

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

TSC Category	Strategy Planning and Implementation					
TSC Title	Infrastructure Strategy					
TSC Description	Develop a robust strategy and plan for defining and managing a future-ready IT infrastructure, optimising its capacity, availability and synchronisation to enable an organisation's business operations. This involves evaluating infrastructure models and options for infrastructure components, managing infrastructure investments and facilitating the transformation toward the desired future infrastructure model					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
				ICT-SNA-4013-1.1	ICT-SNA-5013-1.1	ICT-SNA-6013-1.1
				Support the development of and implement a strategic IT infrastructure plan, overseeing and synchronising the performance of infrastructure elements	Develop a robust infrastructure plan and model that is aligned and adaptable to internal business priorities and external trends	Establish a future-ready infrastructure strategy, spearheading infrastructure change and transformation to the desired future state.
Knowledge				<ul style="list-style-type: none"> <li>Key elements and components of IT infrastructure</li> <li>Current infrastructure, system functionality Industry standards and expected performance of IT infrastructure</li> <li>Infrastructure component performance management and measurement</li> <li>Infrastructure plan design and requirements</li> <li>Service Level Agreements (SLA) and impact of infrastructure capability</li> <li>Types of technological disruptors</li> </ul>	<ul style="list-style-type: none"> <li>Market trends in infrastructure, technology development and various options for managing a business' infrastructure through outsourcing, cloud or virtualisation</li> <li>Principles of technological disruption</li> <li>Impact of automation on infrastructure requirements and parameters</li> <li>Features and capabilities of infrastructure components and elements</li> <li>Infrastructure capacity planning and maximisation techniques</li> <li>Interactions and interdependencies among infrastructure components</li> </ul>	<ul style="list-style-type: none"> <li>Infrastructure strategy development</li> <li>Impact of technological disruptors on infrastructure strategy and performance</li> <li>Business impact of infrastructure options, models or changes</li> <li>Evolution of critical technology trends, and potential impact on business infrastructure decisions</li> <li>New and emerging capabilities of various infrastructure components and elements</li> <li>Pros and cons of various infrastructure models</li> <li>Strategy road-mapping techniques</li> <li>Techniques to project future costs and benefits of infrastructure investments</li> </ul>

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Abilities				<ul style="list-style-type: none"> <li>• Articulate the impact of current state of operations and challenges on the desired IT infrastructure</li> <li>• Establish processes or mechanisms to ensure proper set up of infrastructure components</li> <li>• Benchmark current quality and capacity of IT infrastructure against industry standards, IT blueprint for performance and expected organisation requirements</li> <li>• Monitor capacity and performance indicators on an ongoing basis, and put forth recommendations to refine plan if needed</li> <li>• Identify technical requirements required to support IT infrastructure</li> <li>• Draft infrastructure plan including hardware, software, general infrastructure aspects and their specifications</li> <li>• Maintain oversight of changes and updates to IT infrastructure capabilities and highlight impact on SLAs</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluate infrastructure gaps and the required transformation to address them</li> <li>• Develop a business case for various infrastructure models and deployment options</li> <li>• Anticipate how an organisation's infrastructure will evolve over time with technological trends and developments</li> <li>• Drive processes to enable adaptation of infrastructure to changing market priorities, strategies and technology</li> <li>• Develop plans for infrastructure capacity enhancement to support the infrastructure strategy</li> <li>• Propose resourcing models to support the infrastructure for critical and non-critical business areas</li> <li>• Define the coverage, interface and topology of infrastructure elements and their components</li> <li>• Synchronise infrastructure components to ensure stability, reliability and efficiency</li> </ul>	<ul style="list-style-type: none"> <li>• Make key infrastructure decisions for the business, based on a synthesis of external environment, internal priorities and related areas within the broad IT architecture</li> <li>• Determine a fit-for-purpose infrastructure strategy for the business</li> <li>• Develop a long-term roadmap to future-proof the organisation's infrastructure</li> <li>• Evaluate the viability of new and emerging infrastructure models for the business</li> <li>• Determine the most suitable infrastructure model/s for the organisation</li> <li>• Evaluate impact of evolving needs, operating environment and emerging market trends on infrastructure requirements</li> <li>• Align IT infrastructure investments with the relative importance of business lines, products and services they support</li> <li>• Endorse resourcing models to drive the infrastructure strategy, in ensuring business viability and sustainability</li> <li>• Establish sustainable and repeatable processes to facilitate</li> </ul>
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						ease of infrastructure transformation and adaptation to changing internal and external environments
Range of Application						