SKILLS FRAMEWORK FOR RETAIL
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT

TSC Category	Infocomm Technology (ICT)					
TSC	ICT Disaster Recovery Management					
TSC Description	Develop, evaluate and refine policies and processes to guide recovery of critical Information Technology (IT) infrastructure and systems following a crisis or disaster					
TSC Proficiency Description	**Level 1**	**Level 2**	**Level 3**	**Level 4**	**Level 5**	**Level 6**
		RET-ICT-2002-1.1	**RET-ICT-3002-1.1**	**RET-ICT-4002-1.1**	**RET-ICT-5002-1.1**	
		Follow operational procedures and contingency plans to esnure adequate risk safeguards to IT infrastructure and system	Assist to develop disaster recovery plans and recommend refinements to the developed plans	Evaluate key risk indicators and their implications on disaster recovery plan and monitor the efficiency and effectiveness of responses for similar incidents or disruptions	Drive policies and processes to guide recovery of critical IT infrastructure and systems and lead communication with relevant stakeholders during disruptive events	
Knowledge		• IT infrastructure • Key risk indicators of disruptive events • Disaster recovery management practice principles • Components of disaster recovery plans • Formal exercise and plan testing documentation requirements	• IT infrastructure • Key risk indicators of disruptive events • Business continuity testing on infrastructure and critical business applications • Disaster recovery management practice principles • Components of disaster recovery plans	• IT infrastructure • Key risk indicators of disruptive events • Business continuity testing on infrastructure and critical business applications • Disaster recovery management practice principles • Components of disaster recovery plans • Test results components and how they fit into the overall testing plans • Relevant regulatory requirements and leading practices of IT disaster recovery plans within the industry	• IT infrastructure • Scope of disaster recovery testing • Business continuity testing on infrastructure and critical business applications • Crisis response and recovery activities • Types of disaster recovery plan audits • Objectives of disaster recovery plan audits • Business continuity management leading practices within the industry • Business impact of IT disruptive events on the organisation	
Abilities		• Adhere to operational procedures to ensure adequate risk safeguards and contingency plans are in place • Document formal exercise and testing for management reviews for the refinement of the disaster recovery management plans • Support identification of threats to the IT infrastructure and	• Identify threats to the IT infrastructure and systems with consideration of security analysis as well as internal and external business environments • Apply facilitation techniques to support development of business continuity strategies • Interpret business continuity strategies and assist in the development	• Review IT infrastructure and systems to ensure adequate risk safeguards and contingency plans are in place • Monitor the efficiency and effectiveness of responses to significant incidents or disruptions • Review the IT disaster recovery plans and processes • Utilise key risk indicators of disruptive events to	• Develop policies and processes to guide recovery of critical IT infrastructure and systems following a crisis or disaster • Assess potential impact of business risks and threats on IT systems • Conduct periodic exercising of crisis response and recovery activities and periodic auditing of disaster	

		systems and provide inputs to team members • Participate in disaster recovery testing for IT infrastructure on a regular basis in accordance with disaster recovery testing plans	of IT disaster recovery plans • Recommend refinements to business continuity strategies, business continuity plans and IT disaster recovery plans in consultation with relevant stakeholders • Review and refine disaster recovery plans to enhance organisational effectiveness	inform and activate crisis response and recovery activities • Prioritise the resources available in the organisation to support disaster recovery plans • Interpret crisis assessment documentation to contribute to disaster recovery plans • Evaluate risk minimisation alternatives against specifications and cost constraints	recovery plans in consultation with relevant stakeholders • Manage communication of disruptive events to relevant stakeholders to ensure alignment with disaster recovery plans • Direct review of crisis response, recovery activities and stand-down procedures to make improvements for future activation during crisis situations	