



# Summer Schools 2023

a digitalhealth event 

27-28 July

#DHSS23

## Applying DDaT job profiles in health: enhancing the NHS workforce

### **Chair: Julie Bailey**

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Head of Corporate  
Engagement  
BCS Health

### **Sam Robinson**

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Head of Profession for IT  
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### **Sarah Scriven Wells**

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Head of Operations  
FED-IP

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Programme Manager,  
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FEDERATION  
*for* INFORMATICS  
PROFESSIONALS



**#DHSS23**

# DDaT Role profiles in Health and Care Enhancing the NHS workforce

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# FEDIP

Professionalism for better  
health and care

- The profession for those in DDaT roles in Health and Care
- Provides a public register for professionals in Health and Care
- The FEDIP standard provides professional registration at 5 separate levels of competency aligned to a set of assessed criteria
- FEDIP provide a CPD Hub and run regular events with the Professional Bodies to support learning and CPD
- Federation for Informatics Professionals (FEDIP) awards the standard through its partners organisations
- Consists of a collaboration of 6 professional bodies  
CILIP, Socitm, IHRIM, FCI, AphA & BCS

- Royal Charter
- Accountable, Inclusive, competent and Ethical professionals
- We are part of the Federation for Informatics (FEDIP)
- We have been producing industry role profiles against the SFIA framework since 2002
- We work with many Government organisations mapping DDaT and SFIAplus to build roles



# Where we are now

The Long Term Workforce Plan sets out how the NHS will train, retain and reform the workforce

Workforce Review – calls for more competitive salaries for specialists in fields such as data science, risk management, actuarial modelling, system engineering.

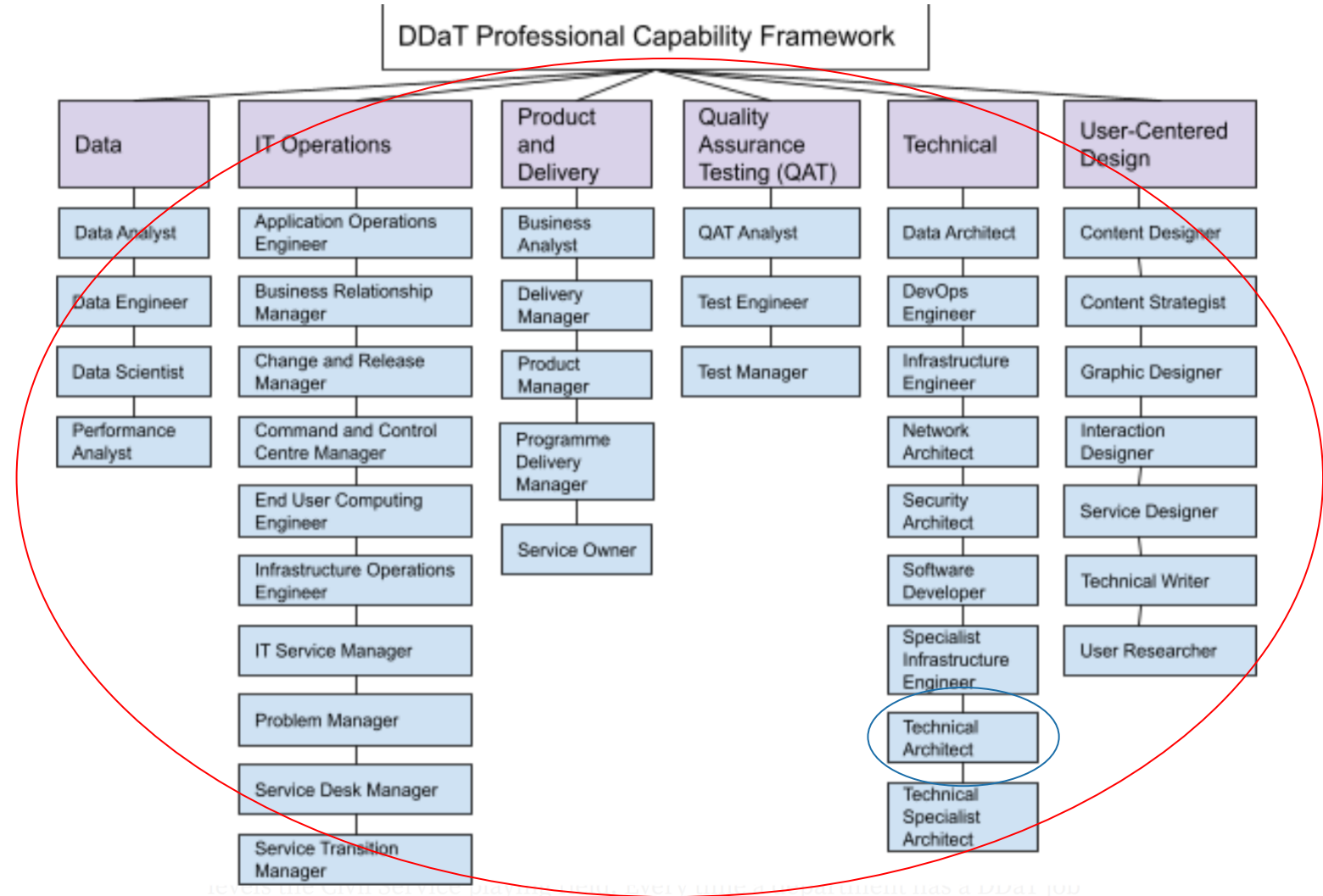
- **flexible careers** - making progression to new roles easier
- **overhaul recruitment and retention** – make the offer more attractive to compete with the private sector, *the people to deliver the transformation that's needed to run a modern health service.*
- **staff sharing agreements** – to make it easier to work across boundaries

# What is in progress

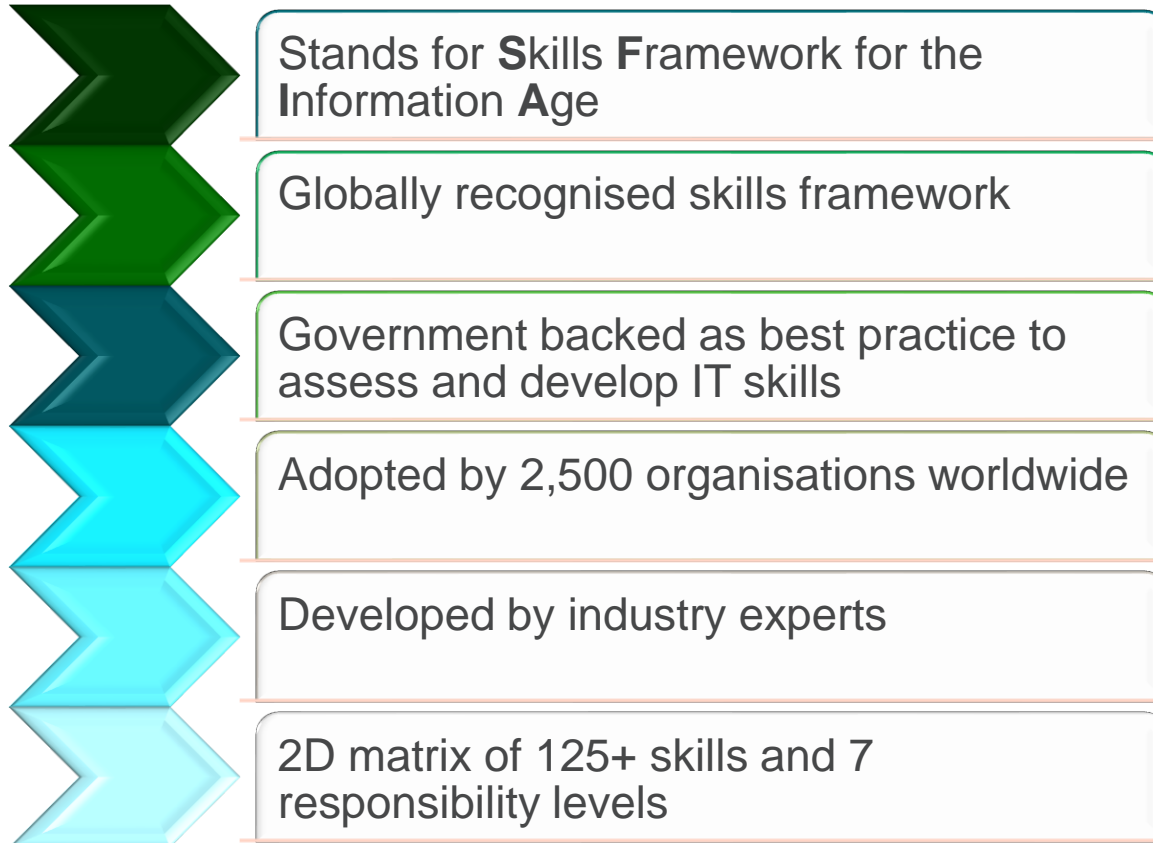
- Phased approach to developing role profiles
- Operations and Technical job families
- BCS worked with NHSE to develop role profiles – the first step in the process is to understand and agree the key skills and competencies required for each role
- Bandings/gradings will come later, along with links to CPD offerings
- Everything is aligned to government DDaT framework

# The Pilot

- Pilot workshop Aug 22
- Technical Architects from 15 organisations
- Reviewed the DDaT framework for breadth
- Built the Technical Architect role using both DDaT and SFIPlus to finalised stage



# What is SFIA?




- 01** FOLLOW
- 02** ASSIST
- 03** APPLY
- 04** ENABLE
- 05** ENSURE & ADVISE
- 06** INITIATE & INFLUENCE
- 07** SET STRATEGY,  
INSPIRE &  
MOBILISE



# What is SFIPlus?

- Skills framework underpinned by the SFIA framework
- Provides granular detail for the 125+ SFIA skills at each of the 7 levels
- Adds the '3<sup>rd</sup> dimension' that turns SFIA from a 2D matrix to 3D
- We utilise this through RoleModelplus our skills and capability tool




SFIPlus

Tools

Help

Search



## SFIPlus V7

# Business analysis (BUAN)

The methodical investigation, analysis, review and documentation of all or part of a business in terms of business goals, objectives, functions and processes, the information used and the data on which the information is based. The definition of requirements for improving processes and systems, reducing their costs, enhancing their sustainability, and the quantification of potential business benefits. The collaborative creation and iteration of viable specifications and acceptance criteria in preparation for the deployment of information and communication systems. The adoption and adaptation of business analysis approaches based on the context of the work and selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.


### Level

3

4

5

6

 EXPORT

Takes responsibility for investigative work to determine business requirements and specify effective business processes, through improvements in information systems, information management, practices, procedures, and organisation change. Selects, adopts and adapts appropriate business analysis methods, tools and techniques; selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Collaborates with stakeholders at all levels, in the conduct of investigations for strategy studies, business requirements specifications and feasibility studies. Prepares business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks.

Background	Work Activity	Knowledge / Skills	Training	PDAs	Qualifications
<p>Title</p> <p>Improvement investigation and specification</p>	<p>Description</p> <p>Takes responsibility for work to investigate business problems and opportunities, and specify required changes to business processes, people skills, information, technology and organisation structures, and roles, tasks, assigns and monitors the use of modelling and analysis techniques, methods and standards in an informed and proficient way.</p> <p>Works effectively with senior business and IT stakeholders, conducting investigations at a strategic level and assuring the feasibility of proposed solutions. Ensures that a holistic view is taken of the business situations investigated, and that stakeholder perspectives are identified and analysed with a view to achieving consensus. Ensures that business objectives and requirements are understood and provide a context with which recommended solutions are aligned. Advises senior stakeholders on business change priorities within the context of the organisational strategy and objectives.</p>				<p>Optional</p> <p>Code</p> <p>BUAN501</p> <p>BUAN502</p>

Category	SAIT	Code	Level						
			1	2	3	4	5	6	7
Strategy and architecture									
Information strategy	Enterprise IT governance	GGM					5	6	7
	Strategic planning	ISP					6	7	8
	Information governance	IMG			4	5	6	7	8
	Information systems coordination	ISC					6	7	8
	Information security	ISCT			3	4	5	6	7
	Information assurance	IAS					5	6	7
	Analytics	ANM			3	4	5	6	7
	Data visualization	VDL				4	5	6	7
Advice and guidance	Information content publishing	ICPM	1	2	3	4	5	6	7
	Consultancy	CMS					5	6	7
	Specialist advice	LSH					6	7	8
	Design management	DM					5	6	7
	IT management	ITMG					5	6	7
	Financial management	FMI					4	5	6
	Innovation	INO						5	6
	Research	RCM			2	3	4	5	6
Business strategy and planning	Business process improvement	BPI			2	3	4	5	6
	Knowledge management	KMW			2	3	4	5	6
	Enterprise and business architecture	SBL						5	6
	Business risk management	BARM						6	7
	Sustainability	SUS						6	7
	Enterprise technology reviewing	ETMR					4	5	6
	Continuity management	COM						4	5
	Network planning	NPL						4	5
Technical strategy and planning	Software architecture	ASCA						4	5
	Data management	DMM			2	3	4	5	6
	Methods and tools	MTL						3	4

The Skills Framework for the Information Age (SFIA) is an international skills and competency framework that describes technical and digital roles and the skills needed for them. It is supported by companies around the globe and it is backed by the UK government. It is adopted in a growing number of countries.

SEIAPlan contains the SEIA framework of skills plan detailed training and development resources. The result is the most established and widely adopted technical and digital skills, training and development model that reflects current industry needs. The standard enables employers and practitioners to identify career paths and plan training and development.

Find out more at [www.bcs.org/sfiaplus](http://www.bcs.org/sfiaplus)

### What's in the 'plus'?

For each SIWA skill at each level, SIWApilot offers six additional task components and eight additional skills resources as shown in the example of Business Analysis below.

**Skill resources Business Analysis level 5**

Examples of the additional skills resources and task components for Business Analysis at level 5 are given below.

- Skill resources
- Related functions
- Technical overview, including typical tools and techniques
- Overview of training, development and qualifications
- Careers and jobs
- Professional bodies
- Standards and codes of practice
- Communities and events
- Publications and resources

Each Skill resource provides in-depth information to support development planning, for example the Skill resource for communication and events gives details of:

- There are several BCS specialist groups with regular events and workshops including the Requirements Engineering Specialist Group, the Business Change Specialist Group and the Agile Methods Specialist Group
- The IIBA UK chapter runs frequent events across the UK
- The IIA Manager Forum provides resources and runs biannual events for senior business analysts in leadership roles

**Task components Business Analysis level 5**

These provide an extra level of detail about what is expected from an individual working in this sort of role at this level.

Some examples taken from the Task components for Business Analysis at level 5 are shown below:

- **Background:** Has excellent interpersonal skills and is highly experienced in working with clients. Understands the culture and business analysis and is proficient in applying business analysis skills and understands the business change and software development processes. Has a general understanding of business and business skills, and understands the application of commercial concepts. Is able to work with clients and contribute to assignments in other specialist areas and locations.
- **Work activities:** Investigate business problems and opportunities, and specify required business process changes. Gather, analyse, interpret, communicate, and document business information, knowledge and organisation. Select and apply appropriate tools and methods to the use of modelling and analysis techniques, methods and standards in a professional way.
- **Knowledge and skills:** Includes conceptual thinking, business analysis techniques and software development.
- **Training activities:** Includes business case development, business distribution and risk management and an introduction to systems development, technology development.
- **Professional development:** Includes project management, business analysis skills, management and an introduction to systems development, technology development. It includes business analysis and Chartered IT Professional would support career progression and development.

Change and transformation						
Business change implementation	Portfolio management	PMRG				5
	Program management	PMRG				4
	Project management	PMRG				4
	Portfolio, program and project support	PMRG	2	3	4	5
	Business analysis	BMAN	2	3	4	5
Business change management	Business modelling	BSMD	2	3	4	5
	Operations definition and management	OSDM	2	3	4	5
	Organizational capability development	OCDD	2	3	4	5
	Performance design and implementation	ORIS	2	3	4	5
	Change implementation planning and management	CRPM				5
	Business process mining	BPM5				5
	Benefits management	BSBM				5
Development and Implementation						
Systems development	Systems development management	SDMG				5
	Systems design	SDSN				5
	Software design	SWDM	2	3	4	5
	Programming / software development	PRSD	2	3	4	5
	Real time / embedded systems development	RESD	2	3	4	5
	Automated development	ADSD	2	3	4	5
	Data modelling and design	DDMN	2	3	4	5
	Database design	DBDS				5
	Network design	NTDS				5
	Testing	TEST	1	2	3	4
User experience	Safety engineering	SEEN	3	4	5	6
	Information content authoring	ICAA	1	2	3	4
	User research	UCRH	3	4	5	6
	User experience analysis	UEAN	3	4	5	6
	User experience design	UEDX	3	4	5	6
	User experience evaluation	UEEV	2	3	4	5
Installation and integration	Systems integration and build	SIBI	2	3	4	5
	Policy / software configuration	POSI	3	4	5	6
	Hardware design	HWHD				5
	Systems installation / decommissioning	ISDN	1	2	3	4

### Delivery and operation

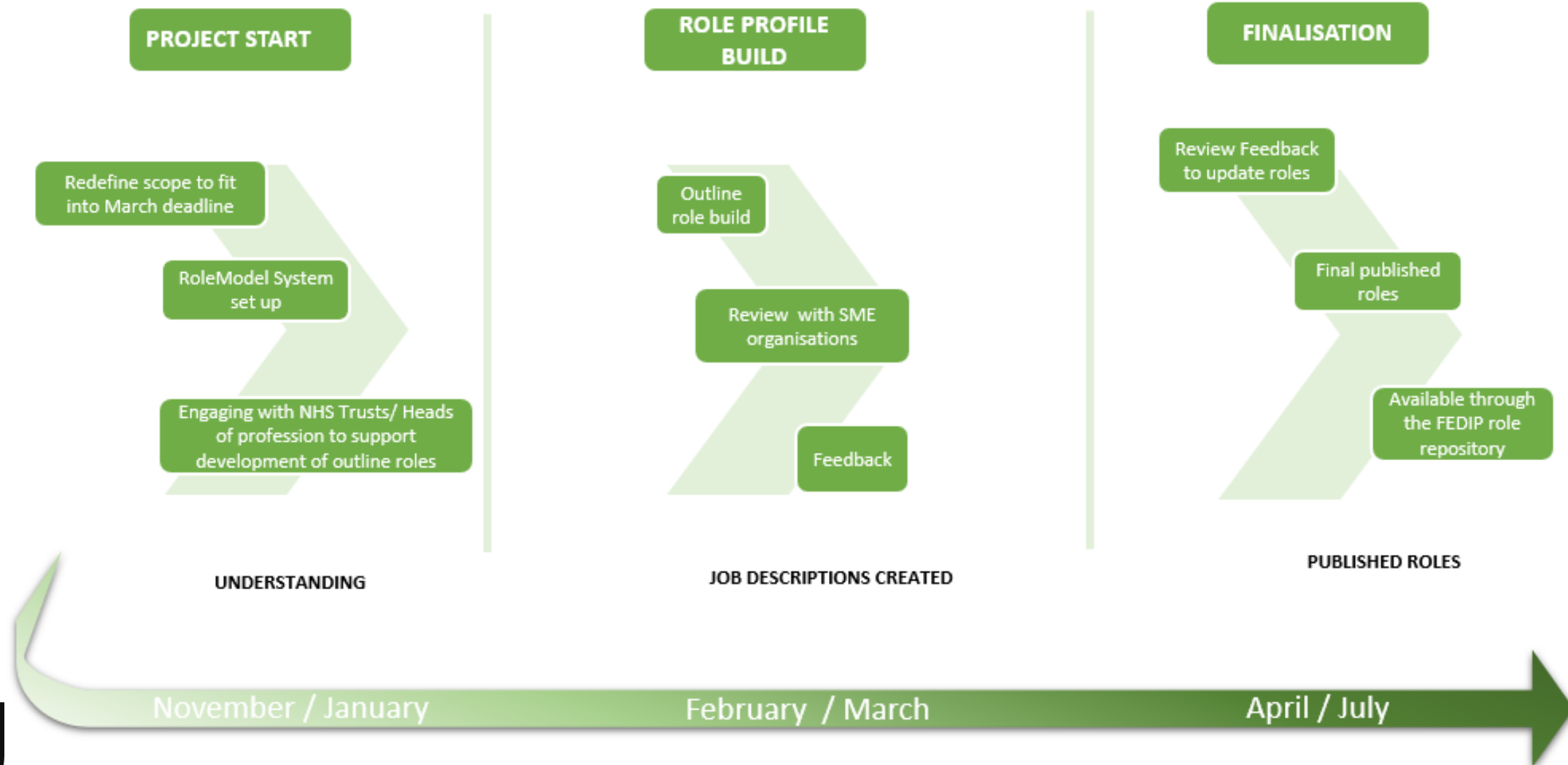
Service design	Availability management	AWMI		A	S	A	
	Service level management	SLMO	3	3	A	S	3
	Service acceptance	SCAC					
Service transition	Configuration management	CMC	3	3	A	S	
	Asset management	ASMG		3	3	A	
	Change management	CHMG	3	3	A	S	
	Release and deployment	REMG		3	A	S	3
	System software	SSWP					
	Capacity management	CMG			A	S	
	Security administration	SCAD	1	3	3	A	
Service operation	Performance tuning	PTMT					
	Radio frequency engineering	RFEM	3	3	A	S	
	Application support	ASPP					
	IT infrastructure	ITINF	3	3	3	A	
	Database administration	DBAD		3	3	A	
	Storage management	STMG					
	Network support	NWMS	3	3	A	S	
	Provision management	PRMG					
	Incident management	IMSM	3	3	A	S	
	Incident management	ICMA					

### Skills and quality

Skill management	Learn and development managements	LMC			3	4	5	6
	Competency assessment	LDA			3	4	5	6
	Learning designs and development	LMC			3	4	5	6
	Learning delivery	LDA			3	4	5	6
	Teaching and subject formation	LAC			3	4	5	6
People management	Performance managements	PMI			3	4	5	6
	Recruitment	HRM			3	4	5	6
	Professional development	PDV			3	4	5	6
	Quality management	QM			3	4	5	6



# Project Timeline



IT Operations - Application operations engineer	IT Operations - Operations analyst
IT Operations - Associate application operations engineer	IT Operations - Principal application operations engineer
IT Operations - Associate end user computing engineer	IT Operations - Principal end user computing engineer
IT Operations - Associate infrastructure operations engineer	IT Operations - Principal infrastructure operations engineer
IT Operations - Business relationship manager	IT Operations - Problem analyst
IT Operations - Change and release analyst	IT Operations - Problem manager
IT Operations - Change and release manager	IT Operations - Senior application operations engineer
IT Operations - Configuration analyst	IT Operations - Senior business relationship manager
IT Operations - End user computing engineer	IT Operations - Senior end user computing engineer
IT Operations - Head of command and control	IT Operations - Senior infrastructure operations engineer
IT Operations - Head of IT service management	IT Operations - Senior IT service manager
IT Operations - Head of service desk	IT Operations - Senior operations analyst
IT Operations - Incident Manager	IT Operations - Senior service desk analyst
IT Operations - Infrastructure operations engineer	IT Operations - Service acceptance analyst
IT Operations - IT service analyst	IT Operations - Service desk analyst
IT Operations - IT service manager	IT Operations - Service desk manager
IT Operations - Lead application operations engineer	IT Operations - Service readiness analyst
IT Operations - Lead business relationship manager	IT Operations - Service transition manager
IT Operations - Lead end user computing engineer	
IT Operations - Lead infrastructure operations engineer	
IT Operations - Lead service transition manager	
IT Operations - Major Incident Manager	
IT Operations - Operational control manager	

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Technical - Apprentice developer	Technical - Lead infrastructure engineer
Technical - Apprentice DevOps engineer	Technical - Lead network architect
Technical - Apprentice frontend developer	Technical - Lead security architect
Technical - Associate infrastructure engineer	Technical - Lead technical architect
Technical - Associate network architect	Technical - Network architect
Technical - Associate technical architect	Technical - Principal developer
Technical - Chief data architect	Technical - Principal developer - management
Technical - Data architect	Technical - Principal DevOps engineer
Technical - Developer	Technical - Principal DevOps engineer - management
Technical - DevOps engineer	Technical - Principal enterprise architect
Technical - Enterprise architect	Technical - Principal infrastructure engineer
Technical - Frontend developer	Technical - Principal security architect
Technical - Head of frontend development	Technical - Principal technical architect
Technical - Infrastructure engineer	Technical - Security architect
Technical - Junior developer	Technical - Senior data architect
Technical - Junior DevOps engineer	Technical - Senior developer
Technical - Junior frontend developer	Technical - Senior developer - management
Technical - Lead developer	Technical - Senior DevOps engineer
Technical - Lead developer - management	Technical - Senior DevOps engineer - management
Technical - Lead DevOps engineer	Technical - Senior enterprise architect
Technical - Lead DevOps engineer - management	Technical - Senior frontend developer
Technical - Lead enterprise architect	Technical - Senior infrastructure engineer
Technical - Lead frontend developer	Technical - Senior technical architect
	Technical - Technical architect

# Next steps for organisations

- Develop the role profiles further
- Look at skills across whole teams/departments/organisations
- Mapping options /framework assessments and mapping to roles
- Identifying skills gaps
- Closing the skills gaps
- CPD
- Professional development
- Professional bodies
- FEDIP
- Training providers
- Apprenticeships



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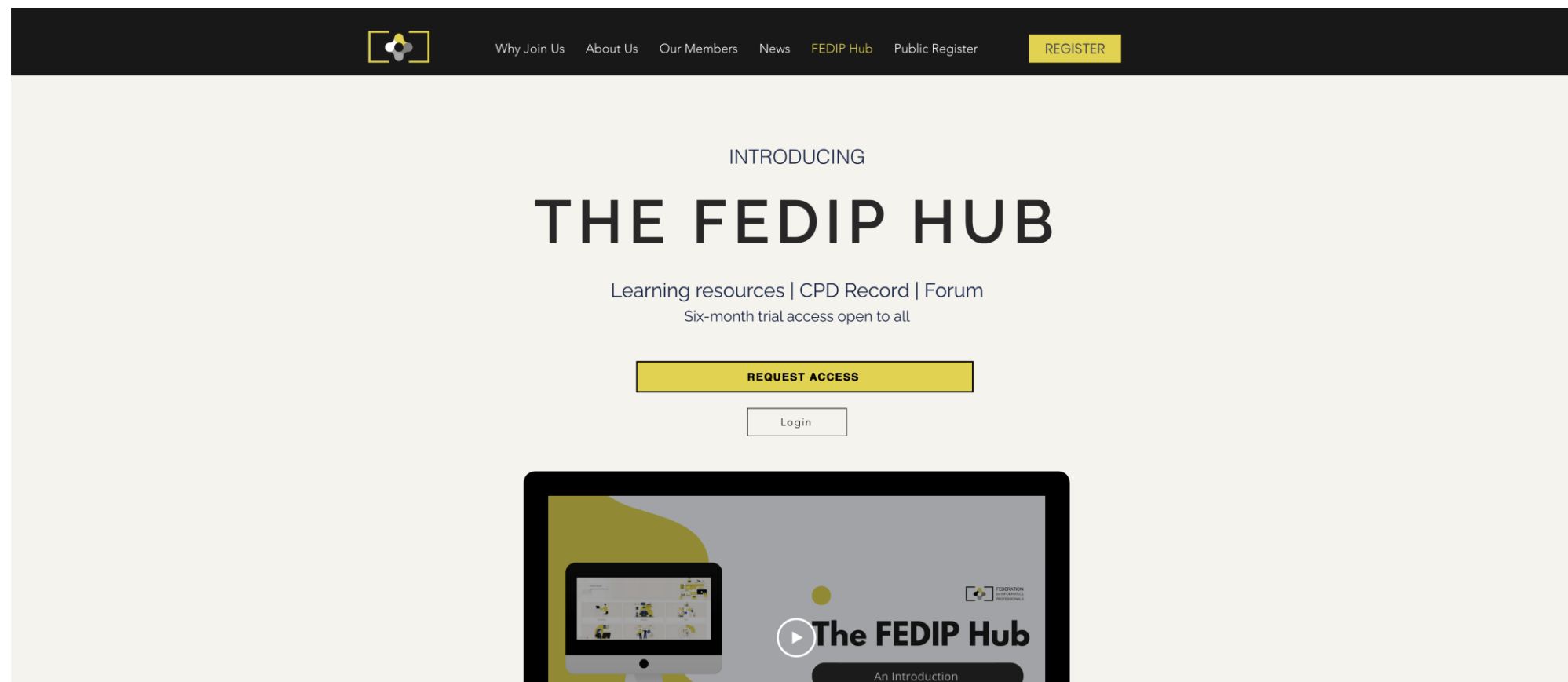
## **SARAH SCRIVEN WELLS**

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HEAD OF OPERATIONS  
FEDIP

# The FEDIP Hub

Learning Resources // Online CPD Record // Forum



Create Your Account

<https://www.fedip.org/create-account>



## Hello Sarah

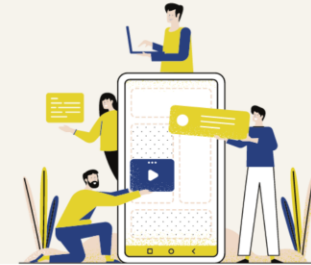
Welcome to the FEDIP Hub



My Learning



Catalogue



News



Job Description Database



Discussion Forum



My CPD





EXAMPLE  
**JOB DESCRIPTION**

**SOFTWARE DEVELOPER**

REAL WORLD EXAMPLE



JOB ROLE

**LEAD DEVOPS ENGINEER**



DEVELOPMENT OPERATIONS ENGINEER



TECHNICAL





Default sort order ▾ All types ▾ All statuses ▾

# #DHSS23





# Associate Application Operations Engineer

JOB ROLE

Job Family  
IT Operations

Job Family Description  
Application Operations Engineer

Job Role  
Associate Application Operations Engineer

The Job Role document will give you a comprehensive overview of this job role which includes:

- A Summary
- Background Components
- Work Activity Components
- Knowledge/Skills Components
- Training Activity Components
- PDA Components
- Qualification Components and
- Organisation Skills

The digital space is continuously evolving and we will be updating the job roles with the feedback we receive from the profession on a continuous basis.

If there is something you feel should be added or amended to this job role, please fill in the feedback form below and submit it for review.

Progress: 100%



**Job Profile - IT Operations - Associate application operations engineer**  
As an associate, you will work in an established team and support application operations engineers in their daily work, under their direction.

Completed

Open

Details



**Feedback Form**

Completed

Open

Details



**Submit Job Role Feedback Form**  
To successfully upload your feedback form:

1. Please click the "Submission" tab

Completed

Open

Details

JOB ROLE

**ASSOCIATE APPLICATION OPERATIONS ENGINEER**

APPLICATION OPERATIONS ENGINEER

Completed

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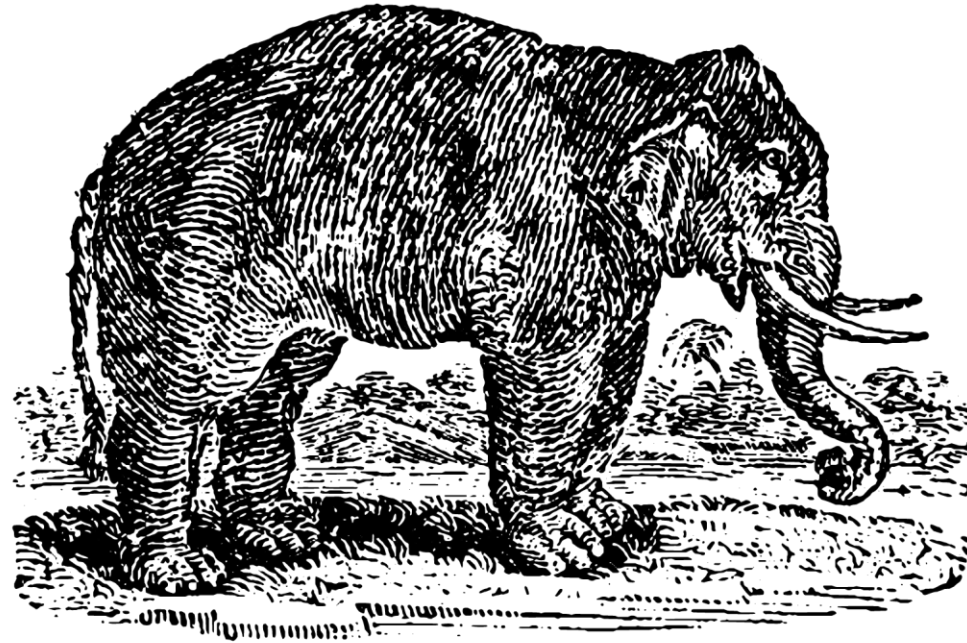
## **KIM BELLIS**

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PROGRAMME MANAGER  
FEDIP



## THE ELEPHANT.





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**THANK YOU**

**Questions**



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