### Technology Road Mapping

#### TSC Description
Integrate technologies into operations of the organisation to optimise efficiency and effectiveness of processes

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<th>TSC Proficiency Description</th>
<th>Level 1</th>
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<td>Adopt new technologies to enhance operations or processes</td>
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<td>Implement technology plans and assess the effectiveness of new technologies on work operations or processes</td>
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<td>Develop overall technology plans by analysing the practicality, feasibility and risks of new technologies</td>
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#### Knowledge
- Emerging technologies in the sector
- Technology application and usage
- Technology installation and troubleshooting methods
- Technology integration tools, plans and approaches
- Technology installation and troubleshooting methods
- Risks involved with implementation of new technologies
- Performance metrics to measure effectiveness of new technologies
- Technology integration tools, plans and approaches
- Control procedures for technology integration
- Risk assessment methods and procedures to support business continuity

#### Abilities
- Adopt new technologies to improve work operations or processes
- Conduct feasibility trials of new technologies for integration into work processes
- Support technology implementation plans
- Provide basic troubleshooting support and address user feedback
- Assess performance of department to identify areas for change or improvement using technologies
- Generate ideas for the development of technology-enabled solutions to solve business problems
- Evaluate the effectiveness of new technologies to solve business problems
- Implement technology integration plans to meet business requirements while adhering to risk management procedures
- Design and present detailed approaches for adoption of new technologies
- Socialise new technologies with stakeholders for feedback
- Determine cost impact and risks associated with new technology applications
- Develop technology implementation approaches and schedules
- Develop optimisation plans to improve the application of technologies in operations