



# ANNEX V. Roles and Capabilities

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## ROLES AND CAPABILITY REQUIREMENTS

The service provider must provide evidence that they have at least one of the following roles, with at least one capability in that role. Descriptions of the capabilities can be found in the SFIA 8 Framework.

Evidence can include:

- CVs with relevant work experience
- qualifications and certifications (for example, Certified Information Security Manager or Agile Coach)
- degree qualifications (for example, computer science or design)

### 1. Performance analysis and data analysis

Roles in performance involve collecting, organizing, applying techniques and tools. This could include creating data products and integrating them into systems or business processes.

Roles include: performance analyst.

Capabilities can include one of:

- **data visualisation** (minimum level 4)
- **data modeling** (minimum level 3)
- **performance analysis** (combination of skills under data visualisation and data modelling but with a particular focus on web analytics, minimum level 4)

### 2. Data engineering and data science

Roles in data analysis involve studying data to provide business insight. This could include creating data products and integrating them into systems or business processes.

Roles include: data analyst, data engineer, data architect, data scientist.

Capabilities can include one of:

- **data engineering** (minimum level 3)
- **data management** (minimum level 4)
- **data science** (minimum level 4)
- **machine learning** (minimum level 5)

### 3. Security

Roles in security involve ensuring that processes and products are secure from internal and external threats through the implementation of security measures, processes and products to software and hardware.

Roles include: Cybersecurity analyst, cybersecurity specialist

Capabilities can include one of:

- **information security** (minimum level 4)
- **risk management** (minimum level 4)
- **security operations** (minimum level 4)
- **threat intelligence** (minimum level 4)
- **vulnerability assessment** (minimum level 5)

### 4. Service Delivery and Product Management

Roles in service delivery and product management ensure that the team has the capacity to deliver and that a service or product is accurately scoped, built and supported according to the needs of users and requirements of the Contracting Authority.

Roles include: delivery manager, product manager, business analyst, agile coach

Capabilities can include one of:

- **agile coach** (you must have an agile coach qualification)
- **delivery management or project management** (minimum level 4)
- **portfolio management** (minimum level 6)
- **problem management** (minimum level 4)
- **product management** (minimum level 5)
- **programme management** (minimum level 6)
- **requirements definition and management** (minimum level 4)
- **service acceptance** (minimum level 5)
- **service management** (minimum level 5)
- **stakeholder relationship management** (minimum level 5)

### 5. Software development and technical architecture

Roles in software and technical architecture are responsible for building user focussed, secure and resilient software products, according to the scope outlined by product manager and Service Owner.

Roles include: software developer, technical architect, service reliability engineer, DevOps. Engineer

Capabilities can include one of:

- **configuration management**\_(minimum level 5)
- **database design** (minimum level 4)
- **IT infrastructure** (minimum level 3)
- **release and deployment**\_(minimum level 4)
- **software configuration** (minimum level 4)
- **software development** (minimum level 3)
- **solution architecture** (minimum level 4)
- **storage management**\_(minimum level 3)
- **systems and software life cycle engineering** (minimum level 4)
- **systems design** (minimum level 4)
- **system software** (minimum level 3)

## 6. Testing

Roles in testing ensure that services developed meet the requirements set out by scope in the Mini-Competition, as well as secure and resilient to internal and external threats.

Roles include: penetration tester, quality assurance tester

Capabilities can include one of:

- **acceptance testing** (minimum level 4)
- **testing** (minimum level 3)
- **penetration testing** (minimum level 4)

## 7. User experience and design

Roles in user experience and design ensure that users' experience and needs are considered and built into a product or service. They also help ensure that services are accessible.

Roles include: content designer, ux designer / service designer

Capabilities can include one of:

- **business process improvement** (minimum level 5)
- **content authoring** (minimum level 3)
- **content publishing** (minimum level 3)
- **designer** (minimum level 3)
- **User experience** (minimum level 4)
- **user experience evaluation** (minimum level 3)

## 8. **User research**

User researchers ensure that the product teams conduct research with users as part of the development process, using a variety of user research methods, depending on the stage of delivery and type of service.

Roles include: user researcher / user experience researcher

Capabilities must include **User research** (minimum level 4)