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| **SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – GROUP DATA PROTECTION OFFICER** | | | | | | | |
| **Sector** | Infocomm Technology | | | | | | |
| **Track** | Strategy and Governance | | | | | | |
| **Sub-track** | Data Protection | | | | | | |
| **Occupation** | Data Protection Officer | | | | | | |
| **Job Role** | **Group Data Protection Officer** | | | | | | |
| **Job Role Description** | The Group Data Protection Officer executes data governance policies and procedures. He/She ensures the Data Protection Act is implemented and enforced within the respective teams and users within the organisation. He partners with business and project teams to support business objectives and strategies and align them with the organisations’s data protection guidelines and policies. He directs a team of professionals and third-party vendors or service providers towards reaching organisational goals in accordance with the data governance and data protection policies. He manages risks and data breach incidents.  The Group Data Protection Officer is an expert in local and regional data protection practices and legislative requirements, as well as the Personal Data Protection Act 2012. He also provides expert advice to the organisation on the potential implications of data protection on the organisation’s policies, procedures and projects.  The Group Data Protection Officer is an expert in understanding the nuances data protection laws, and keeps abreast of the changing landscape to be able to advise and guide the organisation towards compliance. He is an expert in communicating across cultures and domains, and is able to drive the organisation’s data protection culture. | | | | | | |
| **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) | Drive the development of the organisation’s regional Data Protection Management Programme (DPMP) | | | | | In accordance with:     * Personal Data Protection Act 2012, Personal Data Protection Commission |
| Endorse the organisation’s data protection policies and DPMP | | | | |
| Oversee the assignment of roles and responsibilities to ensure compliance with the PDPA | | | | |
| Oversee data transfer activities and provide advice on personal data protection law in other countries | | | | |
| Establish a group and/or regional-level data governance strategy, and audit and compliance strategy to strengthen internal controls | | | | |
| Advise on data ethics and data governance, and facilitate business functions in their strategic utilisation of data assets to generate business value for the organisation | | | | |
| Inform and advise on data protection laws and the organisation’s policies | | | | |
| Manage risks associated with collection, use, disclosure and storage of personal data | Oversee measures for the safeguarding of data protection for internal data sources | | | | |
| Develop remediation actions to minimise the risk of personal data protection breach, and managing data breach incidents at group/regional level | | | | |
| Commission the conduct of Data Protection Impact Assessments (DPIA) | | | | |
| Approve the DPIA plan and proposed action plans and solutions arising from the DPIA | | | | |
| Develop strategies and guidelines on ethical data collection and usage practices | | | | |
| Establish guidelines for cloud and on-site storage practices that would ensure protection of data from threats | | | | |
| Manage data breaches | Evaluate the organisation’s response to the data breach incident | | | | |
| Oversee the conduct of investigations into data breaches | | | | |
| Lead in public communication of data breaches to regulatory authorities and stakeholders | | | | |
| Drive awareness of PDPA requirements in the organisation | Champion the organisation’s data protection culture | | | | |
| Act as a subject matter expert in cross-border data protection compliance | | | | |
| Collaborate with regional offices to ensure compliance with cross border data protection requirements | | | | |
| Manage the assignment of responsibilities to deliver compliance with data protection laws and policies of the organisation | | | | |
| Formulate strategies and standards on due diligence policies and frameworks for the entire organisation | | | | |
| Handle queries, complaints and disputes on the organisation’s management of personal data | Oversee requests for disclosure of data to public agencies, courts, and law enforcement agencies | | | | |
| Represent the organisation in cross-border disputes relating to data protection | | | | |
| Act as the point of contact for International and Regional Regulations that govern Data Protection and Privacy | | | | |
| Oversee the necessary safeguard measures for data protection for the internal data sources | | | | |
| Advise on data innovation projects in the organisation | Determine the need to value the organisation’s data to gain competitive advantage | | | | |
| Generate potential use cases of data form the ecosystem the organisation operates in | | | | |
| Keep abreast of evolving data innovation needs and expectations and its impact on the organisation | | | | |
| Explore new ways to harness data in delivering innovative products and/or services | | | | |
| Formulate data protection and privacy strategies during the entire data-related product development lifecycle | | | | |
| Manage people and organisation | Review operational strategies, policies and targets across teams and projects | | | | |
| Develop strategies for resource planning and utilisation | | | | |
| Review the utilisation of resources | | | | |
| Oversee the development of learning roadmaps for teams and functions | | | | |
| Establish performance indicators to benchmark effectiveness of learning and development programmes against best practices | | | | |
| Implement succession planning initiatives for key management positions | | | | |
| **Skills and Competencies** | **Technical Skills and Competencies** | | | **Generic Skills and Competencies** | | | |
| Audit and Compliance | | Level 5 | Interpersonal Skills | | Advanced | |
| Budgeting | | Level 5 | Developing People | | Advanced | |
| Business Agility | | Level 5 | Resource Management | | Advanced | |
| Business Negotiation | | Level 5 | Lifelong Learning | | Advanced | |
| Business Performance Management | | Level 5 | Communication | | Advanced | |
| Business Risk Management | | Level 5 |  | | | |
| Crisis Management | | Level 5 |
| Cyber and Data Breach Incident Management | | Level 5 |
| Data Ethics | | Level 5 |
| Data Governance | | Level 6 |
| Data Protection Management | | Level 5 |
| Data Sharing | | Level 5 |
| Design Thinking Practice | | Level 5 |
| IT Standards | | Level 5 |
| Learning and Development | | Level 5 |
| Manpower Planning | | Level 5 |
| Networking | | Level 5 |
| People and Performance Management | | Level 5 |
| Project Management | | Level 5 |
| Stakeholder Management | | Level 5 |
| Strategy Implementation | | Level 4 |
| Strategy Planning | | Level 5 |
| **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. | | | | | | | |