TSC Category	Operations and User Support					
TSC Title	Performance Management					
TSC Description	Evaluate and optimise network, system and/or software performance against user and business requirements. This involves the introduction and utilisation of new tools and mechanisms to gather, analyse and fully optimise performance data. This also includes the initiation of controls, modifications and new investments to enhance end-to-end performance of ICT components, systems and services					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
				ICT-OUS-4010-1.1	ICT-OUS-5010-1.1	ICT-OUS-6010-1.1
				Establish metrics and mechanisms to assess network, software or system performance, and determine Infocomm Technology (ICT) infrastructure components and parameters to be enhanced	Evaluate and integrate new mechanisms and technology, and leverage analytics to optimise performance data, and determine implications of performance levels reported	Chart direction on key performance indicators of ICT infrastructure and develop a strategy to enable achievement to achieve long term business requirements
Knowledge				• Methods to capture and measure network, software and system performance • Interpretation of statistics and data on ICT infrastructure performance • Usage of data analytics tools and technology • Techniques to analyse infrastructure performance results • Analysis and identification of triggers • Possible updates and upgrades to infrastructure elements, and their impact on overall performance • Contribution of various network, software or system components to performance	• Process of end to end performance management of ICT networks, software or systems • Reliable and valid metrics to measure network, software and system performance, and their usage • New and emerging data analytics tools and technology, and their applications • In-depth analysis and implications of infrastructure performance results on the components • Best practices and key considerations in updating, upgrading and replacing elements of network, software and systems	• Projection of long-term business requirements • Process and factors to consider when setting Key Performance Indicators (KPI) of ICT networks, software and systems • Process of end to end performance management of an ICT function • Concepts and applications of business intelligence and data analytics • Calculation of potential and actual Return On Investment (ROI) • Long-term cost-benefit analysis for ICT infrastructure updates, upgrades or enhancements

					• Cost-benefit analysis for introduction of new ICT infrastructure components	
Abilities				• Establish metrics to monitor network, software or system performance • Utilise new tools and technology to gather and interpret data • Apply new data analytics mechanisms to fully optimise performance data • Assess current performance data or statistics against the operational requirements in the short term • Analyse network, software and system health check results, performance reports and end users' feedback • Identify triggers impacting performance through application of new data tools, techniques and analyses • Determine the existing components and parameters in a network, software or system, that need to be updated, upgraded or replaced • Identify the costs, benefits and process impact of updating, upgrading or adding new components • Propose any new components to be added	• Oversee the end to end performance management of ICT networks, software or systems • Establish organisation-wide processes, combining several tools and metrics to measure overall network, system and/or software performance • Introduce new tools and technology to gather robust performance data, analyse data and identify triggers • Design internal processes and mechanisms to optimise and enhance the usage and applications of performance data gathered • Assess performance of networks, software or systems against the medium term business and user requirements • Evaluate performance reports and feedback, to determine implications on the network, software and system components • Manage the updating, upgrading and replacement of components, ensuring their viability for the	• Project long term business requirements and assess ability of existing networks, software and systems to meet them • Define priorities and key performance indicators of infrastructure components based on the established business and ICT strategies • Oversee the end-to-end performance of the ICT function • Sustain desired performance levels during integration of ICT components, systems and services among different infrastructure layers • Develop a strategy for how performance data can be fully optimised to drive business value • Create a vision for integrating performance data with analytics • Initiate strategic investments to sustain or enhance performance of networks, software and systems in the long run • Evaluate the potential value added by updates, upgrades or significant changes to ICT infrastructure components vis-a-vis the

				to optimise overall performance	operation of the organisation • Review recommendations for new components, considering costs and benefits to the overall business	financial and non-financial costs to the business
Range of Application						