

**SKILLS FRAMEWORK FOR TOURISM
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

TSC Category	Infocomm Technology Management					
TSC	Technology Scanning					
TSC Description	Review new developments in emerging technology as well as evaluate and determine relevance of emerging technologies to the organisation					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		TOU-ICT-2001-1.1-1	TOU-ICT-3001-1.1-1	TOU-ICT-4001-1.1-1	TOU-ICT-5001-1.1-1	TOU-ICT-6001-1.1-1
		Track development of emerging technologies in the industry and collate information for technology implementation	Perform cost-benefit analysis and evaluation of the relevance, viability, sustainability and potential value-add of emerging technologies to the business and identify and select compatible emerging technologies	Review emerging technology, evaluate and determine relevance of emerging technologies to the organisation	Lead analysis of emerging technologies and drive implementation of industry specific technologies for organisational effectiveness and competitiveness	Inspire adoption of emerging technologies to enhance organisational effectiveness and competitiveness
Knowledge		<ul style="list-style-type: none"> Roles and importance of technologies in the industry Impact of technology application on industry 	<ul style="list-style-type: none"> Types of technology trends Sources of information regarding new and emerging trends and technologies 	<ul style="list-style-type: none"> Types of technology trends and their potential application to the organisation's operating environment Sources of information regarding new and emerging trends and technologies 	<ul style="list-style-type: none"> IT infrastructure Organisation strategies and objectives Environmental factors Types of technology trends and their potential application to the organisation's operating environment Sources of information regarding new and emerging trends and technologies 	<ul style="list-style-type: none"> Industry leading practices in managing and implementing emerging technology Organisation strategies and objectives Societal impacts and changing approaches to innovation

**SKILLS FRAMEWORK FOR TOURISM
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

<p>Abilities</p>		<ul style="list-style-type: none"> • Conduct research on current and emerging technologies in the industry • Document emerging technologies' impact on workplace processes and activities 	<ul style="list-style-type: none"> • Research new technologies applicable to the organisation and monitor emerging technological trends and development • Document information from relevant sources on new and emerging technologies that may enhance the organisation's business operations • Identify and select compatible emerging technologies and access their feasibility to the organisation's operations 	<ul style="list-style-type: none"> • Evaluate emerging technologies against consumer trends, market trends and business requirements • Evaluate organisation's operational readiness to adopt emerging technology • Administer evaluation criteria to determine feasibility of adopting the emerging technology • Propose suitable technological solutions to meet organisational needs • Facilitate implementation of specific features and functions of emerging technologies 	<ul style="list-style-type: none"> • Establish framework, guidelines and procedures to review and adopt emerging technologies • Determine environmental considerations for new or upgraded equipment/software • Evaluate environmental considerations involved with technological use • Review emerging technologies and their implication towards business strategies and competitiveness • Evaluate usability of emerging technologies for internal operations, processes and systems • Endorse adoption of emerging technologies • Drive process improvement and change management based on adoption of emerging technologies 	<ul style="list-style-type: none"> • Keep abreast of industry best practices for benchmarking purposes • Transform organisational processes and activities by leading adoption of emerging technology
-------------------------	--	---	---	--	---	---