SFIA Rate card

Cloudzone.uk

By Answers and Solutions Ltd

Skills Framework for the Information Age   Vs   the Pricing Document.

Why and how these documents are different?

The SFIA Rate card approach brings consistency and transparency to costing IT services and systems. Costs are assessed according to skills required, not simply the rate for whoever was available on the day. Our pricing data is on page #2, the pages following page #2 simply explain how to the SFIA method is applied.

The SFIA method allows accurate costing of pre-prepared work bundles, as listed or the pricing documents. These lists prices for "fixed outcome deliverables". They include numerous company overheads including the cost of complying with myriad regulations and best practice activities. It includes the cost of keeping staff abreast of the technologies you are consuming, examining new suppliers and their relevance to maintaining your systems over the next two years.

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Consultancy day rate Standards

- **Consultant's working day:** 8 hours exclusive of travel and lunch
- **Working week:** Monday to Friday excluding national holidays
- **Office hours:** 9:00am to 5:00pm Monday to Friday
- **Travel, mileage subsistence**: Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25
- **Mileage:** As for travel, mileage subsistence
- **Professional indemnity insurance:** included in day rate

CloudZone UK's Day Rates as shown below are for 1 to 4 days.

Rate Adjuster factors.

5+ days are discounted by 20%.   The 5 day rate for a SFIA Level 5 person is thus £ 880 /day.   The 5 day rate for a SFIA Level 6 person is thus £ 995/day.

Contiguous weekly blocks are disc. by 30%.   Daily rate for contiguous Level 5 weeks is thus £ 770 /day

SFIA Level	Accountability level	Skill level	Strategy & architecture	Solution implementation	Service management	Client interfacing and onsite @ Level	
1. Follow	Works under supervision	Routine pre-agreed tasks	£325	£325	£325	£325	Ticket Answering
2. Assist	Works under direction	Has gained basic domain knowledge	£550	£550	£550	£550	on-site
3. Apply	Receives specific instructions. Has work reviewed at agreed milestones.	Performs broad range of work, sometimes complex and non-routine.	£795	£795	£795	£795	Operational Level
4. Enable	Works under general direction within a clear framework of accountability.	Able to apply knowledge in unfamiliar situations. Rapidly absorbs new information and applies it effectively.	£995	£995	£995	£995	Provide Advice
5. Ensure / Advise	Receives assignments in the form of objectives rather than tasks	Undertakes work requiring application of underpinning principles in a wide, often unpredictable range of contexts	£1100	£1100	£1100	£1100	Operational Decisions
6. Initiate / Influence	defined authority / responsibility. For many technical, financial or quality outcomes	Creatively applies a wide range of technical solutions to achieve outcomes	£1395	£1250	£1250	£1395	Operational Decisions
7. Set Strategy	Final accountability.	Deep understanding of all technologies, security threats etc	£1695	£1295	£1295	£1695	Policy Decisions

The full SFIA level definitions are in the Annexe.

A rate card approach allows you to procure services that are time based, against a timesheet when that is the most appropriate way to plan work and authorise payment. Conversely, the "Price list" contains set tasks for which you would be charged a fixed price. When calculating a fixed priced element, we also use the SFIA rate card to calculate costs. We turn that calculation into a "one-off" Fixed Price cost.

With fixed pricing work, the risk of cost over-run transfers to the supplier; a task must be delivered against a specification regardless of the difficulties or obstacles encountered. Typically, fixed pricing work is completed off-prem. It will contain many small elements some of which can be delegated. Certain elements might be high cost elements that took a long time to develop but form a reusable setting out point which, with further customisation and configuration, becomes part of the deliverable.

Our SFIA rate card provides prices based on an unadjusted daily rate for adhoc working. A discount is available when five days are purchased in a single instruction. Non-Contiguous days may be purchased in advance and banked, and then drawn down at any time during the contracted time. This allows buyers to avail themselves of discounted rates before specific dates have been agreed and scheduled. A correctly submitted timesheet will authorise the usage of that banked day. The days expire on contract end. The draw-down facility is detailed on below

The Drawdown facility

This is completely optional. It is a mechanism for the buyer to purchase days up-front at the 20% discount rate before the work has been scheduled. The drawdown facility is offered for Level 4 skills and above. Days must be utilised before the contract end date. The days will expire if not used.

Billing and Invoicing basis

Off-site working can also be timesheet based, but ordinarily will be a fixed price item taken from our price list. It the task is likely to be a medium-term assignment not suited to fixed price working, this will be agreed when taking an assignment.

Timesheet working will be used for onsite working. A timesheet submission shall be made no later than 5 working days after the completion of a working week. Timesheet approval shall constitute authorisation for billing purposes.

Calculating Time Charges

The SFIA skills and responsibilities approach is also of great help when a task requires a worker to function at different levels. For example, if you required a half day's consultancy work at Level #7, plus a further half day of technical work at Level #5, it doesn't make sense for us to send two people, nor do you want to pay full day's for two people pay for when you are only getting a half day's work from each. It is more advantageous to send someone with the experience and knowledge to undertake the Level #7 task, bill a half day's work @ that rate, and for the same person to also complete the Level #5 work, billing it as a Level #5 task.

The SFIA rate card

The index uses degrees of judgement, autonomy and responsibility expected from an individual when it quotes a level. An example is shown below.

At Level #4, an individual is making complex decisions, but doesn't carry the risk resulting from a mis-judged decision. Level's 5 and 6 we are making judgements that could have an adverse effect to a customer's organisation. By Level #7, the individual(s) are making decisions that could lead to organisational failure if mis-judged.

The closing pages of the document show the skill level and working methods in more detail.
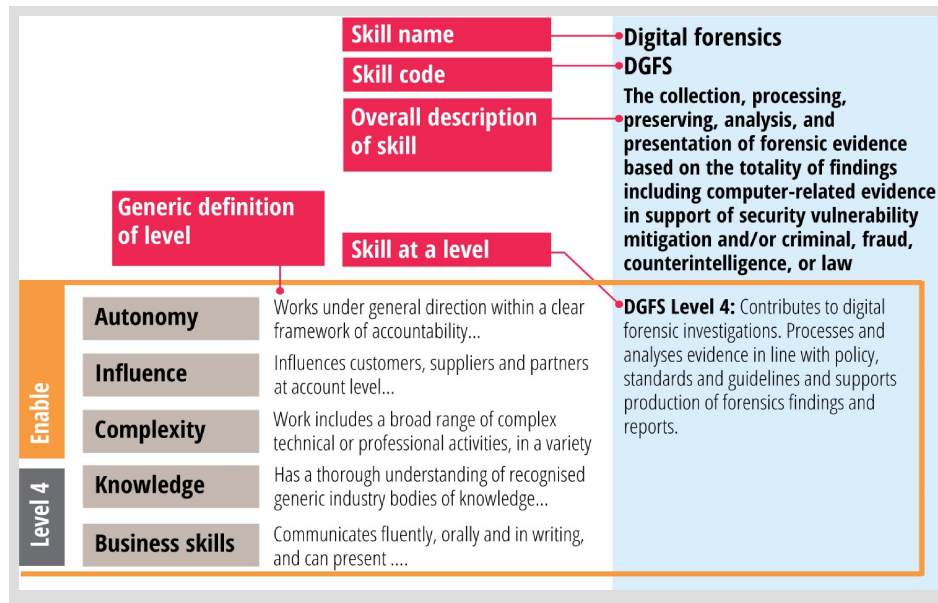
Ref's

More information on SFIA is available from https://sfia-online.org/en

Document History and QA

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Skills Framework for the Information Age version 7

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Responsibility levels: 1 Follow · 2 Assist · 3 Apply · 4 Enable · 5 Ensure, advise · 6 Initiate, influence · 7 Set strategy, inspire, mobilise

Category	Subcategory	Skill	Code	Levels
Strategy and architecture	Information strategy	Enterprise IT governance	GOVN	5–7
		Strategic planning	ITSP	5–7
		Information governance	IRMG	4–7
		Information systems coordination	ISCO	6–7
		Information security	SCTY	3–7
		Information assurance	INAS	5–7
		Analytics	INAN	3–6
		Data visualisation	VISL	4–5
		Information content publishing	ICPM	1–5
	Advice and guidance	Consultancy	CNSL	5–7
		Specialist advice	TECH	4–6
	Business strategy and planning	Demand management	DEMM	5–6
		IT management	ITMG	5–7
		Financial management	FMIT	4–7
		Innovation	INOV	5–7
		Research	RSCH	2–6
		Business process improvement	BPRE	5–7
		Knowledge management	KNOW	2–7
		Enterprise and business architecture	STPL	5–7
		Business risk management	BURM	4–7
	Technical strategy and planning	Sustainability	SUST	4–7
		Emerging technology monitoring	EMRG	4–6
		Continuity management	COPL	4–6
		Network planning	NTPL	5–6
		Solution architecture	ARCH	4–6
		Data management	DATM	2–6
		Methods and tools	METL	3–6
Change and transformation	Business change implementation	Portfolio management	POMG	5–6
		Programme management	PGMG	6–7
		Project management	PRMG	4–6
	Business change management	Portfolio, programme and project support	PROF	2–5
		Business analysis	BUAN	3–6
		Business modelling	BSMO	2–6
		Requirements definition and management	REQM	2–6
		Organisational capability development	OCDV	5–7
		Organisation design and implementation	ORDI	5–7
		Change implementation planning and management	CIPM	5–7
		Business process testing	BPTS	4–5
		Benefits management	BENM	5–6
Development and implementation	Systems development	Systems development management	DLMG	5–6
		Systems design	DESN	4–6
		Software design	SWDN	2–5
		Programming/software development	PROG	2–5
		Real-time/embedded systems development	RESD	2–5
		Animation development	ADEV	3–5
		Data modelling and design	DTAN	2–5
		Database design	DBDS	3–5
		Network design	NTDS	5–6
		Testing	TEST	1–6
		Safety engineering	SFEN	3–6
		Information content authoring	INCA	1–5
	User experience	User research	URCH	3–5
		User experience analysis	UNAN	3–6
		User experience design	HCEV	3–5
		User experience evaluation	USEV	2–5
	Installation and integration	Systems integration and build	SINT	2–6
		Porting/software configuration	PORT	3–5
		Hardware design	HWDE	4–6
		Systems installation/decommissioning	HSIN	1–4
Delivery and operation	Service design	Availability management	AVMT	4–6
		Service level management	SLMO	2–6
	Service transition	Service acceptance	SEAC	4–6
		Configuration management	CFMG	2–6
		Asset management	ASMG	2–6
		Change management	CHMG	2–6
		Release and deployment	RELM	3–6
	Service operation	System software	SYSP	3–6
		Capacity management	CPMG	4–6
		Security administration	SCAD	1–6
		Penetration testing	PENT	4–6
		Radio frequency engineering	RFEN	2–6
		Application support	ASUP	2–5
		IT infrastructure	ITOP	1–5
		Database administration	DBAD	2–5
		Storage management	STMG	3–5
		Network support	NTAS	2–5
		Problem management	PBMG	3–5
		Incident management	USUP	2–5
		Facilities management	DCMA	3–6
Skills and quality	Skill management	Learning and development management	ETMG	3–6
		Competency assessment	LEDA	3–5
		Learning design and development	TMCR	3–5
		Learning delivery	ETDL	3–5
		Teaching and subject formation	TEAC	5–6
	People management	Performance management	PEMT	4–6
		Resourcing	RESC	4–6
		Professional development	PDSV	4–6
	Quality and conformance	Quality management	QUMG	3–7
		Quality assurance	QUAS	3–6
		Measurement	MEAS	3–6
		Conformance review	CORE	3–6
		Safety assessment	SFAS	5–6
		Digital forensics	DGFS	4–6
Relationships and engagement	Stakeholder management	Sourcing	SORC	2–7
		Supplier management	SUPP	2–6
		Contract management	ITCM	4–6
		Relationship management	RLMT	4–6
		Customer service support	CSMG	1–5
	Sales and marketing	Marketing	MKTG	2–6
		Selling	SALE	4–6
		Sales support	SSUP	1–4
		Product management	PROD	3–6

SFIA FOUNDATION

An example of using the SFIA rate card for an internal calculation.

This would be done to determine what it will cost to deliver a fixed price task. Let's assume we are building the ubiquitous widget. We would use the following in our Quotation calculator

Task	Setting	Level 2	Level 5	Level 6	Level 7
Consult with Client. Establish the desired Benefits, leading to establishment of requirements.	Board Room meeting with senior stakeholders				0.5 day
Determine Specifications / Generate the design / establish resources	Off-Site @ our office			1 day	
Undertake the work.	Off-Site @ our office		3 day		
Prepare for presentation of solution to customer	Off-Site @ our office			0.5 day	
Presentation at Customers Premises	Board Room meeting with senior stakeholders				0.5 day
Presentation at Customers Premises	Future operatives			0.5 day	
Training onsite	Future operatives			1 day	
Early deployment onsite support	Future operatives		2 day		
Helpdesk	Off-Site @ our office	2 day			
Totals		**2 days**	**5 days**	**3 days**	**1 days**

Totals   Level 7 = 1 days
        Level 6 = 3 days
        Level 5 = 5 days
        Level 2 = 2 days