

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

TSC Category	Risk Management, Governance and Regulatory Compliance					
TSC Title	IT Governance					
TSC Description	Set and monitor IT infrastructure, information, digital services and associated technology. This involves developing policies and practices to govern the organisation's approach toward handling and using IT products and services in order to ensure conformance with regulations and accountability in decision making in alignment with the business strategic plans and service standards					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
				ICT-SNA-4014-1.1	ICT-SNA-5014-1.1	ICT-SNA-6014-1.1
				Develop and implement standard operating procedures based on IT policies and practices, ensuring compliance with standards and regulations	Develop policies and practices to govern the handling and usage of IT products and services and facilitate communications with governing authorities	Establish the IT governance strategy and structure to guide policies and practices, and facilitate industry-wide conversations around technology governance and standards
Knowledge				<ul style="list-style-type: none"> <li>Appropriate methodologies in using or handling IT infrastructure</li> <li>Implementation steps for IT governance structures</li> <li>Data and privacy laws and regulations</li> <li>Relevant ethical guidelines in the ICT industry</li> </ul>	<ul style="list-style-type: none"> <li>Procedures in IT policy setting</li> <li>Evolving IT needs and expectations</li> <li>Implementation considerations for IT governance structures</li> <li>Organisation's perspective on fundamental IT or data ethical principles</li> <li>Legal or business implications of ethical ambiguities</li> </ul>	<ul style="list-style-type: none"> <li>Emerging trends in IT governance</li> <li>Strategic planning for governance structures</li> <li>Best practices and principles in managing IT governance</li> <li>Industry wide developments and emerging issues in IT and data ethics</li> <li>Wider implications of ethical laws, policies and regulations in the Infocomm Technology industry</li> </ul>
Abilities				<ul style="list-style-type: none"> <li>Translate IT policies and practices into practical action steps and operating procedures for respective business units</li> <li>Monitor existing IT infrastructure and processes</li> <li>Analyse feedback and requirements of internal and external</li> </ul>	<ul style="list-style-type: none"> <li>Develop policies and practices to govern the handling and usage of IT products and services, in line with set guidelines and objectives</li> <li>Project evolving IT needs and expectations of stakeholders</li> <li>Anticipate impact of changing needs and</li> </ul>	<ul style="list-style-type: none"> <li>Determine clear strategic direction to guide the development of IT policies and practices</li> <li>Establish objectives for the organisation's IT governance structure, considering evolving IT needs of the business and stakeholders</li> <li>Align the IT governance structures against</li> </ul>

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				<p>stakeholders with respect to IT policies and processes</p> <ul style="list-style-type: none"> <li>• Roll out policies and practices on IT governance</li> <li>• Implement ethical guidelines, laws, statutes and regulations within the organisation</li> <li>• Communicate updates, revisions, additions or changes to relevant teams or employees</li> <li>• Implement checks and periodically monitor the utilisation and handling of IT products and services</li> </ul>	<p>demands on internal policies and practices</p> <ul style="list-style-type: none"> <li>• Review effectiveness of existing governance structure, policies and processes</li> <li>• Drive implementation of IT governance structures</li> <li>• Oversee roll out of new or revised policies and practices, clarifying complex queries</li> <li>• Facilitate communication between governing authorities, internal or external stakeholders, and the IT organisation</li> <li>• Educate internal staff on ethical guidelines, laws, statutes and regulations that govern use of information technology and data</li> <li>• Clarify ethically questionable situations at various stages of the data or information life cycle</li> </ul>	<p>emerging trends, governance models and service standards in the industry</p> <ul style="list-style-type: none"> <li>• Endorse proposed or revised IT policies, practices, ensuring alignment with business priorities</li> <li>• Facilitate industry consensus around technology and data ethics and regulations</li> <li>• Spearhead thought leadership on ethical issues relating to information technology and data usage</li> </ul>
Range of Application						