

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

TSC Category	Business Management					
TSC	Workflow Digitalisation					
TSC Description	Apply digitalisation to enhance efficiency and effectiveness of operational workflows, processes and practices					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
				LNS-BIN-4140-1.1	LNS-BIN-5140-1.1	
				Identify opportunities to digitalise data, processes and practices	Design digital frameworks and processes to facilitate the creation of an innovative business environment	
Knowledge				<ul style="list-style-type: none"> • New and innovative operating models deployed in the industry • Concepts and principles of digitisation and digitalisation • Pros and cons of digitised data • Pros and cons of digitalised processes • Legal, ethical and security issues relating to implementation of digitalisation 	<ul style="list-style-type: none"> • Current and emerging digital technologies and systems for managing operational processes • Organisation's operating context, business priorities, domain and environment • Application of digitisation to the business • Business implications of introducing digitalisation • Techniques of business process re-design • Best practices in implementation process of digitalisation • Success factors for implementation of digitalisation 	
Abilities				<ul style="list-style-type: none"> • Evaluate organisation's operating model against other models in the industry to determine efficiency and effectiveness • Analyse potential opportunities for digitalisation to be introduced within the organisation • Identify ways which digitisation of data can be applied to the business 	<ul style="list-style-type: none"> • Evaluate digitalisation opportunities for viability, applicability to the organisation and compatibility with the organisation's objectives • Approve recommendations on business and operational processes for digitalisation • Re-design operational processes to incorporate digital processes and technologies 	

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				<ul style="list-style-type: none"> • Conduct feasibility analysis to weigh the costs-benefits of digitalising processes • Implement digital storage and processes in line with defined action plans 	<ul style="list-style-type: none"> • Develop action plans to implement the digital technologies and practices • Review effectiveness of digitalised processes • Recommend steps to improve the integration of digital technologies and processes within the organisation • Inspire a culture and mind-set of digital innovation within and beyond the organisation 	
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