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Contents

What are National Occupational Standards(NOS)?

➢ NOS describe what individuals need to do, know and understand in order to carry out a particular job role or function

➢ NOS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack- Analyst Compliance Audit

SECTOR: IT-ITeS

SUB-SECTOR: IT Services

OCCUPATION: Information/Cyber Security

REFERENCE ID: SSC/Q0907

ALIGNED TO: NCO-2015/ 2522.0201

Analyst Compliance Audit: in the IT-ITeS Industry Analyst compliance audit covers the roles cyber security auditor as well as Analyst Compliance.

Brief Job Description: This job role is responsible for ensuring the organization's compliance with applicable Government regulations and International standard body recommendations by performing compliance audits, reporting and addressing risk. The main duties consist of identifying risks, identifying and exposing an organization to different legal & compliance regulations, performing the designated tasks in the workflow for closure of risks issues and satisfy requirements for compliances.

Personal Attributes: This job may require the individual to work independently and take decisions for his/her own area of work. The individual should have a high level of analytical thinking ability, passion for information security and attention for detail, should be ethical, compliance and result oriented, should also be able to demonstrate interpersonal skills, along with willingness to undertake desk-based job with long working hours.

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Job Details

Qualifications Pack Code	SSC/Q0907		
Job Role	**Analyst Compliance Audit** **This job role is applicable in both national and international scenarios**		
Credits (NSQF)	TBD	Version number	1.0
Sector	IT-ITeS	Drafted on	18/08/2016
Sub-sector	IT Services	Last reviewed on	31/03/2018
Occupation	Information/Cyber Security	Next review date	31/03/2019
NSQC Clearance on	19/12/2019		

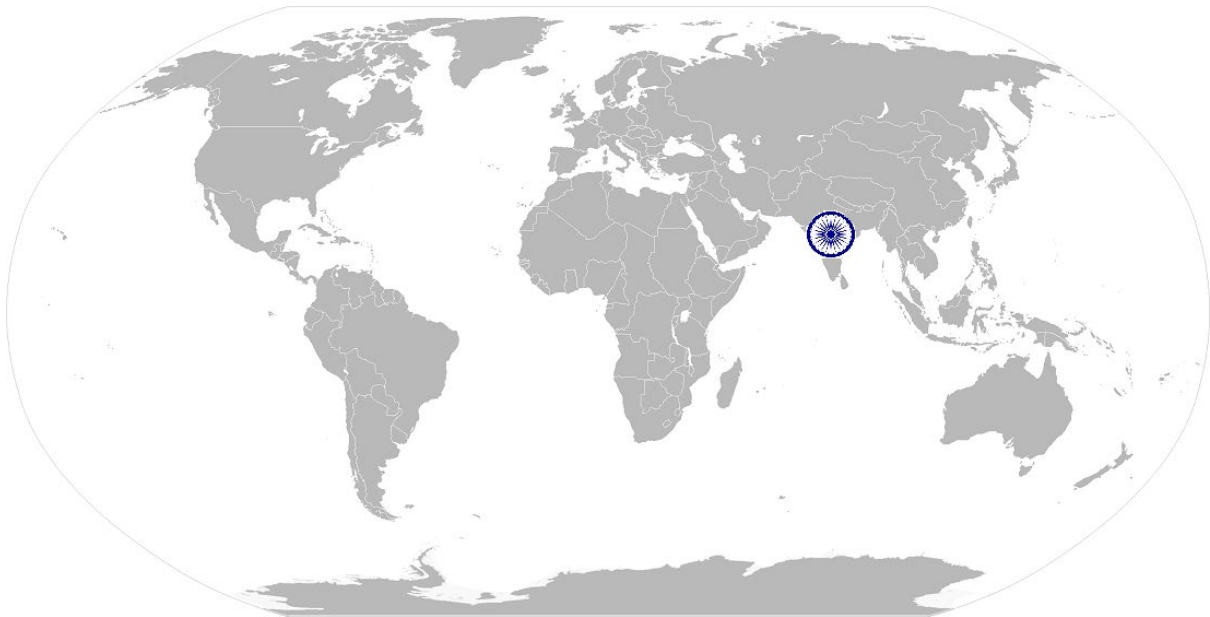| Job Role	Analyst Compliance Audit
Role Description	Is responsible for conducting compliance audit, reporting and addressing risk issues.
NSQF level **Minimum Educational Qualifications** **Maximum Educational Qualifications**	7 Graduate in Science/ Computer Science/Electronics and Engineering /Information Technology NA
Training (Suggested but not mandatory)	Certification in Information systems or related fields, Basic soft skills training, ethical hacking or pertaining to ISO27001
Minimum Job Entry Age	21 years
Experience	1-2 years of work experience/internship in security
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. SSC/N0917 Identify and report compliance issues with respect to cyber security 2. SSC/N0918 Maintain compliance to information security policies, regulations and standards and address risk issues 3. SSC/N9001 Manage your work to meet requirements 4. SSC/N9002 Work effectively with colleagues 5. SSC/N9003 Maintain a healthy, safe and secure working environment 6. SSC/N9004 Provide data/information in standard formats 7. SSC/N9005 Develop your knowledge, skills and competence **Optional:** Not Applicable
Performance Criteria	As described in the relevant NOS units

Glossary of Key Terms

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an '**O**' or an '**N**'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.

Definitions

Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.

Acronyms

Keywords /Terms	Description
IT-ITeS	Information Technology - Information Technology enabled Services
BPM	Business Process Management
BPO	Business Process Outsourcing
KPO	Knowledge Process Outsourcing
LPO	Legal Process Outsourcing
IPO	Information Process Outsourcing
BCA	Bachelor of Computer Applications
B.Sc.	Bachelor of Science
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
UGC	University Grants Commission
MHRD	Ministry of Human Resource Development
MoLE	Ministry of Labour and Employment
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
NSQF	National Skill Qualification Framework

National Occupational Standard

<u>**Overview**</u>

This unit is about identifying and reporting compliance issues with respect to cyber security using compliance audit checklists.

SSC/N0917   **Identify and report compliance issues with respect to cyber security**

Unit Code	SSC/N0917
Unit Title (Task)	**Identify and report compliance issues with respect to cyber security**
Description	This unit is about identifying and reporting compliance issues with respect to cyber security using compliance audit checklists.
Scope	This unit/task covers the following:

Operating procedures includes:
- required service levels (e.g. availability, quality)
- routine maintenance
- monitoring
- data integrity (e.g. backups, anti-virus)
- consumables use, storage & disposal
- health & safety
- escalation
- information recording and reporting
- obtaining work permissions
- security & confidentiality

Basic Cyber security concepts are: e.g.
- the importance of confidentiality, integrity and availability for information systems;
- common types of malicious code like
  - virus
  - Trojan
  - logic bomb
  - worm
  - spyware
- types of threats facing the information security of individuals and organisations;
- sources of threats to information security in terms of opportunity, ability and motive, etc.

Security infrastructure components
- Directory Services/LDAP,
- Domain Name Servers (DNS)
- Messaging/email system
- cloud infrastructure as a service
- firewall
- Unified Threat Management (UTM)

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SSC/N0917   Identify and report compliance issues with respect to cyber security

	• Intrusion Prevention System (IPS)

Performance Criteria (PC) w.r.t. the Scope	
	To be competent, you must be able to:
	PC1. receive organizational policy, contractual requirements and legislative requirements relating to cyber security from authorized sources
	PC2. gather relevant information about the asset or process under review
	PC3. identify resources needed to support the asset (platforms, operating systems, personnel, etc.) and business processes impacted
	PC4. develop with the support of stakeholders the checklist of compliance requirements, controls and possible threats identified along with this probability of occurrence and potential impact
	PC5. obtain authorization to receive data and evaluate processes and operations from relevant authority
	PC6. collect and store necessary evidences
	PC7. evaluate processes and operations documents to identify non-conformance to policies, procedures, standards and controls as per compliance checklist
	PC8. evaluate a system's compliance with information technology (IT) security, resilience, and dependability requirements
	PC9. perform validation steps, comparing actual results with expected results and analyze the differences to identify impact and risks
	PC10. conduct and review security authorization reviews and assurance case development for initial installation of software applications, systems, and networks to confirm that the level of risk is within acceptable limits
	PC11. verify that the software application/network/system accreditation and assurance documentation is current and postures are implemented
	PC12. inspect continuous monitoring results to confirm that the level of risk is within acceptable limits for the software application, network, or system
	PC13. identify & interpret exposure to risks and threats identified as per checklist
	PC14. identify & interpret exposure to legal & compliance regulations as well as contractual obligations
	PC15. Identify and review risks in inter0related cyber security actions between internal and external stakeholders and functions
	PC16. document deviations and recommend required actions to correct those deviations
	PC17. provide an accurate technical evaluation of the software application, system, or network, documenting the security posture, capabilities, and vulnerabilities against relevant Confidentiality, Integrity and Availability (CIA) compliances
	PC18. prepare reports on compliance audit and analysis for various stakeholders

	PC19. complete own assigned tasks and activities to defined standards and timelines
	PC20. complete reporting dashboard as per schedule and as per organizational requirement
	PC21. perform documentation of activities performed with all relevant details for compliance
	PC22. correctly follow and apply the policies and standards relating to conducting of compliance audit
	PC23. validate that customer needs are met within SLA and meet other time and quality commitment KPIs; provide guidance and suggestions as appropriate
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. relevant legislation, standards, policies, and procedures followed in the company KA2. organization's knowledge base and how to access and update this KA3. limits of your role and responsibilities and who to seek guidance from KA4. the organizational systems, procedures and tasks/checklists within the domain and how to use these KA5. Organizational hierarchy and management structure KA6. HR systems KA7. how to engage with both internal and external specialists for support in order to resolve incidents and service requests KA8. service request procedures, tools, and techniques KA9. the **operating procedures** that are applicable to the system(s) being used KA10. typical response times and service times related to own work area KA11. standard tools and templates available and how to use these KA12. computer network defense (CND) policies, procedures, and regulations
B. Technical Knowledge	You need to know and understand: KB1. basic cyber security concepts e.g. the importance of confidentiality, integrity and availability for information systems; **common types of malicious code**; types of threats facing the information security of individuals and organizations; sources of threats to information security in terms of opportunity, ability and motive KB2. explain how hardware and software vulnerabilities can be identified and resolved KB3. what is meant by risk appetite, risk assessment & analysis, risk treatment and what these entail KB4. what are the aims and objectives of risk management and the activities that are involved

	KB5. the procedures, tools and techniques that can be used to conduct and document risk assessment activities
	KB6. SIEM and Log management systems
	KB7. known vulnerabilities from alerts, advisories, errata, and bulletins
	KB8. business objectives of the organization as well as of relevant business processes
	KB9. the steps involved in information security risk management
	KB10. compliance policies of the organization concerned
	KB11. organizational procedures for information security audits
	KB12. Risk Management Framework (RMF) requirements
	KB13. information technology (IT) supply chain security/risk management policies, requirements, and procedures
	KB14. various types of controls and safeguards for cyber security
	KB15. basics of physical and environmental controls
	KB16. computer network defense (CND) and vulnerability assessment tools, including open source tools, and their capabilities
	KB17. systems diagnostic tools and fault identification techniques
	KB18. new and emerging information technology (IT) and cyber security technologies
	KB19. structured analysis principles and methods
	KB20. Interpretation of network and application design document
	KB21. organization's enterprise information technology (IT) goals and objectives
	KB22. relevant laws, policies, procedures, or standards as they relate to work that may impact critical infrastructure
	KB23. Cyber security concepts, policies, and procedures
	KB24. **Security infrastructure components**
	KB25. Network security architecture
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to:
	SA1. complete accurate well written work with attention to detail
	SA2. document call logs, reports, task lists, and schedules with co-workers
	SA3. prepare status and progress reports
	SA4. log calls and raise tickets in the SIEM tool, providing proper indicators and descriptions as required
	SA5. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct and following professional etiquettes

|		Reading Skills
		You need to know and understand how to:
		SA6. read about new products and services with reference to the organization and also from external forums such as websites and blogs
		SA7. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
		SA8. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
		SA9. read policy manual, standard operating procedures and service level agreements relevant to work area
		SA10. read emails received from own team, across team and external vendors and clients
		Oral Communication (Listening and Speaking skills)
		You need to know and understand how to:
		SA11. discuss task lists, schedules, and work-loads with co-workers
		SA12. give clear instructions to specialists/vendors/users/clients as required
		SA13. keep stakeholders informed about progress
		SA14. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
		SA15. receive and make phone calls, including call forward, call hold, and call mute
B. Professional Skills		**Decision Making**
		You need to know and understand how to:
		SB1. follow rule-based decision-making processes
		SB2. make a decision on a suitable course of action
		Plan and Organize
		You need to know and understand how to:
		SB3. plan and organize your work to achieve targets and deadlines
		Customer Centricity
		You need to know and understand how to:
		SB4. Identify internal or external customer requirement and priorities clearly with respect to work at hand
		SB5. carry out rule-based transactions in line with customer-specific guidelines, procedures, rules and service level agreements
		SB6. check that your own and/or your peers work meets customer requirements
		Problem Solving
		You need to know and understand how to:
		SB7. apply problem-solving approaches in different situations
		SB8. seek clarification on problems from others
		Analytical Thinking

SSC/N0917   **Identify and report compliance issues with respect to cyber security**

	You need to know and understand how to:
	SB9. analyze data and activities
	SB10. configure data and disseminate relevant information to others
	SB11. pass on relevant information to others
	Critical Thinking
	You need to know and understand how to:
	SB12. provide opinions on work in a detailed and constructive way
	SB13. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to:
	SB14. check your work is complete and free from errors
	Team Working
	You need to know and understand how to:
	SB15. work effectively in a team environment
	SB16. work independently and collaboratively
C. Technical Skills	You need to know and understand how to:
	SC1. identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system
	SC2. determine how a security system should work (including its resilience and dependability capabilities) and how changes in conditions, operations, or the environment will affect these outcomes
	SC3. work on various operating system
	SC4. work with word processers, spreadsheets and presentations
	SC5. stay abreast of the latest developments in terms of industry standards and information security tools and techniques

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SSC/N0917   Identify and report compliance issues with respect to cyber security

NOS Version Control

NOS Code	SSC/N0917		
Credits (NSQF)	TBD	**Version number**	1.0
Industry	IT-ITeS	**Drafted on**	18/08/2016
Industry Sub-sector	IT Services	**Last reviewed on**	31/03/2018
Occupation	Information/Cyber Security	**Next review date**	31/03/2019
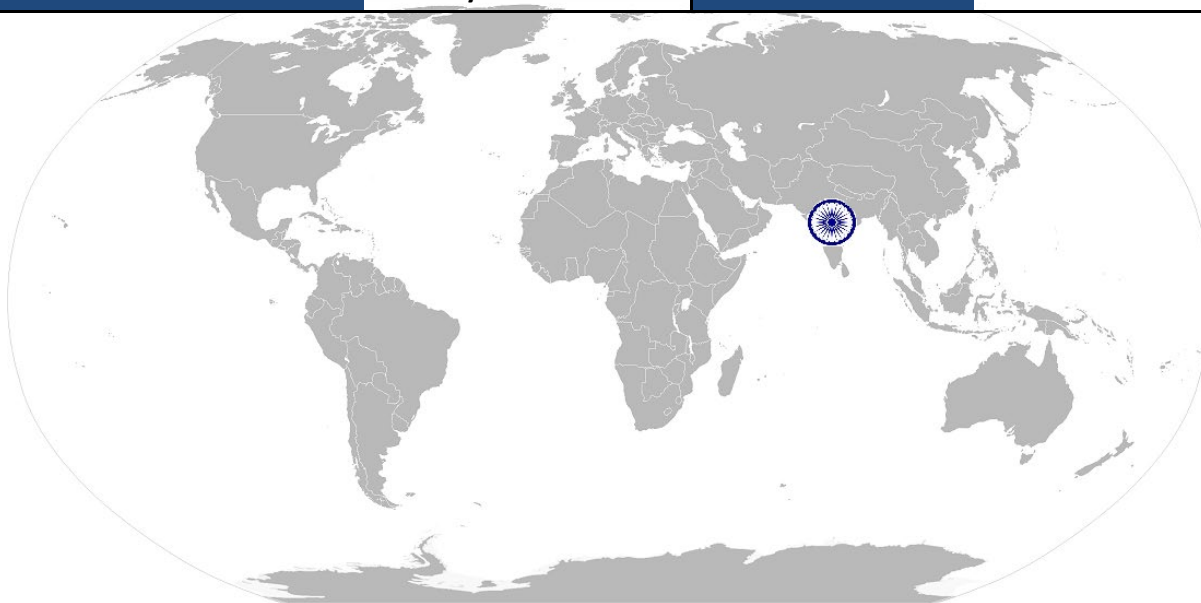
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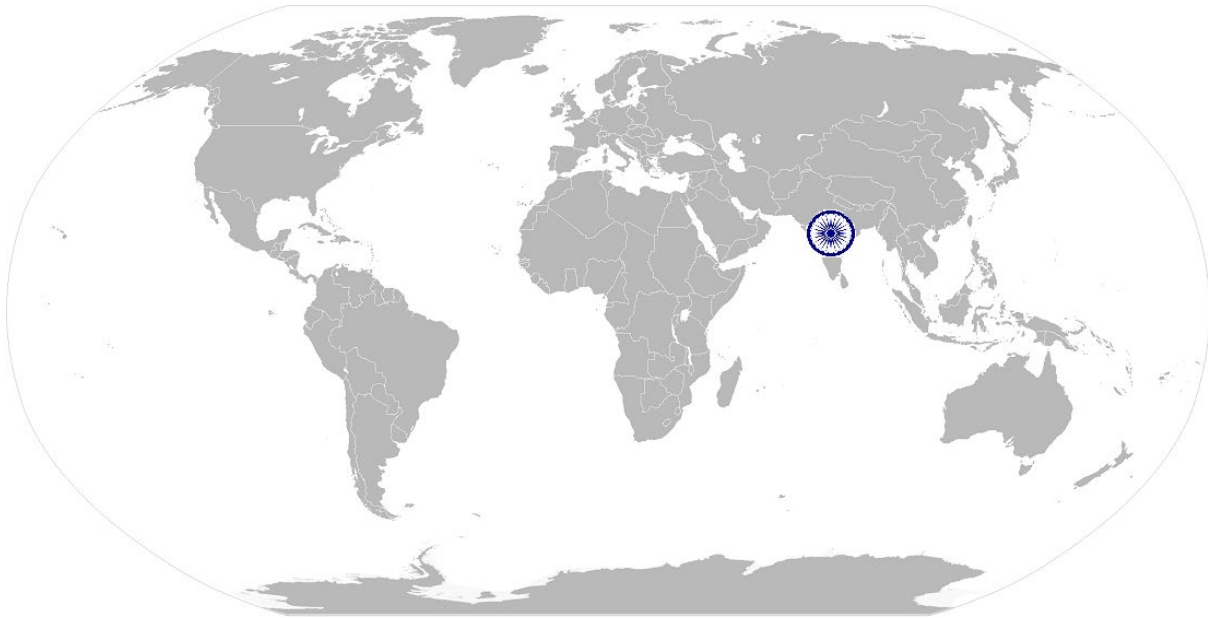
<u>**Overview**</u>

This unit is about maintaining compliance to information security policies, regulations and standards and address risk issues in organizations.

SSC/N0918   **Maintain compliance to information security policies, regulations and standards and address risk issues**

Unit Code	SSC/N0918
Unit Title (Task)	Maintain compliance to information security policies, regulations and standards and address risk issues
Description	This unit is about maintaining compliance to information security policies, regulations and standards and address risk issues in organizations.
Scope	This unit/task covers the following:

Applicable NOS Unit

Operating procedures include:
- required service levels (e.g. availability, quality)
- routine maintenance
- monitoring
- data integrity (e.g. backups, anti-virus)
- consumables use, storage & disposal
- health & safety
- escalation
- information recording and reporting
- obtaining work permissions
- security & confidentiality

Compliance audit and risk assessment:
- executive briefings
- risk assessment reports
- dashboards

Professional and technical knowledge:
- by attending educational workshops
- reviewing professional publications
- establishing personal networks
- benchmarking state-of-the-art practices
- participating in professional societies

Basic Cyber security concepts are: e.g.
- the importance of confidentiality, integrity and availability for information systems;
- common types of malicious code like
    - virus
    - Trojan
    - logic bomb

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SSC/N0918   Maintain compliance to information security policies, regulations and standards and address risk issues

	○ worm ○ spyware - types of threats facing the information security of individuals and organisations; - sources of threats to information security in terms of opportunity, ability and motive, etc.
Performance Criteria (PC) w.r.t. the Scope	
	To be competent, you must be able to: PC1. communicate the subsequent **compliance audit and risk assessment** results to specified organizational personnel PC2. share compliance issues identified during the audit with appropriate organizational personnel as per process laid out PC3. plan and coordinate the operational activities of a given company or organization to guarantee compliance with governmental regulations, ordinances and standards PC4. ensure that all policies and procedures are implemented and well documented PC5. perform occasional internal reviews, and identify compliance problems that call for formal attention PC6. file compliance reports with regulatory bodies PC7. take necessary actions for closure of the risk and non-conformance issues during the lifecycle PC8. present compliance issues identified to the management for prioritizing, support risk mitigation plan PC9. co-ordinate for ongoing monitoring of the risk factors to organizational operations and assets, individuals, other organizations PC10. undertake corrective actions or implementation of controls or procedural steps for satisfying needs of compliances PC11. implement an information system disposal strategy, when needed, which executes required actions when a system is removed from service PC12. maintain quality service by establishing and enforcing organization standards PC13. maintain legal and regulatory compliance by researching and communicating requirements, and obtain approvals PC14. maintain regular communication and contact with organizational head and other departments to share information and to ensure that compliance related activities are coordinated PC15. document steps undertaken during the process & outcomes of the steps taken

	PC16. ensure that existing compliance related processes and procedures are being followed, with sufficient documentary evidence being maintained in the event of an internal/external audit
	PC17. complete research assignments and deliver comprehensive but concise reports in a timely manner
	PC18. provide timely feedback on contracts and agreements to be issued or entered into by the organization
	PC19. maintain **professional and technical knowledge** by formal and informal means
	PC20. ensure that customer needs are met within SLA and meet other time and quality commitment KPIs;
	PC21. maintain a collaborative relationship with various stakeholders like management, other function heads and point of contacts, etc.
	PC22. provide guidance and suggestions as appropriate
	PC23. complete own assigned tasks and activities to defined standards and timelines
	PC24. correctly follow and apply the policies and standards relating to information security identity and access management activities
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. relevant legislation, standards, policies, and procedures followed in the company KA2. organization's knowledge base and how to access and update this KA3. limits of your role and responsibilities and who to seek guidance from KA4. the organizational systems, procedures and tasks/checklists within the domain and how to use these KA5. Organizational hierarchy and management structure KA6. Legal and regulatory guidelines applicable to the business or domain that the organization is engaged in KA7. how to engage with both internal and external specialists for support in order to resolve incidents and service requests KA8. service request procedures, tools, and techniques KA9. the **operating procedures** that are applicable to the system(s) being used KA10. typical response times and service times related to own work area KA11. computer network defense (CND) policies, procedures, and regulations
B. Technical Knowledge	You need to know and understand: KB1. Basic cyber security concepts

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SSC/N0918   **Maintain compliance to information security policies, regulations and standards and address risk issues**

	KB2. explain how hardware and software vulnerabilities can be identified and resolved
	KB3. what is meant by risk management, risk mitigation and risk control and what these entail
	KB4. what are the aims and objectives of risk management
	KB5. activities that are involved in the management of risk
	KB6. the procedures, tools and techniques that can be used to conduct and document risk assessment activities
	KB7. known vulnerabilities from alerts, advisories, errata, and bulletins
	KB8. business objectives of the organization
	KB9. the steps involved in information security risk management
	KB10. compliance policies of the organization concerned
	KB11. organizational procedures for information security audits
	KB12. Risk Management Framework (RMF) requirements
	KB13. information technology (IT) supply chain security/risk management policies, requirements, and procedures
	KB14. various types of controls and safeguards for cyber security
	KB15. computer network defense (CND) and vulnerability assessment tools, including open source tools, and their capabilities
	KB16. systems diagnostic tools and fault identification techniques
	KB17. new and emerging information technology (IT) and information security technologies
	KB18. structured analysis principles and methods
	KB19. names and uses of systems diagnostic tools and fault identification techniques
	KB20. organization's enterprise information technology (IT) goals and objectives
	KB21. relevant laws, policies, procedures, or standards as they relate to work that may impact critical infrastructure
	KB22. Information Security concepts, policies, and procedures
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to:
	SA1. document call logs, reports, task lists, and schedules with co-workers
	SA2. prepare status and progress reports
	SA3. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct and following professional etiquettes

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SSC/N0918   Maintain compliance to information security policies, regulations and standards and address risk issues

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	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA4. read about new products and services with reference to the organization and also from external forums such as websites and blogs
	SA5. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
	SA6. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
	SA7. read policy manual, standard operating procedures and service level agreements relevant to work area
	SA8. read emails received from own team, across team and external vendors and clients
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA9. discuss task lists, schedules, and work-loads with co-workers
	SA10. give clear instructions to specialists/vendors/users/clients as required
	SA11. keep stakeholders informed about progress
	SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
	SA13. receive and make phone calls, including call forward, call hold, and call mute
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to:
	SB1. follow rule-based decision-making processes
	SB2. make decisions on suitable courses of action
	Plan and Organize
	The user/individual on the job needs to know and understand:
	SB3. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB4. carry out rule-based transactions in line with customer-specific guidelines,
	SB5. procedures, rules and service level agreements
	SB6. check your own and/or your peers work meets customer requirements
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB7. apply problem-solving approaches in different situations
	SB8. seek clarification on problems from others
	Analytical Thinking

SSC/N0918   **Maintain compliance to information security policies, regulations and standards and address risk issues**

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	The user/individual on the job needs to know and understand how to: SB9. analyze data and activities SB10. configure data and disseminate relevant information to others SB11. pass on relevant information to others
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB12. provide opinions on work in a detailed and constructive way SB13. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB14. apply good attention to details SB15. check your work is complete and free from errors
	Team Working
	You need to know and understand how to: SB16. work effectively in a team environment SB17. contribute to the quality of team working SB18. work independently and collaboratively
C. Technical Skills	You need to know and understand how to: SC1. determine how a security system should work (including its resilience and dependability capabilities) and how changes in conditions, operations, or the environment will affect these outcomes SC2. identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system SC3. evaluate the trustworthiness of the supplier and/or product SC4. work on various operating systems SC5. work with word processors, spreadsheets and presentations SC6. stay abreast of the latest developments in terms of industry standards and information security tools and techniques

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SSC/N0918   **Maintain compliance to information security policies, regulations and standards and address risk issues**

NOS Version Control

NOS Code	SSC/N0918		
Credits (NSQF)	TBD	**Version number**	1.0
Industry	IT-ITeS	**Drafted on**	18/08/2016
Industry Sub-sector	IT Services	**Last reviewed on**	31/03/2018
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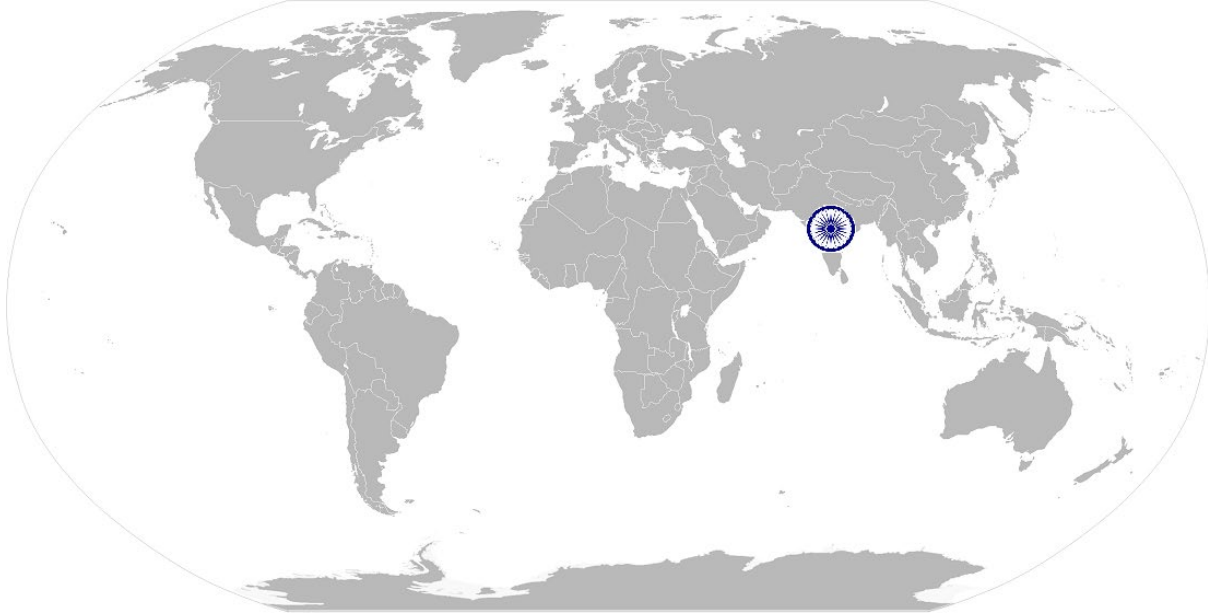
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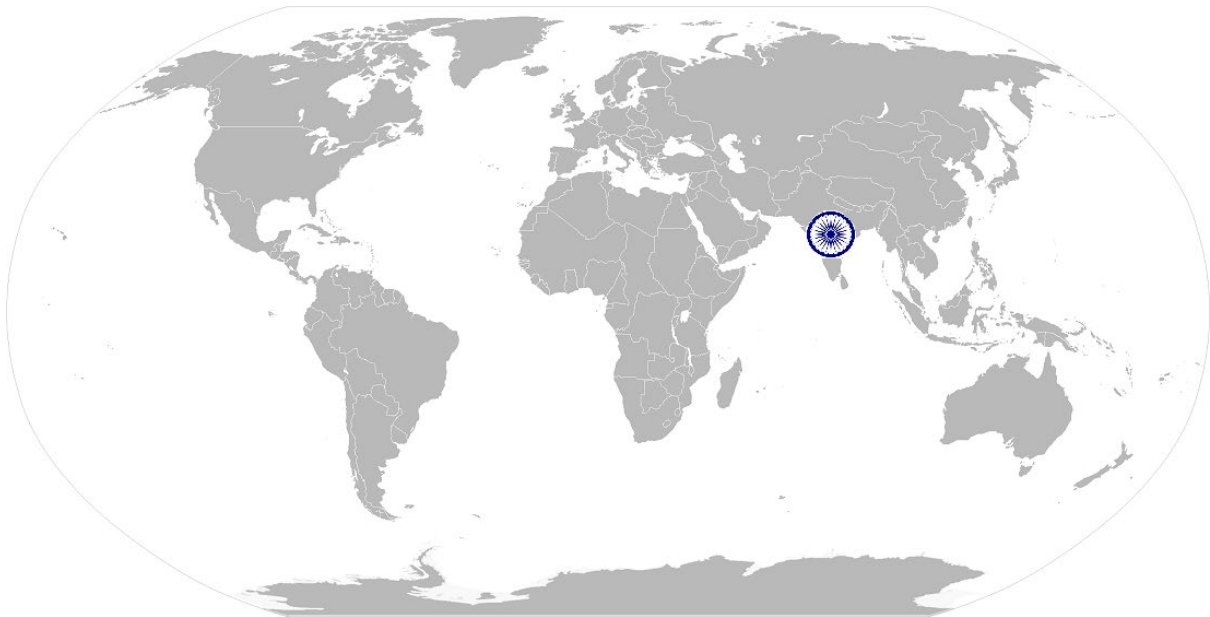
<u>**Overview**</u>

This unit is about planning and organizing your work in order to complete it to the required standards on time

SSC/N9001   **Manage your work to meet requirements**

Unit Code	SSC/N9001
Unit Title (Task)	**Manage your work to meet requirements**
Description	This unit is about planning and organizing your work in order to complete it to the required standards on time.
Scope	This unit/task covers the following: **Work requirements**: • activities (what you are required to do) • deliverables (the outputs of your work) • quantity (the volume of work you are expected to complete) • standards (what is acceptable performance, including compliance with Service Level Agreements) • timing (when your work needs to be completed) **Appropriate people**: • line manager • the person requesting the work • members of the team/department • members from other teams/departments **Resources**: • equipment • materials • information

Performance Criteria (PC) w.r.t. the Scope

	To be competent on the job, you must be able to: PC1. establish and agree your **work requirements** with **appropriate people** PC2. keep your immediate work area clean and tidy PC3. utilize your time effectively PC4. use **resources** correctly and efficiently PC5. treat confidential information correctly PC6. work in line with your organization's policies and procedures PC7. work within the limits of your job role PC8. obtain guidance from **appropriate people**, where necessary PC9. ensure your work meets the agreed requirements

Knowledge and Understanding (K)

A. Organizational Context	You need to know and understand:

Applicable NOS Unit

SSC/N9001   **Manage your work to meet requirements**

(Knowledge of the company/ organization and its processes)	KA1. your organization's policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work KA2. limits of your responsibilities and when to involve others KA3. your specific work requirements and who these must be agreed with KA4. the importance of having a tidy work area and how to do this KA5. how to prioritize your workload according to urgency and importance and the benefits of this KA6. your organization's policies and procedures for dealing with confidential information and the importance of complying with these KA7. the purpose of keeping others updated with the progress of your work KA8. who to obtain guidance from and the typical circumstances when this may be required KA9. the purpose and value of being flexible and adapting work plans to reflect change
B. Technical Knowledge	You need to know and understand: KB1. the importance of completing work accurately and how to do this KB2. appropriate timescales for completing your work and the implications of not meeting these for you and the organization KB3. resources needed for your work and how to obtain and use these
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills** You need to know and understand how to: SA1. complete accurate work with attention to detail **Reading Skills** You need to know and understand how to: SA2. read instructions, guidelines, procedures, rules and service level agreements **Oral Communication (Listening and Speaking skills)** You need to know and understand how to: SA3. ask for clarification and advice from line managers SA4. communicate orally with colleagues
B. Professional Skills	**Decision Making** You need to know and understand how to: SB1. make a decision on a suitable course of action **Plan and Organize** You need to know and understand how to: SB2. plan and organize your work to achieve targets and deadlines SB3. agree objectives and work requirements **Customer Centricity** You need to know and understand how to:

**SSC/N9001**   **Manage your work to meet requirements**

	SB4. deliver consistent and reliable service to customers
	SB5. check that your own work meets customer requirements
	Problem Solving
	You need to know and understand how to:
	SB6. refer anomalies to the line manager
	SB7. seek clarification on problems from others
	Analytical Thinking
	You need to know and understand how to:
	SB8. provide relevant information to others
	SB9. analyze needs, requirements and dependencies in order to meet your work requirements
	Critical Thinking
	You need to know and understand how to:
	SB10. apply judgments to different situations
	Attention to Detail
	You need to know and understand how to:
	SB11. check your work is complete and free from errors
	SB12. get your work checked by peers
	Team Working
	You need to know and understand how to:
	SB13. work effectively in a team environment
C. Technical Skills	You need to know and understand how to:
	SC1. use information technology effectively, to input and/or extract data accurately
	SC2. identify and refer anomalies in data
	SC3. store and retrieve information
	SC4. keep up to date with changes, procedures and practices in your role

NOS Version Control

NOS Code	SSC/N9001		
Credits (NSQF)	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	15/03/2016
Industry Sub-sector	IT Services	Last reviewed on	31/03/2018
		Next review date	31/03/2019

National Occupational Standard
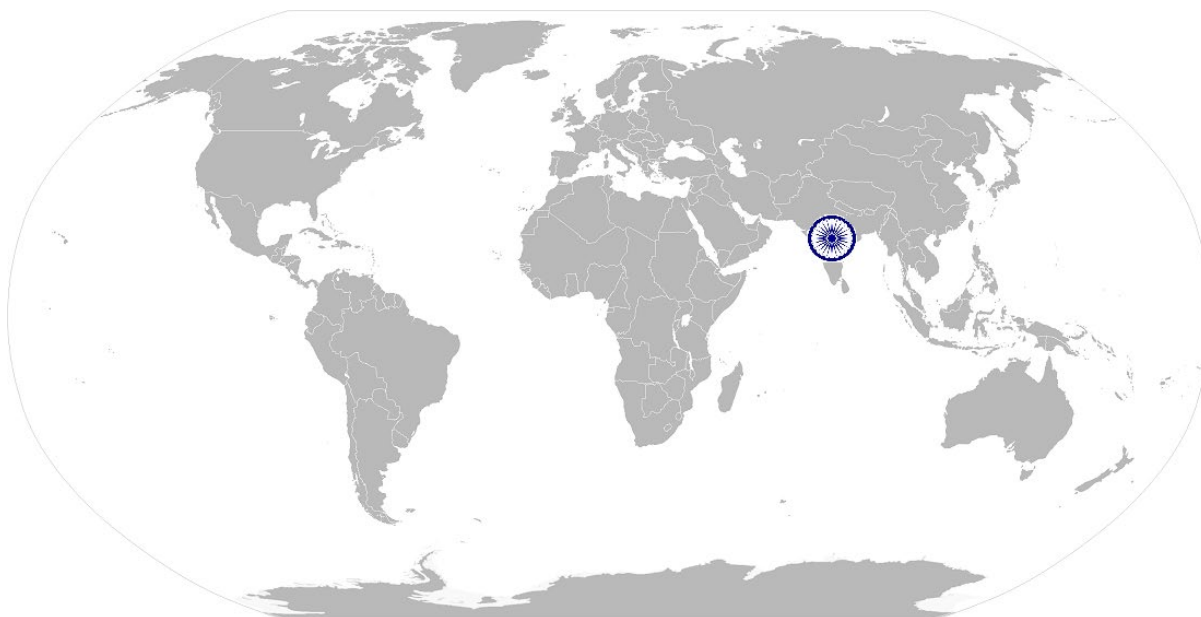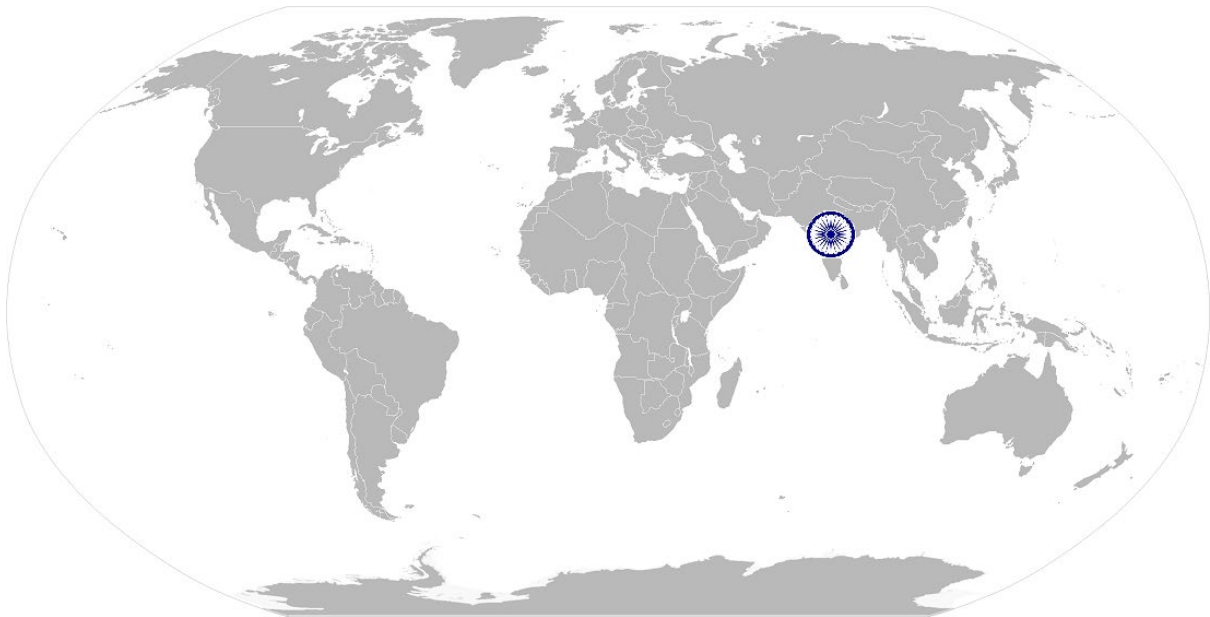
Unit Code	**SSC/N9002**
Unit Title (Task)	**Work effectively with colleagues**
Description	This unit is about working effectively with colleagues, either in your own work group or in other work groups within your organization.
Scope	This unit/task covers the following: **Colleagues**: • line manager • members of your own work group • people in other work groups in your organization **Communicate**: • face-to-face • by telephone • in writing

Applicable NOS Unit (side label)

Performance Criteria (PC) w.r.t. the Scope	
	To be competent, you must be able to: PC1. **communicate** with **colleagues** clearly, concisely and accurately PC2. work with **colleagues** to integrate your work effectively with them PC3. pass on essential information to **colleagues** in line with organizational requirements PC4. work in ways that show respect for **colleagues** PC5. carry out commitments you have made to **colleagues** PC6. let **colleagues** know in good time if you cannot carry out your commitments, explaining the reasons PC7. identify any problems you have working with **colleagues** and take the initiative to solve these problems PC8. follow the organization's policies and procedures for working with **colleagues**

| **Knowledge and Understanding (K)**	
A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. your organization's policies and procedures for working with colleagues and your role and responsibilities in relation to this KA2. the importance of effective communication and establishing good working relationships with colleagues KA3. different methods of communication and the circumstances in which it is appropriate to use these KA4. benefits of developing productive working relationships with colleagues

SSC/N9002   **Work effectively with colleagues**

	KA5. the importance of creating an environment of trust and mutual respect in an environment where you have no authority over those you are working with
	KA6. where you do not meet your commitments, the implications this will have on individuals and the organization
B. Technical Knowledge	You need to know and understand:
	KB1. different types of information that colleagues might need and the importance of providing this information when it is required
	KB2. the importance of understanding problems from your colleague's perspective and how to provide support, where necessary, to resolve these

Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to:
	SA1. complete accurate, well written work with attention to detail
	SA2. communicate effectively with colleagues in writing
	Reading Skills
	You need to know and understand how to:
	SA3. read instructions, guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:
	SA4. listen effectively and orally communicate information accurately
	SA5. ask for clarification and advice from line managers
B. Professional Skills	**Decision Making**
	You need to know and understand how to:
	SB1. make a decision on a suitable course of action
	Plan and Organize
	You need to know and understand how to:
	SB2. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to:
	SB3. check that your own work meets customer requirements
	SB4. deliver consistent and reliable service to customers
	Problem Solving
	You need to know and understand how to:
	SB5. apply problem solving approaches in different situations
	Critical Thinking
	You need to know and understand how to:
	SB6. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to:

SSC/N9002   **Work effectively with colleagues**

	SB7. check your work is complete and free from errors
	SB8. get your work checked by peers
	Team Working
	You need to know and understand how to:
	SB9. work effectively in a team environment
	SB10. work effectively with colleagues and other teams
	SB11. treat other cultures with respect
C. Technical Skills	You need to know and understand how to:
	SC1. identify and refer anomalies
	SC2. help reach agreements with colleagues
	SC3. keep up to date with changes, procedures and practices in your role
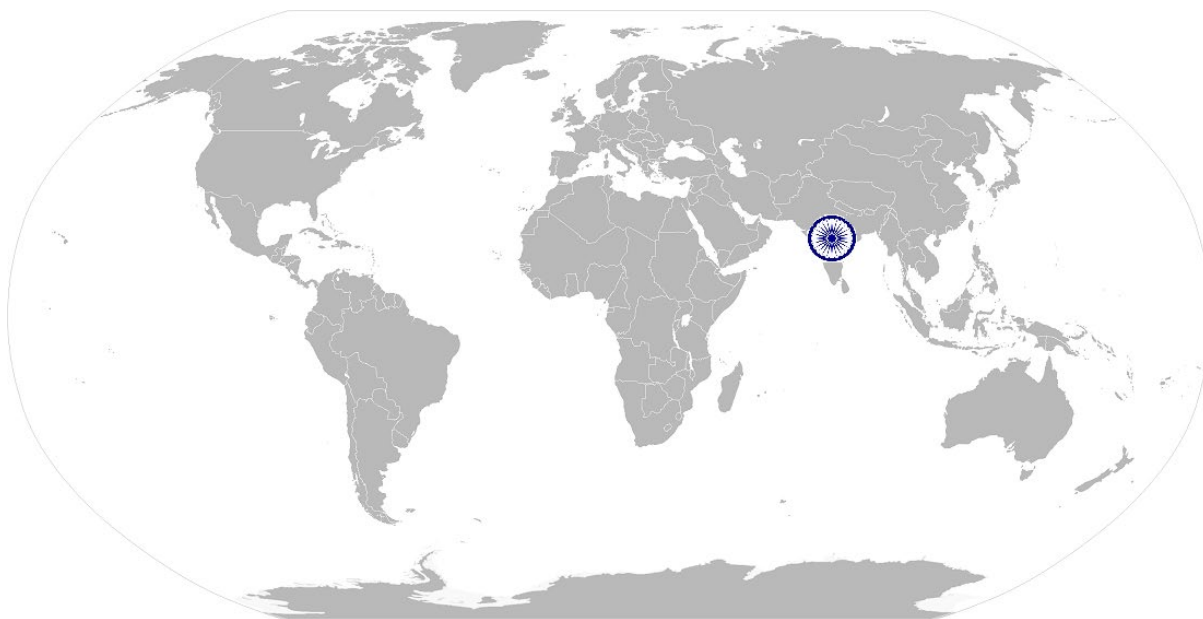
NOS Version Control

NOS Code	SSC/N9002		
Credits(NVEQF/NVQF/NSQF)	TBD	**Version number**	1.0
Industry	IT-ITeS	**Drafted on**	15/03/2016
Industry Sub-sector	IT Services	**Last reviewed on**	31/03/2018
		Next review date	31/03/2019
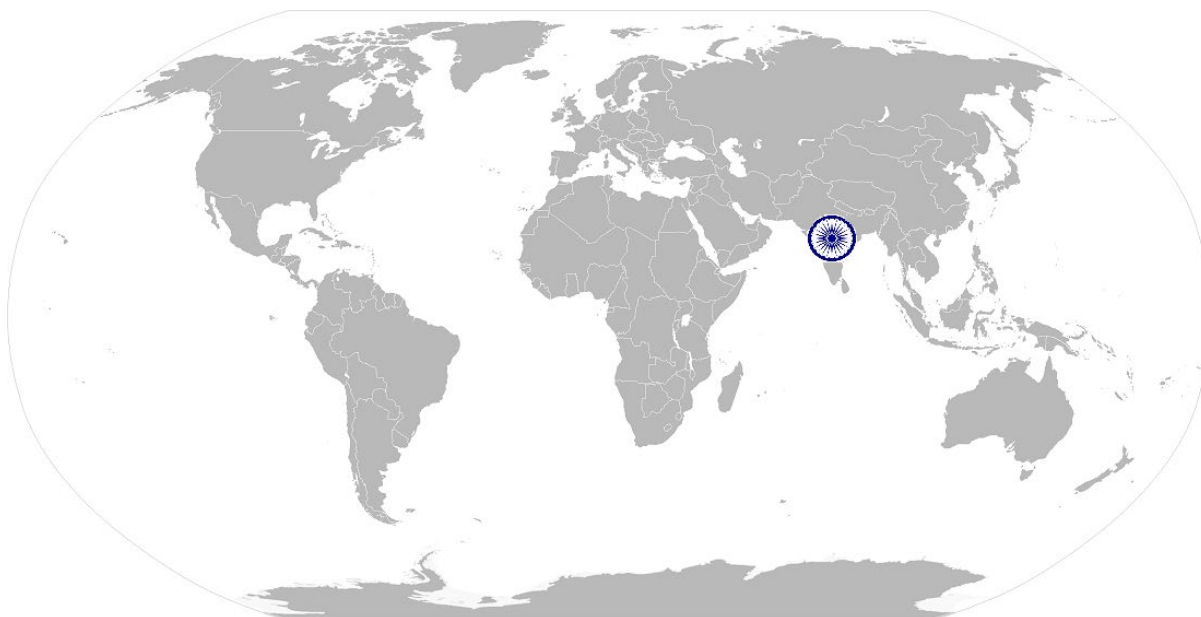
National Occupational Standard

<u>Overview</u>

This unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.

SSC/N9003   **Maintain a healthy, safe and secure working environment**

Unit Code	SSC/N9003
Unit Title (Task)	**Maintain a healthy, safe and secure working environment**
Description	This unit is about monitoring your working environment and making sure it meets requirements for health, safety and security.
Scope	This unit/task covers the following: **Emergency procedures**: • illness • accidents • fires • other reasons to evacuate the premises • breaches of security

Applicable NOS Unit

Performance Criteria (PC) w.r.t. the Scope	
	To be competent, you must be able to: PC1. comply with your organization's current health, safety and security policies and procedures PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority 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 PC5. follow your organization's **emergency procedures** promptly, calmly, and efficiently PC6. identify and recommend opportunities for improving health, safety, and security to the designated person PC7. complete any health and safety records legibly and accurately

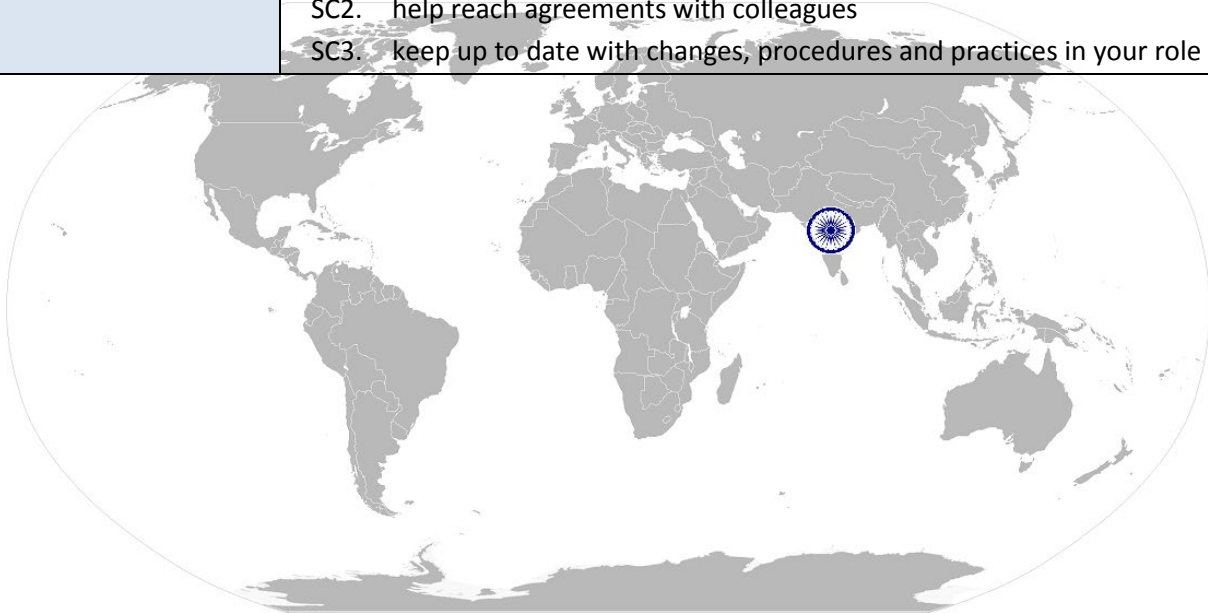| **Knowledge and Understanding (K)**	
A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. legislative requirements and organization's procedures for health, safety and security and your role and responsibilities in relation to this KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace KA3. how and when to report hazards KA4. limits of your responsibility for dealing with hazards KA5. your organization's **emergency procedures** for different emergency situations and the importance of following these

	KA6. the importance of maintaining high standards of health, safety and security
	KA7. implications that any non-compliance with health, safety and security may have on individuals and the organization
B. Technical Knowledge	You need to know and understand: KB1. different types of breaches in health, safety and security and how and when to report these KB2. evacuation procedures for workers and visitors KB3. how to summon medical assistance and the emergency services, where necessary KB4. how to use the health, safety and accident reporting procedures and the importance of these KB5. government agencies in the areas of safety, health and security and their norms and services
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to: SA1. complete accurate, well written work with attention to detail
	Reading Skills
	You need to know and understand how to: SA2. read instructions, guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to: SA3. listen effectively and orally communicate information accurately
B. Professional Skills	**Decision Making**
	You need to know and understand how to: SB1. make a decision on a suitable course of action
	Plan and Organize
	You need to know and understand how to: SB2. plan and organize your work to meet health, safety and security requirements
	Customer Centricity
	You need to know and understand how to: SB3. build and maintain positive and effective relationships with colleagues and customers
	Problem Solving
	You need to know and understand how to: SB4. apply problem solving approaches in different situations
	Analytical Thinking
	You need to know and understand how to: SB5. analyze data and activities

SSC/N9003 **Maintain a healthy, safe and secure working environment**

	Critical Thinking
	You need to know and understand how to:
	SB6. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to:
	SB7. check your work is complete and free from errors
	SB8. get your work checked by peers
	Team Working
	You need to know and understand how to:
	SB9. work effectively in a team environment
C. Technical Skills	You need to know and understand how to:
	SC1. identify and refer anomalies
	SC2. help reach agreements with colleagues
	SC3. keep up to date with changes, procedures and practices in your role

SSC/N9003   Maintain a healthy, safe and secure working environment

NOS Version Control

NOS Code	SSC/N9003		
Credits (NSQF)	TBD	**Version number**	1.0
Industry	IT-ITeS	**Drafted on**	15/03/2016
Industry Sub-sector	IT Services	**Last reviewed on**	31/03/2018
		Next review date	31/03/2019

National Occupational Standard

SSC/N9004   **Provide data/information in standard formats**
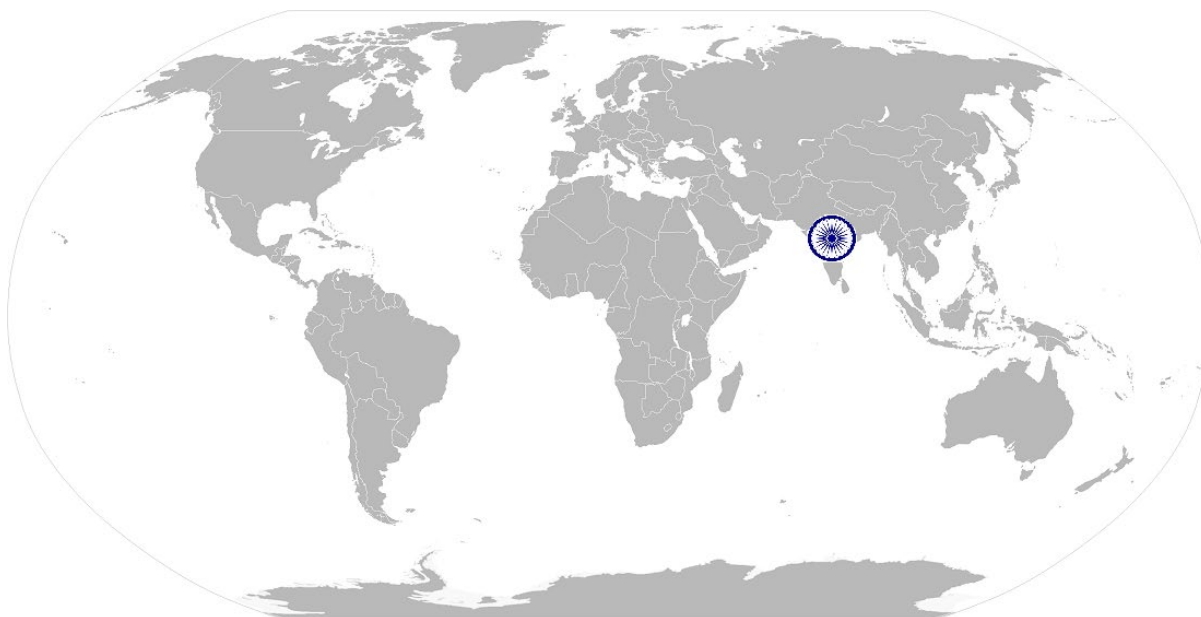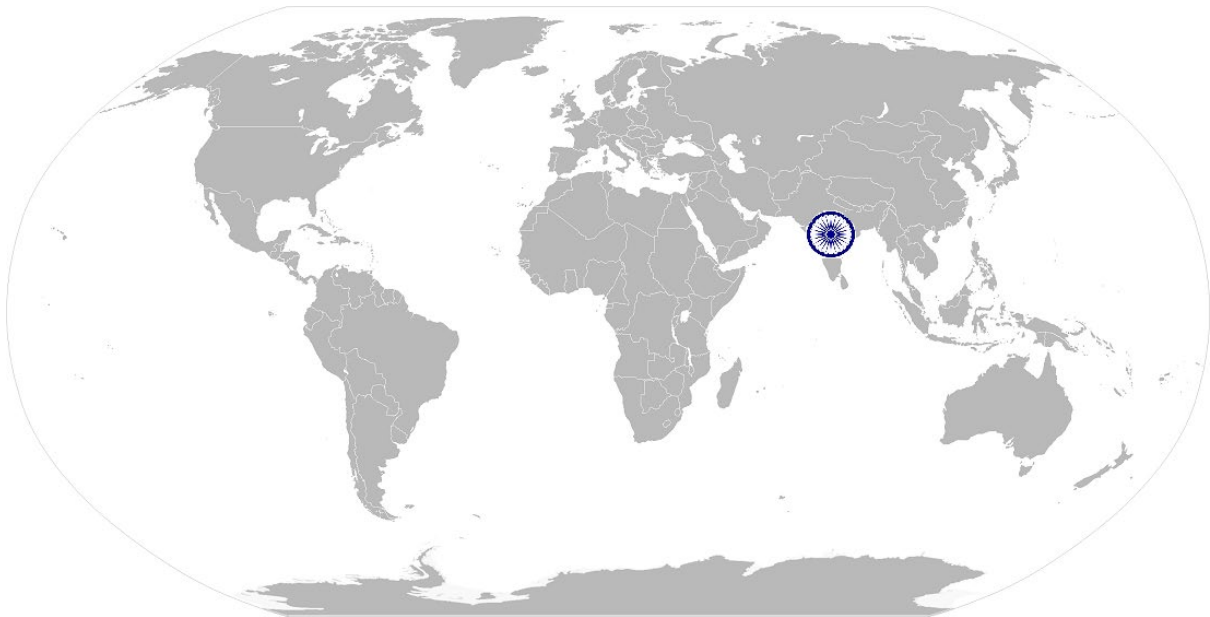
Unit Code	SSC/N9004
Unit Title (Task)	**Provide data/information in standard formats**
Description	This unit is about providing specified data/information related to your work in templates or other standard formats.
Scope	This unit/task covers the following: **Appropriate people**: • line manager • members of your own work group • people in other work groups in your organization • subject matter experts **Data/information**: • quantitative • qualitative **Sources**: • within your organization • outside your organization **Formats**: • paper-based • electronic

Applicable NOS Unit (vertical sidebar label)

Performance Criteria (PC) w.r.t. the Scope	
	To be competent, you must be able to:
	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
	PC2. obtain the **data/information** from reliable **sources**
	PC3. check that the **data/information** is accurate, complete and up-to-date
	PC4. obtain advice or guidance from **appropriate people** where there are problems with the **data/information**
	PC5. carry out rule-based analysis of the **data/information**, if required
	PC6. insert the **data/information** into the agreed **formats**
	PC7. check the accuracy of your work, involving colleagues where required
	PC8. report any unresolved anomalies in the **data/information** to **appropriate people**

SSC/N9004   **Provide data/information in standard formats**

	PC9. provide complete, accurate and up-to-date data/information to the appropriate **people** in the required **formats** on time
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. your organization's procedures and guidelines for providing data/information in standard formats and your role and responsibilities in relation to this KA2. the knowledge management culture of your organization KA3. your organization's policies and procedures for recording and sharing information and the importance of complying with these KA4. the importance of validating data/information before use and how to do this KA5. procedures for updating data in appropriate formats and with proper validation KA6. the purpose of the CRM database KA7. how to use the CRM database to record and extract information KA8. the importance of having your data/information reviewed by others KA9. the scope of any data/information requirements including the level of detail required KA10. the importance of keeping within the scope of work and adhering to timescales
B. Technical Knowledge	You need to know and understand: KB1. data/information you may need to provide including the sources and how to do this KB2. templates and formats used for data/information including their purpose and how to use these KB3. different techniques used to obtain data/information and how to apply KB4. these KB5. how to carry out rule-based analysis on the data/information KB6. typical anomalies that may occur in data/information KB7. who to go to in the event of inaccurate data/information and how to report this
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to: SA1. complete accurate, well written work with attention to detail
	Reading Skills
	You need to know and understand how to: SA2. read instructions, guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:

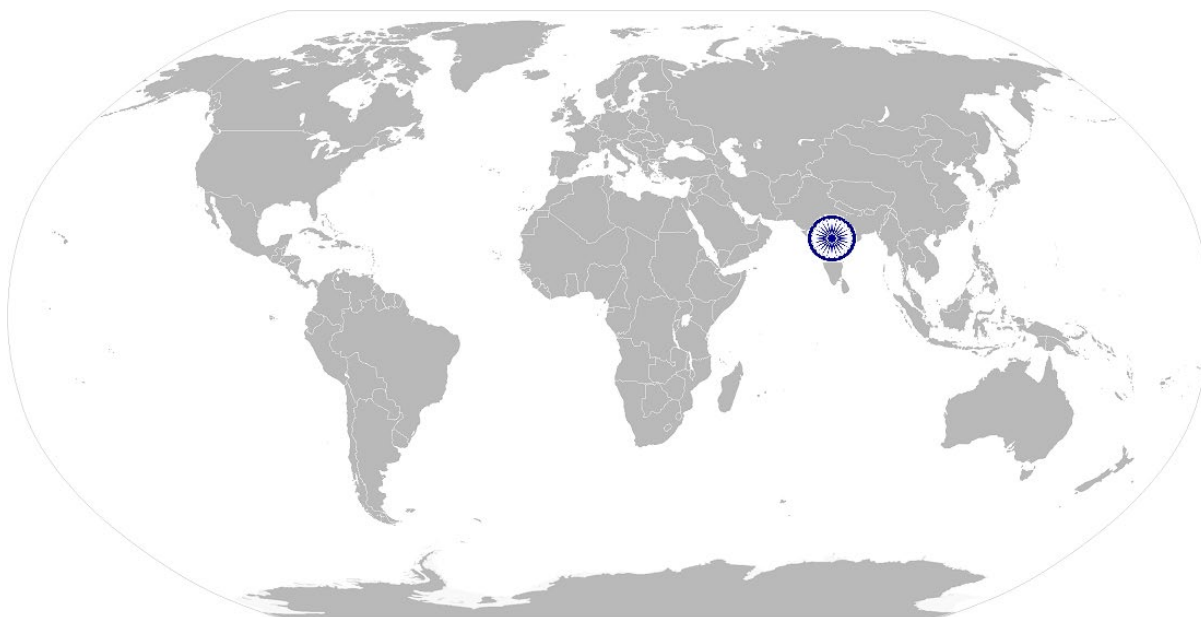**SSC/N9004**   **Provide data/information in standard formats**

	SA3. listen effectively and orally communicate information accurately
B. Professional Skills	**Decision Making**
	You need to know and understand how to:
	SB1. follow rule-based decision-making processes
	SB2. make a decision on a suitable course of action
	Plan and Organize
	You need to know and understand how to:
	SB3. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to:
	SB4. check that your own work meets customer requirements
	SB5. meet and exceed customer expectations
	Problem Solving
	You need to know and understand how to:
	SB6. apply problem solving approaches in different situations
	Analytical Thinking
	You need to know and understand how to:
	SB7. configure data and disseminate relevant information to others
	Critical Thinking
	You need to know and understand how to:
	SB8. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to:
	SB9. check your work is complete and free from errors
	SB10. get your work checked by peers
	Team Working
	You need to know and understand how to:
	SB11. work effectively in a team environment
C. Technical Skills	You need to know and understand how to:
	SC1. use information technology effectively, to input and/or extract data accurately
	SC2. validate and update data
	SC3. identify and refer anomalies in data
	SC4. store and retrieve information
	SC5. share information using standard formats and templates
	SC6. keep up to date with changes, procedures and practices in your role

SSC/N9004   **Provide data/information in standard formats**

NOS Version Control

NOS Code	SSC/N9004		
Credits (NSQF)	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	15/03/2016
Industry Sub-sector	IT Services	Last reviewed on	31/03/2018
		Next review date	31/03/2019

National Occupational Standard

Overview

This unit is about taking action to ensure you have the knowledge and skills you need to perform competently in your current job role and to take on new responsibilities, where required.

Unit Code	SSC/N9005
Unit Title (Task)	**Develop your knowledge, skills and competence**
Description	This unit is about taking action to ensure you have the knowledge and skills you need to perform competently in your current job role and to take on new responsibilities, where required. *Competence* is defined as: the application of knowledge and skills to perform to the standards required.
Scope	This unit/task covers the following: **Appropriate people** may be: • line manager • human resources specialists • learning and development specialists • peers **Job role**: • current responsibilities as defined in your job description • possible future responsibilities **Learning and development activities**: • formal education and training programs, leading to certification • non-formal activities (such as private study, learning from colleagues, project work), designed to meet learning and development objectives but without certification **Appropriate action** may be: • undertaking further learning and development activities • finding further opportunities to apply your knowledge and skills **Different methods** • training need analysis • skills need analysis • performance appraisals
Performance Criteria (PC) w.r.t. the Scope	
	To be competent, you must be able to: PC1. obtain advice and guidance from **appropriate people** to develop your knowledge, skills and competence

The text "Applicable NOS Unit" appears vertically on the left margin.

SSC/N9005   **Develop your knowledge, skills and competence**

	PC2. identify accurately the knowledge and skills you need for your **job role**
	PC3. identify accurately your current level of knowledge, skills and competence and any learning and development needs
	PC4. agree with **appropriate people** a plan of **learning and development activities** to address your learning needs
	PC5. undertake **learning and development activities** in line with your plan
	PC6. apply your new knowledge and skills in the workplace, under supervision
	PC7. obtain feedback from **appropriate people** on your knowledge and skills and how effectively you apply them
	PC8. review your knowledge, skills and competence regularly and take **appropriate action**
Knowledge and Understanding (K)	
A. **Organizational Context** (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. your organization's procedures and guidelines for developing your knowledge, skills and competence and your role and responsibilities in relation to this KA2. the importance of developing your knowledge, skills and competence to you and your organization KA3. **different methods** used by your organization to review skills and knowledge KA4. how to review your knowledge and skills against your job role using different methods and analysis KA5. different types of learning and development activities available for your job role and how to access these KA6. how to produce a plan to address your learning and development needs, who to agree it with and the importance of undertaking the planned activities KA7. different types of support available to help you plan and undertake learning and development activities and how to access these KA8. why it is important to maintain records of your learning and development KA9. methods of obtaining and accepting feedback from appropriate people on your knowledge skills and competence KA10. how to use feedback to develop in your job role
B. **Technical Knowledge**	You need to know and understand: KB1. the knowledge and skills required in your job role KB2. your current learning and development needs in relation to your job role KB3. different types of learning styles and methods including those that help you learn best KB4. the importance of taking responsibility for your own learning and development

SSC/N9005   **Develop your knowledge, skills and competence**

	KB5. the importance of learning and practicing new concepts, theory and how to apply these in the work environment or on samples
	KB6. how to explore sample problems and apply solutions
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to:
	SA1. communicate with colleagues in writing
	Reading Skills
	You need to know and understand how to:
	SA2. read instructions, guidelines and procedures
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:
	SA3. ask for clarification and advice from line managers
B. Professional Skills	**Decision Making**
	You need to know and understand how to:
	SB1. make a decision on a suitable course of action
	Plan and Organize
	You need to know and understand how to:
	SB2. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to:
	SB3. check that your own work meets customer requirements
	Problem Solving
	You need to know and understand how to:
	SB4. refer anomalies to the line manager
	Analytical Thinking
	You need to know and understand how to:
	SB5. analyze data and activities
	Critical Thinking
	You need to know and understand how to:
	SB6. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to:
	SB7. check your work is complete and free from errors
	SB8. get your work checked by peers
	Team Working
	You need to know and understand how to:
	SB9. work effectively in a team environment

SSC/N9005   **Develop your knowledge, skills and competence**

C. Technical Skills	You need to know and understand how to:
	SC1. use information technology effectively
	SC2. agree objectives and work requirements
	SC3. keep up to date with changes, procedures and practices in your role

NOS
National Occupational Standards

GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

NSDC
National Skill Development Corporation
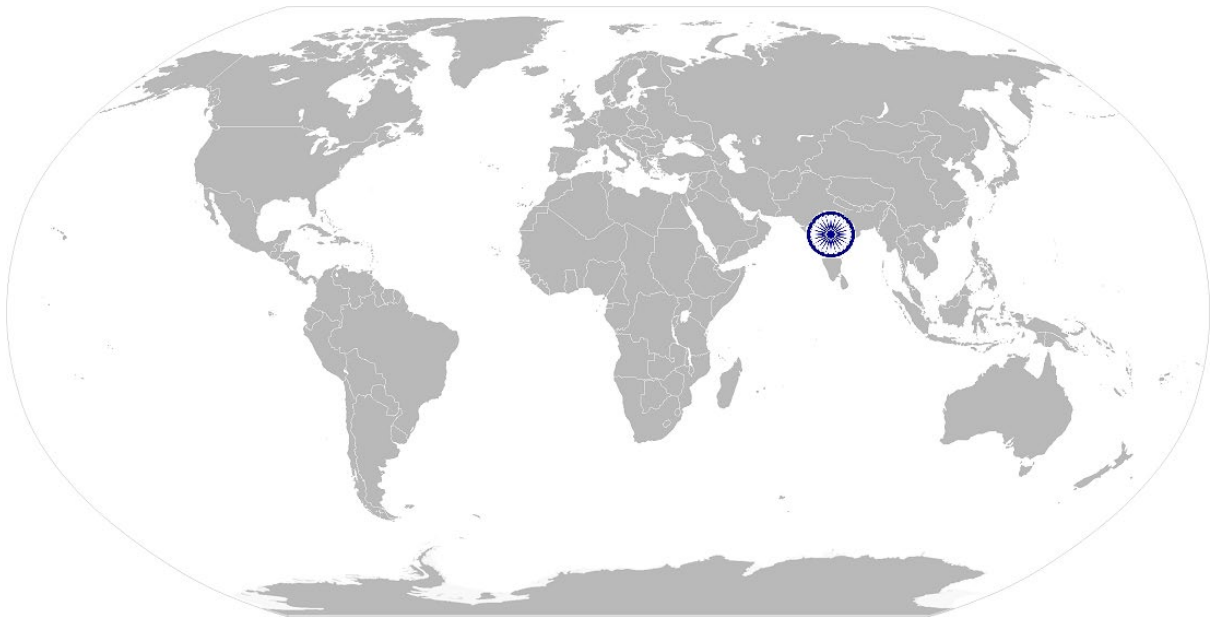
SSC/N9005   **Develop your knowledge, skills and competence**

NOS Version Control

NOS Code	SSC/N9005		
Credits (NSQF)	TBD	**Version number**	1.0
Industry	IT-ITeS	**Drafted on**	15/03/2016
Industry Sub-sector	IT Services	**Last reviewed on**	31/03/2018
		Next review date	31/03/2019

![IT - ITeS SSC NASSCOM]

NOS
National Occupational Standards

GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
National
Skill Development
Corporation
Transforming the skill landscape
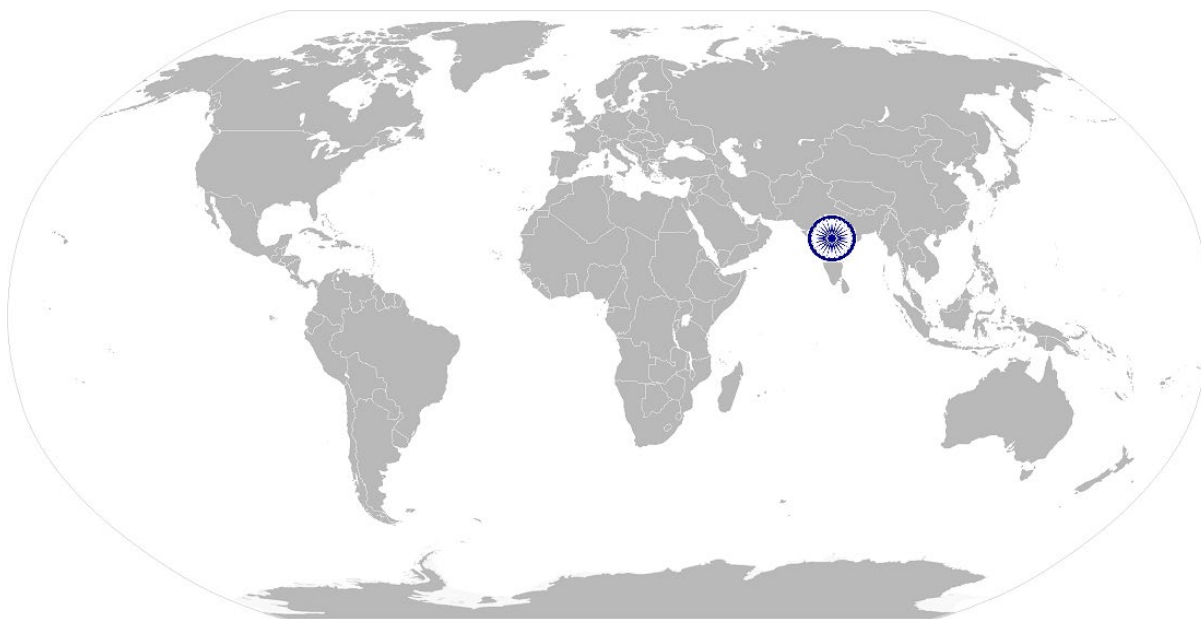
Nomenclature for QP and NOS Units

_____

Qualifications Pack

9 characters
SSC/Q0101

SSC denoting **S**oftware & **S**ervices
Companies (IT-ITeS industry)

Q denoting Qualifications Pack

QP number (2 numbers)

Occupation (2 numbers)

National Occupational Standard

9 characters
SSC/N0101

SSC denoting **S**oftware & **S**ervices
Companies (IT-ITeS industry)

N denoting National Occupational
Standard

NOS number (2 numbers)

Occupation (2 numbers)

Occupational Standard

9 characters
SSC/N0101

SSC denoting **S**oftware & **S**ervices
Companies (IT-ITeS industry)

O denoting Occupational Standard

OS number (2 numbers)

Occupation (2 numbers)

It is important to note that an OS unit can be denoted with either an '**O**' or an '**N**'.
- If an OS unit denotes 'O', it is an OS unit that is an international standard. An example of OS unit denoting 'O' is SSC/**O**0101.
- If an OS unit denotes '**N**', it is an OS unit that is a national standard and is applicable only for the Indian IT-ITeS industry. An example of OS unit denoting '**N**' is SSC/N0101

The following acronyms/codes have been used in the nomenclature above:

Sub-Sector	Range of Occupation numbers
IT Service (ITS)	01-20
Business Process Management (BPM)	21-40
Engg. and R&D (ERD)	41-60
Software Products (SPD)	61-80

Sequence	Description	Example
Three letters	Industry name (Software & Service Companies)	SSC
Slash	/	/
Next letter	Whether **Q**P or **N**OS	N
Next two numbers	Occupation Code	01
Next two numbers	OS number	01

Criteria for Assessment of Trainees

Job Role	Analyst Compliance Audit
Qualification Pack	SSC/Q0907
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.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessment Outcomes	Assessment Criteria for Outcomes	Total Mark	Marks Allocated		
			Out of	Theory	Skills Practical
1. SSC/N0917 (Identify and report compliance issues with respect to cyber security)	PC1. receive organisational policy, contractual requirements and legislative requirements relating to cyber security from authorised sources	**100**	4	1	3
	PC2. gather relevant information about the asset or process under review		3	1	2
	PC3. identify resources needed to support the asset (platforms, operating systems, personnel, etc.) and business processes impacted		3	1	2
	PC4. develop with the support of stakeholders the checklist of compliance requirements, controls and possible threats identified alongwith this probability of occurance and potential impact		6	2	4
	PC5. obtain authorisation to receive data and evaluate processes and operations from relevant authority		3	1	2
	PC6. collect and store necessary evidences		4	1	3
	PC7. evaluate processes and operations documents to identify non-conformance to policies, procedures, standards and controls as per compliance checklist		5	2	3

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PC8. evaluate a system's compliance with information technology (IT) security, resilience, and dependability requirements	5	2	3
PC9. perform validation steps, comparing actual results with expected results and analyze the differences to identify impact and risks	6	2	4
PC10. conduct and review security authorization reviews and assurance case development for initial installation of software applications, systems, and networks to confim that the level of risk is within acceptable limits	5	2	3
PC11. verify that the software application/ network/ system accreditation and assurance documentation is current and postures are implemented	4	1	3
PC12. inspect continuous monitoring results to confim that the level of risk is within acceptable limits for the software application, network, or system	5	2	3
PC13. identify & interpret exposure to risks and threats identified as per checklist	4	1	3
PC14. identify & interpret exposure to legal & compliance regulations as well as contractual obligations	4	1	3
PC15. Identify and review risks in inter0related cyber security actions between internal and external stakeholders and functions	4	1	3
PC16. document deviations and recommend required actions to correct those deviations	4	2	2
PC17. provide an accurate technical evaluation of the software application, system, or network, documenting the security posture, capabilities, and vulnerabilities against relevant Confidentiality, Integrity and Availability (CIA) compliances	5	2	3
PC18. prepare reports on compliance audit and analysis for various stakeholders	5	2	3
PC19. complete own assigned tasks and activities to defined standards and timelines	4	1	3
PC20. complete reporting dashboard as per schedule and as per organisational requirement	4	2	2
PC21. perform documentation of activities performed with all relevant details for compliance	5	2	3

	PC22. correctly follow and apply the policies and standards relating to conducting of compliance audit		4	1	3
	PC23. validate that customer needs are met within SLA and meet other time and quality commitment KPIs; provide guidance and suggestions as appropriate		4	1	3
		Total	**100**	**34**	**66**
2. SSC/N0918 (Maintain compliance to information security policies, regulations and standards and address risk issues)	PC1. communicate the subsequent compliance audit and risk assessment results to specified organizational personnel		4	1	3
	PC2. share compliance issues identified during the audit with appropriate organizational personnel as per process laid out		4	1	3
	PC3. plan and coordinate the operational activities of a given company or organization to guarantee compliance with governmental regulations, ordinances and standards		5	2	3
	PC4. ensure that all policies and procedures are implemented and well documented		4	1	3
	PC5. perform occasional internal reviews, and identify compliance problems that call for formal attention		5	2	3
	PC6. file compliance reports with regulatory bodies		3	1	2
	PC7. take necessary actions for closure of the risk and non-conformance issues during the lifecycle	**100**	5	2	3
	PC8. present compliance issues identified to the management for prioritizing, support risk mitigation plan		5	2	3
	PC9. co-ordinate for ongoing monitoring of the risk factors to organizational operations and assets, individuals, other organizations		5	1	4
	PC10. undertake corrective actions or implementation of controls or procedural steps for satisfying needs of compliances		5	2	3
	PC11. implement an information system disposal strategy, when needed, which executes required actions when a system is removed from service		5	2	3
	PC12. maintain quality service by establishing and enforcing organization standards		4	1	3
	PC13. maintain legal and regulatory compliance by researching and communicating requirements, and obtain approvals		4	1	3

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	PC14. maintain regular communication and contact with organizational head and other departments to share information and to ensure that compliance related activities are coordinated	4	1	3
	PC15. document steps undertaken during the process & outcomes of the steps taken	3	1	2
	PC16. ensure that existing compliance related processes and procedures are being followed, with sufficient documentary evidence being maintained in the event of an internal/external audit	3	1	2
	PC17. complete research assignments and deliver comprehensive but concise reports in a timely manner	5	2	3
	PC18. provide timely feedback on contracts and agreements to be issued or entered into by the organization	4	1	3
	PC19. maintain professional and technical knowledge by formal and informal means	4	1	3
	PC20. ensure that customer needs are met within SLA and meet other time and quality commitment KPIs	3	1	2
	PC21. maintain a collaborative relationship with various stakeholders like management, other function heads and point of contacts, etc.	4	1	3
	PC22. provide guidance and suggestions as appropriate	4	2	2
	PC23. complete own assigned tasks and activities to defined standards and timelines	4	1	3
	PC24. correctly follow and apply the policies and standards relating to information security identity and access management activities	4	1	3
	Total	**100**	**32**	**68**
4. SSC/N9001 (Manage your work to meet requirements)	PC1. establish and agree your work requirements with appropriate people	7	0	7
	PC2. keep your immediate work area clean and tidy	12	6	6
	PC3. utilize your time effectively	12	6	6
	PC4. use resources correctly and efficiently	19	6	13
	PC5. treat confidential information correctly	7	1	6
	PC6. work in line with your organization's policies and procedures	12	0	12

Note: "100" appears as a span value in the Total column for section 4 rows PC1–PC6.

	PC7. work within the limits of your job role		6	0	6
	PC8. obtain guidance from appropriate people, where necessary		6	0	6
	PC9. ensure your work meets the agreed requirements		19	6	13
		Total	**100**	**25**	**75**
5. SSC/N9002 (Work effectively with colleagues)	PC1. communicate with colleagues clearly, concisely and accurately		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	**100**	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**	**80**
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		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	**100**	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 designated person		10	0	10
	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**	13	13	0
	PC2. obtain the data/information from reliable sources		13	0	13
	PC3. check that the data/information is accurate, complete and up-to-date		12	6	6
	PC4. obtain advice or guidance from appropriate people where there are problems with the data/information		6	0	6
	PC5. carry out rule-based analysis of the data/information, if required		25	0	25
	PC6. insert the data/information into the agreed formats		13	0	13
	PC7. check the accuracy of your work, involving colleagues where required		6	0	6
	PC8. report any unresolved anomalies in the data/information to appropriate people		6	6	0
	PC9. provide complete, accurate and up-to-date data/information to the appropriate people in the required formats on time		6	0	6
		Total	100	25	75
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

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	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**