

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

TSC Category	Stakeholder and Contract Management					
TSC Title	Contract Management					
TSC Description	Formalise contracts and/or service level agreements with providers of products and services including measure and manage supplier performance and fulfilment of agreed-upon service level agreements. This includes resolution of contractual issues and maintenance of vendor and/or provider relationships					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			ICT-CFC-3016-1.1	ICT-CFC-4016-1.1	ICT-CFC-5016-1.1	
			Prepare drafts of contracts and agreements, monitor vendor performance and resolve minor contractual issues on an operational level	Review contracts and agreements and manage performance levels against agreed standards, provide feedback and investigate contractual issues	Determine business viability of contracts and establish organisation's expectations of vendors, resolving any escalated performance or contractual issues	
Knowledge			<ul style="list-style-type: none"> <li>Components and protocols in contract drafting</li> <li>Performance monitoring processes</li> <li>Escalation procedures for handling contractual issues</li> <li>Product or services knowledge and constraints of vendors and service providers</li> </ul>	<ul style="list-style-type: none"> <li>Techniques for managing non-conformance in service delivery</li> <li>Legal rights and responsibilities of both the company and the supplier</li> <li>Implications of contractual issues on the organisation</li> <li>Management of contract change</li> </ul>	<ul style="list-style-type: none"> <li>Key Performance Indicator (KPI) setting for contracts and service level agreements</li> <li>Organisation, industry and legal standards on contractual matters</li> <li>Contract negotiation techniques and protocols</li> </ul>	
Abilities			<ul style="list-style-type: none"> <li>Prepare drafts of contracts and Service Level Agreements (SLAs) providing relevant and accurate information and clauses</li> <li>Monitor activities and performance of vendors against contract terms and identify performance problems or contractual issues</li> <li>Inform service providers of implications of identified contractual issues</li> </ul>	<ul style="list-style-type: none"> <li>Develop contracts or Service Level Agreements with providers, based on the unique business requirements</li> <li>Analyse service delivery and performance levels in line with key performance indicators, and provide performance feedback</li> <li>Evaluate the impact of contractual issues and problems on the organisation to</li> </ul>	<ul style="list-style-type: none"> <li>Assess contract terms and determine business viability and potential business value</li> <li>Sign off on contracts or Service Level Agreements (SLAs) with providers</li> <li>Develop Key Performance Indicators (KPIs) based on organisation's strategy and expectations, to measure service delivery and performance of vendors</li> </ul>	

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

			<ul style="list-style-type: none"> <li>Resolve minor contractual or performance issues on an operational level</li> <li>Escalate complex or significant contractual issues if they cannot be solved on an operational level</li> <li>Document changes and updates to contracts and agreements</li> <li>Maintain communications with vendors and providers on a day-to-day basis</li> </ul>	<p>determine if a major contractual breach has occurred</p> <ul style="list-style-type: none"> <li>Manage vendors or service providers performance against standards or benchmarks, and recommend subsequent terms of engagement or termination</li> <li>Investigate complex contractual issues or conflicts and recommend solutions to resolve them</li> <li>Assess need for and justify changes or modifications to contracts and agreements</li> <li>Manage endorsed changes or modifications to contracts</li> <li>Sustain smooth interactions and relationships with vendors or providers based on shared objectives and mutual gain</li> </ul>	<ul style="list-style-type: none"> <li>Resolve significant, escalated contractual issues or breaches, in line with organisation interests and legal standards /and rights</li> <li>Evaluate overall performance of vendors to review and endorse decisions on future contract renewal, changes or termination</li> <li>Review justifications and anticipate potential implications of contract changes</li> <li>Negotiate with services providers on the scope of changes to contracts /or service level agreements (SLAs) and endorse contract modifications which are beneficial to the company</li> <li>Maintain positive relationships with suppliers based on trust and mutual understanding</li> </ul>	
Range of Application						