

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

TSC Category	Data Analytics and Information Technology Management					
TSC	Technology Application					
TSC Description	Integrate technologies into business operations of the organisation to optimise efficiency and effectiveness of processes					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			FSE-TEM-3025-1.1	FSE-TEM-4025-1.1-1	FSE-TEM-5025-1.1-1	
			Implement technology plans and supervise the use of technology to execute tasks	Review the practicality, feasibility and risks of new technologies in relation to business processes	Formulate technology strategies for business operations and processes, and design plans for implementation	
Knowledge			<ul style="list-style-type: none"> Technology integration tools, plans and approaches Risks involved with implementation of new technologies Performance metrics to measure effectiveness of new technologies Workflow, procedures and work instructions of tasks to be executed with the use of technology 	<ul style="list-style-type: none"> Control procedures for technology integration Procedures to support business continuity and disaster recovery Methods of evaluating resources and skills to carry out tasks using technology Types of logic control programs and best practices Concepts pertaining to performance specifications and analysis Best practices in technology application Change management and business transformation theories 	<ul style="list-style-type: none"> Latest technology trends Methods for process and operations optimisation Technological solutions available in the market Approaches for technological methodology development Technology application risks and limitations 	
Abilities		<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Assess performance of department to identify areas for change or improvement using technologies Generate ideas for the development of technology-enabled 	<ul style="list-style-type: none"> Solicit stakeholders' feedback on new technologies Determine cost impact and risks associated with new technology applications Develop technology implementation 	<ul style="list-style-type: none"> Critique latest product developments, technology trends, and client behaviours, and leverage on available data to strengthen the organisation's competitiveness in its offerings 	

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			<p>solutions to solve business problems</p> <ul style="list-style-type: none"> • Implement technology integration plans to meet business requirements while adhering to risk management procedures • Oversee the use of technologies applications • Identify faults in the use of technologies systems processes and report to technical team • Interpret and extract relevant process parameters from given specifications 	<p>approaches and schedules</p> <ul style="list-style-type: none"> • Develop optimisation plans to improve the application of technologies in business operations • Evaluate the effectiveness of new technologies to solve business problems • Recommend optimisation techniques to technical teams to improve efficiency of processes 	<ul style="list-style-type: none"> • Explain technological developments to stakeholders and demonstrate unique value propositions • Formulate the organisation's technology application frameworks and strategies and oversee their implementation • Establish policies and direction for new technological adoption, in line with the organisation's strategy • Assess the organisation's capabilities and weaknesses in implementing technology 	
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