





Head of digital transformation

Proficiency level

-  New Gen AI skills
-  Transferrable skills at the same proficiency level
-  New skills
-  Transferrable skills at a higher proficiency level¹

Skills Framework track	Digital and data analytics	Job function	Engineering and tech.	Job family	Digital transformation
Sub-sectors	Retail banking, corporate banking, investment banking, private banking and wealth management, asset management, insurance	Expected augmentation by Gen AI	Do more: Gen AI can check for alignment of digital technology needs with the organization's strategies, enhance the identification of value-adding solutions, and automate progress reporting to business unit heads. Gen AI tools can also assist in the standardization of digital transformation procedures for more effective transformations		

Key tasks that can benefit from Gen AI

Critical work functions	Key tasks
Determine needs and requirements of technologies for business units	Ensure alignment between digital technology needs of business units and organizational digital strategies Determine the most appropriate and value-adding digital technology solutions for implementation
Implement organization mandate for digital thinking and adoption of Agile methodologies	Advise on the framework for the types of projects that would be suitable to be run with Agile methodologies
Manage digital transformation projects	Articulate progress of implementation with heads of business units through regular updates
Develop mastery of latest digital technologies	Develop expertise on latest digital technologies in the market and their impact on the financial services industry Leverage network to identify opportunities for the organization to pilot the latest digital technologies
Establish technical direction and digital architectural standards	Propose and seek approval from senior management to purchase or acquire additional Infocomm Technology infrastructure for the implementation of digital transformation Institutionalize standard procedures for digital transformation processes

New Gen AI skills

Gen AI strategy	5	Gen AI innovation, R&D, and innovation management	5	Prompt design	3
Leading Gen AI-enabled transformations	5	Ethical frameworks for Gen AI	5	Gen AI principles and applications	3
Gen AI data governance	5	Regulatory, legal, and risk management compliance in AI and Gen AI	5		

1. Transferrable skills with an increase in one level of proficiency is considered easier to acquire than transferable skills with multiple levels of increase in proficiency, followed by net new additional skills. Depending on job redesign for the financial institution, the financial institution will have to pick select skills to reskill employees on, via a combination of on-the-job training and existing courses.

Source: SkillsFuture Skills Framework