

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

TSC Category	Infocomm Technology					
TSC	Technology Strategy Design					
TSC Description	Formulate organisation's strategic directions for technology adoption					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
				FSS-SNA-4026-1.1	FSS-SNA-5026-1.1	FSS-SNA-6026-1.1
				Monitor internal and external factors that may have an impact on adoption of technology strategy by the organisation	Drive the analysis, implementation and review of emerging industry specific technologies for organisation effectiveness	Establish technology-based mission statements and directions for strategic technology adoption that align with the organisation's purpose, values and business activities
Knowledge				<ul style="list-style-type: none"> • Organisation's strategic directions for technology adoption • Technology usage trends for food service business • Types of technology trends and its potential application towards the business • Sources of information regarding emerging trends and technologies 	<ul style="list-style-type: none"> • Organisation strategies on technology adoption and investment • Technology usage trends for food service business • Budget for technology investment • Types of technology trends and its potential applications towards the business 	<ul style="list-style-type: none"> • Available government support and programmes for adoption of technology in the food services sector • Importance of information security in adopting technology • Change management and communication methods for best adoption of new platforms and technologies • Key performance indicators to evaluate technology investment • Technology strategic planning • Types of framework, guidelines and procedures to review and adopt emerging technology • Methods of driving process improvement and change management enabled by emerging technologies
Abilities				<ul style="list-style-type: none"> • Monitor feedback on internal and external factors that influence 	<ul style="list-style-type: none"> • Evaluate strategic directions for technology adoption 	<ul style="list-style-type: none"> • Derive technology-based mission statement • Articulate strategic technology directions

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				<p>organisation's ability to adopt certain technology</p> <ul style="list-style-type: none"> • Administer evaluation criteria to determine feasibility of technology adoptions • Evaluate emerging technologies against consumer trends, market trends and business requirements • Evaluate organisation's operational readiness for emerging technology adoptions • Propose a suitable technological solution to meet organisational needs • Facilitate implementation of specific features and functions of emerging technologies 	<ul style="list-style-type: none"> • Identify organisational technology needs, requirements and industry best practices • Analyse the impact of internal and external influencing factors • Review emerging technologies and its implication towards business strategies and objectives • Evaluate usability of emerging technologies for internal operations, processes and systems • Assess potential of technology adoption based on cost-benefit analyses • Endorse adoption of emerging technologies 	<ul style="list-style-type: none"> • Develop technology adoption for the organisation based on existing critical issues and in consultation with key stakeholders • Provide guidance in the development of technology adoption plans • Review technology strategic plans to incorporate changes and improvements • Evaluate strategic plans following implementation • Establish framework, guidelines and procedures to review and adopt emerging technology • Drive process improvement and change management based on adoption of emerging technologies
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