

SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – DATA PROTECTION OFFICER			
Sector	Infocomm Technology		
Track	Strategy and Governance		
Sub-track	Data Protection		
Occupation	Data Protection Officer		
Job Role	Data Protection Officer		
Job Role Description	<p>The Data Protection Officer executes data governance policies and procedures. He/She ensures the Data Protection Act is implemented and enforced in the organisation, and amongst the respective teams and users. He collaborates with business and project teams in projects and ensures alignment and compliance with the organisations's data protection guidelines and policies, and with industry standards and guidelines. He also directs a team of professionals and third-party vendors or service providers to achieve organisational goals in accordance with the data governance and data protection policies. He manages risks and data breach incidents.</p> <p>The Data Protection Officer is knowledgeable in areas of data governance, compliance and data protection policies and frameworks, and works within and across teams to mitigate data breaches. He is expected to be proficient in the requirements under the Personal Data Protection Act 2012.</p> <p>The Data Protection Officer adopts a broad and global perspective in his work, and is confident in making critical decisions and handling competing resource needs that may have implications on various projects and stakeholders.</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)	Develop a Data Protection Management Programme (DPMP) to ensure organisation's compliance to PDPA	In accordance with: <ul style="list-style-type: none"> Personal Data Protection Act 2012, Personal Data Protection Commission
		Assess data protection audit findings and recommendations to introduce changes to ensure continued compliance with PDPA	
		Evaluate the organisation's data lifecycle and data processing activities to determine compliance and gaps in data protection	
		Provide updates on data protection compliance to senior management	
		Create roadmaps to implement new requirements of data protection regulations	
		Monitor the handling of personal data across the organisation	
		Oversee the maintenance of records required to demonstrate data protection compliance	
	Manage risks associated with collection, use, disclosure and storage of personal data	Conduct Data Protection and Impact Assessments (DPIA) to identify, assess and address business risks, based on the organisation's functions, needs and processes	
		Propose measures to manage risks associated with the collection, use, disclosure and storage of personal data	
		Act as the organisation's liaison for laws and guidelines concerning data collection and usage	
		Propose cloud and on-site storage practices that ensure the protection of data from threats	
	Manage data breaches	Oversee the conduct of simulation exercises to test the data breach response plans to ensure operational readiness	
		Conduct in-depth assessment of the data breaches to mitigate and address risks	
		Report data breaches to regulatory authorities and senior management	

		Consult with key departments in the event of PDPA breaches		
		Conduct investigations into data protection breach incidents		
	Drive awareness of PDPA requirements in the organisation	Develop training programmes to educate staff on personal data protection policies and processes		
		Oversee activities to foster personal data protection awareness within the organisation		
		Foster a culture of personal data protection within the organisation		
		Ensure employees are aware of their roles and responsibilities in managing data breaches		
		Oversee the implementation and efficiency of the due diligence policies and frameworks across the organisation		
	Handle queries, complaints and disputes on the organisation's management of personal data	Act as the organisation's key point of contact with PDPA regulatory authorities and to data subjects when exercising their individual data rights		
		Analyse complaints relating to the organisation's management of personal data and respond with remedial action		
		Provide advice on data protection, privacy and compliance		
		Maintain oversight over access and correction requests to personal data		
		Propose and implement measures to safeguard data based on the vulnerability and criticality of the types of data sources		
	Advise on data innovation projects in the organisation	Ensure a balanced approach in resolving data protection and data innovation issues		
		Participate in data innovation projects to provide guidance on regulatory and compliance requirements		
		Act as the organisation's subject matter expert in data protection matters		
		Ensure compliance with the PDPA and other regulations when sharing data		
		Act as a liaison for data protection and privacy during the entire data-related product development lifecycle		
	Manage people and organisation	Manage the budget expenditure and allocation across teams and projects		
		Monitor and track the team's achievements and key performance indicators		
		Propose new operational plans, including targeted budgets, work allocations and staff forecasts		
		Acquire, allocate and optimise the use of resources		
		Develop learning roadmaps to support the professional development of the team		
	Manage the performance and development process, including providing coaching and development opportunities to maximise the potential of each individual			
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies	
	Audit and Compliance	Level 4	Lifelong Learning	Intermediate
	Budgeting	Level 4	Interpersonal Skills	Intermediate
	Business Agility	Level 4	Leadership	Intermediate
	Business Negotiation	Level 4	Resource Management	Intermediate

	Business Performance Management	Level 4	Virtual Collaboration	Intermediate
	Business Risk Management	Level 4		
	Crisis Management	Level 4		
	Cyber and Data Breach Incident Management	Level 4		
	Data Ethics	Level 4		
	Data Governance	Level 5		
	Data Protection Management	Level 4		
	Data Sharing	Level 4		
	Design Thinking Practice	Level 4		
	IT Standards	Level 4		
	Learning and Development	Level 4		
	Manpower Planning	Level 4		
	Networking	Level 4		
	People and Performance Management	Level 4		
	Project Management	Level 5		
	Stakeholder Management	Level 4		
	Strategy Implementation	Level 3		
	Strategy Planning	Level 4		
	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.