

|                                    |  |  |   |   |  |   |
|------------------------------------|--|--|---|---|--|---|
| <b>TSC Category</b>                | Infocomm Technology and Data   |  |   |   |  |   |
| <b>TSC</b>                         | Technology Adoption and Innovation   |  |   |   |  |   |
| <b>TSC Description</b>             | Integrate technologies into organisational operations to optimise efficiency and effectiveness of work processes   |  |   |   |  |   |
| <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>HAS-TEM-1029-1.1</b>  | <b>HAS-TEM-2029-1.1</b>  | <b>HAS-TEM-3029-1.1</b>   | <b>HAS-TEM-4029-1.1</b>   | <b>HAS-TEM-5029-1.1</b>  | <b>HAS-TEM-6029-1.1</b>   |
|                                    | Use essential functions of mobile devices to facilitate the conduct of daily operational duties  | Operate information management systems to perform daily operational duties   | Implement technology enhancement plans to support operations and work processes   | Perform environmental scanning on technological trends to identify gaps between organisational practices and industry benchmarks and propose recommendations  | Formulate technology strategy plans to leverage on technological innovations for productivity improvement  | Drive organisational innovation and technology improvement by capitalising on opportunities created through digital disruption  |
| <b>Knowledge</b>                   | <ul style="list-style-type: none"> <li>• Organisation policies and standard operating procedures (SOPs) in using mobile devices</li> <li>• Types of mobile devices and roles of users</li> <li>• Types of mobile application services and functionalities</li> <li>• Organisation's workflow management systems</li> <li>• Customer needs and expectations</li> <li>• Practices to protect environmental well-being when using mobile devices</li> </ul> | <ul style="list-style-type: none"> <li>• Security in the usage of information and communications technology (ICT) systems</li> <li>• Security concepts relating to data management</li> <li>• Information management systems and their usage</li> <li>• Management of data and information for operations and tasks</li> </ul> | <ul style="list-style-type: none"> <li>• Organisational strategic directions for technology adoption</li> <li>• Business operation process flows and inter-dependencies</li> <li>• Information and communications technology (ICT) security requirements for user compliance</li> <li>• Relevant regulatory and organisational requirements on data management and protection</li> <li>• Technology integration tools, plans and approaches</li> <li>• Technology installation and troubleshooting methods</li> <li>• Risks involved with implementation of new technologies</li> <li>• Performance metrics to measure effectiveness of new technologies</li> </ul> | <ul style="list-style-type: none"> <li>• Approaches and techniques for environmental scanning</li> <li>• Data collection and collation techniques</li> <li>• Industry best practices and technologies</li> <li>• Organisation's products and/or services</li> <li>• Methods for conducting comparative analyses</li> <li>• Gap analysis techniques</li> </ul> | <ul style="list-style-type: none"> <li>• Importance of leveraging technology for the organisation</li> <li>• Sources of information on technology for business needs</li> <li>• Trends in the usage of social media, mobile devices and/or other technologies</li> <li>• Trends in customers' experiences</li> <li>• Risk assessment techniques for technology adoption</li> <li>• Organisational policies and procedures on the use of information technology</li> <li>• Methods to measure results of technology adoption</li> </ul> | <ul style="list-style-type: none"> <li>• Trends and application of technology innovations in the industry</li> <li>• Types of computer operating platforms to access applications</li> <li>• Business considerations for the installation and maintenance of systems to provide connectivity through networks</li> <li>• Types of communication systems to link to stakeholders to enhance service delivery</li> <li>• Organisation policies and procedures on adoption of new technological innovations</li> </ul> |

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

|                         |  |  |   |  |   |  |
|-------------------------|--|--|---|--|---|--|
| <p><b>Abilities</b></p> | <ul style="list-style-type: none"> <li>• Select and use appropriate functions in mobile devices to meet operational needs</li> <li>• Perform mobile collaboration securely through the use of mobile applications and appropriate functions</li> <li>• Integrate data in mobile devices with computerised management workflow systems</li> <li>• Maintain proper usage of mobile devices</li> <li>• Perform incident reporting using mobile devices</li> <li>• Communicate with colleagues using mobile devices</li> </ul> | <ul style="list-style-type: none"> <li>• Use information management systems to extract and/or record data related to operations</li> <li>• Use information management systems to manage the organisation's inventories</li> <li>• Track and handle sales and/or other business transactions using information management systems</li> <li>• Handle information and data in accordance with organisational procedures and guidelines</li> <li>• Support colleagues using the software applications and systems</li> <li>• Provide feedback to improve the use of software applications to increase system productivity</li> </ul> | <ul style="list-style-type: none"> <li>• Guide staff on the use of software applications and information management systems</li> <li>• Generate ideas for the development of technology-enabled solutions to solve operational issues or enhance operational efficiency</li> <li>• Seek potential information technology (IT) solutions to resolve operational issues</li> <li>• Propose suitable IT solutions to management to support work operations</li> <li>• Implement technology enhancement plans to meet business requirements, while adhering to risk management procedure</li> <li>• Organise staff training on the usage of the new systems and software</li> <li>• Evaluate the effectiveness of new technologies in supporting work operations</li> </ul> | <ul style="list-style-type: none"> <li>• Identify best practices and technology adopted by the industry</li> <li>• Determine gaps between current organisational practices and technology with industry benchmarks</li> <li>• Propose recommendations to bridge gaps between current organisational practices and technology and industry benchmarks</li> <li>• Seek new technological applications, in consideration of workplace productivity</li> <li>• Facilitate a work culture that supports adoption of best practices and technology for productivity</li> </ul> | <ul style="list-style-type: none"> <li>• Analyse emerging market trends impacting the industry locally, regionally and globally</li> <li>• Identify appropriate types of technological innovations relevant to the organisational vision, mission and strategic objectives</li> <li>• Analyse how key emerging technologies can be leveraged for productivity and innovation</li> <li>• Assess business risks associated with leveraging key emerging technologies for the organisation</li> <li>• Develop technology strategy plans to increase productivity and innovation</li> <li>• Monitor barriers against the adoption of technology for productivity and innovation, in accordance with technology strategy developed</li> <li>• Keep abreast of industry technology innovations</li> </ul> | <ul style="list-style-type: none"> <li>• Recognise digital disruptions resulting from new technology developments, and the impact on the organisation's work and business environment</li> <li>• Analyse factors affecting implementation of innovations in technology and operating systems for service improvements</li> <li>• Review operational standards and workplace efficiency in implementing innovations in technology and operating systems</li> <li>• Drive technology improvement strategies arising from digital disruptions</li> <li>• Cultivate conducive environments for encouraging innovation through digital disruptions</li> <li>• Communicate benefits of innovation through digital disruptions to stakeholders</li> <li>• Facilitate promotion of new technological innovations to stakeholders</li> <li>• Keep abreast of new opportunities created through digital disruptions</li> </ul> |
|-------------------------|--|--|---|--|---|--|