

SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – DATA PROTECTION EXECUTIVE			
Sector	Infocomm Technology		
Track	Strategy and Governance		
Sub-track	Data Protection		
Occupation	Data Protection Officer		
Job Role	Data Protection Executive		
Job Role Description	<p>The Data Protection Executive assists in executing data governance policies and procedures. He/She is responsible for handling queries, complaints and disputes on the organisation's management of personal data. He collaborates with business and project teams to support business objectives and strategies and align them with the organisations's data protection guidelines and policies. He manages risks and data breach incidents. He is also responsible for driving awareness of the Personal Data Protection Act requirements in the organisation.</p> <p>He works in a team setting and is knowledgeable of data governance, compliance and data protection policies and frameworks. He is also well versed in data breach mitigation techniques and procedures. He should be familiar with the requirements of the Personal Data Protection Act 2012.</p> <p>As one who is responsible for handling queries, complaints and disputes on the organisation's management of personal data, the Data Protection Executive is confident in making critical decisions and providing quick and impactful resolutions.</p>		
Critical Work Functions, Key Tasks and Performance Expectations	Critical Work Functions	Key Tasks	Performance Expectations
	Ensure organisation's compliance to Personal Data Protection Act (PDPA)	Monitor and ensure the organisation's compliance with the PDPA	In accordance with: <ul style="list-style-type: none"> Personal Data Protection Act 2012, Personal Data Protection Commission
		Ensure data requests are logged in accordance with organisational procedures	
		Update and maintain a register of data owners for the organisation's data sets	
		Carry out data flow reviews and create data flow maps for the organisation's data life cycle and data processing activities	
		Maintain data flow maps for processes across the organisation's data lifecycle and data processing activities	
		Maintain data protection policies and procedures	
	Manage risks associated with collection, use, disclosure and storage of personal data	Identify risks and review the proposed standard operating procedures (SOPs) with business process owners to mitigate risks	
		Establish monitoring mechanisms to monitor activities and performance of vendors against contract terms	
		Identify performance problems or contractual issues relating to personal data processing, and measure the performance of data intermediaries in the fulfilment of service level agreements	
		Propose enhancements to risk countermeasures and contingency plans	
		Manage contracts with third parties and data intermediaries for products and services	
		Assist users on the various techniques that an organisation can use to anonymise personal data	
		Report all suspected and/or confirmed data breaches in accordance with the data breach management plans	
	Manage data breaches	Prepare notifications to affected individuals, senior management and regulatory authorities in the event of data breaches	
		Document data breach incidents and post-breach responses in accordance with the data breach response plans	

		Support the data incident response and data breach notification procedures		
		Assist in the conduct of investigations relating to data protection breaches		
	Drive awareness of PDPA requirements in the organisation	Promote continuous training to maintain the organisation's awareness of PDPA requirements		
		Keep abreast of PDPA requirements and amendments to regulations and guidelines		
		Provide advice to staff on the organisation's data protection procedures and policies		
		Participate in simulation exercises to test the data breach response plans		
		Manage programmes to raise awareness of and training to deliver compliance to foster a data protection culture		
		Promote and create awareness of due diligence policies and frameworks across teams in the organisations		
	Handle queries, complaints and disputes on the organisation's management of personal data	Respond to queries that may arise in the organisation's collection, use and/or disclosure of personal data		
		Maintain logs of queries, complaints and disputes relating to the organisation's collection, use and/or disclosure of personal data		
		Escalate complaints and disputes relating to the organisation's collection, use and/or disclosure of personal data		
	Advise on data innovation projects in the organisation	Maintain oversight of the organisation's data assets and taxonomy		
		Provide guidance on data protection requirements for data innovation projects		
		Assist in the stock-take of the organisation's data assets		
		Adhere to PDPA and other data protection regulations in the conduct of data innovation-related projects		
		Assist with external providers and internal stakeholders in data valuation exercises		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies	
	Audit and Compliance	Level 3	Leadership	Intermediate
	Business Negotiation	Level 3	Transdisciplinary Thinking	Intermediate
	Business Risk Management	Level 3	Digital Literacy	Intermediate
	Crisis Management	Level 3	Creative Thinking	Intermediate
	Cyber and Data Breach Incident Management	Level 2	Virtual Collaboration	Basic
	Data Ethics	Level 3		
	Data Protection Management	Level 3		
	Data Sharing	Level 3		
	Design Thinking Practice	Level 3		
	IT Standards	Level 4		
	Project Management	Level 3		
	Stakeholder Management	Level 3		
Programme Listing	For a list of Training Programmes available for the ICT sector, please visit: www.skillsfuture.sg/skills-framework/ict			

The information contained in this document serves as a guide.

