



Crown
Commercial
Service

G-Cloud 13

CaseTracker Rate Card

Framework Reference: RM1557.13

Skills for the Information Age (SFIA) Definitions & Rate Card

Standard Rate Card

	Strategy and architecture	Business change	Solution development and implementation	Service management	Procurement and management support	Client interface
1. Follow	£450	£450	£450	£450	£450	£450
2. Assist	£450	£450	£450	£450	£450	£450
3. Apply	£550	£550	£550	£550	£550	£550
4. Enable	£550	£550	£550	£550	£550	£550
5. Ensure or advise	£550	£550	£550	£550	£550	£550
6. Initiate or influence	£650	£650	£650	£650	£650	£650
7. Set Strategy or inspire	£750	£750	£750	£750	£750	£750

Standards for Consultancy Day Rate cards

- **Consultant's Working Day** – 8 hours exclusive of travel and lunch
- **Working Week** – Monday to Friday excluding national holidays
- **Office Hours** – 09:00 – 17:00 Monday to Friday
- **Travel and Subsistence** – Excluded
- **Mileage** – Excluded
- **Professional Indemnity Insurance** – Included in day rate

Level Definitions

	Autonomy	Influence	Complexity	Business Skills
1. Follow	<p>Works under close supervision.</p> <p>Uses little discretion.</p> <p>Is expected to seek guidance in expected situations.</p>	<p>Interacts with immediate colleagues.</p>	<p>Performs routine activities in a structured environment.</p> <p>Requires assistance in resolving unexpected problems.</p>	<ul style="list-style-type: none"> • uses basic information systems and technology functions, applications, and processes • demonstrates an organised approach to work • learns new skills and applies newly acquired knowledge • has basic oral and written communication skills • contributes to identifying own development opportunities
2. Assist	<p>Works under routine supervision.</p> <p>Uses minor discretion in resolving problems or enquiries.</p> <p>Works without frequent reference to others.</p>	<p>Interacts with and may influence immediate colleagues.</p> <p>May have some external contact with customers and suppliers.</p> <p>May have more influence in own domain.</p>	<p>Performs a range of varied work activities in a variety of structured environments.</p>	<ul style="list-style-type: none"> • understands and uses appropriate methods, tools and applications. • demonstrates a rational and organised approach to work • is aware of health and safety issues. Identifies and negotiates own development opportunities • has sufficient communication skills for effective dialogue with colleagues. Is able to work in a team • is able to plan, schedule and monitor own work within short time horizons • absorbs technical information when it is presented systematically and applies it effectively

<p>3. Apply</p>	<p>Works under general supervision.</p> <p>Uses discretion in identifying and resolving complex problems and assignments.</p> <p>Usually receives specific instructions and has work reviewed at frequent milestones.</p> <p>Determines when issues should be escalated to a higher level.</p>	<p>Interacts with and influences department/project team members.</p> <p>May have working level contact with customers and suppliers.</p> <p>In predictable and structured areas may supervise others.</p> <p>Makes decisions which may impact on the work assigned to individuals or phases of projects.</p>	<p>Performs a broad range of work, sometimes complex and non-routine, in a variety of environments.</p>	<ul style="list-style-type: none"> • understands and uses appropriate methods, tools and applications. • demonstrates an analytical and systematic approach to problem solving • takes the initiative in identifying and negotiating appropriate development opportunities. • demonstrates effective communication skills. • contributes fully to the work of teams • plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures • absorbs and applies technical information • works to required standards • understands and uses appropriate methods, tools and applications • appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client
<p>4. Enable</p>	<p>Works under general direction within a clear framework of accountability.</p> <p>Exercises substantial personal responsibility and autonomy.</p> <p>Plans own work to meet</p>	<p>Influences team and specialist peers internally. Influences customers at account level and suppliers.</p> <p>Has some responsibility for the work of others and for the allocation of resources.</p>	<p>Performs a broad range of complex technical or professional work activities, in a variety of contexts.</p>	<ul style="list-style-type: none"> • selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving • communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences • facilitates collaboration between stakeholders who share common objectives • plans, schedules and monitors work to meet time and quality targets and in accordance

	given objectives and processes.	<p>Participates in external activities related to own specialism.</p> <p>Makes decisions which influence the success of projects and team objectives.</p>		<p>with relevant legislation and procedures.</p> <ul style="list-style-type: none"> • rapidly absorbs new technical information and applies it effectively • has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. • maintains an awareness of developing technologies and their application and takes some responsibility for personal development
5. Ensure or Advise	<p>Works under broad direction.</p> <p>Is fully accountable for own technical work and/or project/ supervisory responsibilities.</p> <p>Receives assignments in the form of objectives.</p> <p>Establishes own milestones and team objectives, and delegates responsibilities.</p>	<p>Influences organisation, customers, suppliers and peers within industry on the contribution of own specialism.</p> <p>Has significant responsibility for the work of others and for the allocation of resources.</p> <p>Makes decisions which impact on the success of assigned projects i.e. results, deadlines and budget.</p>	<p>Performs a challenging range and variety of complex technical or professional work activities.</p> <p>Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts.</p> <p>Understands the relationship between own specialism and</p>	<ul style="list-style-type: none"> • advises on the available standards, methods, tools and applications relevant to own specialism and can make correct choices from alternatives • analyses, diagnoses, designs, plans, execute and evaluates work to time, cost and quality targets • communicates effectively, formally and informally, with colleagues, subordinates and customers • demonstrates leadership • facilitates collaboration between stakeholders who have diverse objectives • understands the relevance of own area of responsibility or specialism to the employing organisation • takes customer requirements into account when making proposals • takes initiative to keep skills up to date. Mentors more junior colleagues • maintains an awareness of developments in

	Work is often self-initiated.	Develops business relationships with customers.	wider customer or organisational requirements.	<p>the industry</p> <ul style="list-style-type: none"> • analyses requirements and advises on scope and options for operational improvement • demonstrates creativity and innovation in applying solutions for the benefit of the customer
6. Initiate or influence	<p>Has defined authority and responsibility for a significant area of work, including technical, financial and quality aspects.</p> <p>Establishes organisational objectives and delegates responsibilities.</p> <p>Is accountable for actions and decisions taken by self and subordinates.</p>	<p>Influences policy formation on the contribution of own specialism to business objectives.</p> <p>Influences a significant part of own organisation and influences customers and suppliers and industry at senior management level.</p> <p>Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance.</p> <p>Develops high-level relationships with customers, suppliers and</p>	<p>Performs highly complex work activities covering technical, financial and quality aspects.</p> <p>Contributes to the formulation of IT strategy.</p> <p>Creatively applies a wide range of technical and/or management principles.</p>	<ul style="list-style-type: none"> • absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences. Assesses and evaluates risk • understands the implications of new technologies • demonstrates clear leadership and the ability to influence and persuade • has a broad understanding of all aspects of IT and deep understanding of own specialism(s). • understands and communicates the role and impact of IT in the employing organisation and promotes compliance with relevant legislation • takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry

		industry leaders.		
7 Set Strategy and inspire	<p>Has authority and responsibility for all aspects of a significant area of work, including policy formation and application.</p> <p>Is fully accountable for actions taken and decisions made, both by self and subordinates</p>	<p>Makes decisions critical to organisational success. Influences developments within the IT industry at the highest levels.</p> <p>Advances the knowledge and/or exploitation of IT within one or more organisations.</p> <p>Develops long-term strategic relationships with customers and industry leaders.</p>	<p>Leads on the formulation and application of strategy.</p> <p>Applies the highest level of management and leadership skills.</p> <p>Has a deep understanding of the IT industry and the implications of emerging technologies for the wider business environment.</p>	<ul style="list-style-type: none"> • has a full range of strategic management and leadership skills • understands, explains and presents complex technical ideas to both technical and non-technical audiences at all levels up to the highest in a persuasive and convincing manner • has a broad and deep IT knowledge coupled with equivalent knowledge of the activities of those businesses and other organisations that use and exploit IT • communicates the potential impact of emerging technologies on organisations and individuals and analyses the risks of using or not using such technologies • assesses the impact of legislation, and actively promotes compliance • takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in IT in own area(s) of expertise.