SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY
SKILLS MAP – GROUP DATA PROTECTION OFFICER

Sector	Infocomm Technology
Track	Strategy and Governance
Sub-track	Data Protection
Occupation	Data Protection Officer
Job Role	**Group Data Protection Officer**
Job Role Description	The Group Data Protection Officer executes data governance policies and procedures. He/She ensures the Data Protection Act is implemented and enforced within the respective teams and users within the organisation. He partners with business and project teams to support business objectives and strategies and align them with the organisations's data protection guidelines and policies. He directs a team of professionals and third-party vendors or service providers towards reaching organisational goals in accordance with the data governance and data protection policies. He manages risks and data breach incidents. The Group Data Protection Officer is an expert in local and regional data protection practices and legislative requirements, as well as the Personal Data Protection Act 2012. He also provides expert advice to the organisation on the potential implications of data protection on the organisation's policies, procedures and projects. The Group Data Protection Officer is an expert in understanding the nuances data protection laws, and keeps abreast of the changing landscape to be able to advise and guide the organisation towards compliance. He is an expert in communicating across cultures and domains, and is able to drive the organisation's data protection culture.

	Critical Work Functions	**Key Tasks**	**Performance Expectations**
Critical Work Functions, Key Tasks and Performance Expectations	Ensure organisation's compliance to Personal Data Protection Act (PDPA)	Drive the development of the organisation's regional Data Protection Management Programme (DPMP)	In accordance with: • Personal Data Protection Act 2012, Personal Data Protection Commission
		Endorse the organisation's data protection policies and DPMP	
		Oversee the assignment of roles and responsibilities to ensure compliance with the PDPA	
		Oversee data transfer activities and provide advice on personal data protection law in other countries	
		Establish a group and/or regional-level data governance strategy, and audit and compliance strategy to strengthen internal controls	
		Advise on data ethics and data governance, and facilitate business functions in their strategic utilisation of data assets to generate business value for the organisation	
		Inform and advise on data protection laws and the organisation's policies	
	Manage risks associated with collection, use, disclosure and storage of personal data	Oversee measures for the safeguarding of data protection for internal data sources	
		Develop remediation actions to minimise the risk of personal data protection breach, and managing data breach incidents at group/regional level	
		Commission the conduct of Data Protection Impact Assessments (DPIA)	
		Approve the DPIA plan and proposed action plans and solutions arising from the DPIA	
		Develop strategies and guidelines on ethical data collection and usage practices	

Skills and Competencies				
		Establish guidelines for cloud and on-site storage practices that would ensure protection of data from threats		
	Manage data breaches	Evaluate the organisation's response to the data breach incident		
		Oversee the conduct of investigations into data breaches		
		Lead in public communication of data breaches to regulatory authorities and stakeholders		
	Drive awareness of PDPA requirements in the organisation	Champion the organisation's data protection culture		
		Act as a subject matter expert in cross-border data protection compliance		
		Collaborate with regional offices to ensure compliance with cross border data protection requirements		
		Manage the assignment of responsibilities to deliver compliance with data protection laws and policies of the organisation		
		Formulate strategies and standards on due diligence policies and frameworks for the entire organisation		
	Handle queries, complaints and disputes on the organisation's management of personal data	Oversee requests for disclosure of data to public agencies, courts, and law enforcement agencies		
		Represent the organisation in cross-border disputes relating to data protection		
		Act as the point of contact for International and Regional Regulations that govern Data Protection and Privacy		
		Oversee the necessary safeguard measures for data protection for the internal data sources		
	Advise on data innovation projects in the organisation	Determine the need to value the organisation's data to gain competitive advantage		
		Generate potential use cases of data form the ecosystem the organisation operates in		
		Keep abreast of evolving data innovation needs and expectations and its impact on the organisation		
		Explore new ways to harness data in delivering innovative products and/or services		
		Formulate data protection and privacy strategies during the entire data-related product development lifecycle		
	Manage people and organisation	Review operational strategies, policies and targets across teams and projects		
		Develop strategies for resource planning and utilisation		
		Review the utilisation of resources		
		Oversee the development of learning roadmaps for teams and functions		
		Establish performance indicators to benchmark effectiveness of learning and development programmes against best practices		
		Implement succession planning initiatives for key management positions		

Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies	
	Audit and Compliance	Level 5	Interpersonal Skills	Advanced

	Budgeting	Level 5	Developing People	Advanced
	Business Agility	Level 5	Resource Management	Advanced
	Business Negotiation	Level 5	Lifelong Learning	Advanced
	Business Performance Management	Level 5	Communication	Advanced
	Business Risk Management	Level 5		
	Crisis Management	Level 5		
	Cyber and Data Breach Incident Management	Level 5		
	Data Ethics	Level 5		
	Data Governance	Level 6		
	Data Protection Management	Level 5		
	Data Sharing	Level 5		
	Design Thinking Practice	Level 5		
	IT Standards	Level 5		
	Learning and Development	Level 5		
	Manpower Planning	Level 5		
	Networking	Level 5		
	People and Performance Management	Level 5		
	Project Management	Level 5		
	Stakeholder Management	Level 5		
	Strategy Implementation	Level 4		
	Strategy Planning	Level 5		
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.