

## The ITSA Administration Guide.

Thank you for choosing 'ITSA', the IT Skills Analysis self-assessment questionnaire based on the internationally renowned 'Skills Framework for the Information Age' (SFIA). In this guide we will show you the basics of the ITSA dashboard and its reporting functionality to help you to deliver a successful SFIA skills identification and development programme.

## Contents

<b>Login</b> .....	1
<b>Organisation Dashboard</b> .....	2
<b>My Dashboard</b> .....	3
<b>Administration icons</b> .....	3
<b>Reporting icons</b> .....	5
<b>ITSA Extra:</b> .....	6

## Login

We will have created a dedicated administration account for your organisation in the ITSA system. Once set up, you will receive an automated registration email asking you to click a link within that email. If you haven't received the email in your inbox, please check your junk folder in case it has landed there. If you still can't find it, please email [enquiries@validateskills.com](mailto:enquiries@validateskills.com) .

In that email you will find a [click here](#) link which will take you to the registration page. There you will be need to enter your First Name, Surname, email address (please use the one that your registration email was sent to) and a new password. You will only need to do this once. When returning to the system, you will use the green "Login" link, next to 'Already have an account?' (see below).

Welcome to ITSA a unique SFIA IT skills analysis tool. As a registered global Partner of the SFIA Foundation with a number of SFIA tools and services we hope you enjoy the ITSA experience.

Create your account

First name \*

Surname \*

Work Email \*

Password \*

Create account

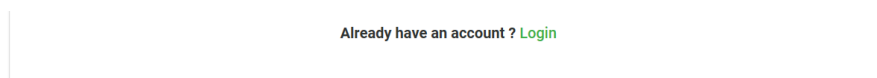
Already have an account ?

[Login](#)

To return to ITSA, go to [www.validateskills.com](http://www.validateskills.com) and go to the **Login** link in the drop-down menu, as below – click “For ITSA Self-assessment” or use this link <https://itsa.validateskills.com/signup>



When returning, having already entered your email and password you can simply click on the “Already have an account?” link before clicking the **Login** link to sign back in.

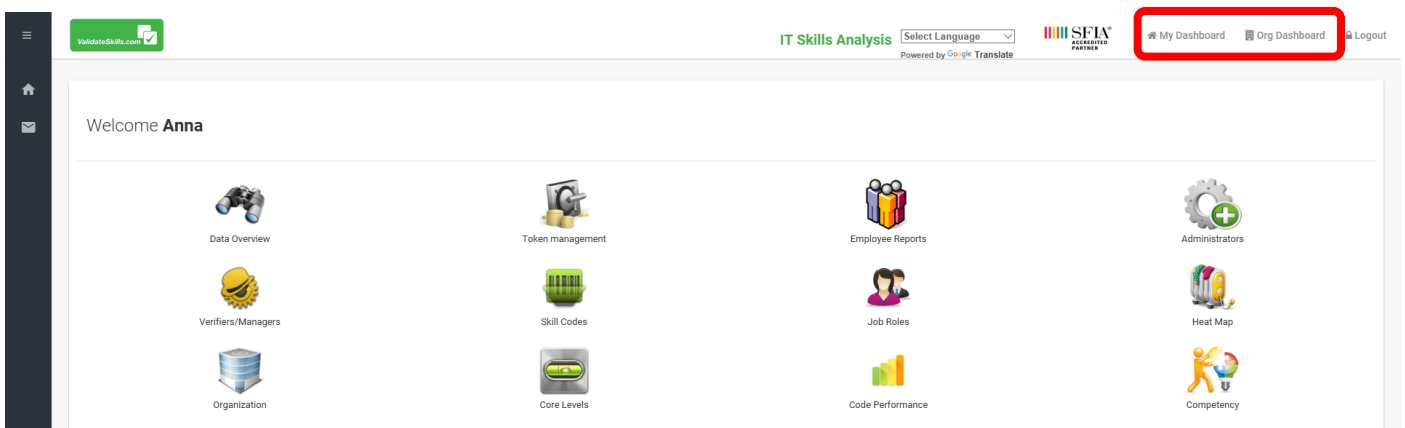


If returning, enter the email address you registered previously and your password. If you have forgotten your password you can use the “**forgot your password**” link to re-set it.


Whether you are logging in for the first time or returning to the system, as the client administrator you will arrive at the Organisation Dashboard as seen below.

## Organisation Dashboard

Below is the ITSA Client “Org Dashboard” where you can access various reports. In the top right corner, you will also see “My Dashboard”. You will use this to see a list of any employees who may have nominated you to be their verifier. You would also go here if you wish to complete the ITSA questionnaire yourself. There’s more about “My Dashboard” later in this document.















## My Dashboard

If you are an administrator you can also take the questionnaire yourself and/or see who has invited you to be their verifier. Click the  **My dashboard** link in the top right corner of any page.

Here you will see the employees who are pending or whose reports you have previously agreed.

When clicking “Pending” you will go to that employee’s fully interactive report where you will find a guide about the verification process. The guide will also help you navigate your way around the employee’s report.

If your organisation has purchased access to the “Development Room”, you will be able to view course logs and requests for the employees assigned to you.

Assigned for verification/discussion (6):			Search employees
frank evans	 Development Room	 Pending	
albert smith	 Development Room	 Agreed	
ernest jones	 Development Room	 Agreed	
henry smith	 Development Room	 Agreed	
john jones	 Development Room	 Agreed	
william smith	 Development Room	 Agreed	

## Administration icons

Three of the icons in the Organisation Dashboard display lead to administration activities. The others provide reports and analysis which displays data in different formats. Let’s take a look at the administration icons first.





### Token Management

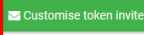
In this area you will able to manage the tokens allocated to your account. One token allows one employee to complete the questionnaire. You can add employees who you wish to complete the questionnaire and you can track their progress.


To add an employee, simply click either “Add Employee”, which leads to a single manual process, or use “Add Employees in Bulk”. Once you have entered an employee’s basic details, they will receive a registration e-mail straight away.

Token Management

 Add Employee

 Add Employees in Bulk

 Customise token invite

 Customise verifier invite

Token Usage	Purchased	Assigned	Assigned - Not Started	Used	Remaining	Paused	Awaiting Verification	Verification Completed
	45	39	8	31	6	6	1	24

Add employee

Employee's email

Employee's role \*

Employee's department \*

Add

Add multiple employees


Click [here](#) to download acceptable CSV format. Bulk upload may take 2-3 minutes to process the records.


Browse...


No file selected.

Upload

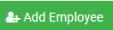
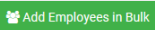
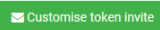
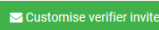
You can customise the text of the email that is sent to employees and the verifiers by simply clicking either of the green tabs in the top right-hand corner of the screen. Note:- If you decide to customise them, you must retain the very important “[Click Here](#)” link embedded in each of the email texts. Without this the employee and verifier will not gain entry to ITSA.

The  button will simply send the invitation email again if someone tells you that they haven’t received one.

When looking at who has paused or who is awaiting verification, you or a verifier may decide that an employee should complete the questionnaire again. You can simply click  to erase any previous data captured allowing the employee to login and start all over again.

You can edit an employee’s details by simply clicking . However, once the employee has registered, the email address they have entered and confirmed cannot be changed. Prior to them registering, you can change it.









**Token Management**

Token Usage	Purchased	Assigned	Assigned - Not Started	Used	Remaining	Paused	Awaiting Verification	Verification Completed
	100	50	0	50	50	3	1	46

**ASSIGNED** 50    ASSIGNED - NOT STARTED    **USED** 50    **PAUSED** 3    **AWAITING VERIFICATION** 1    **VERIFICATION COMPLETED** 46

\*- Indicates that the employee has taken the questionnaire more than once.

Token Allocated	Email	Role	Department	Assigned On	Resend Token Invite	Edit
1b1ed486-770a-47ef-964e-1c7902dc4100	william.smith@fabrikam.com	Trainee Test Analyst	IT Production Services	25-07-2018		
8c86ddef-b04d-421d-bc11-a6e7e8f917f1	thomas.taylor@fabrikam.com	Trainee Test Analyst	IT Production Services	25-07-2018		
30ad704e-a762-4693-b51f-bef7c55b89e0	john.jones@fabrikam.com	Trainee Test Analyst	IT Production Services	25-07-2018		
6afdddef7-bdb1-490f-9c4f-b63b608677f7	james.brown@fabrikam.com	Trainee Test Analyst	Dev Ops	25-07-2018		

You can ask for the number of tokens allocated to your account to be topped up simply by emailing [enquiries@validateskills.com](mailto:enquiries@validateskills.com)

A token is used once the employee and the verifier have reached an agreement on the report and have date-stamped it. All data for the agreed questionnaires is then added to the reports in your dashboard. The data in your account is available to you in perpetuity.




## Verifiers/Managers

This provides a list of all the Verifiers/Managers nominated by employees to verify their ITSA report. In the ‘status’ column, entries that show ‘pending’ denote that the report has yet to be agreed between the employee and verifier.



## Administrators

The main organisation administrator can assign as many administrators as they wish to the account. The additional administrators will have full access to all the reports available in the Org Dashboard. Only the main administrator can add new administrators.

By clicking  you simply enter their email address and an email will be sent to them immediately. When they click the link within the registration email they have received, they will arrive at the first login page to add their details and create their account.

## Reporting icons



**Data Overview** – Here you will see all the details for each employee, such as who's verified, the date their report was agreed, their core SFIA level and a list of skills. To see all the skills for each employee, there is a horizontal scrolling facility at the bottom of the screen. You can export all the data in CSV format from all of your ITSA reports.



**Skills Codes** – Here, all the SFIA skills codes which appear in all the accumulated reports that have been agreed are listed. Click on each code to see a list of the employees who have that skill in their agreed profile as well as a list and a graphic to reveal the different job roles which include the skill.



**Employee Reports** – Here you can see the employee's registration data and access each employee's completed report and the report's status (agreed or pending).

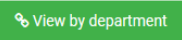
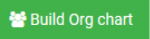


**Job Roles** – By clicking here, you will see each job role listed and the skills they include once the report has been agreed between the verifier and employee.



**Heat Map** – In this report, all 102 SFIA Skills Codes are listed. Against each you will see how many job roles include the skill, arising from the agreed reports. This gives you a clear indication of which SFIA skills exist in your organisation and at which SFIA level, as well as which skills are not included. It will enable you to identify skills gaps that you may need to fill.



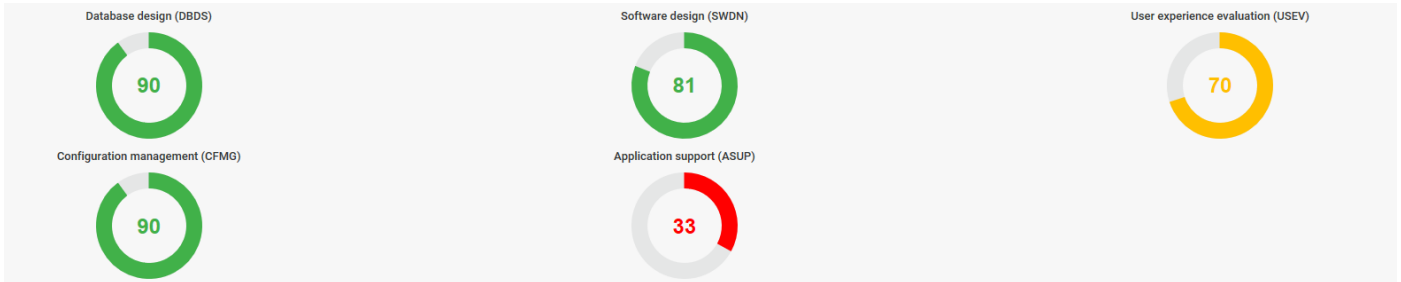
**Organisation** – This report shows each SFIA level and which employees and which job role are at each level, along with their department. It is organised into SFIA level order with the highest level first. You can also view this information for each department by clicking . When viewing by department, you can create an organisation chart for that department by clicking .



**Code performance** – This report provides a quick reference of the least and most represented skills in your organisation arising from the agreed reports.



**Competency** – How competent is your business? Here you will be able to see the competency percentage ratings for each SFIA level across all of the questionnaires. The green indicates codes above 80%, amber between 80% and 40%, red 40% below, suggesting possible training and development requirements.



**Core Levels** – Find out how many employees you have at each core SFIA level, and who they are.

## ITSA Extras:

Described below are extra tools that you can purchase under an annual license arrangement which integrate with the ITSA system, to give you the ability to take the ITSA reports and use the data from them more strategically and constructively. This will enhance your ITSA experience. If they don't appear on your dashboard, your organisation has opted not to include them. If required, we can add them immediately.

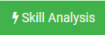


**Job Role Builder** - This tool allows your organisation to build SFIA role profiles, taking into account the skills each role needs and at which level. By adding each role profile it will allow ITSA to build a number of helpful reports so that you can compare the skills the organisation needs against the data arising from the employees' completed questionnaires. This allows verifiers and employees to cross-reference and analyse their skills against the actual skills required by the business. There is a separate guide on how to use the Job Role Profile tool. If you need it you can go to [Validateskills.com](https://Validateskills.com) and click Download's at the top of the home page. If you are new to SFIA, or to save you time and effort, we can map your job roles to SFIA for you using this tool. We'll work from your existing job role documentation, such as a job description, and map it to SFIA before adding all your mapped role profiles to your ITSA account. For more details email [enquiries@validateskills.com](mailto:enquiries@validateskills.com)



**Skills Analysis** – Coupled with the Job Role Builder the Skills Analysis allows you to closely compare skills and job role data taken from the business perspective with data arising from the questionnaires which is taken from the employees' perspective.















By clicking  you are taken to the Job Role Builder pages to edit the role clicked.

By clicking  you will see each role broken down by each employee in that role.

DEFINED ROLES (11)

REPORTED ROLES (0)

Your organisation has defined below job roles. Defining a role using SFIA framework will help you to understand employee's skill strength, gaps and as well as competencies.

Role	Department	Generic Level		
Trainee Test Analyst	IT Production Services	1		
Business Systems Analyst	IT Production Services	2		
Service Desk Representative	IT Production Services	2		
Data Management Analyst	IT Production Services	3		
Developer	IT Production Services	3		
Programmer	IT Production Services	4		
IT Manager	IT Production Services	5		

In the image below, the green boxes indicate those that are equal to the core level of responsibility for the role. The orange boxes indicate those that have the same role title but are not at the core level the role requires according to the outcome of the role mapping exercise using the Job Role Builder tool. The blue boxes are for those employees which occupy a different role title but which are a close match to the title role.

Trainee Test Analyst

Generic Level 1

EMPLOYEES

SKILLS (7)

The employees listed in the green are persons with this role title, the employees in the orange are employees in the role but at different levels of the mapped role. The employees in blue are recognised as a close fit but not in this role.

Employees in this role: (5)

100.0 %

thomas taylor

Core level 1

Trainee Test Analyst (IT Production Services)

93.7 %

John Jones

Core level 1

Trainee Test Analyst (IT Production Services)

92.8 %

James brown

Core level 1

Trainee Test Analyst (Dev Ops)

90.9 %

Frederick evans

Core level 1

Trainee Test Analyst (Dev Ops)

83.3 %

Charles wilson

Core level 1

Trainee Test Analyst (Dev Ops)

Employees working on the role but have different SFIA generic level: (3)

84.0 %

William smith

Core level 2

Trainee Test Analyst (IT Production Services)

87.7 %

George williams

Core level 3

Trainee Test Analyst (IT Production Services)

80.0 %

Arthur davis

Core level 2

Trainee Test Analyst (IT Production Services)

Employees outside this role but a close fit (1)

90.5 %

Alfred williams


Core level 1

Business Systems Analyst (IT Production Services)

If you click on any of the employees above you will see a breakdown of each employee’s competency as agreed in their verified ITSA report. You can view the report in detail by clicking on the green ‘Report’ button.

charles wilson

Role: Trainee Test Analyst Department: Dev Ops



Generic Level: 1

83.3 %

SKILL ANALYSIS

ROLE ANALYSIS (10)

- Trainee Test Analyst expects generic level : 1

- Skills in Trainee Test Analyst role (7) and employee's performance:

Skill	Competency Score
[CORE] Testing TEST - L1	100
[CON] change management CHMG - L3	50
[CON] Porting/software configuration PORT - L3	50
[CON] Release and deployment RELM - L3	25
[CON] Security administration SCAD - L3	70
[CON] Systems integration SINT - L3	50
[AW] Quality assurance QUAS - L4	100

Colour scheme:

- Green: Employee has this skill with more than 80% competency

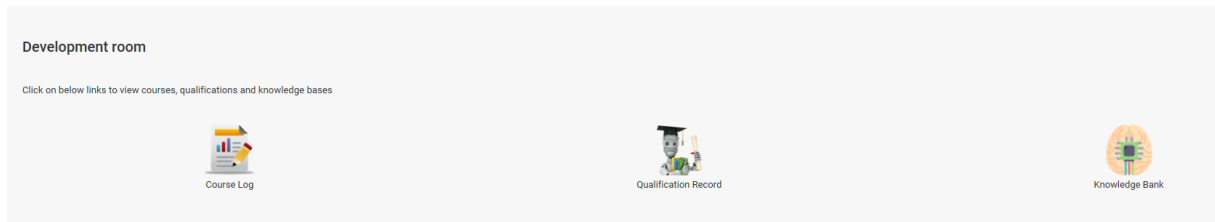
- Blue: Employee has this skill, however competency is lower than 80%

- Amber: Employee has this skill, however skill level is below expectation of this role

- Red: Employee lacks this skill



**Development Room** – As an administrator, you have access to the three areas of the Development Room where employees can record their past course, qualification and knowledge as well as their development aspirations. If your organisation has purchased ITSA Extras license, the Development Room is available for the duration of the license. In addition to logging completed courses and qualifications and requested courses, employees can also record their past knowledge and experience which may be of interest and of use to your organisation.



Development room > Qualification Records for Tommy Trinddle

Select qualification All ▼ Add New Qualification

☒ Acquired ☐ Aspirational

Certification/Qualification	BCS Certificate in Systems Development Essentials
Cert/Qual No.	12345678
Date when achieved	18/10/2017
Provider	QA Training
Location	Swindon
Details	3 day course with full exam
Verifier Agreed	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Pending
Reasons	
Attachments	

Upload Edit Delete

If you require further information and help please email: [enquiries@validateskills.com](mailto:enquiries@validateskills.com)

