## Critical Work Functions and Key Tasks / Performance Expectations

### Critical Work Functions

- Establish information strategy
- Define long-term IT vision and strategy
- Build an IT roadmap
- Secure investments for IT initiatives to enable business opportunities
- Communicate the organisation’s information strategy to partners, management, investors and employees
- Advise senior leaders on technology trends to influence the formulation of business strategy
- Establish systems that facilitate data analysis throughout the organisation

### Key Tasks

- Establish organisation-wide IT policies and governance framework
- Establish plans for the offshoring and outsourcing of IT service delivery
- Set direction for the development and maintenance of Service Level Agreements (SLAs), policies and standards
- Establish objectives and Key Performance Indicators (KPIs) for the IT function
- Ensure opportunities for automation and streamlining of IT processes
- Plan an environment conducive to innovation and technological change
- Foster IT awareness and savviness within the organisation

### Performance Expectations (For legislated / regulated occupations)

- Establish the whole-of-enterprise IT vision and strategy
- Build an IT landscape responsive to business changes
- Secure investments for IT initiatives to enable business opportunities
- Communicate the organisation’s information strategy to partners, management, investors and employees
- Advise senior leaders on technology trends to influence the formulation of business strategy

### Skills & Competencies

- **Technical Skills & Competencies**
  - Analytics and Computational Modelling: level 5
  - Audit and Compliance: level 5
  - Business Continuity: level 6
  - Business Needs Analysis: level 6
  - Business Risk Management: level 6
  - Cyber Risk Management: level 6
  - Disaster Recovery Management: level 6
  - Enterprise Architecture: level 6
  - IT Governance: level 6
  - IT Standards: level 6
  - IT Strategy: level 6
  - Leadership: level 6
  - Partnership Management: level 6
  - Performance Management: level 6
  - Quality Standards: level 6
  - Stakeholder Management: level 6
  - Sustainability Management: level 6

- **Generic Skills & Competencies (Top 5)**
  - Leadership: Advanced
  - Developing People: Advanced
  - Creative Thinking: Advanced
  - Transdisciplinarity Thinking: Advanced
  - Communication: Advanced

### Programme Listing

For a list of Training Programmes available for the Infocomm Technology sector, please visit: [www.skillsfuture.sg/skills-framework/ict](http://www.skillsfuture.sg/skills-framework/ict)