

# SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT

TSC Category	Business and Project Management					
TSC Title	Disaster Recovery Management					
TSC Description	Develop and implement internal policies, processes and arrangements to guide and enable the prompt recovery of critical IT infrastructure and systems following a crisis or disaster. This includes monitoring the efficiency and effectiveness of response to significant incidents or disruptions and reviewing the organisation's disaster recovery plan and processes.					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
				ICT-SNA-4010-1.1	ICT-SNA-5010-1.1	ICT-SNA-6010-1.1
				Identify and implement recovery solutions to support disaster recovery strategies	Design a disaster recovery plan and review recommendations for alternate solutions and recovery or back up procedures	Anticipate future needs of the organisation's IT infrastructure, and apply relevant global standards to the organisation's disaster recovery strategy, policies and guidelines
Knowledge				<ul style="list-style-type: none"> <li>Potential disasters or crises impacting IT processes or services</li> <li>Considerations for setting Recovery Time Objective (RTO) and Recovery Point Objective (RPO)</li> <li>Disaster recovery processes, action steps and options</li> </ul>	<ul style="list-style-type: none"> <li>Trends in disasters, crises or emergencies that may impact business IT processes</li> <li>Optimisation of RTO and RPO</li> <li>Requirements for development of a disaster recovery plan</li> <li>Pros, cons and considerations to evaluate recommended disaster recovery processes or options</li> <li>Quality assurance standards for disaster recovery management</li> </ul>	<ul style="list-style-type: none"> <li>Projected trends or potential future disasters</li> <li>Future IT infrastructure needs</li> <li>Global and industry standards for disaster recovery policies, regulations and best practices</li> <li>Performance benchmarking standards for disaster recovery plans</li> </ul>
Abilities				<ul style="list-style-type: none"> <li>Demonstrate awareness of commonly-encountered disasters, crises or exigencies</li> <li>Analyse key business functions and operational requirements to recommend RTO and RPO of critical systems and processes</li> </ul>	<ul style="list-style-type: none"> <li>Identify current trends in disasters, crises or exigencies that can impact business IT processes</li> <li>Translate disaster recovery strategy into recovery plans for facilities, supply, user records, technical</li> </ul>	<ul style="list-style-type: none"> <li>Anticipate potential disasters or crises, and future needs of the organisation's IT infrastructure</li> <li>Incorporate suitable global standards in the development of disaster recovery strategy, policies and guidelines</li> </ul>

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				<ul style="list-style-type: none"> <li>• Develop safeguards and solutions alternate facilities, manual procedures, data centre recovery and back up processes to support disaster recovery strategies</li> <li>• Test out disaster recovery plans, and resolve operational issues that surface</li> <li>• Implement appropriate processes, systems and tools to ensure efficient recovery of critical IT infrastructure and systems following a disaster</li> <li>• Monitor outcomes of disaster recovery plan against key performance benchmarks</li> <li>• Implement follow-up actions to enhance effectiveness of disaster recovery processes</li> </ul>	<p>software and hardware, and data</p> <ul style="list-style-type: none"> <li>• Design a disaster recovery plan with clear objectives, scope, elements and optimal RTO and RPO parameters, as well as defined roles and responsibilities</li> <li>• Oversee the testing of disaster recovery plans and identify areas for enhancement</li> <li>• Review recommendations for mitigating safeguards and alternate solutions according to internal disaster recovery guidelines</li> <li>• Establish quality assurance method for disaster plan, using regulatory guidelines and key performance benchmarks</li> <li>• Review disaster recovery plans and processes to recommend process enhancements or system changes to improve overall effectiveness</li> </ul>	<ul style="list-style-type: none"> <li>• Determine cost-effective recovery strategies, emphasizing recovery priorities for the business</li> <li>• Approve the disaster recovery plan, ensuring alignment of RTO, RPO, and supply, user, technical and data recovery processes with the organisation's disaster recovery policies and benchmarks</li> <li>• Develop key performance benchmarks to measure the effectiveness and efficiency of disaster recovery plan</li> <li>• Establish post-disaster assessment protocols to review disaster recovery effectiveness, and maintain oversight of results</li> </ul>
Range of Application						