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| **TSC Category** | Strategy Planning and Implementation | | | | | |
| **TSC Title** | Organisational Analysis | | | | | |
| **TSC Description** | Evaluate factors that can affect the organization’s performance as well as strategically assessing the organization’s own resources and potential for improvement | | | | | |
| **TSC Proficiency Description** | **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** | **Level 6** |
|  |  |  | **ICT-SPI-4002-1.1** | **ICT-SPI-5002-1.1** | **ICT-SPI-6002-1.1** |
|  |  |  | Manage, review and evaluate systems and processes with a view for enhancements. It also includes gathering of feedback and developing solutions to close gaps and to make improvements. | Lead the conduct of functional analysis and recommending areas for enhancement in functional operations | Synergise organisational analysis, reviewing and evaluating findings and communicating findings to relevant stakeholders as well as advising on improvements for the organisation |
| **Knowledge** |  |  |  | * Different tiers of systems and processes within the organisation * Tools and methodologies to review systems and processes | * Objectives of functional strategies * Own role in conduct of a functional analysis * Types of organisational systems and processes * Organisational resource requirements | * Types of organisational analysis * Objectives of organisational analysis * Implications of organisational analysis on organisation |
| **Abilities** |  |  |  | * Manage systems and processes to meet organisational guidelines and policies * Review and evaluate systems and processes in accordance with organisational policies to identify areas for improvement * Develop and establish solutions to gaps and areas of improvement to further enhance organisational systems and processes * Adhere to organisational code of conduct, values and ethics when managing and reviewing systems and processes to ensure continued efficiency of organisational business processes * Keep abreast of best practices in managing systems and processes by subscribing to diverse learning channels and participating in peer discussion platforms to enhance own knowledge for workplace application | * Determine need for functional analysis * Determine components of and evaluate critical business functions of the organisation based on existing information * Report findings and possible recommendations to relevant stakeholders for review and decision making | * Determine need for organisational analysis * Review and evaluate findings to determine implications on the organisation * Communicate findings and potential implications to relevant stakeholders * Advise organisational leaders on improvements to organisational structure, culture and systems for follow-up action |
| **Range of Application** |  | | | | | |