

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

| TSC Category | Design and Architecture | | | | | |
|-----------------------------|--|---------|---|--|--|---|
| TSC Title | Design Thinking Practice | | | | | |
| TSC Description | Manage design thinking methodologies and processes to solve specific challenges for the organisation, and guide stakeholders through the phases of inspiration, empathy, ideation and implementation | | | | | |
| TSC Proficiency Description | Level 1 | Level 2 | Level 3 | Level 4 | Level 5 | Level 6 |
| | | | ICT-ACE-3014-1.1 | ICT-ACE-4014-1.1 | ICT-ACE-5014-1.1 | ICT-ACE-6014-1.1 |
| | | | Apply design thinking methodologies and execute design thinking processes to challenge norms and conventions in the organisation | Facilitate and guide stakeholders to apply design thinking methodologies and processes for the organisation | Establish effective design thinking processes, methodologies and frameworks to proliferate design thinking across the organisation | Transform organisational operations, processes and systems by contextualising and incorporating design thinking processes and methodologies for the organisation |
| Knowledge | | | <ul style="list-style-type: none"> • Concept of design thinking • Importance of design thinking • Traits of a design thinker • Stages in the design thinking process • How design thinking is used in other organisations • Methods of applying design thinking for the organisation • Prototyping methodologies • Design thinking frameworks and tools | <ul style="list-style-type: none"> • Concept of design thinking • Importance of design thinking • Stages in the design thinking process • How design thinking is used in other organisations • Methods of applying design thinking for the organisation • Concept of innovation management | <ul style="list-style-type: none"> • Latest trends in design thinking • Concept of innovation management • Drivers of organisational growth and success • Concept and principles of resource management • Project management tools and techniques | <ul style="list-style-type: none"> • Latest trends in design thinking • Concept of innovation management • Drivers of organisational growth and success • Concept and principles of resource management |

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|----------------------|--|--|--|---|--|---|
| Abilities | | | <ul style="list-style-type: none">• Apply design thinking methodologies to define design problems and generate new ideas for the organisation• Uncover opportunities for applying design thinking across the organisation• Utilise metrics to benchmark and measure outcomes of design ideas and solutions• Implement plans to embed design thinking across the organisation• Facilitate the development and execution of design concepts through prototypes• Present and communicate the design outcomes and process for design ideas• Apply design thinking frameworks and tools to work processes | <ul style="list-style-type: none">• Articulate to team members the principles and concepts of innovation, creativity and design thinking processes• Equip stakeholders with the mind set to develop design thinking approaches as strategies for creativity and innovation• Facilitate the appropriate use of design thinking processes and methodologies by participants• Establish metrics to measure outcomes of design ideas and prototypes• Frame design concepts in alignment with the organisation's strategies and values• Promote design thinking as a tool for solving problems and challenges for the organisation• Remove obstacles and hindrances to implementing design thinking for the organisation | <ul style="list-style-type: none">• Integrate design thinking methodologies into processes to drive innovation across the organisation• Develop strategies to proliferate design thinking across the organisation• Synthesise information from different sources and stakeholders in order to fully understand the needs of end users• Drive the development of new strategies to enhance products and/or services for the organisation• Engage stakeholders during the design thinking process to uncover the motivations behind their actions and behaviours• Cultivate design thinking as a viable tool and methodology to foster new innovations for the organisation• Lead design thinking projects across the organisation | <ul style="list-style-type: none">• Develop strategies to change the mind set of stakeholders in relation to innovation, and design thinking• Form multi-disciplinary teams to generate new ideas and solutions• Influence and facilitate design teams on their path towards design and innovation• Integrate design thinking across every level of the organisation to drive new alternatives for business and society• Build a working culture that encourages user-centric approach, empathy, ideation, prototyping, and playful testing |
| Range of Application | For Data Protection-related programmes, please refer “Guide to Develop Training Courses for Data Protection Officer (DPO)”, Personal Data Protection Commission (PDPC), http://www.pdpc.gov.sg/dp-competency [March 2020] | | | | | |