## SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES
### TECHNOICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT

**TSC Category:** Infocomm Technology and Data

**TSC:** Technology Adoption and Innovation

**TSC Description:** Integrate technologies into organisational operations to optimise efficiency and effectiveness of work processes

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
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<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<td>Use essential functions of mobile devices to facilitate the conduct of daily operational duties</td>
<td>Operate information management systems to perform daily operational duties</td>
<td>Implement technology enhancement plans to support operations and work processes</td>
<td>Perform environmental scanning on technological trends to identify gaps between organisational practices and industry benchmarks and propose recommendations</td>
<td>Formulate technology strategy plans to leverage on technological innovations for productivity improvement</td>
<td>Drive organisational innovation and technology improvement by capitalising on opportunities created through digital disruption</td>
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### Knowledge

- Organisation policies and standard operating procedures (SOPs) in using mobile devices
- Types of mobile devices and roles of users
- Types of mobile application services and functionalities
- Organisation's workflow management systems
- Customer needs and expectations
- Practices to protect environmental well-being when using mobile devices
- Security in the usage of information and communications technology (ICT) systems
- Security concepts relating to data management
- Information management systems and their usage
- Management of data and information for operations and tasks
- Organisational strategic directions for technology adoption
- Business operation process flows and inter-dependencies
- Information and communications technology (ICT) security requirements for user compliance
- Relevant regulatory and organisational requirements on data management and protection
- 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
- Approaches and techniques for environmental scanning
- Data collection and collation techniques
- Industry best practices and technologies
- Organisation's products and/or services
- Methods for conducting comparative analyses
- Gap analysis techniques
- Importance of leveraging technology for the organisation
- Sources of information on technology for business needs
- Trends in the usage of social media, mobile devices and/or other technologies
- Trends in customers' experiences
- Risk assessment techniques for technology adoption
- Organisational policies and procedures on the use of information technology
- Methods to measure results of technology adoption
- Trends and application of technology innovations in the industry
- Types of computer operating platforms to access applications
- Business considerations for the installation and maintenance of systems to provide connectivity through networks
- Types of communication systems to link to stakeholders to enhance service delivery
- Organisation policies and procedures on adoption of new technological innovations
<table>
<thead>
<tr>
<th>Abilities</th>
<th>Guide staff on the use of software applications and information management systems</th>
<th>Identify best practices and technology adopted by the industry</th>
<th>Analyse emerging market trends impacting the industry locally, regionally and globally</th>
<th>Recognise digital disruptions resulting from new technology developments, and the impact on the organisation’s work and business environment</th>
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<tr>
<td>• Select and use appropriate functions in mobile devices to meet operational needs</td>
<td>• Use information management systems to extract and/or record data related to operations</td>
<td>• Identify gaps between current organisational practices and technology with industry benchmarks</td>
<td>• Determine appropriate types of technological innovations relevant to the organisational vision, mission and strategic objectives</td>
<td>• Analyse factors affecting implementation of innovations in technology and operating systems for service improvements</td>
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<td>• Perform mobile collaboration securely through the use of mobile applications and appropriate functions</td>
<td>• Use information management systems to manage the organisation’s inventories</td>
<td>• Propose recommendations to bridge gaps between current organisational practices and technology and industry benchmarks</td>
<td>• Analyse how key emerging technologies can be leveraged for productivity and innovation</td>
<td>• Review operational standards and workplace efficiency in implementing innovations in technology and operating systems</td>
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<td>• Integrate data in mobile devices with computerised management workflow systems</td>
<td>• Track and handle sales and/or other business transactions using information management systems</td>
<td>• Seek potential information technology (IT) solutions to resolve operational issues</td>
<td>• Assess business risks associated with leveraging key emerging technologies for the organisation</td>
<td>• Drive technology improvement strategies arising from digital disruptions</td>
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<td>• Maintain proper usage of mobile devices</td>
<td>• Handle information and data in accordance with organisational procedures and guidelines</td>
<td>• Propose suitable IT solutions to management to support work operations</td>
<td>• Develop technology strategy plans to increase productivity and innovation</td>
<td>• Cultivate conducive environments for encouraging innovation through digital disruptions</td>
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<td>• Perform incident reporting using mobile devices</td>
<td>• Support colleagues using the software applications and systems</td>
<td>• Implement technology enhancement plans to meet business requirements, while adhering to risk management procedure</td>
<td>• Monitor barriers against the adoption of technology for productivity and innovation, in accordance with technology strategy developed</td>
<td>• Communicate benefits of innovation through digital disruptions to stakeholders</td>
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<td>• Communicate with colleagues using mobile devices</td>
<td>• Provide feedback to improve the use of software applications to increase system productivity</td>
<td>• Organise staff training on the usage of the new systems and software</td>
<td>• Keep abreast of industry technology innovations</td>
<td>• Facilitate promotion of new technological innovations to stakeholders</td>
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<td>• Analyse emerging market trends impacting the industry locally, regionally and globally</td>
<td>• Evaluate the effectiveness of new technologies in supporting work operations</td>
<td>• Keep abreast of new opportunities created through digital disruptions</td>
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