FACTSHEET ON NATIONAL INFOCOMM COMPETENCY FRAMEWORK (NICF)

Overview of the NICF

1. Jointly developed by the Infocomm Development Authority of Singapore (IDA), the Singapore Workforce Development Agency (WDA) and strategic stakeholders in the Information and Communications Technology (ICT) industry, the NICF is a blueprint that articulates the competencies required to perform various ICT jobs. The coverage of the NICF is as follows:

   - Senior Management
   - Expert/Management
   - Specialist
   - Entrant

   ICT Skills and Sub-Sectors
   - Software and Applications
   - IT Services e.g. Database Management, Business Analytics
   - Telecommunications and Networks
   - Horizontals, e.g. Infocomm Security, Product Management
   - Emerging Areas e.g. Green ICT, Cloud Computing, Service Innovation Design
   - Business Domains e.g. Financial

   Horizontal Skills
   - Business Management e.g. business negotiation, risk management, innovation management, finance and accounting, intellectual property management
   - Leadership and People Management e.g. build relationships, achieve results

2. The NICF is a comprehensive resource that comprises 631 competency standards for 334 ICT job roles, for the following:

   **For Employers**
   - As a talent management framework for ICT manpower planning, training and development and performance management
   - As a human resource tool by defining qualifications, skills and competencies required for a specific ICT job scopes
   - As an efficient training resource through nationally accredited programmes supported by government and industry endorsed competencies

   **For Individuals**
   - As a professional development framework to plan personal development and chart ICT career pathways
   - As a competency profiling tool to benchmark and showcase ICT professional capabilities
   - As a certification programme that is nationally accredited and based on industry endorsed competencies for entry into and progression within the ICT sector

   **For Training Providers**
   - As a national accreditation framework to certify the quality of ICT training programmes
   - As a curriculum development resource to design programmes that are required by ICT industry and individuals
   - As a funding source to attract employers and individuals to ICT training programmes
Benefits of Adopting the NICF

3. Companies can adopt the NICF to enhance the management and development of their ICT capabilities within the organisations. Companies that have incorporated the NICF competencies into their human resource functions and processes have indicated improvements and reported benefits in areas such as recruitment, performance management, as well as learning and development.

4. To date, NICF has been adopted by ICT and end-user companies with an ICT department, from multinational companies (MNCs), small and medium enterprises (SMEs) and statutory boards.

5. The benefits of adopting the NICF are summarised below:

<table>
<thead>
<tr>
<th>Build New ICT Capabilities</th>
<th>Upskill ICT Workforce</th>
<th>Enhance HR Practices</th>
<th>Align to Industry Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Design ICT job profiles for staff assessment and recruitment purposes</td>
<td>• Identify learning needs of the ICT workforce</td>
<td>• Implement competency based HR practices</td>
<td>• Benchmark internal requirements for each ICT job roles against industry standards</td>
</tr>
<tr>
<td></td>
<td>• Uplift ICT skills and capabilities through targeted training and development</td>
<td>• Improve the management and development of ICT capabilities</td>
<td></td>
</tr>
</tbody>
</table>

Potential Outcomes

- Improved organisational performance and productivity
- Increased Return on Investment (ROI) on training
- Improved retention and engagement of talent

6. For more information on the NICF, please visit [http://www.nicf.sg](http://www.nicf.sg)