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| **SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – DATA PROTECTION EXECUTIVE** | | | | | | | |
| **Sector** | Infocomm Technology | | | | | | |
| **Track** | Strategy and Governance | | | | | | |
| **Sub-track** | Data Protection | | | | | | |
| **Occupation** | Data Protection Officer | | | | | | |
| **Job Role** | **Data Protection Executive** | | | | | | |
| **Job Role Description** | The Data Protection Executive assists in executing data governance policies and procedures. He/She is responsible for handling queries, complaints and disputes on the organisation’s management of personal data. He collaborates with business and project teams to support business objectives and strategies and align them with the organisations’s data protection guidelines and policies. He manages risks and data breach incidents. He is also responsible for driving awareness of the Personal Data Protection Act requirements in the organisation.  He works in a team setting and is knowledgeable of data governance, compliance and data protection policies and frameworks. He is also well versed in data breach mitigation techniques and procedures. He should be familiar with the requirements of the Personal Data Protection Act 2012.  As one who is responsible for handling queries, complaints and disputes on the organisation’s management of personal data, the Data Protection Executive is confident in making critical decisions and providing quick and impactful resolutions. | | | | | | |
| **Critical Work Functions, Key Tasks and Performance Expectations** | **Critical Work Functions** | **Key Tasks** | | | | **Performance Expectations** | |
| Ensure organisation’s compliance to Personal Data Protection Act (PDPA) | Monitor and ensure the organisation’s compliance with the PDPA | | | | In accordance with:     * Personal Data Protection Act 2012, Personal Data Protection Commission | |
| Ensure data requests are logged in accordance with organisational procedures | | | |
| Update and maintain a register of data owners for the organisation’s data sets | | | |
| Carry out data flow reviews and create data flow maps for the organisation’s data life cycle and data processing activities | | | |
| Maintain data flow maps for processes across the organisation’s data lifecycle and data processing activities | | | |
| Maintain data protection policies and procedures | | | |
| Manage risks associated with collection, use, disclosure and storage of personal data | Identify risks and review the proposed standard operating procedures (SOPs) with business process owners to mitigate risks | | | |
| Establish monitoring mechanisms to monitor activities and performance of vendors against contract terms | | | |
| Identify performance problems or contractual issues relating to personal data processing, and measure the performance of data intermediaries in the fulfilment of service level agreements | | | |
| Propose enhancements to risk countermeasures and contingency plans | | | |
| Manage contracts with third parties and data intermediaries for products and services | | | |
| Assist users on the various techniques that an organisation can use to anonymise personal data | | | |
| Manage data breaches | Report all suspected and/or confirmed data breaches in accordance with the data breach management plans | | | |
| Prepare notifications to affected individuals, senior management and regulatory authorities in the event of data breaches | | | |
| Document data breach incidents and post-breach responses in accordance with the data breach response plans | | | |
| Support the data incident response and data breach notification procedures | | | |
| Assist in the conduct of investigations relating to data protection breaches | | | |
| Drive awareness of PDPA requirements in the organisation | Promote continuous training to maintain the organisation’s awareness of PDPA requirements | | | |
| Keep abreast of PDPA requirements and amendments to regulations and guidelines | | | |
| Provide advice to staff on the organisation’s data protection procedures and policies | | | |
| Participate in simulation exercises to test the data breach response plans | | | |
| Manage programmes to raise awareness of and training to deliver compliance to foster a data protection culture | | | |
| Promote and create awareness of due diligence policies and frameworks across teams in the organisations | | | |
| Handle queries, complaints and disputes on the organisation’s management of personal data | Respond to queries that may arise in the organisation’s collection, use and/or disclosure of personal data | | | |
| Maintain logs of queries, complaints and disputes relating to the organisation’s collection, use and/or disclosure of personal data | | | |
| Escalate complaints and disputes relating to the organisation’s collection, use and/or disclosure of personal data | | | |
| Advise on data innovation projects in the organisation | Maintain oversight of the organisation’s data assets and taxonomy | | | |
| Provide guidance on data protection requirements for data innovation projects | | | |
| Assist in the stock-take of the organisation’s data assets | | | |
| Adhere to PDPA and other data protection regulations in the conduct of data innovation-related projects | | | |
| Assist with external providers and internal stakeholders in data valuation exercises | | | |
| **Skills and Competencies** | **Technical Skills and Competencies** | | | **Generic Skills and Competencies** | | | |
| Audit and Compliance | | Level 3 | Leadership | | | Intermediate |
| Business Negotiation | | Level 3 | Transdisciplinary Thinking | | | Intermediate |
| Business Risk Management | | Level 3 | Digital Literacy | | | Intermediate |
| Crisis Management | | Level 3 | Creative Thinking | | | Intermediate |
| Cyber and Data Breach Incident Management | | Level 2 | Virtual Collaboration | | | Basic |
| Data Ethics | | Level 3 | Problem Solving | | | Intermediate |
| Data Protection Management | | Level 3 | Service Orientation | | | Intermediate |
| Data Sharing | | Level 3 | Communication | | | Intermediate |
| Design Thinking Practice | | Level 3 | Lifelong Learning | | | Basic |
| IT Standards | | Level 4 | Resource Management | | | Basic |
| Project Management | | Level 3 | Decision Making | | | Basic |
| Stakeholder Management | | Level 3 | Teamwork | | | Basic |
|  | | | Managing Diversity | | | Intermediate |
| Sense Making | | | Basic |
| Computational Thinking | | | Intermediate |
| Interpersonal Skills | | | Basic |
| Global Mindset | | | Basic |
| Developing People | | | Basic |
| **Programme Listing** | For a list of Training Programmes available for the ICT sector, please visit: [www.skillsfuture.sg/skills-framework/ict](http://www.skillsfuture.sg/skills-framework/ict) | | | | | | |
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| The information contained in this document serves as a guide. | | | | | | | |