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

TSC Category	Analytical Thinking					
TSC	Systems Thinking					
TSC Description	Understand complexity of cause-and-effect relationships of systems and processes across the organisation, as well as evaluate systems based on the value-creation and contribution to specific issues					
TSC Proficiency Description	**Level 1**	**Level 2**	**Level 3**	**Level 4**	**Level 5**	**Level 6**
			Understand the interrelationship of various processes affecting work activities, assess processes and systems holistically and examine aggregates rather than individual activities	Monitor the interrelationship of systems and processes across the organisation and evaluate these systems based on value creation and contribution to specific issues	Understand complexity of cause-and-effect relationships of systems and processes across the organisation and provide direction to improve organisational systems based on gaps identified	
Knowledge			• Organisation's mission, vision and values • Definitions of systems thinking • Features of systems thinking • Limitations of appropriate evaluation processes to assess effectiveness of system thinking application • Sources of information for assessing the effectiveness of system thinking application • Possible success indicators of chosen solutions	• Benefits of systems thinking • Organisation from a systems perspective • Types of tools in terms of system thinking application • Applications of system thinking • Considerations in designing suitable criteria to assess effectiveness of chosen solutions • Considerations in selecting the appropriate methods to document the process of applying systems thinking	• Concepts of systems thinking application • Approaches and problem-solve solutions related to system thinking application • Limitations of appropriate evaluation processes to assess effectiveness of system thinking application	
Abilities			• Understand how various processes are related • Assess processes and systems in a holistic manner • Apply systems thinking approaches and processes to identify the root causes of non-	• Monitor interrelationships of systems and processes • Evaluate the performance of system applications • Assess the effectiveness of the chosen solutions	• Understand cause-and-effect relationships • Provide direction to improve organisational systems • Evaluate the effectiveness of system thinking application	

			achievement of desired goals and outcomes of the organisation • Document process of applying systems thinking in problem-solving and decision-making	using an appropriate evaluation process • Analyse issues that affect the achievement of desired goals and outcomes • Implement systems thinking approaches and processes to propose solutions	• Develop an implementation plan for the chosen solutions to resolve issues that affect the achievement of desired goals and outcomes in an organisation • Use systems thinking tools to formulate possible solutions to resolve issues that affect the achievement of desired goals and outcomes • Select suitable solutions using established criteria to resolve issues that affect the achievement of desired goals and outcomes • Recommend corrective actions to improve chosen solutions	