



## encase™ At-a-Glance

WG Advisory's encase™ platform for SFIA is a high-performance enterprise portal that simplifies the implementation of an IT skills framework program, allowing organizations to implement and align IT skills requirements within a single pane of glass. encase™ stands alone as the only cloud-based platform that delivers insight into the current IT infrastructure and the skills required to support it. Auto-generated scorecards allow organizations to launch effective IT skills assessment programs in a fraction of the time it would take using traditional "manual" methods.

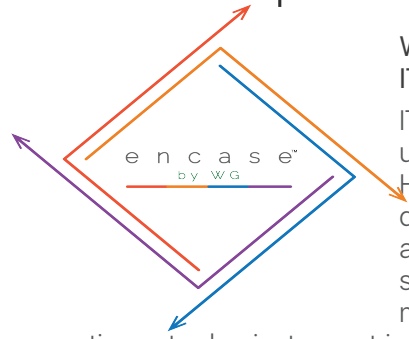
### ADVANTAGES :

- SFIA defines a comprehensive set of 102 IT skills, ranging from IT Security to Service Desk Support, at up to 7 levels
- SFIA skills are generic and can be customized and combined to define roles and levels appropriate to an organization
- Mitigate the risk of missing or outdated IT skills required to support the business
- Leverage third-party expertise to assist in the end-to-end analysis of your IT skill requirements
- Intuitive dashboards provide high-level scorecards and detailed reporting for all levels of management

*"The integration of the IT skills assessment program has allowed our customers to continue the expansion of encase™ for critical IT maturity capabilities - all within a single dashboard. WG Advisory continues to lead the way with a unique, modern approach to IT management!"*

Owen Dukes  
Partner, Dukes Group (UK)

# SFIA: The Management and Development of IT Skills



## Why do Organizations Struggle to Manage and Develop IT Skills that are Aligned with the Business?

IT departments continue to "fight the good fight" in keeping up with the technology demands of the business. However, the skills required to support these demands are quite often defined by an IT leader's "gut instinct" without any formal processes that clearly interpret the skills and skill-levels required to deliver and support technology. In many ways, a legacy approach to IT skill requirements

continues to dominate most industries, with outdated job descriptions and competency levels pervasive throughout most Human Resources (HR) departments. The challenge in developing and managing IT skills is exacerbated by the rapid changes in technology including: Cloud Computing, Cybersecurity, Data Management, and the Software-Defined Datacenter.

## Why Should We Adopt a Skills Framework for IT?

Organizations need to do a better job of identifying, developing, and managing IT skills so that they are aligned with the business. Relying on ad hoc processes that define IT roles and levels of staff skills with the input of HR is a legacy practice that fails to meet the needs of the modern IT department. The shift towards cloud computing adds another layer of complexity when selecting a suitable cloud vendor. Moving critical workloads or IT support to a third-party provider requires an analysis to determine what IT skills are required to support the outsourced services.

Complementary to other disciplines from ITIL to ISACA (COBIT), encase™ now includes integration with SFIA (Skills Framework for the Information Age), providing customers with a modern approach to the management and development of IT skills.

Highlights include:

### A Customized Cloud-Based Dashboard

With encase™ you have full access to a secure corporate portal that allows authorized users to view SFIA Assessments, detailed reports and scorecards.

### A Single Pane of Glass

The encase™ suite includes integration with other modules such as: Business Continuity/DR Management, IT Disaster Recovery Maturity Analysis (100+ questions with auto-generated scorecard), IT Infrastructure Health Check Assessment, Cybersecurity Maturity, Data Management Maturity, and Cloud Readiness Framework. Customers are no more than three-clicks away from accessing the desired information.

### Skill-Fit Analysis

Our assessment includes a calculated skill-fit analysis for IT resources, that can be used as a benchmark for training, role definitions and strategic roadmaps.

### WG Advisory Expertise

The encase™ team at WG Advisory Services consists of subject matter experts: Operations (IT Service Continuity, SFIA, ITIL, COBIT, etc.), Hardware (enterprise storage, hyper-convergence, datacenter management, etc.), Software (virtualization, system management, MDM, etc.), Network (security, connectivity, management, etc.), and Data Management (lifecycle management, classification, document management).



### What is SFIA?

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 and Business Skills.

### A Common Language for Skills in the Digital World

SFIA gives individuals and organizations a common language to define skills, 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. It can solve some of the common translation issues that hamper communication and effective partnerships within organizations and mixed teams.

The skills in SFIA are grouped into six categories with 102 total skills defined within subcategories:

- Strategy and Architecture
- Change and Transformation
- Development and Implementation
- Delivery and Operation
- Skills and Quality
- Relationships and Engagement

### “Why should you use it?”

It’s a simple way to measure your team against a recognized framework and put together a progress plan for achieving required competencies. It will help you to standardize job roles, build career paths and to let your employees understand their development plan.

### How we can help identify your organization’s skills gaps?

Our proven methodology examines the skills requirements of your organization, builds a skills inventory for teams and individuals and identifies gaps in what the organization needs and what is existing. This allows you to build development plans for your employees, and focus on developing the skills that are missing, yet are critical to the success of your organization. It also helps identify roles that are required that do not currently exist in the organization and helps you to hire into these roles by identifying the required skills.

Team Role	IT Project Manager
Director / Manager	Reports to VP of IT
Legend	
NOTE: "X" = skill not required	
Exceeds Expectations	
Meets Expectations	
Improvement Required	
Significant Improvement Required	
Skill Missing	
Corporate Skill Gap	

SFIA PROFESSIONAL SKILLS & SKILL LEVELS REQUIRED														
Consultancy (CNSL)	Specialist Advice (TECH)	Business Risk Management (BURM)	Methods and Tools (METL)	Portfolio Management (POMG)	Project Management (PRMG)	Portfolio, Program, Project Sup. (PROF)	Business Analysis (BUAN)	Requirements Definition Mgmt. (REQM)	Change Implement. Plan./Mgmt. (CIPM)	Change Management (CHMG)	Quality Management (QUMG)	Measurement (MEAS)	Relationship Management (RLMT)	Skill Fit % (total skills/avg skill level)
5	5	6	5	5	6	4	4	5	5	4	5	5	5	111%

The encase™ dashboard embraces an at-your-fingertips approach, designed to provide a three-click maximum in accessing all portal information - including other modules.



## Find out more.

Learn more about how encase™ can help your organization build an IT strategic roadmap by downloading our white paper, “A Holistic View of IT Strategic Planning”

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