

IT National Occupational Standards



Overview

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National Occupational Standards

National Occupational Standards (NOS) specify UK standards of performance that people are expected to achieve in their work, and the skills and knowledge they need to perform effectively. The standards are used in Northern Ireland, Scotland and Wales to directly inform and support vocational qualifications, apprenticeship development and national training programmes. They are commissioned and prioritised by national skills requirements to provide accurate descriptions and terminology of skills and knowledge. They provide a useful skills benchmarking tool, framework for qualifications and training programmes, measure of workplace competence and continuing professional development (CPD) planning tool for organisations across the UK.

The NOS are a series of documents, set out in a common format, that describe the competencies that individuals require in order to undertake job related activities in specific occupations. Their development is supported by sector specialists and managed through a process of focused research and extensive stakeholder consultation.

The most up-to-date standards for all sectors are available on the National Occupational Standards database and are freely available online at <https://www.ukstandards.org.uk>.

ODAG Consultants Ltd. are responsible for developing and maintaining the UK IT NOS, IT vocational qualifications and apprenticeship frameworks for Northern Ireland, Scotland and Wales. For further information contact ODAG_Tech@aol.com

IT National Occupational Standards

The IT NOS define the competencies required to carry out IT activities in a work context and are split into IT User and IT Professional NOS suites. These NOS describe the skills and knowledge essential to demonstrate competency for a wide range of IT Professional roles and for the wider workforce who require IT User skills in order to undertake their primary role.

These standards provide a common terminology for describing the IT competencies required for IT User and IT Professional disciplines. They provide the framework for developing IT qualifications, apprenticeships and CPD for those working with and using IT.

IT User NOS - The IT User NOS relate to the IT competencies that are required as an essential part of many occupations that require the use of IT in the workplace and where the primary focus is in a non-IT professional role. These include workers in areas such as healthcare, financial services, business & admin, retail and engineering. The IT User NOS recognise the growing importance of IT for the wider workforce.

IT Professional NOS - The IT Professional NOS relate to the IT competencies of those whose primary focus is in an IT professional related role. These include: business analysis and change management; software and hardware design, development, testing implementation and operation; data science, artificial intelligence (AI) and machine learning; cyber security and cyber resilience; service management and delivery; network planning, implementation and operation; digital content management; telecommunications; digital leadership and IT project management.

IT NOS Organisation

IT NOS Disciplines

The IT NOS cover a wide range of IT disciplines which are utilised across many different sectors. There are currently a total of 29 IT User NOS and 437 IT Professional NOS.

The IT User NOS is a single discipline with 8 sub-disciplines. The IT Professional NOS are organised into 11 disciplines which are further split down into 77 sub-disciplines.

IT User NOS

0 - IT User

IT Professional NOS

- 1 - IT (Digital Leadership)
- 2 - IT (Business Analysis and Change)
- 3 - IT (Project Management)
- 4 - IT (Architecture, Analysis and Design)
- 5 - IT (Solution Development, Implementation and Testing)
- 6 - IT (Cyber Security)
- 7 - IT (Service Management and Delivery)
- 8 - IT (Data Science)
- 9 - IT (Networking)
- 10 - IT (Digital Content Management)
- 11 - IT (Telecommunications)

IT NOS Levels

The IT NOS are defined at different levels of operation. There are two levels of IT User competence and four levels of IT Professional competence defined for different occupational levels. These are shown below:

NOS Level	Typical full-time work experience	Level description
6	>10 years	Lead Professional / Senior Manager
5	6-10 years	Senior Professional / Manager
4	3-5 years	Professional
3	0-2 years	Associate Professional
2	n/a	Pre-Professional
1	n/a	Basic Application

Table 1 – IT NOS Levels

IT NOS Architecture

The IT NOS for both IT User and IT Professional are developed under the following architecture. The maintenance of the NOS may involve the updating of as well as the addition of new disciplines in the future. The IT NOS are always developed in accordance with the occupational level. The diagram below illustrates the IT NOS architecture:

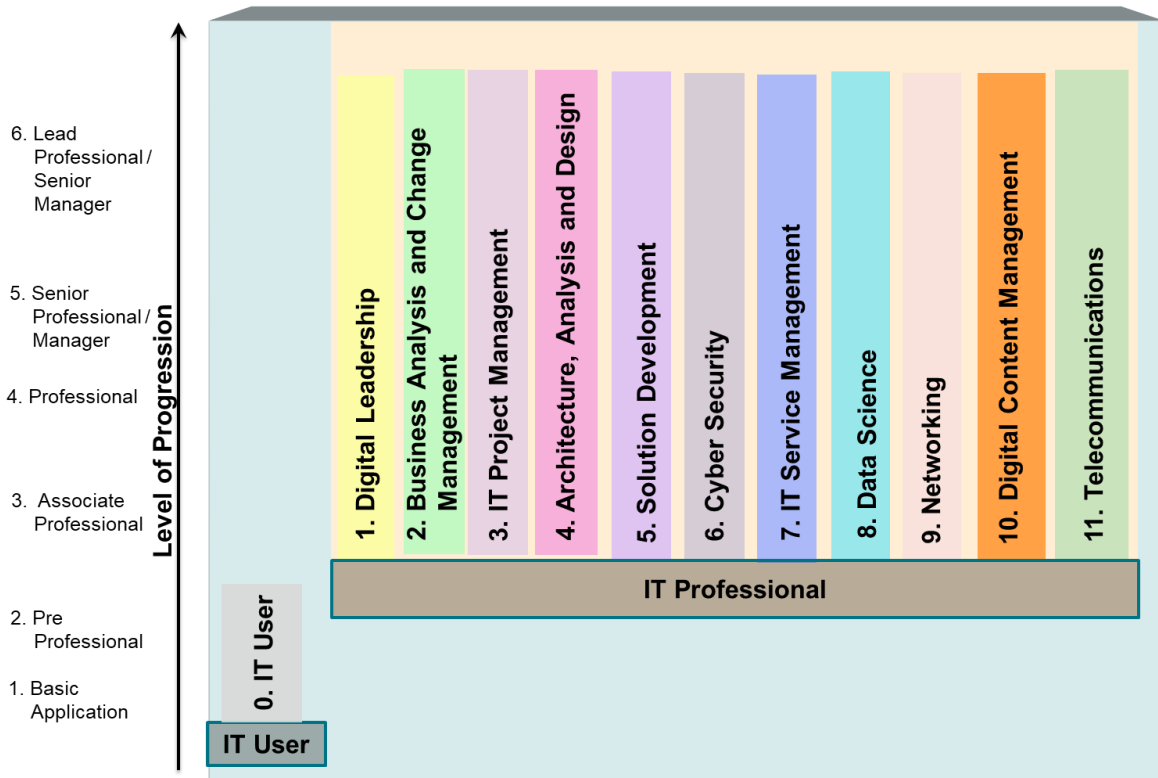


Figure 1 – IT NOS Architecture Diagram

IT NOS Configuration

The tables below list the sub-disciplines for the IT User and IT Professional NOS suites.

Discipline	Sub-discipline	Number of NOS
IT User NOS		
0. IT User NOS	Digital Information	4
	Communications	3
	Collaborative Tools and Social Networks	4
	Security	3
	Digital Systems	4
	IT Applications	4
	Digital Content	3
	Data	4
Total NOS disciplines - 1	Total NOS Sub-disciplines - 8	Total NOS - 29

Table 2 – IT User NOS Sub-disciplines

IT Professional NOS		
1. Digital Leadership	Personal Competencies	32
	Business Competencies	28
	Leadership Competencies	28
2. Business Analysis and Change Management	Business Analysis	14
	Business Process Design and Improvement	13
	Change Management	14
	Organisational Design	14
	Benefits Realisation	11
	Consultancy	13
	Requirements Engineering	14
	Modelling Business and Data	15
	Enterprise Analysis	16
3. IT Project Management	IT Project Management	7
4. Architecture, Analysis and Design	Systems Architecture	4
	Data Analysis	4
	Human Needs Analysis	4
	Systems Analysis	4
	Data Design	4
	Human Computer Interaction/ Interface (HCI)	4
	Systems Design	4
	IT Infrastructure Design and Planning	4
5. Solution Development	Systems Development	4
	Software Development	4
	IT Solution Testing	7
	Systems Integration	4
	IT Technology Systems Installation	4
	Software Process Improvement	4
	DevOps	4
	User Centred Development	4

6.(a) Cyber Security (IT Professional)	Information Security Management	4
	Risk Assessment and Management	3
	Implementing Secure Systems	6
	Security Testing	3
	Operational Security Management	6
	Vulnerability Management	3
	Incident Management	3
	Digital Forensics	3
	Audit, Compliance and Assurance	3
	Business Resilience	3
	Threat Intelligence	3
	Intrusion Detection	3
6. (b) Cyber Resilience (Wider Workforce)	Information Security Management	1
	Risk Assessment and Management	1
	Vulnerability Management	1
7. Service Management and Delivery	IT Service Operations and Event Management	4
	IT service helpdesk and incident Management	4
	IT Problem Management	4
	Application Management and Support	4
	IT Management and Support	4
	Availability Management	4
	IT Capacity Management	4
	Change and Release Management	4
	IT Service Catalogue	4
	IY Asset and Configuration Management	4
	Supplier Management	4
	Technical Evaluation	4
	Relationship Management	4
	Service Level Management	6
8. Data Science	Data Management	4
	Data Analysis	4
	Data Science	4
	Artificial Intelligence (AI)	2
	Machine Learning	2
9. IT Networks	Network Services Planning	4
	Network Design	4
	Network Implementation and Support	4
10. Digital Content Management	Create and Publish Digital Content	3
	Data Connectivity	1
	Create Dynamic Web Pages	1
	Develop Mobile Apps	1
	Multimedia Elements	1
	Publish Digital Content	1
	Search Engine Optimisation	1
	Web Analytics	1
11. Telecommunications	Plan Telecommunications Services	2
	Install Telecommunications Equipment	2
	Maintain the Performance of Telecommunications Services and Equipment	5
Total NOS disciplines - 11	Total NOS Sub-disciplines - 77	Total NOS - 437

Table 3 – IT Professional NOS Sub-disciplines

IT NOS Files

Then the subsequent tables show specific NOS that exist at the different levels they have been developed. Each NOS is identified by a unique reference number (URN) and NOS title. The NOS files that describe the skills and knowledge statements are hyperlinked to the online NOS database.

0. IT (IT User)

	Level 0	Level 1	Level 2	Level 3
Digital Information	ESKITU010 Source digital information	ESKITU011 Organise digital information	ESKITU012 Interpret digital information	ESKITU013 Develop digital information strategies
Communications	ESKITU020 Use digital communications	ESKITU021 Select and configure a range of digital communication media	ESKITU022 Manage digital communications using a range of media	
Collaborative Tools and Social Networks	ESKITU030 Participate in online networks and social media	ESKITU031 Select and use collaborative IT tools and social networks	ESKITU032 Moderate the use of collaborative IT tools and social networks	ESKITU033 Manage collaborative IT tools and social networks
Security	ESKITU040 Use safe and secure practices when working with digital systems	ESKITU041 Set up security software for digital systems	ESKITU042 Implement security procedures for digital systems	
Digital Systems	ESKITU050 Use digital systems	ESKITU051 Configure digital systems	ESKITU052 Optimize performance of digital systems	ESKITU053 Manage the operation of digital systems
IT Applications	ESKITU060 Use IT applications to improve productivity	ESKITU061 Select and use a range of IT applications to develop quality solutions	ESKITU062 Review and improve productivity using digital applications	ESKITU063 Develop business productivity IT applications
Digital Content	ESKITU070 Create and edit digital content	ESKITU071 Capture and manipulate multimedia content	ESKITU072 Design and develop interactive websites and multimedia content	
Data	ESKITU080 Enter and edit structured data	ESKITU081 Retrieve and present structured data	ESKITU082 Process a range of structured data types	ESKITU083 Model and analyse structured data

1. IT (Digital Leadership)

	Level 3	Level 4	Level 5	Level 6
Personal Competencies	ESKITP1013.01 Communication	ESKITP1014.01 Communication	ESKITP1015.01 Communication	ESKITP1016.01 Communication
	ESKITP1013.02 Team Working	ESKITP1014.02 Team Working	ESKITP1015.02 Team Working	ESKITP1016.02 Team Working
	ESKITP1013.03 Critical Analysis and Decision Making	ESKITP1014.03 Critical Analysis and Decision Making	ESKITP1015.03 Critical Analysis and Decision Making	ESKITP1016.03 Critical Analysis and Decision Making
	ESKITP1013.04 Decision Making	ESKITP1014.04 Decision Making	ESKITP1015.04 Decision Making	ESKITP1016.04 Decision Making
	ESKITP1013.05 Creative Thinking	ESKITP1014.05 Creative Thinking	ESKITP1015.05 Creative Thinking	ESKITP1016.05 Creative Thinking
	ESKITP1013.06 Problem Solving	ESKITP1014.06 Problem Solving	ESKITP1015.06 Problem Solving	ESKITP1016.06 Problem Solving
	ESKITP1013.07 Self-Development	ESKITP1014.07 Self-Development	ESKITP1015.07 Self-Development	ESKITP1016.07 Self-Development
	ESKITP1013.08 English, Maths and IT user skills	ESKITP1014.08 English, Maths and IT user skills	ESKITP1015.08 English, Maths and IT user skills	ESKITP1016.08 English, Maths and IT user skills
Business Competencies	ESKITP1023.01 Organisational Awareness	ESKITP1024.01 Organisational Awareness	ESKITP1025.01 Organisational Awareness	ESKITP1026.01 Organisational Awareness
	ESKITP1023.02 Customer Service Awareness	ESKITP1024.02 Customer Service Awareness	ESKITP1025.02 Customer Service Awareness	ESKITP1026.02 Customer Service Awareness
	ESKITP1023.03 Quality Awareness	ESKITP1024.03 Quality Awareness	ESKITP1025.03 Quality Awareness	ESKITP1026.03 Quality Awareness
	ESKITP1023.04 IT Awareness and Impact	ESKITP1024.04 IT Awareness and Impact	ESKITP1025.04 IT Awareness and Impact	ESKITP1026.04 IT Awareness and Impact
	ESKITP1023.05 IT Financial Awareness	ESKITP1024.05 IT Financial Awareness	ESKITP1025.05 IT Financial Awareness	ESKITP1026.05 IT Financial Awareness
	ESKITP1023.06 IT Legal Matters, Ethics and Professionalism	ESKITP1024.06 IT Legal Matters, Ethics and Professionalism	ESKITP1025.06 IT Legal Matters, Ethics and Professionalism	ESKITP1026.06 IT Legal Matters, Ethics and Professionalism
	ESKITP1023.07 IT Risk Awareness	ESKITP1024.07 IT Risk Awareness	ESKITP1025.07 IT Risk Awareness	ESKITP1026.07 IT Risk Awareness
Leadership Competencies	ESKITP1033.01 Business Strategy and Governance	ESKITP1034.01 Business Strategy and Governance	ESKITP1035.01 Business Strategy and Governance	ESKITP1036.01 Business Strategy and Governance
	ESKITP1033.02 IT Quality Management	ESKITP1034.02 IT Quality Management	ESKITP1035.02 IT Quality Management	ESKITP1036.02 IT Quality Management
	ESKITP1033.03 Customer Service Management	ESKITP1034.03 Customer Service Management	ESKITP1035.03 Customer Service Management	ESKITP1036.03 Customer Service Management
	ESKITP1033.04 IT Financial Management	ESKITP1034.04 IT Financial Management	ESKITP1035.04 IT Financial Management	ESKITP1036.04 IT Financial Management
	ESKITP1033.05 IT HR Strategy	ESKITP1034.05 IT HR Strategy	ESKITP1035.05 IT HR Strategy	ESKITP1036.05 IT HR Strategy
	ESKITP1033.06 IT Risk Management	ESKITP1034.06 IT Risk Management	ESKITP1035.06 IT Risk Management	ESKITP1036.06 IT Risk Management
	ESKITP1033.07 Entrepreneurship	ESKITP1034.07 Entrepreneurship	ESKITP1035.07 Entrepreneurship	ESKITP1036.07 Entrepreneurship

[Not implemented as NOS in the NOS db]

2. IT (Business Analysis and Change)

	Level 3	Level 4	Level 5	Level 6
Business Analysis	<p>ESKITP2013.01 Assist in identifying business analysis requirements under direction</p> <p>ESKITP2013.02 Gather, document and communicate information relating to business analysis activities, under direction</p>	<p>ESKITP2014.01 Assist in preparing for a business analysis assignment</p> <p>ESKITP2014.02 Gather, document and help verify information relating to business analysis activities</p> <p>ESKITP2014.03 Carry out business analysis activities</p> <p>ESKITP2014.04 Communicate information relating to business analysis activities</p>	<p>ESKITP2015.01 Prepare for business analysis assignments</p> <p>ESKITP2015.02 Plan and implement business analysis assignments</p> <p>ESKITP2015.03 Manage business analysis activities</p> <p>ESKITP2015.04 Communicate the results of business analysis activities</p>	<p>ESKIS2016.01 Identify strategic contributions and enhancements to business opportunities</p> <p>ESKIS2016.02 Design and implement business analysis strategy, policies and proposals</p> <p>ESKIS2016.03 Review and manage the quality and effectiveness of business analysis activities</p> <p>ESKIS2016.04 Negotiate and authorise requirements to support business analysis activities</p>
Business Process Design and Improvement	<p>ESKITP2023.01 Gather and document information for a business process design and improvement assignment, under direction</p> <p>ESKITP2023.02 Assist in developing business process design and improvement proposals</p>	<p>ESKITP2024.01 Gather, document and verify information relating to business process design and improvement assignments</p> <p>ESKITP2024.02 Assist in interpreting information resulting from business process design and improvement assignments</p> <p>ESKITP2024.03 Carry out business process and design and improvement assignments</p> <p>ESKITP2024.04 Assist in communicating business process design and improvement information</p>	<p>ESKITP2025.01 Implement the infrastructure for business process design and improvement</p> <p>ESKITP2025.02 Analyse information and develop infrastructure to support business process design and improvement activities</p> <p>ESKITP2025.03 Manage the implementation of new business processes</p> <p>ESKITP2025.04 Communicate business process design and improvement information</p>	<p>ESKITP2026.01 Review the quality and effectiveness of business process design and improvement programmes</p> <p>ESKITP2026.02 Design and implement strategy, policies and standards relating to business process design and improvement</p> <p>ESKITP2026.03 Manage the acquisition of resources for business process design and improvement programme</p>
Change Management	<p>ESKITP2033.01 Assist in identifying requirements for a change management assignment, under direction</p> <p>ESKITP2033.02 Gather, document and communicate information relating to a change management assignment, under direction</p>	<p>ESKITP2034.01 Identify requirements for change management assignments</p> <p>ESKITP2034.02 Gather, document and verify change management information</p> <p>ESKITP2034.03 Assist in the design, implementation and maintenance of change management plans and assignments</p> <p>ESKITP2034.04 Communicate change management information, under direction</p>	<p>ESKITP2035.01 Identify change management opportunities and options</p> <p>ESKITP2035.02 Design and implement change management plans</p> <p>ESKITP2035.03 Manage change management programmes</p> <p>ESKITP2035.04 Communicate change management plans and progress</p>	<p>ESKITP2036.01 Identify strategic change management opportunities and options</p> <p>ESKITP2036.02 Design and implement change management strategy, policies, standards and programmes</p> <p>ESKITP2036.03 Review and manage the quality and effectiveness of change management programmes</p> <p>ESKITP2036.04 Communicate strategy and negotiate and authorise actions to support change management programmes</p>

	Level 3	Level 4	Level 5	Level 6
Organisational Design	<p>ESKITP2043.01 Assist in identifying requirements to support an organisational design, under direction</p> <p>ESKITP2043.02 Gather and document information relating to an organisational design assignment, under direction</p>	<p>ESKITP2044.01 Identify requirements for an organisational design assignment</p> <p>ESKITP2044.02 Gather, document and verify information relating to organisational design assignments</p> <p>ESKITP2044.03 Assist in the planning and implementation of organisational design assignments, under direction</p> <p>ESKITP2044.04 Communicate organisational design information, under direction</p>	<p>ESKITP2045.01 Prepare for organisational design assignments</p> <p>ESKITP2045.02 Design, implement and verify organisational designs</p> <p>ESKITP2045.03 Manage the impact on individuals resulting from organisational design assignments</p> <p>ESKITP2045.04 Communicate organisational design requirements</p>	<p>ESKITP2046.01 Develop proposals to enhance the strategic capability of the organisation</p> <p>ESKITP2046.02 Design and implement organisational design strategy and policies</p> <p>ESKITP2046.03 Review and manage the quality and effectiveness of organisational design programmes</p> <p>ESKITP2046.04 Negotiate, authorise and communicate organisational design requirements</p>
Benefits Realisation	<p>ESKITP2053.01 Collate information to inform benefits realisation activity for IT enabled systems, under supervision</p> <p>ESKITP2053.02 Document benefits realisation information for IT enabled systems, under supervision</p>	<p>ESKITP2054.01 Collate information to inform benefits realisation activities for IT enabled systems</p>	<p>ESKITP2055.01 Develop benefits and business case proposals for change programmes for IT enabled systems</p> <p>ESKITP2055.02 Manage benefits realisation activities in change programmes for IT enabled systems</p> <p>ESKITP2055.03 Analyse and communicate the benefits arising from change programmes for IT enabled systems</p>	<p>ESKITP2056.01 Design and implement benefits realisation strategy and programmes for IT enabled systems</p> <p>ESKITP2056.02 Review and manage benefits realisation programmes for IT enabled systems</p> <p>ESKITP2056.03 Manage relationships during benefits realisation programmes for IT enabled systems</p>
Consultancy	<p>ESKITP2063.01 Contribute to consultancy assignments for IT enabled systems, under supervision</p> <p>ESKITP2063.02 Collate information to inform consultancy assignments for IT enabled systems, under supervision</p> <p>ESKITP2063.03 Communicate information during consultancy assignments for IT enabled systems, under supervision</p>	<p>ESKITP2064.01 Carry out consultancy assignments for IT enabled systems</p> <p>ESKITP2064.02 Manage client relationships during consultancy assignments for IT enabled systems</p> <p>ESKITP2064.03 Contribute to the management of consultancy assignments for IT enabled systems, under supervision</p>	<p>ESKITP2065.01 Plan consultancy assignments for IT enabled systems</p> <p>ESKITP2065.02 Manage relationships during consultancy assignments for IT enabled systems</p> <p>ESKITP2065.03 Manage consultancy assignments for IT enabled systems</p>	<p>ESKITP2066.01 Promote the organisation's consultancy services for IT enabled systems</p> <p>ESKITP2066.02 Manage strategic relationships during the provision of consultancy services for IT enabled systems</p> <p>ESKITP2066.03 Review the provision of consultancy services for IT enabled systems</p> <p>ESKITP2066.04 Manage the provision of consultancy services for IT enabled systems</p>

Requirements Engineering	<p>ESKITPS2073.01 Manage own work during the requirements process</p> <p>ESKITPS2073.02 Assist others with requirements engineering tasks, under supervision</p> <p>ESKITPS2073.03 Assist with documentation during requirements engineering activities</p> <p>ESKITPS2073.04 Communicate effectively during requirements engineering activities</p>	<p>ESKITPS2074.01 Perform requirements gathering tasks and activities</p> <p>ESKITPS2074.02 Analyse and validate requirements during requirements engineering activities</p> <p>ESKITPS2074.03 Document, organise and present requirements information from requirements engineering activities</p>	<p>ESKITPS2075.01 Manage the requirements elicitation and gathering process</p> <p>ESKITPS2075.02 Manage changes to existing requirements</p> <p>ESKITPS2075.03 Translate business objectives into associated requirements</p> <p>ESKITPS2075.04 Manage sponsor and stakeholder relationships in the requirements process</p> <p>ESKITPS2075.05 Identify and select standards for requirements engineering activities</p>	<p>ESKITPS2076.01 Manage requirements engineering for IT enabled systems</p> <p>ESKITPS2076.02 Co-ordinate requirements engineering with the development and implementation of IT enabled systems</p>
Modelling Business and Data	<p>ESKITP2083.01 Manage own work during business modelling activities</p> <p>ESKITP2083.02 Assist in identifying business processes, under supervision</p> <p>ESKITP2083.03 Assist in modelling as-is business processes</p> <p>ESKITP2083.04 Assist in documenting business models</p>	<p>ESKITP2084.01 Model business processes and functions</p> <p>ESKITP2084.02 Analyse business models to identify problems and opportunities for business process improvements</p> <p>ESKITP2084.03 Document the outcomes of modelling the 'as-is' state</p> <p>ESKITP2084.04 Communicate the business model to stakeholders</p>	<p>ESKITP2085.01 Define the scope of a business modelling assignment</p> <p>ESKITP2085.02 Analyse and evaluate 'what if' scenarios</p> <p>ESKITP2085.03 Develop potential solutions for business improvement</p> <p>ESKITP2085.04 Develop data models of proposed solutions</p> <p>ESKITP2085.05 Document solutions and scenario models</p>	<p>ESKITP2086.01 Govern the business modelling process</p> <p>ESKITP2086.02 Ensure business benefits are realised through effective modelling</p>
Enterprise Analysis	<p>ESKITP2093.01 Manage own work during enterprise analysis and architecture activities</p> <p>ESKITP2093.02 Assist in identifying the business architecture, under supervision</p> <p>ESKITP2093.03 Assist in documenting the business architecture</p>	<p>ESKITP2094.01 Create and maintain the business architecture</p> <p>ESKITP2094.02 Scope new analysis opportunities</p> <p>ESKITP2094.03 Gather information to inform decision proposals</p> <p>ESKITP2094.04 Identify and define the need for organisational change</p> <p>ESKITP2094.05 Communicate business architecture</p>	<p>ESKITP2095.01 Maintain enterprise wide as-is business models to perform scenario analysis and project prioritisation</p> <p>ESKITP2095.02 Conduct enterprise capability analysis to identify capability gaps</p> <p>ESKITP2095.03 Undertake feasibility studies</p> <p>ESKITP2095.04 Define solution scope</p> <p>ESKITP2095.05 Prepare and communicate decision proposals</p>	<p>ESKITP2096.01 Define the business strategy and future business needs</p> <p>ESKITP2096.02 Perform strategic planning and goal setting</p> <p>ESKITP2096.03 Monitor the solution approach in meeting business needs</p>

3. IT (Project Management)

	Level 3	Level 4	Level 5	Level 6
IT Project Management	<p>TECIS30131 Maintain IT project-based documentation</p>	<p>TECIS30141 Initiate an IT project</p> <p>TECIS30142 Develop an IT project management plan</p> <p>TECIS30143 Monitor and control the delivery of an IT project</p> <p>TECIS30144 Close and review an IT project</p> <p>TECIS30145 Manage risks in an IT project</p>	<p>TECIS30151 Establish and lead IT projects</p>	

4. IT (IT Architecture, Analysis and Design)

	Level 3	Level 4	Level 5	Level 6
Systems Architecture	ESKIP4013 Systems Architecture Level 3 role	ESKIP4014 Systems Architecture Level 4 role	ESKIP4015 Systems Architecture Level 5 role	ESKIP4016 Systems Architecture Level 6 role
Human Needs Analysis	ESKIP4033 Human Needs Analysis Level 3 role	ESKIP4034 Human Needs Analysis Level 4 role	ESKIP4035 Human Needs Analysis Level 5 role	ESKIP4036 Human Needs Analysis Level 6 role
Systems Analysis	ESKIP4043 Systems Analysis Level 3 role	ESKIP4044 Systems Analysis Level 4 role	ESKIP4045 Systems Analysis Level 5 role	ESKIP4046 Systems Analysis Level 6 role
Data Design	ESKIP4053 Data Design Level 3 role	ESKIP4054 Data Design Level 4 role	ESKIP4055 Data Design Level 5 role	ESKIP4056 Data Design Level 6 role
Human Computer Interaction/ Interface (HCI) Design	ESKIP4063 Human Computer Interaction/ Interface (HCI) Design Level 3 role	ESKIP4064 Human Computer Interaction/ Interface (HCI) Design Level 4 role	ESKIP4065 Human Computer Interaction/ Interface (HCI) Design Level 5 role	ESKIP4066 Human Computer Interaction/ Interface (HCI) Design Level 6 role
Systems Design	ESKIP4073 Systems design Level 3 role	ESKIP4074 Systems design Level 4 role	ESKIP4075 Systems design Level 5 role	ESKIP4076 Systems design Level 6 role
IT Infrastructure Design and Planning	ESKIP4083 IT Infrastructure Design and Planning Level 3 role	ESKIP4084 IT Infrastructure Design and Planning Level 4 role	ESKIP4085 IT Infrastructure Design and Planning Level 5 role	ESKIP4086 IT Infrastructure Design and Planning Level 6 role

5. IT (Solution Development, Implementation and Testing)

	Level 3	Level 4	Level 5	Level 6
Systems Development	ESKIP5013 Carry out system development activities under direction	ESKIP5014 Contribute to the IT and Telecoms systems development	ESKIP5015 Manage IT and Telecoms systems development	ESKIP5016 Manage IT and Telecoms systems development programmes
Software Development	ESKIP5023 Software Development Level 3 role	ESKIP5024 Software Development Level 4 role	ESKIP5025 Software Development Level 5 role	ESKIP5026 Software Development Level 6 role
IT Solution Testing	TECIS503301 Design tests for software products TECIS503302 Design tests for software products TECIS503303 Develop and conduct user acceptance tests TECIS503304 Analyse and interpret the results of software testing activities	TECIS503401 Manage software testing activities TECIS503402 Develop detailed test plans	TECIS503501 Execute the organisations software testing strategy	
Systems Integration	ESKIP5043 Systems Integration Level 3 role	ESKIP5044 Systems Integration Level 4 role	ESKIP5045 Systems Integration Level 5 role	ESKIP5046 Systems Integration Level 6 role
IT Technology Systems Installation	ESKIP5053 IT Technology Systems Installation Level 3 role	ESKIP5054 IT Technology Systems Installation Level 4 role	ESKIP5055 IT Technology Systems Installation Level 5 role	ESKIP5056 IT Technology Systems Installation Level 6 role
Software Development Process Improvement	ESKIP5063 Software Development Process Improvement Level 3 role	ESKIP5064 Software Development Process Improvement Level 4 role	ESKIP5065 Software Development Process Improvement Level 5 role	ESKIP5066 Software Development Process Improvement Level 6 role
DevOps	TECIT50731 Implement DevOps digital delivery infrastructure processes	TECIT50741 Carry out DevOps digital delivery activities	TECIT50751 Manage DevOps activities	TECIT50761 Lead DevOps activities
User Centred Development	TECIT50831 Implement user centred development infrastructure processes	TECIT50841 Carry out user centred development activities	TECIT50851 Manage user centred development activities	TECIT50861 Lead user centred development activities

6. (a) IT (Cyber Security) – Cyber Security Professionals

	Level 3	Level 4	Level 5	Level 6
Information Security Management	TECIS60131 Comply with information security management requirements	TECIS60141 Carry out information security management activities	TECIS60151 Manage the implementation of information security policies and standards	TECIS60161 Direct information security management activities
Risk Assessment and Management	TECIS60231 Contribute to risk assessment and management activities	TECIS60241 Carry out risk assessment and management activities	TECIS60251 Manage risk assessment and management activities	
Implementing Secure Systems	TECIS60331 Contribute to implementing secure systems TECIS60332 Contribute to implementing secure development activities	TECIS60341 Carry out security architecture activities TECIS60342 Carry out secure development activities	TECIS60351 Manage security architecture activities TECIS60352 Manage secure development activities	
Security Testing	TECIS60431 Contribute to identifying threats and attacks for security testing	TECIS60441 Carry out security testing activities	TECIS60451 Manage security testing activities	
Operational Security Management	TECIS60531 Contribute to operational security management activities TECIS60533 Contribute to identity and access management activities	TECIS60541 Carry out operational security management activities TECIS60543 Carry out identity and access management activities	TECIS60551 Lead operational security management activities TECIS60553 Manage identity and access management activities	
Vulnerability Management	TECIS60532 Contribute to vulnerability assessments	TECIS60542 Carry out vulnerability assessments	TECIS60552 Manage vulnerability assessments	
Incident Management	TECIS60632 Contribute to incident investigation and management activities	TECIS60642 Carry out incident investigation and management activities	TECIS60652 Manage security incident activities	
Digital Forensics	TECIS60633 Contribute to digital forensic examinations	TECIS60643 Carry out digital forensic examinations	TECIS60653 Manage digital forensic examinations	

Audit, Compliance and Assurance	TECIS60731 Contribute to audit, compliance and assurance activities	TECIS60741 Carry out audit, compliance and assurance activities	TECIS70651 Manage audit, compliance and assurance activities	
Business Resilience	TECIS60831 Contribute to business resilience activities	TECIS60841 Carry out business resilience activities	TECIS60851 Manage business resilience activities	
Threat Intelligence	TECIS609301 Contribute to routine threat intelligence tasks	TECIS609401 Carry out threat intelligence assessments	TECIS609501 Manage threat intelligence activities	
Intrusion Detection	TECIS610301 Assisting with monitoring network activity for anomalous behaviour	TECIS610401 Carry out intrusion detection and analysis	TECIS610501 Manage intrusion detection and analysis	

6. (b) IT (Cyber Resilience) – Wider Workforce

	Level 2
Information Security Management	TECIS600201 Identify cyber security threats and vulnerabilities
Risk Assessment and Management	TECIS600202 Protect against cyber security threats
Vulnerability Management	TECIS600203 Respond to and recover from cyber security attack

7. IT (Service Management and Delivery)

	Level 3	Level 4	Level 5	Level 6
IT Service Operations and Event Management	ESKITP7013 IT service operations and event management	ESKITP7014 IT service operations and event management	ESKITP7015 IT service operations and event management	ESKITP7016 IT service operations and event management
IT Service Helpdesk and Incident Management	ESKITP7023 IT Service Help Desk and Incident Management	ESKITP7024 IT Service Help Desk and Incident Management	ESKITP7025 IT Service Help Desk and Incident Management	ESKITP7026 IT Service Help Desk and Incident Management
IT Problem Management	ESKITP7033 IT Problem Management	ESKITP7034 IT Problem Management	ESKITP7035 IT Problem Management	ESKITP7036 IT Problem Management
Application Management and Support	ESKITP7043 IT Application Management / Support	ESKITP7044 IT Application Management / Support	ESKITP7045 IT Application Management / Support	ESKITP7046 IT Application Management / Support
IT Management and Support	ESKITP7053 IT Management and Support	ESKITP7054 IT Management and Support	ESKITP7055 IT Management and Support	ESKITP7056 IT Management and Support
Availability Management	ESKITP7063 Availability Management	ESKITP7064 Availability Management	ESKITP7065 Availability Management	ESKITP7066 Availability Management
IT Capacity Management	ESKITP7073 IT Capacity Management	ESKITP7074 IT Capacity Management	ESKITP7075 IT Capacity Management	ESKITP7076 IT Capacity Management
Change and Release Management	ESKITP7083 Change and Release Management	ESKITP7084 Change and Release Management	ESKITP7085 Change and Release Management	ESKITP7086 Change and Release Management
IT Service Catalogue	ESKITP7093 IT Service Catalogue and/or Service Level Management	ESKITP7094 IT Service Catalogue and/or Service Level Management	ESKITP7095 IT Service Catalogue and/or Service Level Management	ESKITP7096 IT Service Catalogue and/or Service Level Management
IT Asset and Configuration Management	ESKITP7103 IT Asset and Configuration Management	ESKITP7104 IT Asset and Configuration Management	ESKITP7105 IT Asset and Configuration Management	ESKITP7106 IT Asset and Configuration Management
Supplier Management	ESKITP7113 Supplier Management	ESKITP7114 Supplier Management	ESKITP7115 Supplier Management	ESKIP7116 Supplier Management
Technical Evaluation	ESKITP7123 Technical Evaluation	ESKITP7124 Technical Evaluation	ESKITP7125 Technical Evaluation	ESKITP7126 Technical Evaluation
Relationship Management	ESKITP7133 Relationship Management	ESKITP7134 Relationship Management	ESKITP7135 Relationship Management	ESKITP7136 Relationship Management
IT Service Level Management	ESKITP7143.01 Monitor and document IT service delivery performance, under direction	ESKITP7144.01 Implement procedures and standards relating to metrics for IT service delivery ESKITP7144.02 Monitor, analyse and communicate IT service delivery performance metrics	ESKITP7154.01 Manage IT service delivery performance metrics ESKITP7144.02 Review, analyse and communicate information relating to IT service delivery performance metrics management activities	ESKITP7164.01 Authorise strategy, policies and standards relating to IT service delivery performance metrics management

8. IT (Data Science)

	Level 3	Level 4	Level 5	Level 6
Data Management	ESKIP801301 Assist in Delivering the Data Management Infrastructure to Support Data Analysis and Reporting	ESKIP801401 Deliver Data Management Infrastructure Projects to Support Data Analysis and Reporting	ESKIP801501 Create and Manage the Optimal Data Environment and Data Structures to Align with Organisational Strategy	ESKIP801601 Lead the Data Management Capability, Strategy and Framework
Data Analysis	ESKIP802301 Assist in Delivering Routine Data Analysis Studies	ESKIP802401 Design and Implement Data Analysis Studies	ESKIP802501 Manage Data Analysis Services	ESKIP802601 Lead the Data Analysis Capability, Strategy and Framework
Data Science	ESKIP803301 Assist in Delivering Data Driven Business Insights	ESKIP803401 Deliver Data Driven Business Insights Using a Range of Data Sources	ESKIP803501 Manage the Data Science Capability for Data Driven Business Insights	ESKIP803601 Lead the Delivery of the Data Science Capability, Strategy and Framework
Artificial Intelligence (AI)	TECIS804301 Assist in the deployment of artificial intelligence solutions	TECIS804401 Manage the deployment of artificial intelligence solutions		
Machine Learning	TECIS805301 Assist in developing and validating machine learning solutions	TECIS805401 Develop and validate machine learning solutions		

9. IT (Networking)

	Level 3	Level 4	Level 5	Level 6
Network Services Planning	<u>ESKIP901301</u> Develop Network Infrastructure Service Plans	<u>ESKIP901401</u> Deliver Network Infrastructure Service Plans	<u>ESKIP901501</u> Manage Network Infrastructure Services Planning	<u>ESKIP901601</u> Lead the Network Infrastructure Services Planning Capability and Strategy
Network Design	<u>ESKIP902301</u> Design of Network Architectures and Technology	<u>ESKIP902401</u> Deliver Network Designs and Specifications	<u>ESKIP902501</u> Manage Network Infrastructure Services Design	<u>ESKIP902601</u> Lead the Delivery of the Network Design Capability and Strategy
Network Implementation and Support	<u>ESKIP903301</u> Installation, Implementation and Handover of Network Infrastructure Services	<u>ESKIP903401</u> Deliver Network Infrastructure Services Support	<u>ESKIP903501</u> Manage Network Implementation and Support	<u>ESKIP903601</u> Lead the Delivery of the Network Infrastructure Services Support Capability and Strategy

10. IT (Digital Content Management)

	Level 3	Level 4	Level 5	Level 6
Create and Publish Digital Content	TECIS100131 Create and publish digital content for web and mobile app platforms	TECIS100141 Design and develop digital user interfaces for web and mobile app platforms	TECIS100151 Lead digital content and search engine optimisation strategy	
Data Connectivity		TECIS100241 Establish data connectivity for data-driven digital content applications		
Create Dynamic Web Pages		TECIS100341 Create dynamic web pages for digital content		
Develop Mobile Apps		TECIS100441 Design and develop mobile apps for digital content		
Multimedia Elements		TECIS100541 Create and integrate multimedia elements into digital content		
Publish Digital Content		TECIS100641 Publish digital content for social media channels		
Search Engine Optimisation		TECIS100741 Use search engine optimisation for digital content		
Web Analytics		TECIS100841 Use analytics to improve effectiveness of digital content		

11. IT (Telecommunications)

	Level 3	Level 4	Level 5	Level 6
Plan Telecommunications Services		TECIS1101401 Plan the provision of telecoms or radio communication facilities	TECIS1101501 Define the digital telecommunications strategy	
Install Telecommunications Equipment	TECIS1101301 Install & commission optical fibre transmission cables TECIS1101302 Install telecom system equipment & wiring TECIS1101303 Configure telecoms equipment and establish broadband connectivity TECIS1101304 Install Aerial and Satellite Receivers TECIS1101305 Install and configure radio antennae TECIS1101306 Install and configure radio communication equipment	TECIS1101402 Conduct acceptance testing of telecoms or radio communication equipment TECIS1101403 Commission telecoms or radio communication equipment TECIS1101404 Identify and rectify faults in digital telecommunications equipment		
Maintain the Performance of Telecommunications Services and Equipment	TECIS1101307 Undertake maintenance & planned repairs to optical fibre cables TECIS1101308 Perform corrective maintenance on an optical fibre network TECIS1101309 Perform digital telecommunications technology upgrades TECIS11013010 Maintain radio communication equipment TECIS11013011 Perform remote monitoring of digital telecommunications equipment			

End