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| **TSC Category** | General Management | | | | | |
| **TSC Title** | Business Performance Management | | | | | |
| **TSC Description** | Implement organisational performance systems to meet business plans and objectives by establishing performance indicators, tracking progress and addressing gaps | | | | | |
| **TSC Proficiency Description** | **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** | **Level 6** |
|  |  | **ICT-BIN-3070-1.1** | **ICT-BIN-4070-1.1** | **ICT-BIN-5070-1.1** | **ICT-BIN-6070-1.1** |
|  |  | Monitor performance of the department | Manage organisation performance systems across departments | Formulate organisational performance systems and key performance indicators in alignment with organisation’s vision, mission and values | Establish organisational guidelines for performance systems according to organisational mission and objectives |
| **Knowledge** |  |  | * Types of performance systems * Department’s policies, products and processes * Performance monitoring and testing procedures | * Industry best practices for implementing organisational performance systems * Gap analysis procedures | * Organisation's policies, products and processes * Objectives of the organisation's performance systems * Key performance indicators * Root cause analysis procedures * Relevant legal and regulatory requirements | * Organisation's vision, mission and values * Industry best practices in organisational performance systems * Emerging trends and regulatory standards of organisation performance management |
| **Abilities** |  |  | * Document operational functions of the organisational performance systems within the department * Perform regular tests and checks on business processes according to monitoring and testing procedures * Track the progress and performance of business processes by comparing test results against key performance indicators * Identify gaps in business processes based on test results and highlight areas for improvement * Perform modifications to close the gaps found in business functions according to requirements of action plans | * Implement organisational performance systems within the department whilst taking into account its unique requirements * Design monitoring and testing procedures for processes within the department that are aligned to the requirements of key performance indicators * Evaluate performance of the department against goals set * Perform gap analysis on the gaps identified within the department * Identify root causes for gaps between current and future state of department based on the gap analysis * Develop reports with Recommendations on how to address root causes and close gaps in the department * Translate blueprints into implementable action plans | * Develop organisational performance systems that are in line with business plans and objectives * Oversee the implementation of organisational performance systems to ensure consistency across the organisation * Develop key performance indicators to assess the overall performance of the organisation based on emerging trends * Perform root cause analysis of organisational performance systems * Review reports and develop blueprints to address gaps identified | * Establish organisational guidelines for the adoption of organisational performance systems according to business objectives * Review organisation performance systems to ensure their alignment with organisational vision, mission and values * Endorse key performance indicators in assessing organisational performance as per industry best practices and regulatory standard * Review blueprints for addressing gaps found in business processes to ensure their alignment with organisational mission and objectives |
| **Range of Application** |  | | | | | |