

**SKILLS FRAMEWORK FOR WORKPLACE SAFETY AND HEALTH
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Technology Management					
TSC	Cloud Computing Application					
TSC Description	Manage cloud computing technologies in order to offer a collaborative framework with centralised storage and contact points, fewer visibility barriers, and opportunities to enact simplified, standardised processes					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			WPH-TEM-3017-1.1	WPH-TEM-4017-1.1	WPH-TEM-5017-1.1	
			Implement cloud computing technologies in WSH processes	Review effectiveness of cloud computing technology applications in WSH management	Formulate cloud-based strategies to enhance WSH effectiveness	
Knowledge			<ul style="list-style-type: none"> Cloud computing infrastructure components and technologies Installation, configuration and troubleshooting of cloud computing infrastructures Installation, configuration and troubleshooting of software packages supporting cloud computing infrastructures Design, configuration, maintenance and troubleshooting of cloud computing applications Virtualisation technologies 	<ul style="list-style-type: none"> Security architecture standards, design and guidelines for cloud computing infrastructures Assessment of cloud computing application performance measurements and improvements Risk assessment methods and procedures in relation to cloud computing operations Quality assurance practices with reference to operations, warranty and repair of cloud computing infrastructure components Information security management methods and procedures 	<ul style="list-style-type: none"> Emerging technologies, standards and trends in cloud computing applications Cloud computing deployment methods Security risk strategies in relation to cloud computing operations Management strategies for cloud computing operations Information security management strategies for cloud computing operations Legal and regulatory requirements of IT industry 	

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<p>Abilities</p>			<ul style="list-style-type: none"> • Implement data loading, security, performance monitoring and tuning, capacity planning, backup and recovery • Implement performance diagnostics and troubleshooting at scale in live environment • Maintain availability and performance of cloud computing operations and to ensure secure services with no unplanned downtime • Analyse processing issues and data anomalies and identify solutions • Implement and release cloud computing operations changes • Implement IT risk management measures for business continuity and disaster recovery • Implementation of service quality standards 	<ul style="list-style-type: none"> • Develop security monitoring and incident reporting requirements for cloud computing operations in accordance to organisation's information security framework • Review security monitoring reports according to cloud computing operational procedures • Review performance diagnostics and troubleshooting reports for improvement to cloud computing operations • Develop reactive solutions to handle high loads and avoid resource starvation • Facilitate optimisation plans to increase flexibility in cloud computing capacity • Develop security risk measures for business continuity and disaster recovery • Facilitate standard control procedures according to cloud computing operations business continuity plans and disaster recovery plans • Facilitate quality control procedures according to service quality standards or agreements 	<ul style="list-style-type: none"> • Evaluate emerging trends of cloud computing applications • Evaluate current and future database capacity requirements • Drive application of cloud-based technologies • Formulate cloud computing application implementation procedures and standards • Formulate information security guidelines based on organisation's information security frameworks • Formulate business continuity plans and disaster recovery plans • Formulate processes for measuring operational and financial performance • Drive refinement of cloud computing applications 	
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