

BACKGROUND

Sector	Infocomm Technology (ICT)
Industry Overview <i>(Brief description of the sector)</i>	The Infocomm Technology (ICT) sector continues to play a key role in Singapore's economic development. According to the IMDA's Annual Survey on Infocomm Media Manpower for 2019, the number of ICT professionals employed grew by 8,100 (4.3%) from 2017 to reach 197,500 in 2018. Together with 18,700 Infocomm job vacancies, total demand of Infocomm professionals increased by 6.7% from 2017 to reach 216,200 in 2018. Demand for Infocomm professionals is projected to grow by another 61,600 in the next 3 years (2019 – 2021). Singapore is poised to become the world's first Smart Nation which aims to develop Singapore's capabilities in pervasive connectivity, and build new infrastructure and common technical architecture to enable citizens, businesses and government agencies to leverage technology to make lives better. This initiative would increase the demand for ICT professionals in the areas of Software and Applications, Network and Infrastructure and Critical Emerging Technology (such as Business Analytics and Cyber Security).

JOB DETAILS

Job Title <i>(Upon Completion Of Programme)</i>	Innovation and Project Manager
Nature Of Job	• Conduct a cost-benefit analysis on shortlisted tools to be implemented and develop a project plan to implement the tool • Review project plans to determine time frame, funding limitations, procedures for accomplishing projects • Estimate budgetary needs based on the project scope and anticipate future budget challenges • Assess consolidated project plans for dependencies, gaps and continued business value, then suggest improvements • Plan and manage project compliance requirements and adherence to governance structures and regulation • Evaluate and address external business environment changes for impact on project scope and plan for contingencies • Plan and manage the closure and transition of projects

	• Conduct frequent project reviews to recommend changes to project schedules, cost or resource requirements in order to adapt • Monitor project scope, changes, issues and risks that may affect implementation • Facilitate the daily stand-up to ensure the project team is in sync • Plan for potential conflicts and assist in developing solutions to manage roadblocks • Refine and manage the product backlog in order to ensure the project runs smoothly • Manage project budget, work allocations, manpower and resourcing needs for the team • Groom and manage team members through ongoing coaching, mentoring and career discussions • Drive performance management practices within the team in accordance with organisational policies and procedures • Develop initiatives to continuously ensure that the team is sufficiently skilled and competent to perform in their roles • Facilitate discussions, problem solving and conflict resolution within the team, to ensure smooth team dynamics
Monthly Salary	Gross \$4,000* <i>*Starting salary will differ with skills, experience and qualifications.</i>
Job Requirements	NA

COURSE DETAILS

Programme Name	PCP for Innovation and Project Manager
Programme Overview	Lithan's Professional Diploma in Innovation Management qualification course provides learners with the knowledge and skills to become a Product Innovation Manager, Software/Application Development Manager or Project Manager. A specialist level qualification which introduces the participant to the core skills that make up the entire Product Innovation Management process, from ideation to market research to wireframing, prototyping to user stories, and product commercialisation to scalability of the business. This qualification has been designed to be easy to understand for participants who are new to Innovation Management. <u>Module 1: Agile Venture Creation</u>

By the end of this module, the learner should be able to gain the following knowledge:

- Discuss Concepts of Digital Transformation & Innovation
- Discuss Various types of Business & Digital Economy Models such as online marketplace, omni-channel commerce, shared economy and cloud sourcing
- Explain Concepts of digital engagement models like market-place model, omni-channel commerce and digital & social channels
- Describe elementary concepts of ERP, CRM & SCM
- Describe elementary concepts of emerging technologies like IOT & Cloud Computing and AI applications like Chatbots
- Describe Enterprise security concepts and data protection

Learner should be able to demonstrate the following skills through Implementation Project:

- Apply Business Modelling tools like lean canvas
- Create a Digital Technology Roadmap with technology options to improve processes and bring about transformation
- Develop a Digital Transformation/innovation Plan

Module 2: Innovation Design Thinking

By the end of this module, the learner should be able to gain the following knowledge:

- Explain Design Thinking and why it is so popular
- Discuss the Design Thinking process, including benefits
- Discuss the Empathy Stage of the design thinking process, including benefits, techniques and best practices
- Discuss the Define Stage of the design thinking process, including benefits, techniques and best practices
- Discuss the Ideate Stage of the design thinking process, including benefits, techniques and best practices
- Discuss the Prototype Stage of the design thinking process, including benefits, techniques and best practices
- Discuss the Test Stage of the design thinking process, including benefits, techniques and best practices

Learner should be able to demonstrate the following skills through Implementation Project

- Apply design thinking to your problems in order to generate innovative and user-centric solutions
- Use of practical design thinking methods in every stage of your problem, with the help of method templates
- Initiate a new working culture based on a user-centric approach, empathy, ideation, prototyping, and playful testing
- Employ ethnographic and analysis methods, such as interviews, focus groups, and surveys
- Prototype early and fast, as well as test your prototypes so as to reduce risks and accelerate organizational learning

Module 3: Digital Innovation & Technologies

By the end of this module, the learner should be able to gain the following knowledge:

- Discuss the purpose of Artificial Intelligence, Business Intelligence Technology, Data Science, Business Analytics, Internet of Things, Digital Commerce, Enterprise Resource Planning, Customer Relationship Management in the digital workplace

Learner should be able to demonstrate the following skills through Implementation Project

- Analyse and evaluate trends
- Determine front runner solutions
- Select suitable solutions

Module 4: Agile Project Management

By the end of this module, the learner should be able to gain the following knowledge:

- Describe Agile principles and Mindset
- Explain how value-driven delivery is accomplished in Agile projects
- Describe the best practices involved in stakeholder engagement
- Discuss the approaches to improve team performance
- Describe the concepts under Adaptive Planning
- Discuss various problem detection and resolution techniques
- Explain the principles of continuous improvement

Learner should be able to demonstrate the following skills through Implementation Project

- Apply to organizations, allowing them the flexibility to add, change, or remove requirements.
- Support incremental delivery, hence reducing product and process waste.
- Apply Agile techniques provide high visibility and control over the project progress to respond to early indications of problems.
- Apply Agile principles and practices to provide early and continuous customer feedback, which improves communication and empowers business owners to review critical information.
- Apply Agile principles to provide an early and measurable Return on Investment.

Module 5: Digital Technology Implementation

By the end of this module, the learner should be able to gain the following knowledge:

- Discuss the Digital Technology Implementation Method
- Describe the components of Digital Technology Implementation stages, tasks and deliverables
- Explain the Digital Technology Implementation Method flow
- Understand deliverables

Learner should be able to demonstrate the following skills through Implementation Project

- Define a product work breakdown structure (PBS)
- Initiate a Project
- Gather Business Requirements
- Identify Milestones
- Develop Deliverables
- Close Project

	<u>Module 6: Innovation Capstone</u> Learner should be able to demonstrate the knowledge and skills gained through a Project ▪ Apply Digital Technology Implementation Method to implement Power Bi or ChatBot in the workplace
Qualification / Certificate Name	NICF-Diploma in Innovation Management
Course Pre-Requisites <i>(e.g.: Academic qualifications, prior experience, etc.)</i>	Interested individuals and employers need to meet the following criteria: <u>Individuals</u> The Programme is open to all company-sponsored applicants who meet the following General Eligibility Criteria: • Singapore Citizen (SC) or Permanent Resident (PR); • Minimum 21 years old; • Graduated or completed National Service, whichever is later, at least two years prior at the point of application • Not in a same job role prior to joining the PCP; • New hires should be hired for not more than three months; • New hires must not be in the same job role prior to joining the PCP; • New hires must not be a shareholder of the PCP company, or its related companies; • New hires must not be related to the owner(s) of the PCP company; and • New hires must not be immediate ex-staff of PCP company or its related companies. Course-Specific Entry Criteria: • Enrolment for the PCP is subject to employer's selection based on job requirements, and hiring process that may include screening tests and interviews. • Enrolment for the PCP is subject to course pre-requisites. <u>Employers</u> • Be registered or incorporated in Singapore; • Ensure that new hires cannot be: ○ A shareholder of the PCP company, or its related companies; ○ Related to the owner(s) of the PCP company; and ○ Immediate ex-staff of PCP company or its related companies; • Offer a full-time PMET position employment contract on permanent terms or on contract terms that are no less than one (1) year;

	• Be committed to work with WSG and its appointed Programme Manager on the necessary administrative matters related to the PCP; • Offer employment directly related to the job which the PCP is for, with remuneration that is aligned with the market rate; and • Commit to the PCP training arrangements for the trainees.
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APPLICATION DETAILS

How To Apply For The Programme	<u>Applicants</u> Interested applicants can visit www.wsg.gov.sg/pcp to apply. Suitable applicants will be shortlisted by participating employers for interview before embarking on the programme. <u>Employers</u> Interested employers can contact Lithan Academy (Programme Manager) to register as participating companies. Email: info@lithan.com
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