

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

TSC Category	Strategy Planning and Implementation					
TSC Title	Organisational Analysis					
TSC Description	Evaluate factors that can affect the organization's performance as well as strategically assessing the organization's own resources and potential for improvement					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
				ICT-SPI-4002-1.1	ICT-SPI-5002-1.1	ICT-SPI-6002-1.1
				Manage, review and evaluate systems and processes with a view for enhancements. It also includes gathering of feedback and developing solutions to close gaps and to make improvements.	Lead the conduct of functional analysis and recommending areas for enhancement in functional operations	Synergise organisational analysis, reviewing and evaluating findings and communicating findings to relevant stakeholders as well as advising on improvements for the organisation
Knowledge				<ul style="list-style-type: none"> <li>Different tiers of systems and processes within the organisation</li> <li>Tools and methodologies to review systems and processes</li> </ul>	<ul style="list-style-type: none"> <li>Objectives of functional strategies</li> <li>Own role in conduct of a functional analysis</li> <li>Types of organisational systems and processes</li> <li>Organisational resource requirements</li> </ul>	<ul style="list-style-type: none"> <li>Types of organisational analysis</li> <li>Objectives of organisational analysis</li> <li>Implications of organisational analysis on organisation</li> </ul>
Abilities				<ul style="list-style-type: none"> <li>Manage systems and processes to meet organisational guidelines and policies</li> <li>Review and evaluate systems and processes in accordance with organisational policies to identify areas for improvement</li> <li>Develop and establish solutions to gaps and areas of improvement to further enhance organisational systems and processes</li> <li>Adhere to organisational code of conduct, values and ethics when</li> </ul>	<ul style="list-style-type: none"> <li>Determine need for functional analysis</li> <li>Determine components of and evaluate critical business functions of the organisation based on existing information</li> <li>Report findings and possible recommendations to relevant stakeholders for review and decision making</li> </ul>	<ul style="list-style-type: none"> <li>Determine need for organisational analysis</li> <li>Review and evaluate findings to determine implications on the organisation</li> <li>Communicate findings and potential implications to relevant stakeholders</li> <li>Advise organisational leaders on improvements to organisational structure, culture and systems for follow-up action</li> </ul>

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				<p>managing and reviewing systems and processes to ensure continued efficiency of organisational business processes</p> <ul style="list-style-type: none"> <li>• Keep abreast of best practices in managing systems and processes by subscribing to diverse learning channels and participating in peer discussion platforms to enhance own knowledge for workplace application</li> </ul>		
Range of Application						