

**20 - 28 JUNE 2020**

**SIRIM BERHAD, SELANGOR, MALAYSIA**

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# **MALAYSIAN TECHNICAL COOPERATION PROGRAM (MTCP) 2020**

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**Information Technology –  
Service Management System  
against ISO/IEC 20000-1:2018**



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**Closing Date: 15 March 2020**



# MTCP 2020: INFORMATION TECHNOLOGY – SERVICE MANAGEMENT SYSTEM AGAINST ISO/IEC 20000-1:2018

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## MALAYSIAN TECHNICAL COOPERATION PROGRAM

The Malaysian Technical Cooperation Programme (MTCP) was initiated at the 1<sup>st</sup> Commonwealth Heads of Government Regional Meeting (CHOGRM) for Asia Pacific Region held in Sydney on February 1978. It was officially launched on 7<sup>th</sup> September 1980 at the 2<sup>nd</sup> CHOGRM in New Delhi, India, to signify Malaysia's commitment to South-South Cooperation, in particular Technical Cooperation among Developing Countries (TCDC).

The MTCP emphasises the development of human resources through the provision of training in various areas which is essential for a country's development. These areas include public administration, good governance, health services, education, sustainable development, agriculture, trade and investment, ICT and banking. Since its inception in 1980, more than 34,000 participants from 144 recipient countries have benefited from the various programmes offered under the MTCP

More information at MTCP website:

[https://mtcpcoms.kln.gov.my/mtcpcoms/online/about\\_mtcp](https://mtcpcoms.kln.gov.my/mtcpcoms/online/about_mtcp)

## OBJECTIVES OF MTCP

- To share development experience with other countries;
- To strengthen bilateral relations between Malaysia and other developing countries;
- To promote South-South Cooperation (SSC); and
- To promote Technical Cooperation among Developing Countries (TCDC).

## ABOUT SIRIM

SIRIM is a premier industrial research and technology organisation in Malaysia, wholly owned by the Ministry of Finance incorporated. With over forty years of experience and expertise, SIRIM is mandated as the machinery for research and technology development, and the national champion of quality. SIRIM has always played a major role in the development of the country's private sector. With its unique advantages in research and technology innovation, industry standards and quality, SIRIM offers specialised solutions to serve the needs of all industry sectors, making it the deal technology partner for SMEs. By tapping into our expertise and knowledge base, we focus on developing new technologies and improvements in the manufacturing, technology and services sector enable business and enhance lives. Together with our industry partners, SIRIM has enable Malaysian products and services achieve due recognition in quality and innovativeness worldwide.

## COURSE BACKGROUND

Within this Industry 4.0 (I4.0) era, most services and production of products are supported by IT applications. Regardless in which industry you are, you are not exempted from using IT applications within your systems. Therefore, it is crucial for organisations to manage these applications and its IT infrastructure systematically. It is very beneficial to all parties, to the service providers, to the organisations and to the customers to have the applications and/or the IT infrastructure to be certified against any good practice in the world to ensure that the applications and the IT infrastructure are managed and implemented in accordance. It is also crucial for the IT services to be continuously available and sufficiently protected from potential threats.





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## COURSE OBJECTIVES

The course aims to provide an “Understanding and Implementation” of IT Service Management System (IT SMS) against ISO/IEC 20000-1:2018 standard. The requirements within the standard includes the design, transition, delivery and improvement of services to fulfill agreed service requirements. The standard describes an integrated set of processes and management approach for the effective delivery of IT services to internal or external customers. The standard not also applicable to service provider, it even suits to be used by organizations or relevant departments that monitoring the IT services provided internally or externally. Participants will also be guided how to develop the required documentation and risk registers, which also required by the standard

## KEY TOPICS

- Introduction to IT-SMS ISO/IEC 20000-1:2018.
- Understanding the requirements of IT-SMS ISO/IEC 20000-1:2018.
- Documentation required by IT-SMS ISO/IEC 20000-1:2018.
- Risk Managements of IT-SMS ISO/IEC 20000-1:2018.
- Requirements of other standards that are within the requirements of IT-SMS ISO/IEC 20000-1:2018 as below:
  - ISMS ISO/IEC 27001:2013.
  - Asset Management ISO 55000

## TARGET PARTICIPANTS

This course is suitable for junior/middle/senior officers and management who are providing the IT services internally/externally and even for those who are only monitoring the IT services provided to them internally/externally.

Age: 26-50 years old

## HOW TO APPLY

Application should be made using the prescribed MTCP forms available at:

[https://mtcpcoms.kln.gov.my/mtcpcoms/online/list\\_course](https://mtcpcoms.kln.gov.my/mtcpcoms/online/list_course).

Submitted application form must be accompanied by the applicant's:

1. Copy of Passport (all pages, including blank pages & coloured)
2. Passport size colored photo (3.5cm x 5 cm and white background passport photo)
3. Full Medical Report

Please make sure that all required information given is completed and clearly stated.

1. Name as written in passport.
2. Your mobile no. as well as office/home telephone number.
3. Valid Email address
4. The latest of qualification.
5. Details of employment.
6. Reason to attend the course
7. TOEFL/IELTS certificates or similarly recognized English Languages qualifications.
8. Reason to attend the course.
9. Certificate of Medical Examination.
10. Letter of Indemnity signed by applicant and witness.
11. Endorsement from the applicant's Ministry of Foreign Affairs or the National Focal Point for Technical Assistance of your country.

All application forms must be duly completed and endorsed by the Ministry of Foreign Affairs of their respective countries and submitted only through the diplomatic channel via Embassy/High Commission of Malaysia in the respective countries.

Applicants will be notified of their acceptance to the course by SIRIM Berhad.

Incomplete and/or unendorsed forms will not be processed



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## TERMS AND CONDITIONS

### VISA AND VACCINATION

All participants **must** enter using Malaysia with Visa With Reference (VWR). Participants selected for the programme will receive a copy of the letter of approval from SIRIM Berhad. With the copy of approval, participants must obtain the VWR from the nearest Malaysian missions. Wherever applicable, participants are advised to arrange on their own, any necessary vaccination prior to travel to Malaysia. Participants from certain countries are required to take a mandatory vaccination for Yellow Fever at least 10 days prior to their departure to Malaysia. Yellow Fever certificate is required to be produced upon landing in Malaysia. Please refer to the MTCP website for further details.

<https://mtcpcoms.kln.gov.my/mtcpcoms/online/applicationGuide>

### COURSE FEE

All course fees are borne by the Government of Malaysia.

### ACCOMMODATION AND MEALS

Accommodation and meals are provided. Participants are not allowed to change any arrangement done by the respective training institution.

### AIR FARES

A return flight ticket from the capital city of the MTCP recipient country to Kuala Lumpur on economy class is provided for participants.

### MEDICAL TREATMENT

Candidates must be certified that he/she is medically and physically fit to participate in this program. In the case of emergencies and in the need of medical treatment, the medical expenses in a government hospital will be borne by the Government of Malaysia. In case of admission in government hospitals, participants will be eligible for first class wards (two bedded or more). However, in private clinic or Medical Centre the medical expenses are on participant's own liability.

## OTHER INFORMATION

### DRESS CODE

During lectures, male participants are required to dress in long-sleeved shirts with ties, long pants and lounge suits and female participants should be appropriately dressed in office attire. For formal occasions – lounge suit or national costume are required.

### MANNERS

Participants shall conduct themselves at all times in a manner compatible with their responsibilities as MTCP participants and abide by the laws, rules and regulations as may be stipulated by the host government in respect of this training course.

Participants shall conduct themselves at all times in a manner compatible with their responsibilities as MTCP scholarship holders and abide by the laws, rules and regulations of SIRIM Berhad.

Participants are NOT allowed to bring along their spouses or families for the duration of the course. Participants are NOT allowed to leave Malaysia during the course. Participants who are found to be medically unfit during the course of the program will be required to return to their country. Participants are NOT allowed to bring, consume or distribute liquor / alcoholic, drugs or human to Malaysia.

Participants are NOT allowed to perform or participate in any dangerous and / or illegal activities. Participants are NOT allowed to plan for own vacation or going to other destinations without training institution's approval.

**Participants shall abide by the terms and conditions of the MTCP and SIRIM Berhad.**