecting talented individuals with leading organisations. Formally Elan, we specialise in delivering skilled professionals across a range of sectors, holding significant experience of recruiting within the Public Sector. Our resourcing expertise includes: Application Developers, Business Analysts, Project Managers, CIOs and CTOs.

“As part of the ManpowerGroup™ (NYSE: MAN) we work with professionals to understand their unique talents, experience and interests to help propel them to their goals faster. Deploying 38,000 skilled professionals every day we can work with you locally, nationally, globally or virtually to provide you with short-term contractors,

permanent employees or experienced consultants, as your needs require.”

Martin Ewing’s, Operations Director added: “As a committed SFIA partner, Experis work closely with our Public and Private sector customers to explore and implement the framework, raising professional standards and meeting business goals in a challenging economic environment.”

Experis can connect you to the talent you need to meet the challenging targets within your department; saving you time and resources so you can focus on your core business activities

Contact Experis today to connect to the professional talent you need – www.experis.co.uk

The use of SFIA in Government IT Learning and Development



Jan Ford

Government has special challenges for management, and IT is no exception. Government is big, diverse, changing, value driven, is rapidly embracing embracing digital methods, and is working hard to build professionalism.

SFIA – through the Government IT Profession – is contributing in all of our many areas of work: from career paths to supply frameworks, SFIA helps us

identify the capabilities that really matter, so we can ensure that they are in place. As an example, we have made sure that we have a real talent pipeline leading to senior posts. That means increasing the possibility for lateral moves to staff who have potential, thereby widening their experience and ensuring their retention.

Understanding the skills required has also helped us to build communities for specialist groups, plot career paths, give guidance on and resources for appropriate professional development, and generally offer greater opportunities for movement and interchange.

The structures and processes that we have put in place have helped us to increase the capability of all our IT professionals. Recognising progression is key to people's development; the ability to focus on developing industry recognised skills and status is an

essential part of that developmental process.

We see these goals for tomorrow's people in central government.

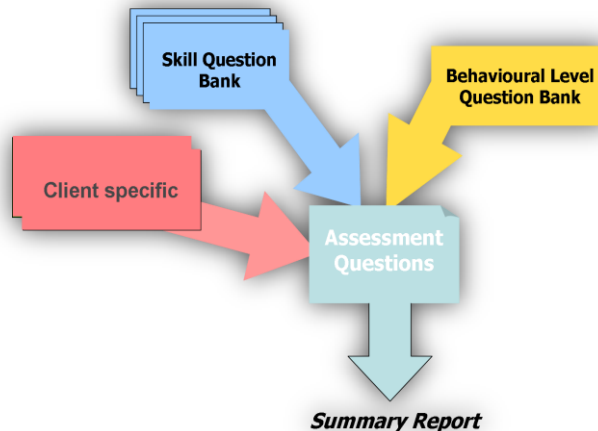
- They will not see themselves as being limited to one organisation
- They will always be focused on progressing across a spectrum of skills
- They will expect transparent skills recognition of others
- Increasingly networked, locally, nationally, globally.

This is an exciting time in Government, and I am delighted to be a part of it.

Jan Ford, Ministry of Justice ICT
Director, Strategy Planning Operations

BCS Learning and development conference June 2012

For those of you whom attended the BCS L&D Conference in June you would have heard of the many benefits to using the SFIA Framework and seen some of the tools and techniques applied. I myself presented "Validating SFIA Skills", introducing a new concept for on-line SFIA skills assessments. I'm currently putting together a series of question banks aligned to core skills within the framework. This in turn will allow a portfolio of SFIA based skills assessments to be made available on-line. The outcomes will hopefully allow for development and skills gap analysis within organisations. It could even be used as a recruitment screening tool for new employees or contractors.



We are looking for organisations that have implemented SFIA into their job roles and would benefit from a tool which we believe would give a greater indicator of the skill set across their organisation. If you are new to SFIA we could even assist you in mapping your existing job roles to SFIA using our network of consultants. We are offering a small trial in return for feedback on the benefits or changes required to make this exciting product exceed expectations. If you would like to get involved at the very early but exciting stage please contact me on kevin.tibbs@validateskills.com

Segacy – Defining Professional and Graduate profiles with SFIA

The collaboration started during 2010 between INACAP and Segacy continues successfully creating new opportunities.

During first quarter of 2012, we worked together, using SFIA to define the professional and graduate profiles of technical and engineering curricula of telecommunications and networking careers. These careers will be available on next academic year of 2013.

This new project complements what was done in 2011 with the updating of Programming Analyst and Computer Engineering curricula, allowing both programs to be aligned with the industry needs - in terms of skills and maturity levels - and displaying the progress of students in the course of his career.

These re-designed careers are available from March this year and were recognized by the National Accreditation

Commission (CNA); they certify the quality of processes and outcomes of Curriculum for six years in case of Computer Engineering program and five years for Programming Analyst.

Finally, Segacy is starting a totally new SFIA-based project for graduate students, leading to Masters degree in IT. This is the first time INACAP has developed a post-graduate course.

Segacy is The SFIA Foundation's Accredited Partner in Santiago, Chile

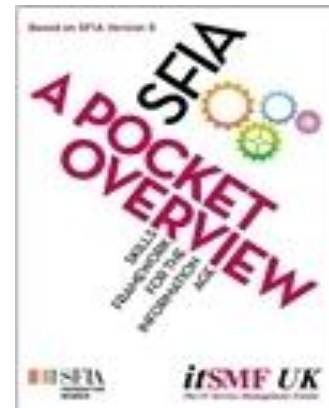
This article has been translated. If you would like a copy of the original version in Spanish please email your request to Lucy Ryan at Busadmin@sfia.org.

SFIA – ‘a pocket overview’

SFIA – ‘a pocket overview’ is a new publication from SFIA Foundation member itSMF UK. Author Matthew Burrows designed it as an aid to those evaluating or learning about the framework, and as a handy portable reference source for all those working in IT-focused roles – including individual practitioners, managers, consultants, trainers, and service or product suppliers.

The pocket guide, which is based on the recently announced version 5 of SFIA, includes a concise outline of each category, sub-category and skill within the framework, and offers some valuable experience-based guidance from author Matthew Burrows on implementing SFIA within the organization.

SFIA – ‘a pocket overview’ can be purchased directly from itSMF UK bookshop <http://www.itSMF.co.uk/Shop/Products/SFIAAPocketOverview.aspx>



SFIA CONFERENCE 2013

We are planning a SFIA conference in London on Thursday 07/03/2013. Why not attend the conference and then take advantage of the great corporate rates available at several local hotels ...leaving you with a fantastic opportunity to extend your visit and plan a weekend in London! See the sights, fit in some shopping, perhaps see a show or two?

Please contact the editor if you would like to contribute to the conference, or if you have any suggestions.

The Last Word

“At last! A new editor” did I hear you say?

Lucy Ryan has joined The SFIA Foundation as Business Administrator, and has also taken over from me as newsletter editor. I am sure you will join me in welcoming Lucy to the Foundation. I will be carrying on here, though more in the background.

The great energy surrounding SFIA in Australia is apparent in this edition. We are delighted to have so many effective partners and consultants there.

Within a few months we will have a new web site, with better presentation of material, and an online payment's

Service. I know that this system will be beneficial to many of our partners and consultants.

We are looking forward to our next conference. It will take place later this year – probably in early December. The date will be on our web site as soon as it has been decided.

In these difficult times it is necessary to do better with what we have, so effective use of people is key. My view is that the focus of attention will be on the quality of management. I hope to see you in March.

Ron McLaren
Operations Manager



Skills Update is the newsletter of the SFIA Foundation www.sfia.org.uk
Editor: Lucy Ryan busadmin@sfia.org.uk

Registered in England 04770377
Reg. office 5 Fleet Place, London, EC4M 7RD (not for correspondence)

A not-for-profit organisation whose members are:
The Chartered Institute for IT, e-skills UK, IMIS, itSMF, The IET