



### **KBA 1.0 Business Analysis and Transformation**

1.1 Business Strategy Consulting / Domain Expertise	1.2 Enterprise Integration / Shared Services Planning	1.3 Business Process Modeling / Optimization	1.4 IT Governance	1.5 IT Strategic Planning	1.6 Enterprise Architecture
1.7 IT Investment / Portfolio Management	1.8 Program / Project Management / PMO	1.9 IT Organization Strategy / Delivery Model	1.10 Vendor Management / Service Integration	1.11 Mature Process Framework Strategies	



### **KBA 2.0 Data Cycle Management**

2.1 Content and Compliance / Management	2.2 Information Portals	2.3 Business Intelligence / Decision Support	2.4 Data Management / Data Architectures / Metadata	2.5 Data Mining / Analytics / Visualization	2.6 Knowledge Management
2.7 Collaboration Systems	2.8 Document Management	2.9 Records Management	2.10 Long-Term Data Archival		



### **KBA 3.0 Software Portfolio Management**

3.1 Applications Infrastructure Rationalization	3.2 Applications Sourcing/ Service Desk	3.3 Apps Development (Business and Management)	3.4 Apps Development (Engineering and Scientific)	3.5 Services Oriented Architecture (Spans ESF Layers)	3.6 ERP Strategy and Support
3.7 Web Services/ Applications	3.8 Independent Validation and Verification	3.9 CMMI / PMI Consulting/ Training			



### **KBA 4.0 Managed IT Infrastructure**

4.1 IT Infrastructure Assessment and Rationalization	4.2 ITIL Consulting and Training	4.3 SLA Management	4.4 Service Desk	4.5 Desktop	4.6 Server Management and Monitoring
4.7 Storage Management	4.8 Data Center Operations	4.9 Network Operations and Management	4.10 Asset Management	4.11 Patch Management	4.12 Applications Hosting
4.13 Business Continuity / Continuity of Operations	4.14 Security and Risk Management (includes Identity Management)				