

Specification of Competency Standards
for the Information & Communications Technology Industry
Unit of Competency

Functional Area - Information Security

Title	Carry out the first line of communication for triggering client response and alert internal security teams
Code	111192L4
Range	Ensure the first line of communication is developed for client response and alert internal security teams in a timely manner
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understanding of the cybersecurity system of the organisation</p> <ul style="list-style-type: none"> • Understand the triggers of the system • Understand the cybersecurity policy of the organisation • Understand the needs and functions of client response • Know the functions and work departments of the internal security teams <p>2. Carry out the first line of communication</p> <ul style="list-style-type: none"> • Aware of when the first line of communication needs to be developed • Ensure that the communications are carried out in a timely manner • Make sure that all associated personnel are kept informed and stay up to date with the incident • All communications should be recorded and filed for record <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Comply with the organisation's guidelines and procedures as well as any (local and international) laws and regulatory requirements, if applicable
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to :</p> <ul style="list-style-type: none"> • Ensure that the communications are carried out in a timely manner and are recorded for future reference • Make sure that all associated personnel are kept informed and stay up to date with the incident
Remark	