

TSC Category	Infocomm Technology and Data					
TSC	Knowledge Management					
TSC Description	Develop and deploy systematic management of information within databases, documents, policies and procedures, as well as promote knowledge as a strategic organisational asset and key enabler of organisational learning					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
				HAS-ICT-4003-1.1	HAS-ICT-5003-1.1	HAS-ICT-6003-1.1
				Manage and store information within databases, documents, policies and procedures amongst teams in a systematic manner to capture knowledge items in support of organisational learning	Devise and formulate knowledge management frameworks and processes that encourage sharing of information and encapsulate a portal of easily accessible information	Champion a culture of information sharing and influence the organisation to establish a sustainable knowledge management framework in support of sustaining the development and maintenance of business information
Knowledge				<ul style="list-style-type: none"> Types of system requirements System users Implementation plans for knowledge management system Technology available to implement knowledge management system Types of information management systems Consultation techniques and processes to gather user requirements Communication plans to employees Change management principles Barriers to implementation of knowledge management system 	<ul style="list-style-type: none"> Objectives and components of knowledge management system Knowledge management strategies and policies Business processes and relevant information required Considerations for information management Evaluation criteria of knowledge management systems Applicable information management systems and software System users Components for knowledge management practices in the organisation Knowledge management processes 	<ul style="list-style-type: none"> Objectives of knowledge and information management strategies Types of knowledge levers to generate knowledge within the organisation Methods and systems for capturing and storing knowledge Benefits of implementing knowledge management system Components of knowledge management system Critical success factors of knowledge and information management strategies Individual role in championing knowledge management strategies
Abilities				<ul style="list-style-type: none"> Identify and evaluate system requirements with system users to support implementation of 	<ul style="list-style-type: none"> Determine organisational information required and research on available knowledge management 	<ul style="list-style-type: none"> Communicate business value of information usage and business

				<p>knowledge management systems</p> <ul style="list-style-type: none"> • Develop implementation plans in consultation with relevant stakeholders • Define and communicate implementation plans, components of knowledge management systems and procedures for using the system to employees • Implement system in accordance with action plans and organisational guidelines and/or policies • Evaluate end-to-end implementation of knowledge and information management strategies to monitor performance of system • Evaluate and recommend refinements to knowledge management systems in consultation with relevant stakeholders • Implement knowledge management systems • Manage knowledge management systems • Establish documentation policies and processes 	<p>systems to identify suitable system for the organisation</p> <ul style="list-style-type: none"> • Recommend knowledge management systems appropriate for organisational needs, goals and expected outcomes in consultation with relevant stakeholders • Develop knowledge management strategies and policies in accordance with organisational guidelines and/or policies and taking into account available resources • Develop implementation strategies for knowledge management systems • Establish procedures to evaluate and refine knowledge management systems 	<p>knowledge to organisation</p> <ul style="list-style-type: none"> • Set objectives of knowledge and information management strategies to communicate to relevant stakeholders • Create a conducive environment for knowledge management in the organisation • Direct development of knowledge and information management strategies • Review knowledge management systems, strategies and policies for endorsement purposes
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