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| **SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – DATA PROTECTION OFFICER** | | | | | | | |
| **Sector** | Infocomm Technology | | | | | | |
| **Track** | Strategy and Governance | | | | | | |
| **Sub-track** | Data Protection | | | | | | |
| **Occupation** | Data Protection Officer | | | | | | |
| **Job Role** | **Data Protection Officer** | | | | | | |
| **Job Role Description** | The Data Protection Officer executes data governance policies and procedures. He/She ensures the Data Protection Act is implemented and enforced in the organisation, and amongst the respective teams and users. He collaborates with business and project teams in projects and ensures alignment and compliance with the organisations’s data protection guidelines and policies, and with industry standards and guidelines. He also directs a team of professionals and third-party vendors or service providers to achieve organisational goals in accordance with the data governance and data protection policies. He manages risks and data breach incidents.  The Data Protection Officer is knowledgeable in areas of data governance, compliance and data protection policies and frameworks, and works within and across teams to mitigate data breaches. He is expected to be proficient in the requirements under the Personal Data Protection Act 2012.  The Data Protection Officer adopts a broad and global perspective in his work, and is confident in making critical decisions and handling competing resource needs that may have implications on various projects and stakeholders. | | | | | | |
| **Critical Work Functions, Key Tasks and Performance Expectations** | **Critical Work Functions** | **Key Tasks** | | | | **Performance Expectations** | |
| Ensure organisation’s compliance to Personal Data Protection Act (PDPA) | Develop a Data Protection Management Programme (DPMP) to ensure organisation’s compliance to PDPA | | | | In accordance with:     * Personal Data Protection Act 2012, Personal Data Protection Commission | |
| Assess data protection audit findings and recommendations to introduce changes to ensure continued compliance with PDPA | | | |
| Evaluate the organisation’s data lifecycle and data processing activities to determine compliance and gaps in data protection | | | |
| Provide updates on data protection compliance to senior management | | | |
| Create roadmaps to implement new requirements of data protection regulations | | | |
| Monitor the handling of personal data across the organisation | | | |
| Oversee the maintenance of records required to demonstrate data protection compliance | | | |
| Manage risks associated with collection, use, disclosure and storage of personal data | Conduct Data Protection and Impact Assessments (DPIA) to identify, assess and address business risks, based on the organisation’s functions, needs and processes | | | |
| Propose measures to manage risks associated with the collection, use, disclosure and storage of personal data | | | |
| Act as the organisation’s liaison for laws and guidelines concerning data collection and usage | | | |
| Propose cloud and on-site storage practices that ensure the protection of data from threats | | | |
| Manage data breaches | Oversee the conduct of simulation exercises to test the data breach response plans to ensure operational readiness | | | |
| Conduct in-depth assessment of the data breaches to mitigate and address risks | | | |
| Report data breaches to regulatory authorities and senior management | | | |
| Consult with key departments in the event of PDPA breaches | | | |
| Conduct investigations into data protection breach incidents | | | |
| Drive awareness of PDPA requirements in the organisation | Develop training programmes to educate staff on personal data protection policies and processes | | | |
| Oversee activities to foster personal data protection awareness within the organisation | | | |
| Foster a culture of personal data protection within the organisation | | | |
| Ensure employees are aware of their roles and responsibilities in managing data breaches | | | |
| Oversee the implementation and efficiency of the due diligence policies and frameworks across the organisation | | | |
| Handle queries, complaints and disputes on the organisation’s management of personal data | Act as the organisation’s key point of contact with PDPA regulatory authorities and to data subjects when exercising their individual data rights | | | |
| Analyse complaints relating to the organisation’s management of personal data and respond with remedial action | | | |
| Provide advice on data protection, privacy and compliance | | | |
| Maintain oversight over access and correction requests to personal data | | | |
| Propose and implement measures to safeguard data based on the vulnerability and criticality of the types of data sources | | | |
| Advise on data innovation projects in the organisation | Ensure a balanced approach in resolving data protection and data innovation issues | | | |
| Participate in data innovation projects to provide guidance on regulatory and compliance requirements | | | |
| Act as the organisation’s subject matter expert in data protection matters | | | |
| Ensure compliance with the PDPA and other regulations when sharing data | | | |
| Act as a liaison for data protection and privacy during the entire data-related product development lifecycle | | | |
| Manage people and organisation | Manage the budget expenditure and allocation across teams and projects | | | |
| Monitor and track the team’s achievements and key performance indicators | | | |
| Propose new operational plans, including targeted budgets, work allocations and staff forecasts | | | |
| Acquire, allocate and optimise the use of resources | | | |
| Develop learning roadmaps to support the professional development of the team | | | |
| Manage the performance and development process, including providing coaching and development opportunities to maximise the potential of each individual | | | |
| **Skills and Competencies** | **Technical Skills and Competencies** | | | **Generic Skills and Competencies** | | | |
| Audit and Compliance | | Level 4 | Lifelong Learning | | | Intermediate |
| Budgeting | | Level 4 | Interpersonal Skills | | | Intermediate |
| Business Agility | | Level 4 | Leadership | | | Intermediate |
| Business Negotiation | | Level 4 | Resource Management | | | Intermediate |
| Business Performance Management | | Level 4 | Virtual Collaboration | | | Intermediate |
| Business Risk Management | | Level 4 |  | | | |
| Crisis Management | | Level 4 |
| Cyber and Data Breach Incident Management | | Level 4 |
| Data Ethics | | Level 4 |
| Data Governance | | Level 5 |
| Data Protection Management | | Level 4 |
| Data Sharing | | Level 4 |
| Design Thinking Practice | | Level 4 |
| IT Standards | | Level 4 |
| Learning and Development | | Level 4 |
| Manpower Planning | | Level 4 |
| Networking | | Level 4 |
| People and Performance Management | | Level 4 |
| Project Management | | Level 5 |
| Stakeholder Management | | Level 4 |
| Strategy Implementation | | Level 3 |
| Strategy Planning | | Level 4 |
| **Programme Listing** | For a list of Training Programmes available for the ICT sector, please visit: www.skillsfuture.sg/skills-framework/ict | | | | | | |
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| The information contained in this document serves as a guide. | | | | | | | |