



SFIA @ Yorlb

an HR Perspective



We are Yorb

An MSP with a talented team of 43
navigating SFIA

Business defined **technology.** www.yorb.tech



Whats our business?

We are a **locally owned Managed Service Provider** in New Zealand with offices across Palmerston North, Hawkes Bay, Whanganui and Westport.

We have been around for **approx. 20 years**.

Services: Consulting, Microsoft partner, Software development, IT Infrastructure, Managed IT L1-3 Support, Digital Marketing, Business Intelligence, Security and Cloud

We have **43 people** employed across:

- Engineers L1,L2,L3 support
- Sales
- Finance
- People and Culture
- Marketing Design
- Strategic Consulting
- Software Development
- Innovation
- Cybersecurity

“How do we grow our capability at Yorlb”



Our Needs.....

We need a high-level view of professional skills and capabilities we have across Yorb

We need something that's relevant to our industry aka MSP

We need to be able to create meaningful L&D plans to grow individuals and our capability



We need to be able to explain professional skills, behaviors, knowledge & experience

We need something that's easy to understand, use, and maintain

We need a clear career pathway progression for our people



Our Journey so far.....

PAST

We started our SFIA journey two- and a-bit years ago.

We spoke to other companies around their experience using SFIA across different industries (UK and NZ).

We aligned our role profiles aka JDs to match SFIA competencies.

We partnered with Digital Skills Agency based in Auckland but work across NZ.

PRESENT

30 Certified SFIA profiles across most roles across Yorb.

We use SFIA to help us from a recruitment perspective for senior roles.

L&D Plans are in place within 90 days of someone new starting using SFIA as a starting point.

Conversations around career growth or moving into a senior role is based on the SFIA Competencies.

FUTURE

Embed SFIA into our daily operations and empower our teams to achieve more.

Work with our Team Leaders to provide them with the tools and knowledge to continue to work across their teams.

Stay involved with the SFIA community

Utilise SkillsTX from a data analytics perspective.

RECRUITMENT



SFIA Skill Profiles:

What skills does THE role require – what does the team have – what skills do we want from potential successful applicant

Interview Questions:

Interview questions are designed to assess the applicant's skills and competencies.



SFIA Skill Assessment:

Independent assessment of skills and level of the individual gives a clear picture of what the applicant will bring

Learning & Development:

Transparency of gaps and strengths for all which links to L&D conversations from the start or employment for individuals

Integration of SFIA.....



INDUCTION

Aim of our role induction is to have a team member up to speed in the shortest time possible

Details the role tasks and accountabilities that an individual will be undertaking in role

Setting clear timelines for knowledge, proficiency and competency requirements for tasks and accountabilities

LEARNING & DEVELOPMENT

Framework in place so team members can drive their own careers and development.

Framework covers four categories – Technical, People, Professional and Business Acumen.

L&D conversations around SFIA gaps for current and future role aspirations

TOOLS

An independently assessed SFIA profile as a starting base

SkillsTX

- Team member overview
- Company overview

Knowledge	You know what you don't know		
Proficient	You know what to do and can do it.		
Competent	You know what to do and no longer have to think about it.		



Questions

If you are wanting to know more about our SFIA journey,
please contact us

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