

# IT Skills Certificate - SFIA assessment form

**Name:** Jan Dosoudil

**Company:** Innogy

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#	SFIA skill name	SFIA skill name	Skill level	Skill description
15	Information security	SCTY	3	Applies and maintains specific security controls as required by organisational policy and local risk assessments. Communicates security risks and issues to business managers and others. Performs basic risk assessments for small information systems. Contributes to the identification of risks that arise from potential technical solution architectures. Suggests alternate solutions or countermeasures to mitigate risks. Defines secure systems configurations in compliance with intended architectures.
23	Quality management	QUMG	4	Assists in the development of new or improved practices and organisational processes or standards. Assists projects, functions or teams in planning the quality management for their area of responsibility. Facilitates localised improvements to the quality system or services.
30	Project management	PRMG	4	Defines, documents and executes small projects or sub-projects. Works alone or with a small team actively participating in all phases of the project. Identifies, assesses and manages risks effectively. Applies appropriate project management methods and tools. Agrees project approach with stakeholders and prepares realistic project plans (including scope, schedule, quality, risk and communication plans). Tracks activities against the project schedule, managing stakeholder involvement as appropriate. Monitors costs, times, quality and resources used takes action where these exceed agreed tolerances.
87	Service level management	SLMO	4	Performs defined tasks to monitor service delivery against service level agreements and maintains records of relevant information. Analyses service delivery performance to identify actions required to maintain or improve levels of service. Initiates and reports on actions to maintain or improve levels of service.
88	Service catalogue management	SCMG	4	Contributes to the design and implementation of a service catalogue. Enables automation of service requests and order fulfilment. Provides advice and guidance on the information to be included in the service catalogue. Contributes to reviews and improvement of the catalogue and of service catalogue management processes.
93	Change control	CHMG	4	Assesses, analyses, develops, documents and implements changes based on requests for change. Ensures that operational processes are in place for effective change control. Develops, configures and maintains tools to manage and report on the lifecycle of change requests. Identifies problems and issues and recommend corrective actions.
102	Organisational facilitation	OFCL	4	Facilitates a series of group activities or workshops in situations of complexity and ambiguity and competing stakeholder needs. Designs multi-event workshops to solve complex problems. Helps to improve team process and performance of ad hoc working groups.
107	Learning delivery	ETDL	4	Prepares and delivers learning activities for a variety of audiences in order to meet establish learning objectives. Contributes to the design and selection of appropriate environments. Effectively uses a broad range of learning delivery techniques to enable learners to develop skills, capability, techniques and required knowledge. Observes and evaluates learners performing practical activities and work. Advises and assists learners to enable the delivery of learning objectives. Tailors the approach to learning delivery to enhance the experience of learners. Provides detailed instruction as necessary and responds to detailed questions in own area of specialisation. Develops and updates examples and case study materials. Adapts materials to meet the needs of learners.
116	Relationship management	RLMT	4	Deals with problems and issues, managing resolutions, corrective actions, lessons learned and the collection and dissemination of relevant information. Implements stakeholder engagement/communications plan. Collects and uses feedback from customers and stakeholders to help measure effectiveness of stakeholder management. Helps develop and enhance customer and stakeholder relationships.



Submitted by: Q4IT s.r.o.



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Based on SFIA V8