

**SKILLS FRAMEWORK FOR FOOD SERVICES  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Infocomm Technology					
<b>TSC</b>	Information and Communication Technology Disaster Recovery Management					
<b>TSC Description</b>	Develop, evaluate and refine policies and processes to guide recovery of critical Information Technology infrastructure and systems following a crisis or disaster					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
		<b>FSS-ICT-2002-1.1</b>	<b>FSS-ICT-3002-1.1-1</b>	<b>FSS-ICT-4002-1.1-1</b>	<b>FSS-ICT-5002-1.1-1</b>	
		Follow operational procedures and contingency plans to ensure adequate risk safeguards to Information Technology (IT) infrastructure and system	Assist to develop disaster recovery plans by recommending refinements to the developed plans	Evaluate key risk indicators and their implications on disaster recovery plan to monitor the efficiency and effectiveness of responses for similar incidents or disruptions	Drive policies and processes to guide recovery of critical Information Technology (IT) infrastructure and systems and lead communication with relevant stakeholders during disruptive events	
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>IT infrastructure</li> <li>Key risk indicators of disruptive events</li> <li>Disaster recovery management practice principles</li> <li>Components of disaster recovery plans</li> <li>Formal exercise and plan testing documentation requirements</li> </ul>	<ul style="list-style-type: none"> <li>Business continuity testing on infrastructure and critical business applications</li> <li>Internal and external threats that may impact organisation Information Technology (IT) infrastructure and systems</li> </ul>	<ul style="list-style-type: none"> <li>Test results components and how they fit into the overall testing plans</li> <li>Relevant regulatory requirements and leading practices of Information Technology (IT) disaster recovery plans within the industry</li> </ul>	<ul style="list-style-type: none"> <li>Scope of disaster recovery testing</li> <li>Crisis response and recovery activities</li> <li>Types of disaster recovery plan audits</li> <li>Objectives of disaster recovery plan audits</li> <li>Business continuity management leading practices within the industry</li> <li>Business impact of IT disruptive events on the organisation</li> </ul>	
<b>Abilities</b>		<ul style="list-style-type: none"> <li>Adhere to operational procedures to ensure adequate risk safeguards and contingency plans are in place</li> <li>Document formal exercise and testing for management reviews for the refinement of the disaster recovery management plans</li> <li>Support identification of threats to the IT infrastructure and systems and provide inputs to team members</li> <li>Participate in disaster recovery testing for IT</li> </ul>	<ul style="list-style-type: none"> <li>Identify internal and external threats to the IT infrastructure and systems</li> <li>Apply facilitation techniques to support development of business continuity strategies</li> <li>Interpret business continuity strategies to assist in the development of IT disaster recovery plans</li> <li>Recommend refinements to business continuity strategies, business continuity plans and IT disaster recovery plans in</li> </ul>	<ul style="list-style-type: none"> <li>Review IT infrastructure and systems to ensure adequate risk safeguards and contingency plans are in place</li> <li>Monitor the efficiency and effectiveness of responses to significant incidents or disruptions</li> <li>Review the IT disaster recovery plans and processes</li> <li>Utilise key risk indicators of disruptive events to inform and activate crisis response and recovery activities</li> </ul>	<ul style="list-style-type: none"> <li>Develop policies and processes to guide recovery of critical IT infrastructure and systems following a crisis or disaster</li> <li>Assess potential impact of business risks and threats on IT systems</li> <li>Conduct periodic exercising of crisis response and recovery activities and periodic auditing of disaster recovery plans in consultation with relevant stakeholders</li> </ul>	

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		<p>infrastructure on a regular basis in accordance with disaster recovery testing plans</p>	<p>consultation with relevant stakeholders</p>	<ul style="list-style-type: none"> <li>• Prioritise the resources available in the organisation to support disaster recovery plans</li> <li>• Interpret crisis assessment documentation to contribute to disaster recovery plans</li> <li>• Evaluate risk minimisation alternatives against specifications and cost constraints</li> </ul>	<ul style="list-style-type: none"> <li>• Manage communication of disruptive events to relevant stakeholders to ensure alignment with disaster recovery plans</li> <li>• Direct review of crisis response, recovery activities and stand-down procedures to make improvements for future activation during crisis situations</li> </ul>	
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