## CCS Category

**Staying Relevant**

## CCS

**Digital Fluency**

## CCS Description

Leverage digital technology tools, systems, and software across work processes and activities to solve problems, drive efficiency and facilitate information sharing.

## CCS Proficiency Description

<table>
<thead>
<tr>
<th>CCS Proficiency Description</th>
<th>Basic</th>
<th>Intermediate</th>
<th>Advanced</th>
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<tbody>
<tr>
<td>Perform work processes and activities using identified digital technology tools, systems and software</td>
<td>Identify opportunities and evaluate risks of integrating digital technology tools, systems and software across work processes and activities</td>
<td>Drive the creation of a digital culture and environment, educating stakeholders across the organisation on the benefits and risks of digital technology tools, systems and software</td>
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### Knowledge

- Digital terminologies
- Digital etiquettes
- Types of digital search and information collection tools
- Types of digital technology tools, systems and software
- Types of technology-enabled communication channels
- Organisation’s InfoComm Technology troubleshooting and Information Technology (IT) back-up processes
- Organisation’s IT, personal data and privacy policies
- Types of cyber security risks
- Organisation’s policies to monitor cyber security risks

- Emerging digital technology tools, systems and software
- Emerging digital communication channels
- Methods to evaluate suitability of digital technology tools, systems and software
- Types of visualisation tools and techniques
- Technology implementation processes
- Problem solving techniques
- Decision evaluation and prioritisation frameworks
- Risk assessment techniques
- Strategies to manager cyber security risks
- Types of metrics to measure effectiveness of digital technology tools, systems and software

- Best practice applications of digital technology tools, systems and software
- Emerging trends in the digital environment
- Strategies to manage technology implementation
- Digital education strategies
- Types of digital training programmes
- Strategies to manage InfoComm Technology troubleshooting and back-up processes
- Strategies to manage cyber security risk strategies and policies
- Legal and regulatory frameworks related to digital technology tools, systems and software

### Abilities

- Interpret instructions and actions based on digital terminologies
- Operate identified digital technology tools, systems and software to perform own work processes and activities
- Present information using identified digital technology tools, systems and software
- Exchange information with other stakeholders using identified technology-mediated communication channels
- Perform searches to source information using digital search and information collection tools
- Organise digital content to be stored and retrieved in line with organisational requirements
- Adhere to organisation’s personal data and privacy policies
- Follow organisation’s cyber security policies to identify potential risks

- Analyse work processes and activities across own team to identify potential applications of digital technology tools, systems or software which drive efficiency and solve problems
- Evaluate emerging digital technology tools, systems or software to propose applications which drive efficiency and solve problems in own team
- Identify applications of different visualisation techniques and tools to analyse and present information
- Deploy processes to manage technology implementation
- Review usage of digital technology tools, systems and software to identify any breaches of organisation’s digital and IT policies
- Assess current applications of digital technology tools, systems or software to propose improvement areas

- Champion the benefits of digital applications and advancements to build an organisation-wide community which focuses on digital approaches and adopts a digital mindset
- Synthesise emerging trends in the digital environment to anticipate changes required to organisation’s current digital technology tools, systems and software
- Oversee the progress of digital intervention implementations across the organisation
- Champion digital education strategies across the organisation to address digital literacy skill gaps and drive continuous learning
- Influence stakeholders to communicate the narrative of digital transformation and manage any change barriers
- Direct the development and implementation of organisational digital and IT policies
- Guide the analysis of past breaches of organisational digital and IT policies to mitigate future impacts of cyber security issues, data breaches or system failures