

Revised Application Documentation: Version 4 /22 April, 2015

QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

IT-ITeS Sector Skills Council NASSCOM (SSC NASSCOM)

4E, Vandhana Building (4th Floor)

11, Tolstoy Marg, Connaught Place, New Delhi - 110001

Name and contact details of individual dealing with the submission

Name: Dr. Sandhya Chintala

Position in the organisation CEO

Address if different from aboveNA

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List of documents submitted in support of the Qualifications File

1. Functional Map for the job role
2. [Occupational Analysis for IT Services Sub-sector](#)
3. Qualification Pack
4. Career Map for the job role / occupation: vertical and horizontal mobility
5. [Test Matrix Template](#)
6. [Talent Demand Supply Analysis Report](#)

QUALIFICATION FILE SUMMARY

Qualification Title	Analyst		
Body/bodies which will assess candidates	IT-ITeS Sector Skills Council NASSCOM (SSC NASSCOM)		
Body/bodies which will award the certificate for the qualification.	SSC NASSCOM		
Body which will accredit providers to offer the qualification.	SSC NASSCOM Presently, Accreditation is not prescribed; affiliation is one of the models.		
Occupation(s) to which the qualification gives access	IT Consulting		
Proposed level of the qualification in the NSQF.	7		
Notional Learning Hours	400 hours approx. (customisable as per learner background)		
Entry requirements / recommendations.	Bachelor's Degree in Science/Technology/Computers/Business		
Progression from the qualification.	As shown in the career map (attachment sl.no. 4)		
Planned arrangements for RPL.	<ul style="list-style-type: none"> - Response to market forces for RPL - RPL assessments will be the same as our normal assessments. - MOUs / Agreement in place for institutions, Retail is work in progress 		
Formal structure of the qualification			
Title of unit or other component (include any identification code used)	Mandatory/ Optional	Estimated size (learning hours)	Level
SSC/ N 0701 (Support requirements and As-Is analyses for IT projects)	Mandatory	100	7
SSC/ N 0702 (Support preparation of To-Be situations and roadmaps for IT projects)	Mandatory	50	
SSC/ N 0703 (Create documents for knowledge sharing)	Mandatory	50	
SSC/ N 9001 (Manage your work to meet requirements)	Mandatory	50	
SSC/ N 9002 (Work effectively with colleagues)	Mandatory	50	
SSC/ N 9003 (Maintain a healthy, safe and secure working environment)	Mandatory	25	
SSC/ N 9004 (Provide data/information in standard formats)	Mandatory	50	
SSC/ N 9005 (Develop your knowledge, skills and competence)	Mandatory	25	

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack. Give details of the document here: Qualification Pack (attachment Sl no. 3)

SECTION 1

ASSESSMENT

Name of assessment body:

If there will be more than one assessment body for this qualification, give details.

- SSC NASSCOM is the assessment body, which affiliates assessment providers.

Will the assessment body be responsible for RPL assessment?

Give details of how RPL assessment for the qualification will be carried out and quality assured.

- Yes.
- It is online, objective evaluation in a highly secure and proctored environment.
- RPL assessments will be the same as our normal assessments.
- All procedures followed will be similar to the normal assessment methodology.
- Issuance of the qualification will be through the centralise SDMS (NSDC).
- Quality assurance – By equating performance amongst the multiple affiliated assessment provider (AAP) and periodic analytical review and sensitivity analysis for the reliability and validity of all aspects of assessments. AAP only refers to agency/organisation.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

- SSC NAASCOM carries out online assessments through very robust platforms and proctoring methodology.
- AAP affiliated to SSC NASSCOM come with strong industry references and long experience and analytical ability in assessment methodologies.
- Periodic workshops are held with the vendors to bring them to a common understanding of the job role, its NSQF level, difficulty level as well as format and sample of assessment items.
- Internal moderations further ensure the validity and reliability of the assessments and consistency of difficulty levels of the test questions across AAPs.
- AAPs work with hirers on similar job roles, they use SMEs from their network to get industry relevant scenarios and assessment items aligned to the expected outcomes of the job role/QP.
- Curriculum and real time scenarios facilitate further understanding the scope of the QP with reference to process knowledge and skills.
- In addition, we conduct workshops with AAPs w.r.t. beta testing, review of the assessment analytics, performance of the test platform, moderation of NSQF levels, deployment and invigilation patterns and infrastructure requirements including malpractice avoidance.
- Inferences from benchmarking and analytics patterns are taken into consideration in the development and revision of the assessment criteria and format of assessment items.
- Reliability and validity of assessment items is standardised among AAPs.
- Difficulty level of test items with reference to NSQF levels are ensured, so that the outcomes with reference to performance criteria of the constituent NOSs are in line with the NSQF level descriptors. This is achieved through the detailed test matrix design.

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

A detailed Test Matrix is used to design each assessment before it is launched for public view. Template for detailed test matrix is attached. Public view of the assessment criteria is included in the qualification pack.

ASSESSMENT EVIDENCE

Complete the following grid for each grouping of NOS, assessment unit or other component as listed in the entry on the structure of the qualification on page 1.

Job Role Analyst
Qualification Pack SSC/Q0701
Sector Skill Council IT-ITes

Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack (QP) will be created by the Sector Skill Council (SSC). Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS.
2. The assessment will be conducted online through assessment providers authorised by SSC.
3. Format of questions will include a variety of styles suitable to the PC being tested such as multiple choice questions, fill in the blanks, situational judgment test, simulation and programming test.
4. To pass a QP, a trainee should pass each individual NOS. Standard passing criteria for each NOS is 70%.
5. For latest details on the assessment criteria, please visit www.sscnasscom.com.

Title of NOS/Unit/Component:

Assessable Outcomes	Assessment criteria for the outcome	Total Mark	Out of	Theory	Skills Practical
1.SSC/N0701 (Support As-Is analysis for IT projects)	PC1. establish your role and responsibilities in supporting As-Is analysis for IT projects	100	5	5	0
	PC2. obtain sufficient data/information from sales teams to be able to describe project requirements		5	5	0
	PC3. identify any issues with project requirements and obtain clarification of these issues from appropriate people		5	5	0
	PC4. summarize project requirements using standard templates and tools		5	0	5
	PC5. obtain sufficient, relevant documents/artifacts from clients to be able to describe As-Is situations		10	0	10
	PC6. identify any issues with the documents/artifacts and obtain clarification of these issues from appropriate people		10	0	10
	PC7. extract relevant data/information from documents/artifacts		10	0	10
	PC8. structure relevant data/information in formats suitable for analysis using standard		10	0	10

	templates and tools				
	PC9. review data/information with appropriate people and incorporate their inputs		10	0	10
	PC10. contribute to analysis and presentation of As-Is situations, where required		10	0	10
	PC11. obtain advice and guidance on As-Is analysis from appropriate people, where required		10	10	0
	PC12. comply with your organization's policies, standards, procedures and guidelines when supporting As-Is analysis		10	0	10
	Total		100	25	75
2.SSC/N0702 (Support preparation of To-Be situations and roadmaps for IT projects)	PC1. establish your role and responsibilities in supporting the preparation of To-Be situations and roadmaps for IT projects	100	10	10	0
	PC2. undertake sufficient research to identify the range of opportunities and constraints relevant to IT projects		15	0	15
	PC3. analyze relevant opportunities and constraints to identify optimal To-Be situations		15	0	15
	PC4. present To-Be situations to appropriate people using standard templates and tools		15	0	15
	PC5. incorporate inputs from appropriate people into To-Be situations for presentation to clients		10	10	0
	PC6. contribute to preparing roadmaps to arrive at To-Be situations, where required		15	0	15
	PC7. obtain advice and guidance on To-Be situations and roadmaps for IT projects from appropriate people, where required		10	10	0
	PC8. comply with your organization's policies, standards, procedures and guidelines when supporting preparation of To-Be situations and roadmaps for IT projects.		10	0	10
	Total		100	30	70
3.SSC/N0703 (Create documents for	PC1. establish with appropriate people the purpose, scope, formats and target audience		5	5	0

knowledge sharing)	for the documents	100			
	PC2. access existing documents, language standards, templates and documentation tools from your organization's knowledge base		15	0	15
	PC3. liaise with appropriate people to obtain and verify the information required for the documents		5	5	0
	PC4. confirm the content and structure of the documents with appropriate people		10	0	10
	PC5. create documents using standard templates and agreed language standards		25	0	25
	PC6. review documents with appropriate people and incorporate their inputs		10	0	10
	PC7. submit documents for approval by appropriate people		5	5	0
	PC8. publish documents in agreed formats		5	5	0
	PC9. update your organization's knowledge base with the documents		5	5	0
	PC10. comply with your organization's policies, procedures and guidelines when creating documents for knowledge sharing		15	0	15
	Total	100	25	75	
4.SSC/N9001 (Manage your work to meet requirements)	PC1. establish and agree your work requirements with appropriate people	100	6.25	0	6.25
	PC2. keep your immediate work area clean and tidy		12.5	6.25	6.25
	PC3. utilize your time effectively		12.5	6.25	6.25
	PC4. use resources correctly and efficiently		18.75	6.25	12.5
	PC5. treat confidential information correctly		6.25	0	6.25
	PC6. work in line with your organization's policies and procedures		12.5	0	12.5
	PC7. work within the limits of your job role		6.25	0	6.25
	PC8. obtain guidance from appropriate people , where necessary		6.25	0	6.25
	PC9. ensure your work meets the agreed		18.75	6.25	12.5

	requirements				
		Total	100	25	75
5.SSC/N9002 (Work effectively with colleagues)	PC1. communicate with colleagues clearly, concisely and accurately	100	20	0	20
	PC2. work with colleagues to integrate your work effectively with theirs		10	0	10
	PC3. pass on essential information to colleagues in line with organizational requirements		10	10	0
	PC4. work in ways that show respect for colleagues		20	0	20
	PC5. carry out commitments you have made to colleagues		10	0	10
	PC6. let colleagues know in good time if you cannot carry out your commitments, explaining the reasons		10	10	0
	PC7. identify any problems you have working with colleagues and take the initiative to solve these problems		10	0	10
	PC8. follow the organization's policies and procedures for working with colleagues		10	0	10
			Total	100	20
6.SSC/N9003 (Maintain a healthy, safe and secure working environment)	PC1. comply with your organization's current health, safety and security policies and procedures	100	20	10	10
	PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person		10	0	10
	PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority		20	10	10
	PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected		10	0	10
	PC5. follow your organization's emergency procedures promptly, calmly, and efficiently		20	10	10
	PC6. identify and recommend opportunities for improving health, safety, and security to the		10	0	10

	designated person				
	PC7. complete any health and safety records legibly and accurately		10	0	10
		Total	100	30	70
7.SSC/N9004 (Provide data/information in standard formats)	PC1. establish and agree with appropriate people the data/information you need to provide, the formats in which you need to provide it, and when you need to provide it	100	12.5	12.5	0
	PC2. obtain the data/information from reliable sources		12.5	0	12.5
	PC3. check that the data/information is accurate, complete and up-to-date		12.5	6.25	6.25
	PC4. obtain advice or guidance from appropriate people where there are problems with the data/information		6.25	0	6.25
	PC5. carry out rule-based analysis of the data/information, if required		25	0	25
	PC6. insert the data/information into the agreed formats		12.5	0	12.5
	PC7. check the accuracy of your work, involving colleagues where required		6.25	0	6.25
	PC8. report any unresolved anomalies in the data/information to appropriate people		6.25	6.25	0
	PC9. provide complete, accurate and up-to-date data/information to the appropriate people in the required formats on time		6.25	0	6.25
			Total	100	25
8.SSC/N9005 (Develop your knowledge, skills and competence)	PC1. obtain advice and guidance from appropriate people to develop your knowledge, skills and competence	100	10	0	10
	PC2. identify accurately the knowledge and skills you need for your job role		10	0	10
	PC3. identify accurately your current level of knowledge, skills and competence and any learning and development needs		20	10	10
	PC4. agree with appropriate people a plan of learning and development activities to address your learning needs		10	0	10

	PC5. undertake learning and development activities in line with your plan		20	10	10
	PC6. apply your new knowledge and skills in the workplace, under supervision		10	0	10
	PC7. obtain feedback from appropriate people on your knowledge and skills and how effectively you apply them		10	0	10
	PC8. review your knowledge, skills and competence regularly and take appropriate action		10	0	10
		Total	100	20	80

Means of assessment 1

Proctored online assessments (LAN and Web based), carried out using a variety of question formats applicable for linear / adaptive methodologies; performance criteria being assessed via situation judgement tests, simulations, code writing, psychometrics and multiple choice questions etc.

Means of assessment 2

Presently not considered.

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

Sector wise occupational analysis lends weight to the need of the qualification prescribed. The research documents pertaining to this sub-sector are attached as per sl. Nos 2 and 6 respectively (Occupational Analysis report for the sub-sector” and “Talent Demand Supply Analysis Report”).

What is the estimated uptake of this qualification and what is the basis of this estimate?

Overview of the occupational demand, that includes ‘Analyst’, is available in the talent demand supply document. NASSCOM’s Strategic Review, 2015 articulates 2.30 lakh as new hires for the IT-BPM industry in FY 2014-15. In that, IT exports (includes ITS, ERD, SPD segment) covers 1.4 lakh, BPM – 40,000 and IT domestic (all inclusive) is 50,000.

In current FY 15-16, the expected net employment addition is going to be between 2 lakhs to 2.30 lakhs.

Through training providers’ the requirement is estimated as 2800 for the FY 15-16.

Further research is being undertaken to predict the qualification need for individual job roles.

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

Cleared by QRC at NSDC. It is available on public view for more than a year and has not been contested till date.

* As the understanding and adoption models of QPs evolve in the industry and across its sub-sectors, we foresee consolidation of qualification packs as a natural progression.

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

- Monitoring and review of the qualifications is a project executed every two years. Presently, the research project is scheduled to take off.
- While adoption by industry and academia is one good indicator for the usefulness of a qualification pack, we adopt multiple approaches for periodic review and maintenance of the qualifications.
 1. Sub-sector wise Industry council, headed by council chair is a formal part of our governing structure. The council participates and steers the qualifications creation and upkeep. This council is a body elected by over 1800 member companies of NASSCOM.
 2. Special interest groups are formed for a more focused and detailed review of the qualifications in the light of emerging knowledge and skill areas.
 3. Events and workshops are conducted periodically to validate, monitor and review the qualification.
 4. As a part of due diligence process for affiliating Training providers, we do ask them for validation from their hirers – thus covering even medium, small and micro segment of the hiring companies.
 5. Any institution / individual is welcome to send feedback, which is recorded and considered during next review cycle.

The above data is used to update the Qualification and this revision is published annually. Nonetheless, if a major feedback is received prior to the planned review period, the change is considered in consultation with the industry council.

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here: Occupation analysis report for Business Process Management/IT Services Sub-sector (attachment sl no. 2)

SECTION 3

SUMMARY EVIDENCE OF LEVEL

Level of qualification: 7

Summary of Direct Evidence:

Justify the NSQF level allocated to the QP by building upon the five descriptors of NSQF. Explain the reasons for allocating the level to the QP.

Generic NOS is/are linked to the overall authority attached to the job role.

Analyst - SSC/Q0701					
Process required	Professional knowledge	Professional skill	Core skill	Responsibility	Level
<p>Individuals in this job require a command of wide ranging specialized theoretical and practical skills, understand the client's business requirements and translate them into technology requirements for the technology consultants.</p> <p>They act as facilitators in the process of solutioning and development of the end product/service.</p> <p>Various tasks &</p>	<p>Individual at this job should have a wide ranging, factual and theoretical knowledge within the field of work or study, for supporting the IT consulting team to clarify requirements, describe As-Is situations of IT project, supporting the IT consulting team to prepare To-Be situations and roadmaps for IT projects.</p> <p>The individual at this job needs to understand the client's business requirements and translate them into technology requirements for the technology consultants.</p> <p>He/she should know & understand:</p> <ul style="list-style-type: none"> types of data/information relevant to As-Is analysis and how to extract this from the available information different ways of structuring 	<p>Individual at this job should have a wide range of cognitive and practical skills required to understand the client's business requirements and translate them into technology requirements for the technology consultants.</p> <p>He/she should know & understand:</p> <ul style="list-style-type: none"> organization's policies, standards, procedures and guidelines for undertaking As-Is analysis for IT products and your role and responsibilities in relation to this how to identify issues with project requirements and who to seek clarification from different information, documents/artifacts and data that contribute to As-Is analysis 	<p>Individual at this job require good logical and mathematical skills, for supporting the IT consulting team to clarify requirements, describe As-Is situations of IT project, supporting the IT consulting team to prepare To-Be situations and roadmaps for IT projects.</p> <p>This job requires the individual to work in teams.</p> <p>The individual should also be able to demonstrate excellent skills for communication, data analysis and interpretation, and stakeholder management.</p>	<p>Individuals at this job understand the client's business requirements and translate them into technology requirements for the technology consultants.</p> <p>They act as facilitators in the process of solutioning and development of the end product/service.</p> <p>This job requires the individual to work in teams.</p> <p>The individual should also be able to demonstrate excellent skills for communication, data analysis and interpretation, and stakeholder management.</p> <p>These tasks will require the individual to take</p>	<p>7</p>

<p>processes includes to support requirements and As-Is analyses for IT projects, support preparation of To-Be situations and roadmaps for IT projects & create documents for knowledge sharing.</p>	<p>information suitable for analysis and how to select the best method</p> <ul style="list-style-type: none"> • how to analyze data/information in order to describe As-Is situations • types of opportunities and constraints and how to analyze these for IT projects • different ways of presenting To-Be situations and how to select the best method • different types of roadmaps and how they contribute to achieving To Be situations • information/data that can be included when developing roadmaps and how to source this • how to create documents (such as case studies, best practices, project artifacts, reports, minutes, policies, procedures, work instructions etc) for sharing knowledge with stakeholders. 	<p>and how to obtain these</p> <ul style="list-style-type: none"> • your organization's policies, standards, procedures and guidelines for preparing To-Be situations and roadmaps for IT products and your role and responsibilities in relation to this • different types of To-Be situations and road maps and how these apply to IT projects • the Intellectual Property (IP) policies relevant to the industry • organization's policies, procedures and guidelines for creating documents for knowledge sharing • the purpose and scope of the work to be carried out and the importance of keeping within these boundaries • intended audiences for documents 	<p>The individual should be willing to travel depending on the business requirements.</p> <p>The core & generic job skills to collecting and organising information, communication that an individual should have, will help him/her understand & manage assigned works in the context of the social environment of the customer.</p>	<p>responsibility of his/her own work and learning and full responsibility other's work & learning.</p> <p>Individual at this job does not work under supervision, as needed at Level 3 & is responsible for his/her own learning. He/she is fully responsible for other's work & learning (unlike not/partially as in level 4/5). He/she is also sometimes fully responsible for the output of the group. Therefore, this QP is justified to be pegged at Level 7.</p>	
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Summary of other evidence (if used):

- Validated by Industry council through various workshops and through training provider stake holders

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

This qualification has been through workshops and consultations.
Adequate NOSs / performance criteria have been added to ensure progression to related path ways identified as per the occupational career map.

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

NA

SECTION 5

EVIDENCE OF INTERNATIONAL COMPARABILITY

List any comparisons which have been established.

Benchmarked with Service Skills Australia (Code: ICA60311). Our standards follow the IT-ITeS industry requirements which caters to global markets.