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| **TSC Category** | Business and Project Management | | | | | |
| **TSC Title** | Crisis Management | | | | | |
| **TSC Description** | Develop and implement crisis management plans for organisational preparedness of disruptive events within the broader context of business continuity management | | | | | |
| **TSC Proficiency Description** | **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** | **Level 6** |
|  |  | **ICT-RIM-3003-1.1** | **ICT-RIM-4003-1.1** | **ICT-RIM-5003-1.1** |  |
|  |  | Execute crisis management plans | Manage crisis situations | Direct the management of crisis situations |  |
| **Knowledge** |  |  | * Crisis management plans, including crisis response and recovery activities * Critical business functions * Business continuity plans * Emergency control exercises | * Operational roles and responsibilities of a manager handling a crisis * Crisis response and recovery activities * Documentation components for crisis response and recovery activities * Resources required for crisis situations * Communication plans for managing crises | * Damage assessment of disruptive events * Own role in management of crisis response and recovery activities * Relevant stakeholders in a disruptive event * Business impact and implications of disruptive events on the organisation * Communication processes with internal and external stakeholders during crises |  |
| **Abilities** |  |  | * Assist in coordinating and integrating crisis response and recovery activities in accordance with recovery and business continuity plans * Execute individual roles within the crisis management plans in response to disruptive events * Participate in the organisation’s emergency control exercises to validate crisis management plans and ensure organisational readiness | * Allocate resources for response-handling in accordance with crisis management plans * Identify crisis response and recovery activities to be implemented in accordance with business continuity and recovery strategies * Document data from crisis response and recovery activities in accordance with information format requirements * Implement 'return-to-normal' procedures in accordance with crisis management plans * Communicate organisational crisis management key messages to relevant stakeholders | * Design organisation-wide crisis management plans for recovery from disruptive events * Lead damage assessment in consultation with relevant stakeholders * Direct crisis response and recovery activities to be implemented in accordance with business continuity and recovery strategies * Facilitate involvement of cross-functional teams in crisis management * Activate 'return-to-normal' procedures in accordance with crisis management plans * Activate crisis response and recovery activities and stand-down procedures in accordance with business continuity strategies and crisis management plans * Facilitate communication processes to internal and external stakeholders during disruptive events * Refine organisational crisis management plans to ensure relevance to the current threat environment |  |
| **Range of Application** |  | | | | | |