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| **SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – PRODUCT rISK ManageR** | | | | | | |
| **Sector** | Infocomm Technology | | | | | |
| **Track** | Product Development | | | | | |
| **Sub-track** | Quality, Risk and Security | | | | | |
| **Occupation** | Risk Specialist | | | | | |
| **Job Role** | **Product Risk Manager** | | | | | |
| **Job Role Description** | The Product Risk Manager evaluates potential risks and controls based on findings provided by the Product Risk Analyst. He/She implement risk mitigation activities and determines the targeted scope of research on risk management issues. He is also responsible for driving the monitoring and maintenance of the product risk management process. He reviews risk management documentations and evaluates current controls to seek improvements.  He provides strategic direction in risk assessments and reviews the written report. He is familiar with the format and requirements of such reports and applies risk management guidelines to various products. He is also analytical in applying these risk management concepts and thinking skills to product development and evaluate the feasibility of the proposed recommendations in enhancing the current risk management framework and policies.  The Product Risk Manager anticipate issues across all phases of the product life cycle and strategise solutions to mitigate risk management issues. He is an articulate and influential communicator to both internal and external stakeholders and works well in a team environment. | | | | | |
| **Critical Work Functions and Key Tasks** | **Critical Work Functions** | **Key Tasks** | | | | |
| **Identify potential risks and controls** | Implement mitigation actions and controls for identified risks | | | | |
| Develop appropriate strategies to control identified priority areas of risks in accordance with risk management frameworks and inputs from product teams | | | | |
| Manage changes in threats, impacts and control effectiveness in products | | | | |
| Assess risk impact of external markets, trends and changing regulations for decision-making on the need for new or updated risk controls for each product | | | | |
| Work with Governance, Risk and Control (GRC) automation tools and Enterprise Risk Management (ERM) tools to evaluate risk assessment processes in products that are in its’ development and launch stages | | | | |
| Ensure technical upskilling for product teams through training and robustness of technology platforms and breach management processes to facilitate continuity post-crisis | | | | |
| **Maintain end-to-end product risk management framework** | Review control mapping to risks and associated security risk frameworks | | | | |
| Evaluate the relevant controls that are put in place, ensuring that they are constantly updated according to the latest risk assessments | | | | |
| Drive the organisation’s monitoring processes and internal audit reviews of each product | | | | |
| Review formal documentations in risk registers and maintenance logs, detailing pre-launch and post-launch conditions against stipulated risk assessment metrics | | | | |
| **Present findings and documentations to relevant stakeholders** | Refine written reports on risk assessment pre-launch and post-launch, emphasising on key risk areas to drive mitigative solutions | | | | |
| Drive firmwide trainings for risk management in product development based on insights and findings | | | | |
| Drive the strategic implementation risk management and mitigation for product development through external collaboration with relevant stakeholders | | | | |
| Collaborate with relevant teams to develop cross-functional risk management initiatives and projects that impact multiple risk disciplines across diverse ranges of products | | | | |
| **Implement new risk management policies and solutions** | Provide strategic direction on the latest risk management policies and procedures for new products and platforms | | | | |
| Evaluate solutions provided for iteration to ensure that difficult situations and complex risks can be mitigated within various product teams | | | | |
| Evaluate feasibility of suggestions proposed to enhance existing risk management policies and framework | | | | |
| Provide strategic direction to various product teams on risk management procedures through process re-engineering the product lifecycle | | | | |
| **Manage people and organisation** | Manage the budget expenditure and allocation across teams and projects | | | | |
| Track the team’s achievements and key performance indicators | | | | |
| Propose new operational plans, including targeted budgets, work allocations and staff forecasts | | | | |
| 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 | | | | |
| Coach team members on Agile practices and values | | | | |
| **Skills and Competencies** | **Technical Skills and Competencies** | | | **Critical Core Skills** | | |
| Data Analytics\* | | Level 4 | Decision Making | | Intermediate |
| Internal Controls in Product Development\* | | Level 4 | Developing People | | Intermediate |
| Partnership Management\* | | Level 4 | Problem Solving | | Advanced |
| Performance Management\* | | Level 4 | Sense Making | | Intermediate |
| Problem Management\* | | Level 4 | Transdisciplinary Thinking | | Intermediate |
| Process Improvement and Optimisation\* | | Level 4 |  | | |
| Product Risk Analytics\* | | Level 4 |
| Risk and Crisis Management\* | | Level 4 |
| Product Risk Assessment\* | | Level 5 |
| Risk Compliance and Governance\* | | Level 5 |
| Software Testing\* | | Level 4 |
| Systems Thinking\* | | Level 4 |
| Test Planning\* | | Level 4 |
| Agile Software Development | | Level 4 |
| AI Ethics and Governance | | Level 4 |
| Applications Development | | Level 4 |
| Business Continuity | | Level 5 |
| Business Needs Analysis | | Level 4 |
| Business Requirements Mapping | | Level 4 |
| Business Risk Management | | Level 4 |
| Configuration Tracking | | Level 3 |
| Data Ethics | | Level 4 |
| Data Governance | | Level 4 |
| Data Visualisation and Storyboarding | | Level 4 |
| Emerging Technology Synthesis | | Level 4 |
| Learning and Development | | Level 4 |
| Manpower Planning | | Level 4 |
| Networking | | Level 3 |
| Product Management | | Level 3 |
| Quality Assurance | | Level 3 |
| Quality Standards | | Level 4 |
| Stakeholder Management | | Level 4 |
| Strategy Implementation | | 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.  \*Note: Technical Skills and Competencies (TSCs) with an asterisk (\*) refer to Priority Skills (i.e., TSCs to be prioritised for this role). | | | | | | |