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| **TSC Category** | Design and Architecture | | | | | |
| **TSC Title** | Design Thinking Practice | | | | | |
| **TSC Description** | Manage design thinking methodologies and processes to solve specific challenges for the organisation, and guide stakeholders through the phases of inspiration, empathy, ideation and implementation | | | | | |
| **TSC Proficiency Description** | **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** | **Level 6** |
|  |  | **ICT-ACE-3014-1.1** | **ICT-ACE-4014-1.1** | **ICT-ACE-5014-1.1** | **ICT-ACE-6014-1.1** |
|  |  | Apply design thinking methodologies and execute design thinking processes to challenge norms and conventions in the organisation | Facilitate and guide stakeholders to apply design thinking methodologies and processes for the organisation | Establish effective design thinking processes, methodologies and frameworks to proliferate design thinking across the organisation | Transform organisational operations, processes and systems by contextualising and incorporating design thinking processes and methodologies for the organisation |
| **Knowledge** |  |  | * Concept of design thinking * Importance of design thinking * Traits of a design thinker * Stages in the design thinking process * How design thinking is used in other organisations * Methods of applying design thinking for the organisation * Prototyping methodologies * Design thinking frameworks and tools | * Concept of design thinking * Importance of design thinking * Stages in the design thinking process * How design thinking is used in other organisations * Methods of applying design thinking for the organisation * Concept of innovation management | * Latest trends in design thinking * Concept of innovation management * Drivers of organisational growth and success * Concept and principles of resource management * Project management tools and techniques | * Latest trends in design thinking * Concept of innovation management * Drivers of organisational growth and success * Concept and principles of resource management |
| **Abilities** |  |  | * Apply design thinking methodologies to define design problems and generate new ideas for the organisation * Uncover opportunities for applying design thinking across the organisation * Utilise metrics to benchmark and measure outcomes of design ideas and solutions * Implement plans to embed design thinking across the organisation * Facilitate the development and execution of design concepts through prototypes * Present and communicate the design outcomes and process for design ideas * Apply design thinking frameworks and tools to work processes | * Articulate to team members the principles and concepts of innovation, creativity and design thinking processes * Equip stakeholders with the mind set to develop design thinking approaches as strategies for creativity and innovation * Facilitate the appropriate use of design thinking processes and methodologies by participants * Establish metrics to measure outcomes of design ideas and prototypes * Frame design concepts in alignment with the organisation’s strategies and values * Promote design thinking as a tool for solving problems and challenges for the organisation * Remove obstacles and hindrances to implementing design thinking for the organisation | * Integrate design thinking methodologies into processes to drive innovation across the organisation * Develop strategies to proliferate design thinking across the organisation * Synthesise information from different sources and stakeholders in order to fully understand the needs of end users * Drive the development of new strategies to enhance products and/or services for the organisation * Engage stakeholders during the design thinking process to uncover the motivations behind their actions and behaviours * Cultivate design thinking as a viable tool and methodology to foster new innovations for the organisation * Lead design thinking projects across the organisation | * Develop strategies to change the mind set of stakeholders in relation to innovation, and design thinking * Form multi-disciplinary teams to generate new ideas and solutions * Influence and facilitate design teams on their path towards design and innovation * Integrate design thinking across every level of the organisation to drive new alternatives for business and society * Build a working culture that encourages user-centric approach, empathy, ideation, prototyping, and playful testing |
| **Range of Application** | For Data Protection-related programmes, please refer “Guide to Develop Training Courses for Data Protection Officer (DPO)”, Personal Data Protection Commission (PDPC), <http://www.pdpc.gov.sg/dp-competency> [March 2020] | | | | | |