

CAREER PATHWAY IT PROJECT MANAGER (802)

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1 802-IT PROJECT MANAGER

1.1 WORK ROLE OVERVIEW

The table below provides an overview of various role-specific elements related to 802-IT Project Manager.

Table 1. 802-IT Project Manager Work Role Overview

NICE Role Description	Directly manages information technology projects.
OPM Occupational Series	<p>Personnel performing the 802-IT Project Manager work role are most commonly aligned to the following Occupational Series: (Top 5 Shown)</p> <ul style="list-style-type: none"> - 2210-Information Technology – 81% - 391-Telecommunications – 3% - 343-Management and Program Analysis – 3% - 855- Electronics Engineering - 2% - 1550-Computer Science - 2%
Work Role Pairings	<p>Personnel performing the 802 – IT Project Manager work role are most commonly paired with the following complimentary Work Roles (Top 5 shown):</p> <ul style="list-style-type: none"> - 641-Systems Requirements Planner - 33% - 801-Program Manager - 9% - 803-Product Support Manager - 12% - 411-Technical Support Specialist- 6% - 451-System Administrator - 5%
Functional Titles	<p>Personnel performing the 802-IT Project Manager work role may unofficially or alternatively be called:</p> <ul style="list-style-type: none"> - Project Manager - IT Security / Cybersecurity Project Manager - IT Manager / Director - Information System Owner
Distribution of GS-Levels	<p>Personnel performing the 802-IT Project Manager work role are most commonly found within the following grades on the General Schedule.*</p> <ul style="list-style-type: none"> - <input type="checkbox"/> GS-4 – redacted** - <input type="checkbox"/> GS-5 – redacted** - <input type="checkbox"/> GS-6 – redacted** - <input type="checkbox"/> GS-7 – redacted** - <input type="checkbox"/> GS-8 – redacted**

	<ul style="list-style-type: none"> - <input type="checkbox"/> GS-9 – redacted** - <input checked="" type="checkbox"/> GS-11 – 4% - <input checked="" type="checkbox"/> GS-12 – 12% - <input checked="" type="checkbox"/> GS-13 – 31% - <input checked="" type="checkbox"/> GS-14 – 31% - <input checked="" type="checkbox"/> GS-15 – 6% <p>*14% of all 802s are in non-GS pay plans and excluded from this section *Percentages less than 3% have been redacted</p>
<p style="text-align: center;">On Ramps</p>	<p>The following work roles are examples of possible roles an individual may perform prior to transitioning into the 802-Project Manager work role:</p> <ul style="list-style-type: none"> - 211-Law Enforcement Counterintelligence Forensics Analyst - 212-Cyber Defense Forensics Analyst - 221-Cyber Crime Investigator - 411-Technical Support Specialist - 421-Database Administrator - 422-Data Analyst - 431-Knowledge Manager - 441-Network Operations Specialist - 451-System Administrator - 461-Systems Security Analyst - 511-Cyber Defense Analyst - 521-Cyber Defense Infrastructure Support Specialist - 531-Cyber Defense Incident Responder - 541-Vulnerability Assessment Analyst - 612-Security Control Assessor - 621-Software Developer - 622-Secure Software Assessor - 631-Information Systems Security Developer - 632-Systems Developer - 641-Systems Requirements Planner - 661-Research and Development Specialist - 671-System Testing and Evaluation Specialist - 711-Cyber Instructional Curriculum Developer - 712-Cyber Instructor - 722-Information Systems Security Manager - 723-Communications Security (COMSEC) Manager - 732-Privacy Officer / Privacy Compliance Manager - 751-Cyber Workforce Developer and Manager - 752-Cyber Policy and Strategy Planner - 803-Product Support Manager

Off Ramps	<p>The following work roles are examples of common transitions an individual may pursue after having performed the 802-IT Project Manager. This is not an exhaustive list, nor does it consider learning and development opportunities an individual may pursue to prepare themselves for performing alternate work roles:</p> <ul style="list-style-type: none">- 711-Cyber Instructional Curriculum Developer- 732-Privacy Officer / Privacy Compliance Manager- 721-Cyber Workforce Developer and Manager- 752-Cyber Policy and Strategy Planner- 801-Program Manager- 803-Product Support Manager- 804-IT Investment/Portfolio Manager
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1.2 CORE TASKS

The table below provides a list of tasks that represent the Core, or baseline, expectations for performance in the 802-IT Project Manager work role, as well as additional tasks that those in this role may be expected to perform.

Table 2. 802-IT Project Manager Core Tasks

Task ID	Task Description	Core or Additional
T0072	Develop methods to monitor and measure risk, compliance, and assurance efforts.	Core
T0174	Perform needs analysis to determine opportunities for new and improved business process solutions.	Core
T0196	Provide advice on project costs, design concepts, or design changes.	Core
T0207	Provide ongoing optimization and problem-solving support.	Core
T0208	Provide recommendations for possible improvements and upgrades.	Core
T0223	Review or conduct audits of information technology (IT) programs and projects.	Core
T0256	Evaluate the effectiveness of procurement function in addressing information security requirements and supply chain risks through procurement activities and recommend improvements.	Core
T0277	Ensure that all acquisitions, procurements, and outsourcing efforts address information security requirements consistent with organization goals.	Core
T0340	Act as a primary stakeholder in the underlying information technology (IT) operational processes and functions that support the service, provide direction and monitor all significant activities so the service is delivered successfully.	Core
T0354	Coordinate and manage the overall service provided to a customer end-to-end.	Core
T0370	Ensure that appropriate Service-Level Agreements (SLAs) and underpinning contracts have been defined that clearly set out for the customer a description of the service and the measures for monitoring the service.	Core
T0377	Gather feedback on customer satisfaction and internal service performance to foster continual improvement.	Core
T0379	Manage the internal relationship with information technology (IT) process owners supporting the service, assisting with the definition and agreement of Operating Level Agreements (OLAs).	Core
T0389	Review service performance reports identifying any significant issues and variances, initiating, where necessary, corrective actions and ensuring that all outstanding issues are followed up.	Core
T0394	Work with other service managers and product owners to balance and prioritize services to meet overall customer requirements, constraints, and objectives.	Core
T0407	Participate in the acquisition process as necessary.	Core
T0415	Ensure that supply chain, system, network, performance, and cybersecurity requirements are included in contract language and delivered.	Core
T0493	Lead and oversee budget, staffing, and contracting.	Core
T0551	Draft and publish supply chain security and risk management documents	Additional
T0199	Provide enterprise cybersecurity and supply chain risk management guidance for development of the Continuity of Operations Plans.	Additional
T0220	Resolve conflicts in laws, regulations, policies, standards, or procedures.	Additional

Task ID	Task Description	Core or Additional
T0273	Develop and document supply chain risks for critical system elements, as appropriate.	Additional
T0412	Conduct import/export reviews for acquiring systems and software.	Additional
T0414	Develop supply chain, system, network, performance, and cybersecurity requirements.	Additional
T0481	Identify and address cyber workforce planning and management issues (e.g. recruitment, retention, and training).	Additional

1.3 CORE KNOWLEDGE, SKILLS, AND ABILITIES

The table below provides a ranking of KSAs that represent the Core, or baseline, expectations for performance in the 802-IT Project Manager work role, as well as additional KSAs that those in this role may be expected to demonstrate.

Table 3. 802-IT Project Manager Core KSAs

KSA ID	Description	Competency	Importance to Work Role
K0004	Knowledge of cybersecurity and privacy principles.	Information Systems/Network Security	Foundational to All Work Roles
K0001	Knowledge of computer networking concepts and protocols, and network security methodologies.	Infrastructure Design	Foundational to All Work Roles
K0003	Knowledge of laws, regulations, policies, and ethics as they relate to cybersecurity and privacy.	Legal, Government, and Jurisprudence	Foundational to All Work Roles
K0002	Knowledge of risk management processes (e.g., methods for assessing and mitigating risk).	Risk Management	Foundational to All Work Roles
K0005	Knowledge of cyber threats and vulnerabilities.	Vulnerabilities Assessment	Foundational to All Work Roles
K0006	Knowledge of specific operational impacts of cybersecurity lapses.	Vulnerabilities Assessment	Foundational to All Work Roles
K0257	Knowledge of information technology (IT) acquisition/procurement requirements.	Contracting/Procurement	Core
K0270	Knowledge of the acquisition/procurement life cycle process.	Contracting/Procurement	Core
A0056	Ability to ensure security practices are followed throughout the acquisition process.	Contracting/Procurement	Core
K0047	Knowledge of information technology (IT) architectural concepts and frameworks.	Enterprise Architecture	Core
K0101	Knowledge of the organization's enterprise information technology (IT) goals and objectives.	Enterprise Architecture	Core
K0200	Knowledge of service management concepts for networks and related standards (e.g., Information Technology Infrastructure Library, current version [ITIL]).	Enterprise Architecture	Core
S0038	Skill in identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.	Information Technology Assessment	Core
K0196	Knowledge of Import/Export Regulations related to cryptography and other security technologies.	Legal, Government, and Jurisprudence	Core

KSA ID	Description	Competency	Importance to Work Role
K0146	Knowledge of the organization's core business/mission processes.	Organizational Awareness	Core
K0198	Knowledge of organizational process improvement concepts and process maturity models (e.g., Capability Maturity Model Integration (CMMI) for Development, CMMI for Services, and CMMI for Acquisitions).	Process Control	Core
K0072	Knowledge of resource management principles and techniques.	Project Management	Core
K0012	Knowledge of capabilities and requirements analysis.	Requirements Analysis	Core
K0048	Knowledge of Risk Management Framework (RMF) requirements.	Risk Management	Core
K0154	Knowledge of supply chain risk management standards, processes, and practices.	Risk Management	Core
K0169	Knowledge of information technology (IT) supply chain security and supply chain risk management policies, requirements, and procedures.	Risk Management	Core
K0235	Knowledge of how to leverage research and development centers, think tanks, academic research, and industry systems.	Strategic Planning	Core
K0090	Knowledge of system life cycle management principles, including software security and usability.	Systems Integration	Core
K0059	Knowledge of new and emerging information technology (IT) and cybersecurity technologies.	Technology Awareness	Core
A0039	Ability to oversee the development and update of the life cycle cost estimate.	Third Party Oversight/ Acquisition Management	Core
A0045	Ability to evaluate/ensure the trustworthiness of the supplier and/or product.	Third Party Oversight/ Acquisition Management	Core
K0126	Knowledge of Supply Chain Risk Management Practices (NIST SP 800-161).	Contracting/ Procurement	Additional
K0043	Knowledge of industry-standard and organizationally accepted analysis principles and methods.	Data Analysis	Additional
K0120	Knowledge of how information needs and collection requirements are translated, tracked, and prioritized across the extended enterprise.	Information Management	Additional
S0372	Skill to translate, track, and prioritize information needs and intelligence collection requirements across the extended enterprise.	Information Management	Additional

KSA ID	Description	Competency	Importance to Work Role
K0194	Knowledge of Cloud-based knowledge management technologies and concepts related to security, governance, procurement, and administration.	Knowledge Management	Additional
K0165	Knowledge of risk/threat assessment.	Risk Management	Additional
A0009	Ability to apply supply chain risk management standards.	Risk Management	Additional
K0148	Knowledge of import/export control regulations and responsible agencies for the purposes of reducing supply chain risk.	Third Party Oversight/ Acquisition Management	Additional
K0164	Knowledge of functionality, quality, and security requirements and how these will apply to specific items of supply (i.e., elements and processes).	Third Party Oversight/ Acquisition Management	Additional

1.4 CORE COMPETENCIES

The table below is a compilation of competencies aligned to the 802-IT Project Manager work role, and their associated importance. Listed competencies are collections of three or more similar Knowledge, Skills, or Abilities aligned to the Work Role. *These competencies originate from the [NICE Framework Competency Pivot Tool](#).*

Table 4. 802-IT Project Manager Core Competencies

Technical Competency	Comp. ID	Definition	Work Role Related KSAs	Importance
Contracting/ Procurement	C010	This area contains KSAs that relate to the various types of contracts, techniques for contracting or procurement, and contract negotiation and administration.	<ul style="list-style-type: none"> • Knowledge of information technology (IT) acquisition/procurement requirements. [K0257] • Knowledge of the acquisition/procurement life cycle process. [K0270] • Ability to ensure security practices are followed throughout the acquisition process. [A0056] • Knowledge of Supply Chain Risk Management Practices (NIST SP 800-161). [K0126] 	Core
Enterprise Architecture	C018	This area contains KSAs that relate to the principles, concepts, and methods of enterprise architecture to align information technology (IT) strategy, plans, and systems with the mission, goals, structure, and processes of the organization.	<ul style="list-style-type: none"> • Knowledge of information technology (IT) architectural concepts and frameworks. [K0047] • Knowledge of the organization's enterprise information technology (IT) goals and objectives. [K0101] • Knowledge of service management concepts for networks and related standards (e.g., Information Technology Infrastructure Library, current version [ITIL]). [K0200] 	Core
Risk Management	C044	This area contains KSAs that relate to the methods and tools used for risk assessment and mitigation of risk.	<ul style="list-style-type: none"> • Knowledge of risk management processes (e.g., methods for assessing and mitigating risk). [K0002] • Knowledge of Risk Management Framework (RMF) requirements. [K0048] • Knowledge of supply chain risk management standards, processes, and practices. [K0154] • Knowledge of information technology (IT) supply chain security and supply chain risk management policies, requirements, and procedures. [K0169] • Knowledge of risk/threat assessment. [K0165] • Ability to apply supply chain risk management standards. [A0009] 	Core

Technical Competency	Comp. ID	Definition	Work Role Related KSAs	Importance
Third Party Oversight/ Acquisition Management	C056	This area contains KSAs that relate to the process of analyzing and controlling risks presented to your company, data, operations and finances by parties other than your own company.	<ul style="list-style-type: none"> • Ability to oversee the development and update of the life cycle cost estimate. [A0039] • Ability to evaluate/ensure the trustworthiness of the supplier and/or product. [A0045] • Knowledge of import/export control regulations and responsible agencies for the purposes of reducing supply chain risk. [K0148] • Knowledge of functionality, quality, and security requirements and how these will apply to specific items of supply (i.e., elements and processes). [K0164] 	Core

1.5 SUGGESTED QUALIFICATIONS / CAPABILITY INDICATORS

Table 5. 802-IT Project Manager Suggested Qualifications / Capability Indicators

For indicators of capability for the 802-IT Project Manager work role, please see [Draft NISTR 8193 - National Initiative for Cybersecurity Education \(NICE\) Framework Work Role Capability Indicators](#).

Section to be populated with updated DoD-8140 Qualification Matrix for 802-IT Project Manager.

2 APPENDIX: 802-IT PROJECT MANAGER TASK ANALYSIS AND KSA MAPPING

2.1 KEY TO READING THE TASK ANALYSIS AND KSA MAPPING

Table 6. Key to Reading the Task Analysis and KSA Mapping

Proficiency	Task Statement	Importance
As Written	Task as written within the NICE Cybersecurity Workforce Framework (NICE Framework).	Overall Importance to Work Role
Entry	<i>Example behavioral indicator / task permutation for performing this task at an Entry skills proficiency level.</i>	
Intermediate	<i>Example behavioral indicator / task permutation for performing this task at an Intermediate skills proficiency level.</i>	
Advanced	<i>Example behavioral indicator / task permutation for performing this task at an Advanced skills proficiency level.</i>	

Table 7. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
ID of K, S, or A	Knowledge, Skill or Ability needed to perform the task as written within the NICE Framework	Competency mapped to the individual K, S, or A.

2.2 802-IT PROJECT MANAGER TASK ANALYSIS AND KSA MAPPING

Table 8. T0072 Task Analysis

Proficiency	Task Statement	Importance
As Written within Framework	Develop methods to monitor and measure risk, compliance, and assurance efforts.	Core
Entry	<i>Assist with the development of methods to monitor and measure risk, compliance, and assurance efforts.</i>	
Intermediate	<i>Develop, review and recommend methods to monitor and measure risk, compliance, and assurance efforts.</i>	
Advanced	<i>Oversee, lead, and manage development of methods to monitor and measure risk, compliance, and assurance efforts.</i>	

Table 9. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0004	Knowledge of cybersecurity and privacy principles.	Information Systems/Network Security
S0038	Skill in identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.	Information Technology Assessment
K0001	Knowledge of computer networking concepts and protocols, and network security methodologies.	Infrastructure Design
K0002	Knowledge of risk management processes (e.g., methods for assessing and mitigating risk).	Risk Management
K0048	Knowledge of Risk Management Framework (RMF) requirements.	Risk Management
K0165	Knowledge of risk/threat assessment.	Risk Management
K0005	Knowledge of cyber threats and vulnerabilities.	Vulnerabilities Assessment
K0006	Knowledge of specific operational impacts of cybersecurity lapses.	Vulnerabilities Assessment

Table 10. T0174 Task Analysis

Proficiency	Task Statement	Importance
As Written within Framework	Perform needs analysis to determine opportunities for new and improved business process solutions.	Core
Entry	<i>Research and provide information to perform needs analysis to determine opportunities for new and improved business process solutions.</i>	
Intermediate	<i>Conduct needs analysis to determine opportunities for new and improved business process solutions.</i>	
Advanced	<i>Conduct, evaluate and direct needs analysis to determine opportunities for new and improved business process solutions.</i>	

Table 11. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0043	Knowledge of industry-standard and organizationally accepted analysis principles and methods.	Data Analysis
K0101	Knowledge of the organization's enterprise information technology (IT) goals and objectives.	Enterprise Architecture
S0372	Skill to translate, track, and prioritize information needs and intelligence collection requirements across the extended enterprise.	Information Management
S0038	Skill in identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.	Information Technology Assessment
K0146	Knowledge of the organization's core business/mission processes.	Organizational Awareness
K0198	Knowledge of organizational process improvement concepts and process maturity models (e.g., Capability Maturity Model Integration (CMMI) for Development, CMMI for Services, and CMMI for Acquisitions).	Process Control
K0012	Knowledge of capabilities and requirements analysis.	Requirements Analysis
K0059	Knowledge of new and emerging information technology (IT) and cybersecurity technologies.	Technology Awareness

Table 12. T0196 Task Analysis

Proficiency	Task Statement	Importance
As Written within Framework	Provide advice on project costs, design concepts, or design changes.	Core
Entry	<i>Assist with development and evaluation of project costs, design concepts, or design changes.</i>	
Intermediate	<i>Develop and evaluate project costs, design concepts, or design changes.</i>	
Advanced	<i>Review and authorize project costs, design concepts, or design changes.</i>	

Table 13. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0257	Knowledge of information technology (IT) acquisition/procurement requirements.	Contracting/Procurement
K0270	Knowledge of the acquisition/procurement life cycle process.	Contracting/Procurement
K0043	Knowledge of industry-standard and organizationally accepted analysis principles and methods.	Data Analysis
K0101	Knowledge of the organization's enterprise information technology (IT) goals and objectives.	Enterprise Architecture
K0012	Knowledge of capabilities and requirements analysis.	Requirements Analysis
K0164	Knowledge of functionality, quality, and security requirements and how these will apply to specific items of supply (i.e., elements and processes).	Third Party Oversight/ Acquisition Management
A0039	Ability to oversee the development and update of the life cycle cost estimate.	Third Party Oversight/ Acquisition Management

Table 14. T0207 Task Analysis

Proficiency	Task Statement	Importance
As Written within Framework	Provide ongoing optimization and problem-solving support.	Core
Entry	<i>Assist with providing ongoing optimization and problem-solving support.</i>	
Intermediate	<i>Provide ongoing optimization and problem-solving.</i>	
Advanced	<i>Direct and oversee ongoing optimization and problem-solving.</i>	

Table 15. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0043	Knowledge of industry-standard and organizationally accepted analysis principles and methods.	Data Analysis
K0120	Knowledge of how information needs and collection requirements are translated, tracked, and prioritized across the extended enterprise.	Information Management
S0372	Skill to translate, track, and prioritize information needs and intelligence collection requirements across the extended enterprise.	Information Management
S0038	Skill in identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.	Information Technology Assessment
K0001	Knowledge of computer networking concepts and protocols, and network security methodologies.	Infrastructure Design
K0146	Knowledge of the organization's core business/mission processes.	Organizational Awareness
K0072	Knowledge of resource management principles and techniques.	Project Management
K0012	Knowledge of capabilities and requirements analysis.	Requirements Analysis
K0002	Knowledge of risk management processes (e.g., methods for assessing and mitigating risk).	Risk Management
K0048	Knowledge of Risk Management Framework (RMF) requirements.	Risk Management
K0005	Knowledge of cyber threats and vulnerabilities.	Vulnerabilities Assessment

Table 16. T0208 Task Analysis

Proficiency	Task Statement	Importance
As Written within Framework	Provide recommendations for possible improvements and upgrades.	Core
Entry	<i>Research and record recommendations for possible improvements and upgrades, as applicable.</i>	
Intermediate	<i>Review, evaluate, document and report recommendations for possible improvements and upgrades, as applicable.</i>	
Advanced	<i>Oversee, provide direction and ensure implementation of recommendations for possible improvements and upgrades, as applicable.</i>	

Table 17. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0043	Knowledge of industry-standard and organizationally accepted analysis principles and methods.	Data Analysis
K0101	Knowledge of the organization's enterprise information technology (IT) goals and objectives.	Enterprise Architecture
S0038	Skill in identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.	Information Technology Assessment
K0012	Knowledge of capabilities and requirements analysis.	Requirements Analysis
K0235	Knowledge of how to leverage research and development centers, think tanks, academic research, and industry systems.	Strategic Planning
K0090	Knowledge of system life cycle management principles, including software security and usability.	Systems Integration

Table 18. T0223 Task Analysis

Proficiency	Task Statement	Importance
As Written within Framework	Review or conduct audits of information technology (IT) programs and projects.	Core
Entry	<i>With guidance, assist with reviewing and conducting audits of information technology (IT) programs and projects.</i>	
Intermediate	<i>Assist/Conduct audits of information technology (IT) programs and projects.</i>	
Advanced	<i>Oversee, review and/or conduct audits of information technology (IT) programs and projects.</i>	

Table 19. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0043	Knowledge of industry-standard and organizationally accepted analysis principles and methods.	Data Analysis
K0004	Knowledge of cybersecurity and privacy principles.	Information Systems/Network Security
S0038	Skill in identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.	Information Technology Assessment
K0001	Knowledge of computer networking concepts and protocols, and network security methodologies.	Infrastructure Design
K0003	Knowledge of laws, regulations, policies, and ethics as they relate to cybersecurity and privacy.	Legal, Government, and Jurisprudence
K0002	Knowledge of risk management processes (e.g., methods for assessing and mitigating risk).	Risk Management
K0048	Knowledge of Risk Management Framework (RMF) requirements.	Risk Management
K0165	Knowledge of risk/threat assessment.	Risk Management
K0090	Knowledge of system life cycle management principles, including software security and usability.	Systems Integration
K0005	Knowledge of cyber threats and vulnerabilities.	Vulnerabilities Assessment

Table 20. T0256 Task Analysis

Proficiency	Task Statement	Importance
As Written within Framework	Evaluate the effectiveness of procurement function in addressing information security requirements and supply chain risks through procurement activities and recommend improvements.	Core
Entry	<i>Assists with the review of the effectiveness of the procurement function in addressing information security requirements and supply chain risks through procurement activities and provide input.</i>	
Intermediate	<i>Review the effectiveness of procurement function in addressing information security requirements and supply chain risks through procurement activities and recommend improvements.</i>	
Advanced	<i>Coordinate with procurement function leaders in addressing information security requirements and supply chain risks through procurement activities and recommended improvements.</i>	

Table 21. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0126	Knowledge of Supply Chain Risk Management Practices (NIST SP 800-161)	Contracting/Procurement
K0257	Knowledge of information technology (IT) acquisition/procurement requirements.	Contracting/Procurement
K0270	Knowledge of the acquisition/procurement life cycle process.	Contracting/Procurement
A0056	Ability to ensure security practices are followed throughout the acquisition process.	Contracting/Procurement
K0004	Knowledge of cybersecurity and privacy principles.	Information Systems/Network Security
K0001	Knowledge of computer networking concepts and protocols, and network security methodologies.	Infrastructure Design
K0003	Knowledge of laws, regulations, policies, and ethics as they relate to cybersecurity and privacy.	Legal, Government, and Jurisprudence
K0002	Knowledge of risk management processes (e.g., methods for assessing and mitigating risk).	Risk Management
K0048	Knowledge of Risk Management Framework (RMF) requirements.	Risk Management
K0154	Knowledge of supply chain risk management standards, processes, and practices.	Risk Management
K0169	Knowledge of information technology (IT) supply chain security and supply chain risk management policies, requirements, and procedures.	Risk Management
A0009	Ability to apply supply chain risk management standards.	Risk Management
K0164	Knowledge of functionality, quality, and security requirements and how these will apply to specific items of supply (i.e., elements and processes).	Third Party Oversight/Acquisition Management
A0045	Ability to evaluate/ensure the trustworthiness of the supplier and/or product.	Third Party Oversight/Acquisition Management
K0005	Knowledge of cyber threats and vulnerabilities.	Vulnerabilities Assessment
K0006	Knowledge of specific operational impacts of cybersecurity lapses.	Vulnerabilities Assessment

Table 22. T0277 Task Analysis

Proficiency	Task Statement	Importance
As Written within Framework	Ensure that all acquisitions, procurements, and outsourcing efforts address information security requirements consistent with organization goals.	Core
Entry	<i>Become familiar with and provide input about your organization's information security requirements consistent with organizational goals to support acquisitions, procurement and outsourcing efforts.</i>	
Intermediate	<i>Incorporate appropriate information security requirements to support acquisitions, procurements, and outsourcing efforts.</i>	
Advanced	<i>Oversee, lead, track, and/or author acquisitions, procurements, and outsourcing efforts addressing information security requirements consistent with organization goals, as applicable.</i>	

Table 23. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0126	Knowledge of Supply Chain Risk Management Practices (NIST SP 800-161)	Contracting/Procurement
K0257	Knowledge of information technology (IT) acquisition/procurement requirements.	Contracting/Procurement
K0270	Knowledge of the acquisition/procurement life cycle process.	Contracting/Procurement
A0056	Ability to ensure security practices are followed throughout the acquisition process.	Contracting/Procurement
K0101	Knowledge of the organization's enterprise information technology (IT) goals and objectives.	Enterprise Architecture
K0004	Knowledge of cybersecurity and privacy principles.	Information Systems/Network Security
K0001	Knowledge of computer networking concepts and protocols, and network security methodologies.	Infrastructure Design
K0003	Knowledge of laws, regulations, policies, and ethics as they relate to cybersecurity and privacy.	Legal, Government, and Jurisprudence
K0146	Knowledge of the organization's core business/mission processes.	Organizational Awareness
K0002	Knowledge of risk management processes (e.g., methods for assessing and mitigating risk).	Risk Management
K0165	Knowledge of risk/threat assessment.	Risk Management
K0169	Knowledge of information technology (IT) supply chain security and supply chain risk management policies, requirements, and procedures.	Risk Management
K0164	Knowledge of functionality, quality, and security requirements and how these will apply to specific items of supply (i.e., elements and processes).	Third Party Oversight/Acquisition Management
A0045	Ability to evaluate/ensure the trustworthiness of the supplier and/or product.	Third Party Oversight/Acquisition Management
K0005	Knowledge of cyber threats and vulnerabilities.	Vulnerabilities Assessment
K0006	Knowledge of specific operational impacts of cybersecurity lapses.	Vulnerabilities Assessment

Table 24. T0340 Task Analysis

Proficiency	Task Statement	Importance
As Written within Framework	Act as a primary stakeholder in the underlying information technology (IT) operational processes and functions that support the service, provide direction and monitor all significant activities so the service is delivered successfully.	Core
Entry	<i>With supervision, support the underlying information technology (IT) operational processes and functions that support the service, and help provide direction and monitoring of all significant activities so the service is delivered successfully.</i>	
Intermediate	<i>Manage the underlying information technology (IT) operational processes and functions that support the service, provide direction and monitor all significant activities so the service is delivered successfully.</i>	
Advanced	<i>Manage, lead, and oversee the underlying information technology (IT) operational processes and functions that support the service, provide direction and monitor all significant activities so the service is delivered successfully.</i>	

Table 25. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
A0056	Ability to ensure security practices are followed throughout the acquisition process.	Contracting/Procurement
K0120	Knowledge of how information needs and collection requirements are translated, tracked, and prioritized across the extended enterprise.	Information Management
S0372	Skill to translate, track, and prioritize information needs and intelligence collection requirements across the extended enterprise.	Information Management
S0038	Skill in identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.	Information Technology Assessment
K0146	Knowledge of the organization's core business/mission processes.	Organizational Awareness
K0012	Knowledge of capabilities and requirements analysis.	Requirements Analysis
K0002	Knowledge of risk management processes (e.g., methods for assessing and mitigating risk).	Risk Management
K0165	Knowledge of risk/threat assessment.	Risk Management
A0039	Ability to oversee the development and update of the life cycle cost estimate.	Third Party Oversight/Acquisition Management
K0006	Knowledge of specific operational impacts of cybersecurity lapses.	Vulnerabilities Assessment

Table 26. T0354 Task Analysis

Proficiency	Task Statement	Importance
As Written within Framework	Coordinate and manage the overall service provided to a customer end-to-end.	Core
Entry	<i>Support efforts to coordinate the overall service provided to a customer end-to-end.</i>	
Intermediate	<i>Coordinate and manage the overall service provided to a customer end-to-end.</i>	
Advanced	<i>Oversee and coordinate the overall service provided to a customer end-to-end.</i>	

Table 27. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0043	Knowledge of industry-standard and organizationally accepted analysis principles and methods.	Data Analysis
S0372	Skill to translate, track, and prioritize information needs and intelligence collection requirements across the extended enterprise.	Information Management
S0038	Skill in identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.	Information Technology Assessment
K0146	Knowledge of the organization's core business/mission processes.	Organizational Awareness
K0072	Knowledge of resource management principles and techniques.	Project Management
K0012	Knowledge of capabilities and requirements analysis.	Requirements Analysis

Table 28. T0370 Task Analysis

Proficiency	Task Statement	Importance
As Written within Framework	Ensure that appropriate Service-Level Agreements (SLAs) and underpinning contracts have been defined that clearly set out for the customer a description of the service and the measures for monitoring the service.	Core
Entry	<i>Familiarize yourself with, research and recommend appropriate Service-Level Agreements (SLAs) and underpinning contracts that clearly set out for the customer a description of the service and the measures for monitoring the service.</i>	
Intermediate	<i>Review, edit and/or author appropriate Service-Level Agreements (SLAs) and underpinning contracts that clearly set out for the customer a description of the service and the measures for monitoring the service.</i>	
Advanced	<i>Oversee, ensure and/or author appropriate Service-Level Agreements (SLAs) and underpinning contracts that clearly set out for the customer a description of the service and the measures for monitoring the service.</i>	

Table 29. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0257	Knowledge of information technology (IT) acquisition/procurement requirements.	Contracting/Procurement
K0270	Knowledge of the acquisition/procurement life cycle process.	Contracting/Procurement
A0056	Ability to ensure security practices are followed throughout the acquisition process.	Contracting/Procurement
K0043	Knowledge of industry-standard and organizationally accepted analysis principles and methods.	Data Analysis
K0101	Knowledge of the organization's enterprise information technology (IT) goals and objectives.	Enterprise Architecture
K0200	Knowledge of service management concepts for networks and related standards (e.g., Information Technology Infrastructure Library, current version [ITIL]).	Enterprise Architecture
K0120	Knowledge of how information needs and collection requirements are translated, tracked, and prioritized across the extended enterprise.	Information Management
S0372	Skill to translate, track, and prioritize information needs and intelligence collection requirements across the extended enterprise.	Information Management
S0038	Skill in identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.	Information Technology Assessment
K0012	Knowledge of capabilities and requirements analysis.	Requirements Analysis
K0048	Knowledge of Risk Management Framework (RMF) requirements.	Risk Management
K0165	Knowledge of risk/threat assessment.	Risk Management
K0164	Knowledge of functionality, quality, and security requirements and how these will apply to specific items of supply (i.e., elements and processes).	Third Party Oversight/Acquisition Management
A0045	Ability to evaluate/ensure the trustworthiness of the supplier and/or product.	Third Party Oversight/Acquisition Management
K0006	Knowledge of specific operational impacts of cybersecurity lapses.	Vulnerabilities Assessment

Table 30. T0377 Task Analysis

Proficiency	Task Statement	Importance
As Written within Framework	Gather feedback on customer satisfaction and internal service performance to foster continual improvement.	Core
Entry	<i>Gather feedback on customer satisfaction and internal service performance to foster continual improvement.</i>	
Intermediate	<i>Monitor and provide analysis on gathered feedback on customer satisfaction and internal service performance to foster continual improvement.</i>	
Advanced	<i>Assess the analysis of feedback and recommend/direct improvements to raise customer satisfaction and internal service performance rating to foster continual improvement.</i>	

Table 31. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0120	Knowledge of how information needs and collection requirements are translated, tracked, and prioritized across the extended enterprise.	Information Management
S0038	Skill in identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.	Information Technology Assessment
K0146	Knowledge of the organization's core business/mission processes.	Organizational Awareness

Table 32. T0379 Task Analysis

Proficiency	Task Statement	Importance
As Written within Framework	Manage the internal relationship with information technology (IT) process owners supporting the service, assisting with the definition and agreement of Operating Level Agreements (OLAs).	Core
Entry	<i>Assist with managing the internal relationship with information technology (IT) process owners supporting the service, assisting with the definition and agreement of Operating Level Agreements (OLAs).</i>	
Intermediate	<i>Manage internal relationship with information technology (IT) process owners supporting the service, assisting with the definition and agreement of Operating Level Agreements (OLAs).</i>	
Advanced	<i>Oversee and maintain the internal relationship with information technology (IT) process owners supporting the service, assisting with the definition and agreement of Operating Level Agreements (OLAs).</i>	

Table 33. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0101	Knowledge of the organization's enterprise information technology (IT) goals and objectives.	Enterprise Architecture
K0120	Knowledge of how information needs and collection requirements are translated, tracked, and prioritized across the extended enterprise.	Information Management
S0372	Skill to translate, track, and prioritize information needs and intelligence collection requirements across the extended enterprise.	Information Management
S0038	Skill in identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.	Information Technology Assessment
K0012	Knowledge of capabilities and requirements analysis.	Requirements Analysis
K0006	Knowledge of specific operational impacts of cybersecurity lapses.	Vulnerabilities Assessment

Table 34. T0389 Task Analysis

Proficiency	Task Statement	Importance
As Written within Framework	Review service performance reports identifying any significant issues and variances, initiating, where necessary, corrective actions and ensuring that all outstanding issues are followed up.	Core
Entry	<i>Review service performance reports and report any significant issues and variances.</i>	
Intermediate	<i>Where necessary, initiate, recommend, or escalate corrective actions and ensure that all issues are addressed and resolved.</i>	
Advanced	<i>Provide guidance for resolution of complex issues and variances, or escalate as necessary corrective actions and ensure all issues are addressed and resolved.</i>	

Table 35. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0120	Knowledge of how information needs and collection requirements are translated, tracked, and prioritized across the extended enterprise.	Information Management
S0372	Skill to translate, track, and prioritize information needs and intelligence collection requirements across the extended enterprise.	Information Management
K0004	Knowledge of cybersecurity and privacy principles.	Information Systems/Network Security
S0038	Skill in identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.	Information Technology Assessment
K0146	Knowledge of the organization's core business/mission processes.	Organizational Awareness
K0072	Knowledge of resource management principles and techniques.	Project Management
K0012	Knowledge of capabilities and requirements analysis.	Requirements Analysis
K0002	Knowledge of risk management processes (e.g., methods for assessing and mitigating risk).	Risk Management
K0165	Knowledge of risk/threat assessment.	Risk Management
K0090	Knowledge of system life cycle management principles, including software security and usability.	Systems Integration
K0006	Knowledge of specific operational impacts of cybersecurity lapses.	Vulnerabilities Assessment

Table 36. T0394 Task Analysis

Proficiency	Task Statement	Importance
As Written within Framework	Work with other service managers and product owners to balance and prioritize services to meet overall customer requirements, constraints, and objectives.	Core
Entry	<i>Help project lead work with service managers and product owners to balance and prioritize services to meet overall customer expectations, requirements, constraints, and objectives.</i>	
Intermediate	<i>Work with service managers and product owners to balance and prioritize services to meet overall customer requirements, constraints, and objectives.</i>	
Advanced	<i>Direct and advise those responsible for balancing and prioritizing services to meet overall customer requirements, constraints, and objectives.</i>	

Table 37. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0043	Knowledge of industry-standard and organizationally accepted analysis principles and methods.	Data Analysis
K0101	Knowledge of the organization's enterprise information technology (IT) goals and objectives.	Enterprise Architecture
K0146	Knowledge of the organization's core business/mission processes.	Organizational Awareness
K0072	Knowledge of resource management principles and techniques.	Project Management
K0012	Knowledge of capabilities and requirements analysis.	Requirements Analysis
K0002	Knowledge of risk management processes (e.g., methods for assessing and mitigating risk).	Risk Management
K0165	Knowledge of risk/threat assessment.	Risk Management

Table 38. T0407 Task Analysis

Proficiency	Task Statement	Importance
As Written within Framework	Participate in the acquisition process as necessary.	Core
Entry	<i>Participates in the acquisition process as necessary.</i>	
Intermediate	<i>Leads the acquisition process.</i>	
Advanced	<i>Oversees the acquisition process.</i>	

Table 39. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0257	Knowledge of information technology (IT) acquisition/procurement requirements.	Contracting/Procurement
K0270	Knowledge of the acquisition/procurement life cycle process.	Contracting/Procurement
A0056	Ability to ensure security practices are followed throughout the acquisition process.	Contracting/Procurement
K0043	Knowledge of industry-standard and organizationally accepted analysis principles and methods.	Data Analysis
K0101	Knowledge of the organization's enterprise information technology (IT) goals and objectives.	Enterprise Architecture
S0372	Skill to translate, track, and prioritize information needs and intelligence collection requirements across the extended enterprise.	Information Management
K0012	Knowledge of capabilities and requirements analysis.	Requirements Analysis
K0164	Knowledge of functionality, quality, and security requirements and how these will apply to specific items of supply (i.e., elements and processes).	Third Party Oversight/Acquisition Management
A0039	Ability to oversee the development and update of the life cycle cost estimate.	Third Party Oversight/Acquisition Management
A0045	Ability to evaluate/ensure the trustworthiness of the supplier and/or product.	Third Party Oversight/Acquisition Management

Table 40. T0415 Task Analysis

Proficiency	Task Statement	Importance
As Written within Framework	Ensure that supply chain, system, network, performance, and cybersecurity requirements are included in contract language and delivered.	Core
Entry	<i>Monitor supply chain, system, network, performance, and cybersecurity requirements are included in contract language and delivered.</i>	
Intermediate	<i>Identify and ensure that supply chain, system, network, performance, and cybersecurity requirements are included in contract language and delivered.</i>	
Advanced	<i>Oversee the efforts to ensure that supply chain, system, network, performance, and cybersecurity requirements are included in contract language and delivered.</i>	

Table 41. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0126	Knowledge of Supply Chain Risk Management Practices (NIST SP 800-161)	Contracting/Procurement
K0257	Knowledge of information technology (IT) acquisition/procurement requirements.	Contracting/Procurement
K0270	Knowledge of the acquisition/procurement life cycle process.	Contracting/Procurement
A0056	Ability to ensure security practices are followed throughout the acquisition process.	Contracting/Procurement
K0043	Knowledge of industry-standard and organizationally accepted analysis principles and methods.	Data Analysis
K0120	Knowledge of how information needs and collection requirements are translated, tracked, and prioritized across the extended enterprise.	Information Management
S0372	Skill to translate, track, and prioritize information needs and intelligence collection requirements across the extended enterprise.	Information Management
K0004	Knowledge of cybersecurity and privacy principles.	Information Systems/Network Security
S0038	Skill in identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.	Information Technology Assessment
K0001	Knowledge of computer networking concepts and protocols, and network security methodologies.	Infrastructure Design
K0003	Knowledge of laws, regulations, policies, and ethics as they relate to cybersecurity and privacy.	Legal, Government, and Jurisprudence
K0196	Knowledge of Import/Export Regulations related to cryptography and other security technologies.	Legal, Government, and Jurisprudence
K0072	Knowledge of resource management principles and techniques.	Project Management
K0012	Knowledge of capabilities and requirements analysis.	Requirements Analysis
K0154	Knowledge of supply chain risk management standards, processes, and practices.	Risk Management
K0169	Knowledge of information technology (IT) supply chain security and supply chain risk management policies, requirements, and procedures.	Risk Management
A0009	Ability to apply supply chain risk management standards.	Risk Management

KSA ID	Description	Competency
K0148	Knowledge of import/export control regulations and responsible agencies for the purposes of reducing supply chain risk.	Third Party Oversight/ Acquisition Management
K0164	Knowledge of functionality, quality, and security requirements and how these will apply to specific items of supply (i.e., elements and processes).	Third Party Oversight/ Acquisition Management
A0045	Ability to evaluate/ensure the trustworthiness of the supplier and/or product.	Third Party Oversight/ Acquisition Management
K0005	Knowledge of cyber threats and vulnerabilities.	Vulnerabilities Assessment
K0006	Knowledge of specific operational impacts of cybersecurity lapses.	Vulnerabilities Assessment

Table 42. T0493 Task Analysis

Proficiency	Task Statement	Importance
As Written within Framework	Lead and oversee budget, staffing, and contracting.	Core
Entry	<i>With guidance, support efforts regarding budget, resources, and acquisitions.</i>	
Intermediate	<i>Participate in efforts regarding budget, resources, and acquisitions.</i>	
Advanced	<i>Oversee others responsible for budget, resources, and acquisitions.</i>	

Table 43. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0257	Knowledge of information technology (IT) acquisition/procurement requirements.	Contracting/Procurement
K0270	Knowledge of the acquisition/procurement life cycle process.	Contracting/Procurement
A0056	Ability to ensure security practices are followed throughout the acquisition process.	Contracting/Procurement
K0043	Knowledge of industry-standard and organizationally accepted analysis principles and methods.	Data Analysis
K0101	Knowledge of the organization's enterprise information technology (IT) goals and objectives.	Enterprise Architecture
K0120	Knowledge of how information needs and collection requirements are translated, tracked, and prioritized across the extended enterprise.	Information Management
S0038	Skill in identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.	Information Technology Assessment
K0072	Knowledge of resource management principles and techniques.	Project Management
K0012	Knowledge of capabilities and requirements analysis.	Requirements Analysis
A0039	Ability to oversee the development and update of the life cycle cost estimate.	Third Party Oversight/Acquisition Management
A0045	Ability to evaluate/ensure the trustworthiness of the supplier and/or product.	Third Party Oversight/Acquisition Management