<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Infocomm Technology (ICT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSC</td>
<td>Knowledge Management</td>
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<tr>
<td>TSC Description</td>
<td>Develop and deploy systematic management of information within databases, documents, policies and procedures, as well as promote knowledge as a strategic organisational asset and key enabler of organisational learning</td>
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</table>

### Technical Skills and Competencies (TSC) Reference Document

#### TSC Proficiency Description

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tr>
<td>RET-ICT-1003-1.1</td>
<td>RET-ICT-2003-1.1</td>
<td>RET-ICT-3003-1.1</td>
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<td>RET-ICT-5003-1.1</td>
<td>RET-ICT-6003-1.1</td>
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#### Knowledge

- **Definition and components of knowledge management system**
- **Methods to collect, analyse, report and present information from knowledge management system**
- **Sources of information of organisation**

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- **Types of system requirements**
- **System users**
- **Implementation plans for knowledge management system**
- **Technology available to implement knowledge management system**
- **Types of information management systems**
- **Consultation techniques and processes to gather user requirements**
- **Communication plans to employees**
- **Change management principles**
- **Barriers to implementation of knowledge management system**

- **Objectives of knowledge and information management strategies**
- **Types of knowledge levers to generate knowledge within the organisation**
- **Methods and systems for capturing and storing knowledge**
- **Benefits of implementing knowledge management systems**
- **Components of knowledge management system**
- **Critical success factors of knowledge and information management strategies**
- **Individual role in championing knowledge management strategies**

#### Abilities

- **Access knowledge management systems to assist with specific tasks in line with system procedures**
- **Document sources of information in accordance with organisational**

- **Analyse and report information pertaining to knowledge management systems**
- **Administer knowledge management systems to ensure proper maintenance**

- **Identify sources of information in accordance with organisational guidelines and policies**
- **Collect, analyse and report information to relevant stakeholders**
- **Present information to**

- **Identify and evaluate system requirements with system users to support implementation of knowledge management systems**
- **Develop implementation plans in consultation with**

- **Determine organisational information required and research on available knowledge management systems to identify suitable system for the organisation**
- **Recommend knowledge**

- **Communicate business value of information usage and business knowledge to organisation**
- **Set objectives of knowledge and information management**

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| guidelines and policies | SKILLS FRAMEWORK FOR RETAIL  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT | relevant stakeholders in an appropriate format, style and structure using suitable business technology to support decision-making  
• Identify information requirements from stakeholders and system users in accordance with organisational procedures  
• Access knowledge management systems to assist with specific tasks in line with system procedures  
• Identify relevant requirements and address principal areas of information risks requiring record keeping strategies to ensure system integrity  
• Review and propose improvements to work practices to support knowledge management strategies  
• Administer knowledge management systems to ensure its proper maintenance | relevant stakeholders  
• Define and communicate implementation plans, components of knowledge management systems and procedures for using the system to employees  
• Implement system in accordance with action plans and organisational guidelines and/or policies  
• Evaluate end-to-end implementation of knowledge and information management strategies to monitor performance of system  
• Evaluate and recommend refinements to knowledge management systems in consultation with relevant stakeholders  
• Implement knowledge management systems  
• Manage knowledge management systems  
• Establish documentation policies and processes | management systems appropriate for organisational needs, goals and expected outcomes in consultation with relevant stakeholders  
• Develop knowledge management strategies and policies in accordance with organisational guidelines and/or policies and taking into account available resources  
• Develop implementation strategies for knowledge management systems  
• Establish procedures to evaluate and refine knowledge management systems  
• Create a conducive environment for knowledge management in the organisation  
• Direct development of knowledge and information management strategies  
• Review knowledge management systems, strategies and policies for endorsement purposes | strategies to communicate to relevant stakeholders |