

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

<b>TSC Category</b>	Infocomm Technology (ICT)					
<b>TSC</b>	Technology Strategy Formulation					
<b>TSC Description</b>	Develop and refine strategic directions, goals, as well as business targets for technology					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
				<b>RET-ICT-4004-1.1</b>	<b>RET-ICT-5004-1.1</b>	<b>RET-ICT-6004-1.1</b>
				Monitor, examine and provide feedback on internal as well as external influencing factors that may have an impact of technology strategy formulation and review, evaluate and determine relevance of emerging technologies to the organisation	Refine strategic directions, goals and business targets for technology adoption, analyse and review impact of internal and external influencing factors that may impact formulation of technology strategies, lead analysis of emerging technologies for performance and usability and drive implementation of industry specific technologies for organisation effectiveness	Develop technology-based mission statements and articulate strategic ICT directions, and provide guidance in the development of technology adoption plans that align with the organisation's purpose, values and business activities
<b>Knowledge</b>				<ul style="list-style-type: none"> <li>• Organisation's strategic directions for technology adoption</li> <li>• Technology usage trends for retail business</li> <li>• Types of technology trends and its potential application towards the business</li> <li>• Sources of information regarding new as well as emerging, trends and technologies</li> </ul>	<ul style="list-style-type: none"> <li>• Organisation strategies on technology adoption and investment</li> <li>• Technology usage trends for retail business</li> <li>• Budget for technology investment</li> <li>• Key performance indicators to evaluate technology investment</li> <li>• Types of technology trends and its potential applications towards the business</li> <li>• Sources of information regarding new as well as emerging, trends and technologies</li> </ul>	<ul style="list-style-type: none"> <li>• Organisation strategies on technology adoption and investment</li> <li>• Technology usage trends for retail business</li> <li>• Budget for technology investment</li> <li>• Key performance indicators to evaluate technology investment</li> <li>• Types of technology trends and its potential applications towards the business</li> <li>• Sources of information regarding new as well as emerging, trends and technologies</li> </ul>
<b>Abilities</b>				<ul style="list-style-type: none"> <li>• Monitor, examine and provide feedback on internal and external influencing factors</li> <li>• Administer evaluation criteria to determine feasibility of technology adoptions</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluate and define strategic directions for technology adoption</li> <li>• Analyse and review the impact of internal and external influencing factors</li> <li>• Review emerging</li> </ul>	<ul style="list-style-type: none"> <li>• Derive technology-based mission statement</li> <li>• Articulate strategic ICT directions</li> <li>• Use critical issues to develop technology adoption for the organisation in</li> </ul>

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				<ul style="list-style-type: none"> <li>• Evaluate emerging technologies against consumer trends, market trends and business requirements</li> <li>• Evaluate organisation's operational readiness for emerging technology adoptions</li> <li>• Propose a suitable technological solution to meet organisational needs</li> <li>• Facilitate implementation of specific features and functions of emerging technologies</li> </ul>	<p>technologies and its implication towards business strategies and objectives</p> <ul style="list-style-type: none"> <li>• Evaluate usability of emerging technologies for internal operations, processes and systems</li> <li>• Endorse adoption of emerging technologies</li> </ul>	<p>consultation with key stakeholders</p> <ul style="list-style-type: none"> <li>• Provide guidance in the development of technology adoption plans</li> <li>• Review ICT strategic plans as well as incorporate changes and improvements</li> <li>• Evaluate strategic plans following implementation</li> <li>• Establish framework, guidelines and procedures to review and adopt emerging technology</li> <li>• Drive process improvement and change management based on adoption of emerging technologies</li> </ul>
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