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| **TSC Category** | Governance and Compliance | | | | | |
| **TSC Title** | IT Standards | | | | | |
| **TSC Description** | Develop and review of standard operating procedures as well as service expectations for IT-related activities and processes. This includes the provision of clear guidelines for the organisation to carry out IT-related tasks in a manner that is effective, efficient and consistent with the IT service standards and quality standards of the organisation | | | | | |
| **TSC Proficiency Description** | **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** | **Level 6** |
|  |  |  | **ICT-SNA-4015-1.1** | **ICT-SNA-5015-1.1** | **ICT-SNA-6015-1.1** |
|  |  |  | Review current practices of performing IT-related activities, and propose revisions to service standards and protocols | Set guidelines for IT-related activities in alignment with relevant service, quality and global industry standards | Inspire enhancements and redefine IT standards, in line with the evolving landscape and their impact on service expectations |
| **Knowledge** |  |  |  | * Analysis of internal operating procedures * Impact of changes to IT protocols * Typical documentation and sources for IT standards | * Steps in the creation of service protocols * Impact of revised IT standards on stakeholders or internal processes * Process of stakeholder engagement to ensure understanding and compliance | * Impact of consumer demands and trends on service expectations * Global industry standards and best practices in similar business areas * Pros and cons of changes or updates to IT policies and processes |
| **Abilities** |  |  |  | * Review current practices of performing IT-related activities against the organisation's desired standards and guidelines * Evaluate relevance of global industry standards to the organisation’s internal standards * Analyse gaps between current practices and user and business IT requirements * Propose revisions to IT service standards and protocols based on new directions, so as to enhance efficiency and effectiveness of IT service delivery * Determine impact of new protocols and procedures on IT protocols * Maintain policy updates and revisions to operating procedures * Conduct periodic checks to ensure that day to day IT activities and processes are conducted in line with internal best practices | * Articulate guidelines for the organisation to carry out IT-related activities in alignment with service and quality standards * Make informed decisions on the applicability of global industry standards to the company's context * Determine new IT practices based on refinements to organisation's service standards * Review revisions to practices and service protocols for IT activities * Define content for materials, handbooks and manuals as well as key messages for stakeholders, in capturing updates to IT standards * Recommend new policies to regulate updates of operating procedures to users | * Evaluate impact of evolving market trends on service expectations * Inspire enhancements and redefine IT standards in consideration of emerging industry trends and requirements * Approve new policies and policy updates to align IT processes with the organisation's desired standards and priorities |
| **Range of Application** |  | | | | | |