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

TSC Category	Business and Project Management					
TSC Title	Crisis Management					
TSC Description	Develop and implement crisis management plans for organisational preparedness of disruptive events within the broader context of business continuity management					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			ICT-RIM-3003-1.1	ICT-RIM-4003-1.1	ICT-RIM-5003-1.1	
			Execute crisis management plans	Manage crisis situations	Direct the management of crisis situations	
Knowledge			• Crisis management plans, including crisis response and recovery activities • Critical business functions • Business continuity plans • Emergency control exercises	• Operational roles and responsibilities of a manager handling a crisis • Crisis response and recovery activities • Documentation components for crisis response and recovery activities • Resources required for crisis situations • Communication plans for managing crises	• Damage assessment of disruptive events • Own role in management of crisis response and recovery activities • Relevant stakeholders in a disruptive event • Business impact and implications of disruptive events on the organisation • Communication processes with internal and external stakeholders during crises	
Abilities			• Assist in coordinating and integrating crisis response and recovery activities in accordance with recovery and business continuity plans • Execute individual roles within the crisis management plans in response to disruptive events • Participate in the organisation's emergency control exercises to validate	• Allocate resources for response-handling in accordance with crisis management plans • Identify crisis response and recovery activities to be implemented in accordance with business continuity and recovery strategies • Document data from crisis response and recovery activities in accordance with information format requirements	• Design organisation-wide crisis management plans for recovery from disruptive events • Lead damage assessment in consultation with relevant stakeholders • Direct crisis response and recovery activities to be implemented in accordance with business continuity and recovery strategies	

			crisis management plans and ensure organisational readiness	• Implement 'return-to-normal' procedures in accordance with crisis management plans • Communicate organisational crisis management key messages to relevant stakeholders	• Facilitate involvement of cross-functional teams in crisis management • Activate 'return-to-normal' procedures in accordance with crisis management plans • Activate crisis response and recovery activities and stand-down procedures in accordance with business continuity strategies and crisis management plans • Facilitate communication processes to internal and external stakeholders during disruptive events • Refine organisational crisis management plans to ensure relevance to the current threat environment	
Range of Application						