

Functional Area: Strategic / General Management (Planning & Implementation)

1. Title	Develop and implement crisis management plans	
2. Code	ITCSSG513A	
3. Range	The organisation's reputation and brand, as well as the trust and loyalty of stakeholders (customers and investors), are all critical factors in the background of crisis management. This UoC concerns preparing crisis management plan within an organisation. A successful crisis management plan incorporates organisational programmes such as emergency response (network saturation, broken network cable, customer complaint, etc.), disaster recovery, risk management, communications (press conferences, contact points, etc.) and business continuity, etc.	
4. Level	5	
5. Credit	4	
6. Competency	<p style="text-align: center;"><u>Performance Requirement</u></p> <p>6.1 Possess the knowledge in the subject area</p> <ul style="list-style-type: none"> • Handle crisis matter associated with a telecommunication organisation, such as network infrastructures failures, projects and people, etc. • Possess extensive knowledge of the organisation's business objectives and goals • Knowledgeable with the organisation's business area and strategies • Knowledgeable with the organisation's culture, practices and policies • Experienced in anticipating and identifying crisis within an organisation • Critically understand possible risks and threats to the organisation, personnel, and assets including information and intellectual • Possess extensive knowledge of the regulatory and legal requirements for a telecom organisation • Possess extensive knowledge on business continuity planning • Experienced in exploring and implementing insurance risk management • Proficient with commercial and general management skills such as business communication, people management, change management, negotiation and business operations <p>6.2 Develop and implement crisis management plan</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Work with colleagues and use various crisis management techniques to identify possible crisis and effects it has on the organisation. • For each possible crisis, determine how to recognise approaching symptoms • Determine the likely consequences and assess the risk of each eventuality • Formulate a risk strategy or procedure to prevent the crisis from occurring and dealing with the crisis, should it occur. Also formulate risk mitigation or insurance plans • Formulate business continuity plan that can bring the organisation/network/project/personnel back to normal operation • Identify responsible person(s) or team which are responsible for handling each crisis • Identify the best method to communicate the crisis handling procedures to internal and external stakeholders • Identify resources and training required for staff to 	

	<p>be prepared for the crisis</p> <ul style="list-style-type: none"> • Manage the documentation of the plan for presentation to senior management for approval and adoption of the implementation of the crisis plan • The plan should include simulation of crisis in order to test the effectiveness of the plan and review procedures that can modify the plan to be most effective for the organisation <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> • Always develop products and services strategies to take into consideration and strike a proper balance among all related technological, political, social, environmental and legal factors
7. Assessment Criteria	<p>The integrated outcome requirements of UoC are the ability to:</p> <ol style="list-style-type: none"> i. work with colleagues using various methodologies and techniques to identify possible crisis and the risks that the organisation may have ii. formulate techniques or guidelines that can determine the approaching or existence of crisis iii. formulate mitigating procedures to handle each crisis which can minimise the effect it has on the organisation/customer/staff/partner iv. formulate suitable training and drilling plans to prepare staff to handle crisis in the most effective manner v. document the crisis handling plan and seek approval from senior management
Remark	