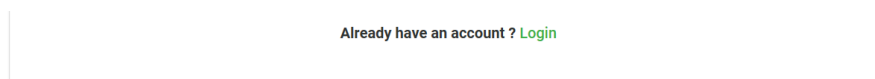


## Client Account SFIA Job Role Profile Builder Guide

Go to: [www.validateskills.com](http://www.validateskills.com) and click the 'Login' tab on the right as indicated below:



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.

A screenshot of the login form. It has a green header with 'Log In'. Below are two input fields: 'Your email Id' and 'Password', both outlined in red. A 'Login' button is positioned below the password field. At the bottom, there are two green links: 'Forgot your password' and 'Create a new account'.

You will see the 'Org Dashboard' with the additional **Extra tools** at the bottom. These are added under annual license and are separate from the token purchase process.

**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.

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)



The **Job Role Builder** area is represented by this icon.

Click on the icon.

If it's your first time in the SFIA Role Profile Builder, there will be no roles shown unless an example has been added.

If you already had roles loaded you can view these roles by clicking the blue role title on the left hand side.

You can also view the SFIA skills 'Heat Map' showing all the mapped roles and the many Skills Codes represented.

Job Roles Mapped by admin

Heat Map + Add New Role Download as CSV

Title	Department	Generic Level	Code	Level	Code	Level	Code	Level	Code	Level	Code	Level	Code	Level	Code	Level	Code	Level	Code	Level	Code	Level	Code	Level	Code	Level	Code
<a href="#">Programmer</a>	Dev Ops	4	BUAN	4	DBDS	4	HCEV	4	HWDE	4	KNOW	3	PROG	4	RESD	4	SLMO	4	SWDN	4	TEST	4	URCH	4	USEV	4	
<a href="#">Senior Developer</a>	Dev Ops	5	CHMG	5	DESN	5	EMRG	5	NTDS	5	PEMT	5	PROG	5	QUMG	5	REQM	5	RESC	5	RLMT	5	SWDN	5	TEST	5	URC
<a href="#">2nd Line Support</a>	Support Ops	3	CFMG	3	CSMG	2	DBAD	3	ITOP	3	RELM	3	SCAD	3	SYSP	3	USUP	3									
<a href="#">Project Manager</a>	PM Team	4	BSMO	4	BUAN	4	BURM	4	CHMG	4	EMRG	4	PRMG	4	QUAS	4	REQM	4	RLMT	4	RSCH	4	SEAC	4			

To add a new role click + Add New Role at the top right of the page.

You will see the SFIA Level descriptors 1 to 7. You can click up and down the numbers to see the relevant descriptors corresponding to that Level.

Add job role

Select core level

Below are the 7 SFIA level descriptors, by clicking the level number 1 through 7 you will see the 5 areas of responsibilities test changes. You need to decide which level best reflects the role. Read carefully and select the level that you feel is the closest match to the role's responsibilities.

- 1 Enable
- 2 **Autonomy** Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.
- 3 **Influence** Influences customers, suppliers and partners at account level. May have some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.
- 4 **Complexity** Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues.
- 5 **Knowledge** Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary. Has gained a thorough knowledge of the domain of the organisation. Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and contributes to the development of others. Rapidly absorbs new information and applies it effectively. Maintains an awareness of developing practices and their application and takes responsibility for driving own development.
- 6 **Business** Selects appropriately from applicable standards, methods, tools and applications. Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets. Rapidly absorbs new information and applies it effectively. Maintains an awareness of developing technologies and their application and takes some responsibility for driving own development.
- 7

Next

Here you need to make a careful selection as to which SFIA Level best matches the role you are building. You can change the Levels at any time by clicking the back button or coming back later to change the Core Level for a role.

Read the descriptions carefully and when you are satisfied with the Level you have chosen, click Next to continue.

If you have select, for example, Level 4 as the Core Level of responsibility then all the SFIA Skill Codes relating to Level 4 will appear on this page. You can still view the other Level codes by clicking on any of the other Level buttons.

**Add job role**

Add or Remove Skill codes

The skills are now presented from the chosen level. There are 6 areas of IT indicated by the different colours. By hovering over the codes, the titles and a brief description will appear. Read the descriptors carefully, if you feel this reflects the role, click on the code and it will grey out and lock in. To remove a wrongly selected code click the grey box to deselect. If you feel you have chosen the wrong core level on the previous page you can go back to the 1 - 7 Level page by clicking the back button.

You can select other level codes by clicking grey level tabs (1 to 7) at the top which will show the higher or lower skill codes available. You can still select higher or lower codes.

The maximum selection is 15 skill codes, a majority of core skills which are important to the role. You should pick a small number of codes which the role contributes towards and areas of IT the role should be aware of. Click the NEXT tab at the bottom right of the page to move on.

Level 1 Level 2 Level 3 **Level 4** Level 5 Level 6 Level 7

**Strategy and architecture**

- IRMG SCTY INAN ICPM VISL
- TECH
- RSCH FMIT BURM SUST KNOW
- EMRG COPL DATM METL ARCH

**Change and transformation**

- PRMG PROF
- BUAN REQM BPTS BSMD

**Development and implementation**

- DTAN DESN DBDS PROG ADEV SFEN INCA TEST RESD SWDN
- UNAN HCEV USEV URCH
- SINT PORT HWDE HSN

**Delivery and operation**

- AVMT SEMP
- SEAD CFMD ASMG CHMG REIM
- STSP CPMD SCAD FEMT BREN ASBP ITOP OSAD STMD NTAS PRMG USIP DCMA

**Skills and quality**

- ETMG LEBM TMCB ETEL
- FEMT RESD PDSV
- QUAQ QUAD CORE DGTG MEAS

**Relationships and engagement**

- SCRD ITDM SMTM CSMD SUPP
- MKTO SALE SSBP PRSD

Back Next

The next page shows all the Skills Codes relating to the Level you have chosen. You can go up and down the Levels to select codes, as it's not uncommon for roles to have the odd one or two codes from the next higher or lower Level.

You can now hover over each of the codes you believe represent the skills of the role. By hovering on a code, the descriptor box will appear allowing you to read the descriptor for that code to see if it fits the role and to help you to decide if it should be included.

By clicking those codes you wish to include, they are then picked for selection and will highlight in green.

Level 1 Level 2 Level 3 **Level 4** Level 5 Level 6 Level 7

**Strategy and architecture**

- IRMG SCTY INAN ICPM VISL
- TECH
- RSCH FMIT BURM SUST KNOW
- EMRG COPL DATM METL ARCH

**Change and transformation**

- PRMG PROF
- BUAN REQM BPTS BSMD

**Development and implementation**

- DTAN DESN DBDS PROG ADEV SFEN INCA TEST RESD SWDN
- UNAN HCEV USEV URCH
- SINT PORT HWDE HSN

**Delivery and operation**

Level 1 Level 2 Level 3 **Level 4** Level 5 Level 6 Level 7

**Strategy and architecture**

- IRMG SCTY INAN ICPM VISL
- TECH
- RSCH FMIT BURM SUST KNOW
- EMRG COPL DATM METL ARCH

**Change and transformation**

- PRMG PROF
- BUAN REQM BPTS BSMD

**Development and implementation**

- DTAN DESN DBDS PROG ADEV SFEN INCA TEST RESD SWDN
- UNAN HCEV USEV URCH
- SINT PORT HWDE HSN

**Delivery and operation**

You can see in the right-hand image above that the Level 5 button is in blue text. This indicates that a code or codes have been selected at Level 5.

Once you are sure you have selected all the Skills Codes for the role, you can click **Next** at the bottom right of the page. You can also go back to change the Core Level of responsibility if you wish.

The next screen populates all of your choices and brings them all together as seen below.

They will all start as “Core” codes in the tick box highlighted in red below.

You can now categorise your codes into their priority status as follows:

**Core** = The core skill set required for the major part of the role on a day-to-day basis.

**Con** = Skills contributing towards the role, but only required and called upon from time to time.

**Aw** = Awareness of these skills is needed, but they may not be within the role’s direct remit.

Simply click the radio buttons to make your choices.

**Add job role**

**Skill Priority**

You will now see all of your selected skill codes which can be put in order of skill priority. Please select the roles Core, Contributing and Awareness skills according to the descriptors indicated below.

Core - The core skill set required on a day to day basis, skills important in carrying out the role's tasks.  
Con - Skills contributing towards the role but only required and called upon from time to time.  
Aw - Should have awareness of such as quality or finance but does not have a direct remit for.

On the right hand side you will see a number of tick boxes, click each box to indicate if that code is Core, Con or AW. Once you have made your selection, click save and refresh and enter a title and reference number. The text below will now be built in the order of your selection. You can go back and select further skills and adjust where necessary. Be aware once saved you cannot change the core level. When you are sure your role reflects the skills required you can export using the tabs below. Click finish at the bottom of the page to complete.

Category	Level	Sub category	Skill	Code	Core	Con	Aw
Change and transformation	4	Business change management	Requirements definition and management	REQM	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development and implementation	4	Systems development	Animation development	ADEV	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development and implementation	4	Systems development	Testing	TEST	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development and implementation	4	Systems development	Software design	SWDN	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development and implementation	4	User experience	User research	URCH	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development and implementation	4	Installation and integration	Porting/software configuration	PORT	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Change and transformation	5	Business change management	Organisation design and implementation	ORDI	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

[Back](#) [Next](#)

You can go back and change your choices if you feel there are codes missing or which need changing.

If you feel you have selected the wrong codes or Level then you can go back and change them. Don't worry, all your chosen codes will remain!

**Add job role**

**Role Preview**

**SFIA Level 4**

**Enable**

Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.

Influences customers, suppliers and partners at account level. May have some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.

Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues.

Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary. Has gained a thorough knowledge of the domain of the organisation. Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and contributes to the development of others. Regularly absorbs new information and applies it effectively. Maintains an awareness of developing practices and their application and takes responsibility for driving own development.

Selects appropriately from applicable standards, methods, tools and applications. Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets. Regularly absorbs new information and applies it effectively. Maintains an awareness of developing technologies and their application and takes some responsibility for driving own development.

**Core Skills**

Category	Level	Sub category	Skill	Code
Change and transformation	4	Business change management	Requirements definition and management	REQM
Development and implementation	4	Systems development	Animation development	ADEV
Development and implementation	4	Installation and integration	Porting/software configuration	PORT
Change and transformation	5	Business change management	Organisation design and implementation	ORDI

**REQM - Requirements definition and management (4)**

Facilitates scoping and business priority setting for change initiatives of medium size and complexity. Contributes to selection of the most appropriate means of representing business requirements in the context of a specific change initiative, ensuring traceability back to source. Discovers and analyses requirements for fitness for purpose as well as adherence to business objectives and consistency, challenging positively as appropriate. Obtains formal agreement by stakeholders and recipients to scope and requirements and establishes a baseline on which delivery of a solution can commence. Manages requests for and the application of changes to base-lined requirements. Identifies the impact on business requirements of interim (e.g. migration) scenarios as well as the required end position.

**PORT - Porting/software configuration (4)**

Configures software and equipment and tests platform specific versions of one or more software products. Reports the outcome of testing and identifies potential improvements to the process and to the software products according to agreed designs and standards.

**ORDI - Organisation design and implementation (5)**

Conducts business impact assessment to identify how the changes from the 'to-be' processes, systems, and structures to the 'to-be' processes, systems and structures impact specific organisations and roles. Outlines how the organisation structure, job, teams and roles and staff development need to change to enable the future business processes. Aligns existing jobs/organisational structures to new processes.

**Contributing Skills**

Category	Level	Sub category	Skill	Code
Development and implementation	4	Systems development	Testing	TEST
Development and implementation	4	Systems development	Software design	SWDN

**TEST - Testing (4)**

Accepts responsibility for creation of test cases using own in-depth technical analysis of both functional and non-functional specifications (such as reliability, efficiency, usability, maintainability and portability). Creates traceability records from test cases back to requirements. Produces test scripts, materials and regression test packs to test new and amended software or services. Specifies requirements for environment, data, resources and tools. Integrates, executes and documents complex test scripts using agreed methods and standards. Records and analyses actions and results, and maintains a defect register. Reviews test results and modifies tests if necessary. Provides reports on progress, anomalies, risks and issues associated with the overall project. Reports on system quality and collects metrics on test cases. Provides specialist advice to support others.

**SWDN - Software design (4)**

Designs software components and modules using appropriate modelling techniques following agreed software design standards, patterns and methodology. Creates and communicates multiple design views to identify and balance the concerns of all stakeholders of the software design and to allow for both functional and non-functional requirements. Identifies and evaluates alternative design options and trade-offs. Recommends design which take into account target environment, performance security requirements and existing systems. Reviews, verifies and improves own designs against specifications. Leads reviews of other's designs. Models, simulates or prototypes the behaviour of proposed software to enable approval by stakeholders, and effective construction of the software. Verifies software design by constructing and applying appropriate methods.

**Awareness Skills**

Category	Level	Sub category	Skill	Code
Development and implementation	4	User experience	User research	URCH

**URCH - User research (4)**

Initiates generative research in order to find opportunities for innovation in, and enhancement of, systems products and services. Collects and analyses data related to people's behaviour, needs, and opinions. Supports synthesis of findings and the creation of insights, reports and presentations to inform decision-making and drive actions. Contributes to selection of the user research approaches for projects and initiatives and plans own user research activities. Supports adoption of agreed approaches. Contributes to the development of organisational methods and standards for user research. Facilitates input from users and stakeholders. Provides constructive challenge and enables effective prioritisation of requirements.

[Back](#) [Next](#)

When you are comfortable with your choices, click [Next](#) at the bottom of the page.

You will be asked to give the role you have just built a title so that it can be used within the ITSA database. Those employees who have completed a questionnaire and who have a corresponding role title will be identified for comparison against the mapped role. So having the correct job role title is critical in capturing the relevant data.

**Add job role**

Save Role

Role \*

---

Department \*

---

Comments \*

---

Back
Save

When you click Save your new job role will be added to the list.

You can return at any time to edit or delete your role by using the icons show in the image below.

Job Roles Mapped by admin																												Heat Map	+ Add New Role	Download as CSV				
Title	Department	Generic Level	Code	Level	Code	Level	Code	Level	Code	Level	Code	Level	Code	Level	Code	Level	Code	Level	Code	Level	Code	Level	Code	Level	Code	Level	Code	Level						
<a href="#">Programmer</a>	Dev Ops	4	BUAN	4	DBDS	4	HCEV	4	HWDE	4	KNOW	3	PROG	4	RESD	4	SLMO	4	SWDN	4	TEST	4	URCH	4	USEV	4					⚡	🗑️		
<a href="#">Senior Developer</a>	Dev Ops	5	CHMG	5	DESN	5	EMRG	5	NTDS	5	PEMT	5	PROG	5	QUMG	5	REQM	5	RESC	5	RLMT	5	SWDN	5	TEST	5	URCH	5	USEV	5			⚡	🗑️
<a href="#">2nd Line Support</a>	Support Ops	3	CFMG	3	CSMG	2	DBAD	3	ITOP	3	RELM	3	SCAD	3	SYSP	3	USUP	3														⚡	🗑️	
<a href="#">Project Manager</a>	IM Team	4	BSMO	4	BUAN	4	BURM	4	CHMG	4	EMRG	4	PRMG	4	QUAS	4	REQM	4	RLMT	4	RSCH	4	SEAC	4								⚡	🗑️	
<a href="#">Developer</a>	Dev Ops	4	CHMG	4	DESN	4	HCEV	4	PROG	4	QUAS	4	REQM	4	SWDN	4	TEST	4	UNAN	4											⚡	🗑️		
<a href="#">Head of Governance</a>	Leadership Team	6	BPRE	6	BURM	6	FMIT	6	GOVN	6	INAS	6	IRMG	6	ITSP	6	KNOW	6	ORDI	6											⚡	🗑️		
<a href="#">Head of Development</a>	Leadership Team	6	ARCH	6	DESN	6	DLMG	6	ITMG	6	ITSP	6	POMG	6	PROG	6	RESD	6	RLMT	6	SWDN	6									⚡	🗑️		

At the end of the table you will see two icons per role:



By clicking the green box you will be taken to the Skills Analysis page where you will see listed each employee who has that role and how their competencies, arising from their verified and agreed ITSA report, align with it.

**Programmer**  
Generic Level 4

EMPLOYEES SKILLS (12)

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. Skill analysis

Employees in this role: (2)

98.8% Fred Fancy  
Core level 4  
Programmer (Dev Ops)

95.5% Pam Pointer  
Core level 4  
Programmer (Dev Ops)


Employees working on the role but have different SFIA generic level: (2)


51.8% Dave Drive  
Core level 2  
Programmer (Dev Ops)

88.5% Tommy Trindle  
Core level 3  
Programmer (Dev Ops)

Employees outside this role but a close fit (1)

49.3% Roger Smith  
Core level 4  
Developer (Dev Ops)

You can also click the trash bin symbol  to delete roles if necessary, but please be certain that you want to do so as they will be deleted completely! If you make a mistake you will need to build the role all over again. However, as soon as you put it back with the same title, the data will automatically be allocated to it.

If you are compiling a number of SFIA roles, you may wish to see which codes across all roles exist across all the SFIA Levels. We have introduced a . Click the button at the top of the page and you will be taken to a chart which indicates all of your choices across all roles, revealing where skills gaps exist.

Heat Map Core Codes in the organisations job roles built so far.

[Download as CSV](#)

SFIA Skills Distribution

Code	Skill	1	2	3	4	5	6	7	Roles by Skill
ADEV	Animation development			0	0	0	0		0
ARCH	Solution architecture				0	0	1		1
ASMG	Asset management		0	0	0	0	0		0
ASUP	Application support		0	0	0	0			0
AVMT	Availability management				0	0	0		0
BENM	Benefits management					0	0		0
BPRE	Business process improvement					0	1	0	1
BPTS	Business process testing				0	0	0		0
BSMO	Business modelling		0	0	1	0	0		1
BUAN	Business analysis			0	2	0	0		2
BURM	Business risk management				1	0	1	0	2
CFMG	Configuration management		0	1	0	0	0		1
CHMG	Change management		0	0	2	1	0		3

If you require any help in navigating the SFIA Role Profile Builder tool, please do not hesitate to email:

[enquiries@validateskills.com](mailto:enquiries@validateskills.com)

