### TSC Category
Infocomm Technology

### TSC
Technology Application and Implementation

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

<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>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operate new technologies to enhance organisational operations or processes</strong></td>
<td>Implement technology plans and assess effectiveness of implemented new technologies on work operations or processes</td>
<td>Develop overall technology plans by analysing the practicality, feasibility and risks of new technologies</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Operate automated equipment at required settings as stated by the recipe guidelines and SOPs</strong></td>
<td>Assess performance of department to identify areas for change or improvement using automation and new technologies</td>
<td>Socialise new technologies with stakeholders for feedback</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Assess performance of department to identify areas for change or improvement using automation and new technologies</strong></td>
<td>Socialise new technologies with stakeholders for feedback</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Knowledge
- Technology application and usage
- Standard Operating Procedures (SOPs) for operating automated equipment
- Required settings and capacity of automated equipment
- Food, hygiene and safety considerations when operating automated equipment for various products
- Trending technology and its application in the operational and management process of food services
- Technology integration tools, plans and approaches
- Technology installation and troubleshooting methods
- Risks involved with implementation of automation and new technologies
- Performance metrics to measure effectiveness of automation and new technologies
- Methods and steps to introduce technologies into food and beverage operations
- Technology integration tools, plans and approaches
- Internet of Things (IoT) concepts and technical knowledge of IoT implementation related to the industry
- Control procedures for technology integration
- Risk assessment methods and procedures to support business continuity and disaster recovery
- Change management and communication methods for best adoption of technologies
<table>
<thead>
<tr>
<th>Work operations or processes</th>
<th>Generate ideas for the development of technology enabled solutions to solve business problems</th>
<th>Evaluate the effectiveness of automation and new technologies to solve business problems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conduct feasibility trials of new technologies for integration into work processes</td>
<td>Develop optimisation plans to improve the application of technologies in business operations</td>
<td>Manage any resistance to change and potential conflicts within the organisation when introducing new technology</td>
</tr>
<tr>
<td>Support technology implementation plans</td>
<td>Implement technology integration plans to meet business requirements while adhering to risk management procedures</td>
<td>Create clear policies and guidelines for newly adopted technology</td>
</tr>
</tbody>
</table>

- Develop technology implementation approaches and schedules
- Monitor initial usage to ensure technology is adopted appropriately