The ITSA - IT Skills Analysis platform by Assess Management Ltd.

G 14 Service Definitions Document

Service Name

ITSA - IT Skills Analysis   -   Skills Management Services (SFIA)

Service Summary

ITSA is an online skills management and assessment platform enabling organisations to implement, customise, and operationalise any skills framework, including SFIA, sector-specific taxonomies, or fully bespoke models. The service provides real-time skills assessment, verification, role mapping, development planning and workforce capability management through an intuitive online environment.

Assess Management Ltd (trading as Validate Skills) are established SFIA Skills Framework for Information Age), CIISec (Chartered Institute of Information Security), AISF (AI Skills Framework) specialist, accredited SFIA Partners and Consultants, with 18+ years delivering skills, capability and assessment solutions. Our toolset combines advanced self-assessment, manager verification, evidence capture, task setting, skills-gap analysis and career-path mapping into a single integrated SaaS platform. All with real time reporting across the organisation offering an insight into how skills align to your business needs.

1. Service Overview

ITSA enables organisations to:

- Build, configure and manage any skills framework (including hybrid frameworks mixing SFIA, CIISec, AISF clients own customised skill codes).
- Align skills capabilities with your organisation and customer needs.
- Map roles to skills and levels of responsibility.
- Enable employees to self-assess, provide evidence and generate real-time development-focused reports.
- Set tasks aligned with skills gaps to promote learning and development
- Provide managers with verification controls, dashboards and reporting.
- Analyse capability across departments, job families and organisational structures.
- Support development reviews, talent planning and resource deployment.
- Align learning material to skills, allowing employees sight of training on offer.
- Access integrated testing functions ("Knowledge Bank") for objective assessments.
- Operate a fully administered or self-managed environment with configurable permissions.

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2. Key Modules

2.1 Role Mapping

A structured job-role builder enabling organisations to define required skills against business needs through responsibility and relevance. Build each job role with a defined skill profile against known standards. Structure skill profiles in accordance with what the business needs from the role in order to manage development and career paths.

2.2 Skills Self-Assessment

A Three-stage selection assessment process, 1. The user picks the Level of Responsibility they believe they associate with. 2. Pick the skills they feel they use in the role on a daily basis. 3. Assess themselves against they own choices, offering comments, uploading evidence to validate their choices. The Manager or one of our appointed skills consultants can review, comment and agree.

2.3 Employee Role Assessment (Green Report)

Our most popular skills assessment, as in 2.1, with the roles mapped to known skills frameworks the employee can assess themselves on the skills as laid out by the organisation. An online assessment relating to the role they are employed. This offers a direct comparison between the skills required by the business and the skill level of the employee. Highlighting competency scores, skill gaps etc. With Real-time reporting with slide-bar competency indicators, traffic-light benchmarking and manager verification options available.

2.4 Career Pathways

With roles and departments employees and administrators can view the organisation chart to view each mapped role. This gives opportunity for all to see what skills are required in any role therefore a career fit. We offer a percentile matching for those who have agreed assessment to see how closely they fit the role they are drawn to. This offer support to career progression, workforce planning and recruitment insights.

2.5 Development Room

With the portal, the development room dashboard brings a number of features together. A real time view of the complete assessment, Comments, loaded documents, the scores post assessment etc.

2.6 Skills Log

A central repository for all employees, managers to log not only previous courses or qualifications but also aspirational. Administrator has full access to all, therefore assisting in the collection of individuals with particular skills required for projects, as an example. Tracking qualifications, course logs, previous knowledge and development evidence, all helps build a skill portfolio across the organisation.

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2.7 Task Setting

 Within the assessment the employee and manager can learning set tasks directly within the associated skill. If there is a need to improve in a particular skill area, setting a task can help focus on improvement and gives a log of development. This is also visible across the organisation in the Task log for administrators.

2.8 Administration Portal

Hierarchical access controls, you select what users can see or can't see according to security requirements. Simple CSV bulk uploading for ease, branding options and full operational management tools.

2.9 Support & Hosting

Cloud-hosted SaaS delivery and support, in UK business hours. ITSA V2 is compatible with a wide range of browsers, including Firefox (version 60+), Chrome (version 64+), IE11/Edge, and Opera (version 15+). Server cloud uptime is monitored 24/7 at five-minute intervals to ensure optimal performance and reliability. Furthermore, our web app is hosted on standard SSL, guaranteeing protection against eavesdropping, data tampering, and message forgery. Data and web hosting are securely managed on enterprise-grade cloud services, offering protection against denial-of-service attacks and other security threats.

2.10 Integration - SSO

ITSA can be integrated with any new or old systems via API's or via SFTPs. Our integrations are working successfully with SAP (SFTP), HRMSs (API+SFTP), Big Data Tools, Application Tracking Systems, Background Verification Providers, Assessment Engines etc. Recently its integrated with Sales-Force Platform as well. SSO (Single Sign-On) available upon request.

Updated Service Description

ITSA is an online skills management platform that helps organisations understand, assess and develop workforce capability. Supporting SFIA, CIISec, AI Skills Framework or any other skills framework, it provides real-time assessments, role mapping, manager verification and development tracking, giving leaders clear insight to make informed decisions on talent, resourcing and organisational development.

Updated Service Features and Benefits

Service Features

- Role mapping with responsibility levels and relevance categories.
- Guided skills self-assessment or jog role assessment with evidence upload.
- Manager verification for post-assessment review and approval.
- Task setting per skill to aid development and learning.
- Real-time employee reports with traffic-light competency indicators.
- Career pathway matching across roles using percentage fit.
- Development room and Skill log for courses, qualifications and previous knowledge.
- Administrative hierarchy with bulk uploads and configurable settings.
- White-label portal options with branding customisation.
- SSO and API integration options.

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Service Benefits

- Clear insight into organisational skills, strengths and capability gaps.
- Accurate alignment of job roles to defined skills frameworks.
- Faster, consistent and evidence-based employee assessments.
- Stronger development conversations through structured, verified data.
- Improved internal mobility via transparent career pathway mapping.
- Better recruitment decisions using real skills-gap intelligence.
- Targeted training through accurate capability and development insights.
- Reliable audit trail for development activities and qualifications.
- Objective validation of technical and behavioural skills.
- Scalable, efficient workforce capability management across the organisation.