

SKILLSFUTURE SINGAPORE
CRITICAL CORE SKILLS (CCS) REFERENCE DOCUMENT

CCS Category	Staying Relevant		
CCS	Digital Fluency		
CCS Description	Leverage digital technology tools, systems, and software across work processes and activities to solve problems, drive efficiency and facilitate information sharing		
CCS Proficiency Description	Basic	Intermediate	Advanced
	CCS-DGF-B001-1	CCS-DGF-I001-1	CCS-DGF-A001-1
	Perform work processes and activities using identified digital technology tools, systems and software	Identify opportunities and evaluate risks of integrating digital technology tools, systems and software across work processes and activities	Drive the creation of a digital culture and environment, educating stakeholders across the organisation on the benefits and risks of digital technology tools, systems and software
Knowledge	- Digital terminologies - Digital etiquettes - Types of digital search and information collection tools - Types of digital technology tools, systems and software - Types of technology-enabled communication channels - Organisation's InfoComm Technology troubleshooting and Information Technology (IT) back-up processes - Organisation's IT, personal data and privacy policies - Types of cyber security risks - Organisation's policies to monitor cyber security risks	- Emerging digital technology tools, systems and software - Emerging digital communication channels - Methods to evaluate suitability of digital technology tools, systems and software - Types of visualisation tools and techniques - Technology implementation processes - Problem solving techniques - Decision evaluation and prioritisation frameworks - Risk assessment techniques - Strategies to manage cyber security risks - Types of metrics to measure effectiveness of digital tools, systems and software	- Best practice applications of digital technology tools, systems and software - Emerging trends in the digital environment - Strategies to manage technology implementation - Digital education strategies - Types of digital training programmes - Strategies to manage InfoComm Technology troubleshooting and back-up processes - Strategies to manage cyber security risk strategies and policies - Strategies to manage personal data and privacy policies - Legal and regulatory frameworks related to digital technology tools, systems and software
Abilities	- Interpret instructions and actions based on digital terminologies - Operate identified digital technology tools, systems and software to perform own work processes and activities - Present information using identified digital technology tools, systems and software - Exchange information with other stakeholders using identified technology-mediated communication channels - Perform searches to source information using digital search and information collection tools - Assess the credibility of information sourced using digital search and information collection tools - Organise digital content to be stored and retrieved in line with organisational requirements - Adhere to organisation's personal data and privacy policies - Follow organisation's cyber security policies to identify potential risks	- Analyse work processes and activities across own team to identify potential applications of digital technology tools, systems or software which drive efficiency and solve problems - Evaluate emerging digital technology tools, systems or software to propose applications which drive efficiency and solve problems in own team - Identify applications of different visualisation techniques and tools to analyse and present information - Deploy processes to manage technology implementation - Review usage of digital technology tools, systems and software to identify any breaches of organisation's digital and IT policies - Assess current applications of digital technology tools, systems or software to propose improvement areas	- Champion the benefits of digital applications and advancements to build an organisation-wide community which focuses on digital approaches and adopts a digital mindset - Synthesise emerging trends in the digital environment to anticipate changes required to organisation's current digital technology tools, systems and software - Oversee the progress of digital intervention implementations across the organisation - Champion digital education strategies across the organisation to address digital literacy skill gaps and drive continuous learning - Influence stakeholders to communicate the narrative of digital transformation and manage any change barriers - Direct the development and implementation of organisational digital and IT policies - Guide the analysis of past breaches of organisational digital and IT policies to mitigate future impacts of cyber security issues, data breaches or system failures