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

TSC Category	Governance and Compliance					
TSC Title	IT Standards					
TSC Description	Develop and review of standard operating procedures as well as service expectations for IT-related activities and processes. This includes the provision of clear guidelines for the organisation to carry out IT-related tasks in a manner that is effective, efficient and consistent with the IT service standards and quality standards of the organisation					
TSC Proficiency Description	**Level 1**	**Level 2**	**Level 3**	**Level 4**	**Level 5**	**Level 6**
				ICT-SNA-4015-1.1	ICT-SNA-5015-1.1	ICT-SNA-6015-1.1
				Review current practices of performing IT-related activities, and propose revisions to service standards and protocols	Set guidelines for IT-related activities in alignment with relevant service, quality and global industry standards	Inspire enhancements and redefine IT standards, in line with the evolving landscape and their impact on service expectations
Knowledge				• Analysis of internal operating procedures • Impact of changes to IT protocols • Typical documentation and sources for IT standards	• Steps in the creation of service protocols • Impact of revised IT standards on stakeholders or internal processes • Process of stakeholder engagement to ensure understanding and compliance	• Impact of consumer demands and trends on service expectations • Global industry standards and best practices in similar business areas • Pros and cons of changes or updates to IT policies and processes
Abilities				• Review current practices of performing IT-related activities against the organisation's desired standards and guidelines • Evaluate relevance of global industry standards to the organisation's internal standards • Analyse gaps between current practices and user and business IT requirements • Propose revisions to IT service standards and protocols based on new directions, so as to enhance efficiency and effectiveness of IT service delivery	• Articulate guidelines for the organisation to carry out IT-related activities in alignment with service and quality standards • Make informed decisions on the applicability of global industry standards to the company's context • Determine new IT practices based on refinements to organisation's service standards • Review revisions to practices and service protocols for IT activities • Define content for materials, handbooks and manuals as well as	• Evaluate impact of evolving market trends on service expectations • Inspire enhancements and redefine IT standards in consideration of emerging industry trends and requirements • Approve new policies and policy updates to align IT processes with the organisation's desired standards and priorities

				• Determine impact of new protocols and procedures on IT protocols • Maintain policy updates and revisions to operating procedures • Conduct periodic checks to ensure that day to day IT activities and processes are conducted in line with internal best practices	key messages for stakeholders, in capturing updates to IT standards • Recommend new policies to regulate updates of operating procedures to users	
Range of Application						