

The IT Skills Analysis tool from



ITSA is an online skills analysis tool delivered via www.validateskills.com which will enable your organisation to analyse and assess the IT skills of its IT employees, using the internationally renowned Skills Framework 'SFIA' as its benchmark.



ITSA helps you to identify the skills the employees in your organisation need to deliver its products and services to your clients effectively, efficiently and productively. It will reveal how those employees are currently delivering their role and provide a comparison between their perspective of their role and the needs of your business. Consequently, this will enable the business to make adjustments where necessary through, for example, training, a more accurate assignment of duties and better targeted recruitment.

What is SFIA (Skills Framework for the Information Age)?

SFIA is a practical resource for people who manage or work in information systems-related roles of any type. It provides a common reference model in a two-dimensional framework consisting of skills on one axis and seven levels of responsibility on the other. It describes professional skills at various levels of competence. It also describes generic levels of responsibility, in terms of Autonomy, Influence, Complexity, Knowledge and Business Skills.

SFIA was first developed in the 1990s and is now used in over 200 countries worldwide. The latest Version 7, released in June 2018, identifies and describes 102 different IT skills, expressed over 7 levels of responsibility. ITSA is built in the latest SFIA version 7.



SFIA gives individuals and organisations a common language to define skill, abilities and expertise in a consistent way. Clear language, avoiding technical jargon and acronyms, makes SFIA accessible to all including Human Resources and Learning and Development professionals.

We are :-



What are the main outcomes from using ITSA?

ITSA will ensure that you understand what each of your professional IT employees actually do in their day-to-day role and how competent they are in the skills they use. It involves each employee completing a questionnaire which will reveal the skills they believe they deploy in their role and at which level of responsibility.



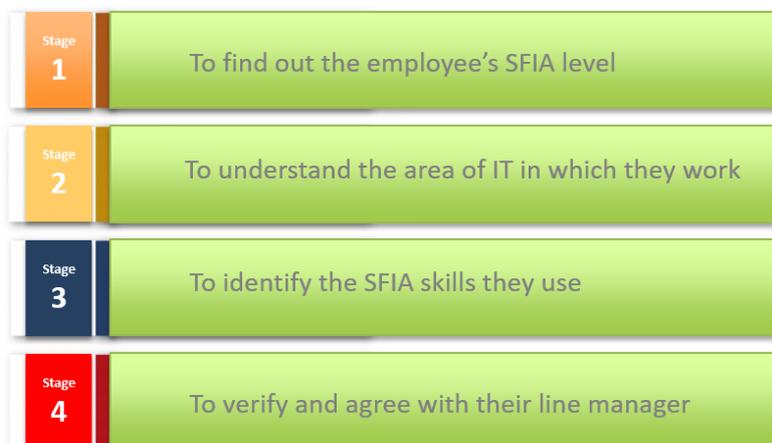
Once they've completed the questionnaire, they can invite a 'verifier' (often their line manager) to look at their skills report and review it with them, making adjustments where necessary through discussion and identifying where the employee may need training or even a change of role.

By incorporating this into your existing appraisal processes it will ensure that each individual appraisal interview focuses on real and relevant issues that are of benefit to the business as well as to the employee.

How does the ITSA questionnaire work?

ITSA uses 'adaptive' questioning so that the answer to one question determines the direction and make-up of the next. This ensures that each employee follows the shortest possible route through the questionnaire.

There are four stages to the questionnaire. The first finds out, through weighted questions, the employee's SFIA level of responsibility according to SFIA's scale of 1 – 7.



The second will identify the main areas of IT the employee works in and in which skills groups within those areas.

The third stage will identify which individual skills they deploy; there are 102 skills within SFIA, described at various levels. The employee taking the questionnaire will be guided through the process and asked to answer as honestly as possible in order to achieve an accurate outcome.

For the fourth stage, the employee can invite a verifier once they've completed their questionnaire. The employee's report will also allow them to rate their competency in each skill. This is important in the appraisal process as it reflects the employee's perceived levels of competence within each skill on a scale from 0 – 100 which can be verified by their line manager or appointed representative.

Validation of the results.

When the employee invites someone to verify their results, they will either choose someone from one or more options available to them, or if there isn't a list of options, by entering the email address of the person they wish to nominate. This will often be their line manager, or it may be someone else, such as a consultant commissioned to undertake the verifier role.

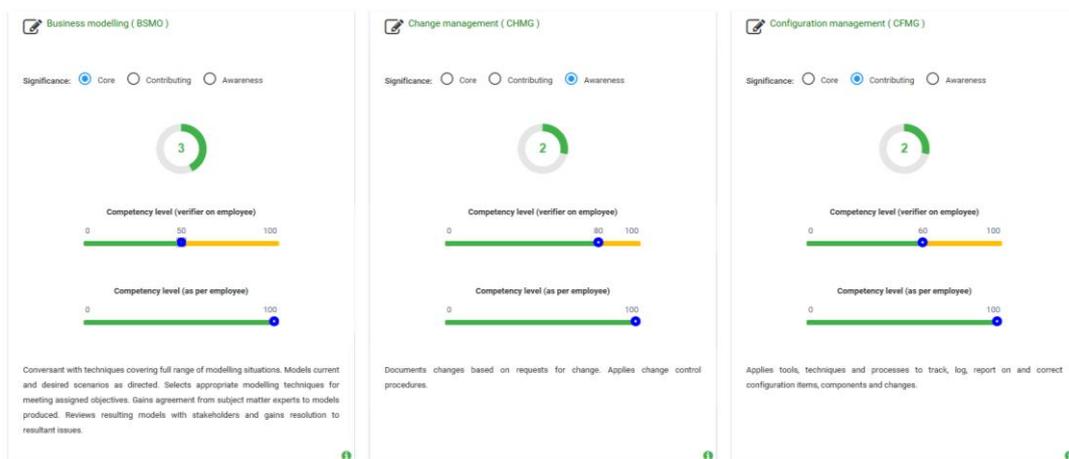
Usually, verification will take place through a face-to-face discussion, for example as part of the employee's performance appraisal. At this point, the employee's questionnaire report becomes interactive, allowing the verifier to compare it with the needs of the business, edit it and comment, adjusting specifics during the discussion.



At the end of the process, both parties will be invited to agree the final report, including any adjustments made. The agreed data is then captured and used in the dashboard available to registered administrators for closer analysis.

Green Report

The Green Report allows organisations who may not wish to use the questionnaire to bypass this process by verifying from the SFIA mapped job descriptions within ITSA. Putting together the skills profile of what the organisation needs to deliver a skilled role using SFIA.



Once the JD's have been mapped into a SFIA skills profile the Green Report can be produced. When line managers or our approved SFIA consultants come to verify the employees report rather than the selections made from the employees questionnaire you get a Green Report to verify from the skills listed in the mapped role.

The report is then available to be adjusted according to the appraisal discussion between line manager and employee. The changes agreed if any and the results saved are used within the unique ITSA data dashboard, offering an insight into the skills competency of the organisation.

ITSA Data Dashboard

ITSA's in-depth reporting function will then present the findings in a variety of eye-catching individual and aggregated formats to build a picture of the range of skills that exist across your organisation's IT function and where they are deployed.

ITSA gives the employer the employee's perspective of the skills they deploy in their current job role so it brings the employee skills closer to the skills required by the organisation. ITSA also provides an ideal starting point if job descriptions need updating, re-writing or building from scratch.



When ITSA is used within teams, or even across the whole IT function, it will reveal where there are skills shortages or duplications and where training needs exist. It will give employees a role to play in shaping how the IT function progresses and develops.

What are the benefits of ITSA for your organisation?

SFIA, on which ITSA is based, enables employers to describe IT job roles and the skills that each role contains, in a consistent form. This makes it easier to conduct skills audits, identify training needs, develop careers, apply appropriate pay scales and recruit individuals with the skill set that the business needs.

ITSA provides your business with the tools that enable you to adopt SFIA quickly, accurately and effectively without punching a big hole in your budget. In fact, the clarity you will gain from ITSA will quickly give you a positive return on the modest investment you will have made in it. ITSA will take you beyond SFIA in that it allows you to identify the local knowledge required by employees, required for specific tasks or technical needs.

What are the benefits of ITSA for employees?

ITSA helps IT professionals to recognise and define the skills they have and understand the level at which they apply them in their current role, all according to the SFIA Framework.



It will illustrate where they need to develop their skills in order to meet their career aspirations. It will also help them to identify what other skills they may have to offer their employer based on their past experience.

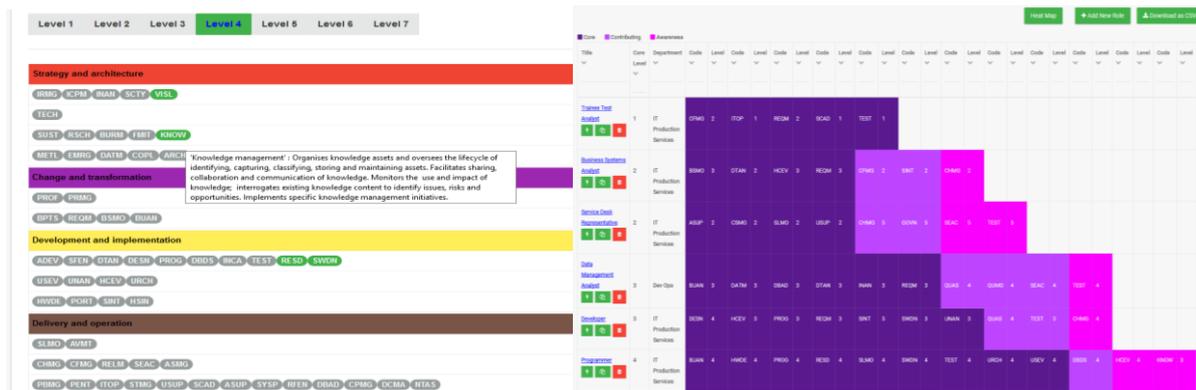
The ITSA self-assessment process may be the first opportunity you have had to truly understand your employees' perspective of their job role and the skill set they possess.

ITSA Extras: Job Role Builder – Skills Analysis – Development Room

There are some additional tools that you can include in your ITSA account which will add to the benefits that you derive from the ITSA tool. These will definitely enhance your ITSA experience.



The **Job Role Builder** allows you to build SFIA role profiles, either from scratch or by ‘mapping’ an existing role description to SFIA. By adding each role profile to your ITSA account, it will allow you to compare the skills the organisation needs against the data arising from the employees’ verified questionnaires.



This allows verifiers and employees to cross-reference and analyse skills against the actual skills required by the business. You can build your SFIA role profiles yourself using our helpful guide or, to save you time, we can map your job roles to SFIA for you by working from your existing job role documentation. You can also make each role profile available to each employee via the Career Path area, mentioned below.



The **Skills Analysis** tool allows you to closely compare and analyse skills and job role data taken from the business perspective, with data arising from the questionnaires taken from the employees’ perspective.

The Skills Analysis tool will provide you with a wide range of useful information at the click of your mouse.

For example, it will identify those employees, from the evidence of their verified ITSA questionnaire output, who are equal to the core level of responsibility for each role. And you can view which employees occupy a different role title, but who have a close match in skills to the title role - ideal for resource management.

You’ll be able to see who has the same role title but not at the core level the role requires. You’ll be able to see a breakdown of each employee’s competency arising from their verified ITSA questionnaire report and view every employee’s report in detail.

These are just a few of the outputs you can expect from the Skills Analysis tool.



In the **Development Room**, employees can record their course and qualification history, past knowledge and skills and their development aspirations. There are several elements to it:

- The **Course Log** enables employees not only to log and view any courses that are relevant to their mapped role, it also gives your organisation visibility of where skills gaps across each role exist and how this affects the competency status of the business. The Course Log also allows your organisation to upload your own course catalogue against each job role title.
- **Career Path** – If you have mapped your job roles to SFIA and saved their SFIA profiles in ITSA, you can choose to reveal to your employees each SFIA role profile so that they are able to examine which skills are required for any role in the business in each department. This is a powerful tool which gives employees an insight into other roles so that they can consider the direction in which they may wish their career to develop.
- **Qualification Record** – Your employees can keep a log of any past qualifications they have achieved so that your organisation can take them into account when considering career development.
- **Knowledge Bank** – Here you can see your employees' previous experience, which you may wish to tap into when assigning staff to new projects, for example. You can also use the Knowledge Bank to upload a series of tasks, converted into a basic assessment, and invite employees to reveal how competent on a scale of 1- 10 they feel they are against each task.

How much does it cost?

We are able to quote for any quantity - small local teams to large international groups - normally based on a per annum price per employee. Please contact us for a tailored quote.

Pricing Example: An IT team of up to 50 employees, where all the above ITSA components, reports and the optional extras are included, would cost just **£36** (plus VAT) per person. Other options and discounts available for bulk purchasing.



For more details email enquiries@validateskills.com

Go to www.validateskills.com for more information about ITSA and our other products and services.

