



MSC Malaysia
Project
Management
Capability Development Programme

P r o f e s s i o n a l s @ W o r k

Batch 3 / 2007 Intake

Application Guideline Booklet

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Preface

MSC Malaysia aims to revolutionise how the world does business. Located at the hub of Asia's fastest growing markets, the MSC Malaysia shall unlock multimedia full potential by integrating ground breaking cyber laws and outstanding information infrastructure in an attractive physical environment. The MSC Malaysia shall be a regional launch site for organisations developing or using leading multimedia technology, allowing these innovators to harness Malaysia's unique competitive advantages that arise from its multicultural links, committed leadership, and proven track record in developing products and services for regional and global markets. Please refer to www.msc.com.my for further information and progress update on the MSC Malaysia.

With tremendous achievements accomplished in the first phase of its development, the MSC Malaysia is now striding confidently into Next Leap (2004 – 2010).

The Multimedia Development Corporation (MDeC) has been given the mandate by the Malaysian Government for the coordination, promotion and development of the information and communication technology (ICT) industry and selected services in the MSC Malaysia and Malaysia. In addition, MDeC accelerates the growth of the MSC Malaysia as a global ICT hub by attracting world class organisations and nurturing Malaysian SMEs, globally markets the MSC Malaysia and works with government entities and private organisations to ensure that the MSC Malaysia continues to be the nucleus for innovation in the region for the creation of outstanding ICT products, solutions and services. As part of its effort to build the capability of the local ICT industry, MDeC has developed numerous capability development programmes such as Quality Excellence for Software and Technology SMEs (QuESTS) Programme, Software Process Improvement (SPI) Programme and the MSC Malaysia Project Management Capability Development Programme.

In year 2007, 5 more new programmes have been introduced to further assist the capability development requirements of MSC Malaysia status companies. They are **MSC Malaysia Six Sigma**, **MSC Malaysia Information Security Management System (MY/ISMS)**, **MSC Malaysia IT Service Management (MY/ITSM)**, **MSC Malaysia Organisational Quality Management System (oQms)** and **SADC Software Product Performance Certification (SPPC)**.

SECTION 1: Programme Overview

MSC Malaysia Project Management Capability Development Programme

Overview

Project Management is crucial to an organisation in achieving strategic objectives. It is recognised that successfully managed projects will increase productivity, bring return of investment (ROI), increase profits and improve customer service.

Nowadays, project management is gaining popularity in many organisations in order to successfully accomplish organisational goals. Rapidly changing competitive markets, expansion and complexity of project and services, fierce global competition, organisation downsizing, and organisations which now seeks to establish uniform practices to manage projects have resulted in a tremendous interest in project management. Besides, as a result of the rapid rise of service industry in Malaysia, more organisations are involved in multiple parallel projects. Pursuant to this, service delivery is one of the areas that can be improved, through structured project management.

Project management practices within the ICT industry in Malaysia is relatively new compared to other sectors such as the construction or oil and gas which have been engaging in project management certifications for quite some time. Hence, the failure of IT projects is more common whereby the Standish Group research shows 31.1% of projects will be cancelled before they ever get completed, while further results indicate 52.7% of projects will cost 189% of their original estimates.

(Source: <http://standishgroup.com/visitor/chaos.htm>)

Inline with the MSC Malaysia Next Leap objectives of building a viable ICT industry, there is a need to build the capacity of the local ICT Companies in project management in order for them to compete locally and globally.

Programme Objectives

In essence, the objectives of the programme are as follows:

- Assist ICT companies to adopt project management best practices as a tool to increase service delivery capabilities
- Help increase ICT companies' competitiveness by enhancing their local talents' project management skills.

- Increase the number of qualified Project Management Professionals (PMP®) in the field of ICT in Malaysia.
- Provide an international form of recognition to ICT Companies and branding through Project Management Professional (PMP®) certification to its employees

Project Management Institute (PMI®)

The Project Management Institute (PMI®) is project management's leading global professional association. PMI® focused on the needs of project management professionals worldwide. PMI® has long been acknowledged as a pioneer in the field and now our membership represents a truly global community with over 250,000+ professionals, representing more than 125 countries. PMI® professionals come from virtually every major industry including, aerospace, automotive, business management, construction, engineering, financial services, information technology, pharmaceuticals, healthcare, and telecommunications. PMI® administers a globally accepted and recognized, rigorous, examination-based, professional certification programme of the highest calibre. One of the widely known professional certification programme is the Project Management Professional (PMP®). PMI® membership opens up a world of opportunity – sharing ideas and experiences, accessing industry information, attending seminars and workshops on leading-edge topics, increasing professional exposure through networking and project participation, and gaining leadership experience. More information about PMI® can be obtain from <http://www.pmi.org/>

Project Management Professional (PMP®)

The Project Management Institute (PMI®) is the world's leading association for the project management profession. It administers a globally recognised, rigorous, education, and/or professional experience and examination-based professional credentialing programme that maintain ISO 9001 certification in Quality Management Systems.

Earning a professional credential through PMI® means that one has:

- Demonstrated the appropriate education and/or professional experience;
- Passed a rigorous examination;
- Agreed to abide by a professional code of conduct;
- Committed to maintaining their active credential through meeting continuing certification requirements.

One of PMI®'s credentials is the Project Management Professional (PMP®). The PMP® is project management profession's most globally recognized and respected credential. The PMP® designation following the holder's name tells current and potential employers that holder has demonstrated a solid foundation of knowledge from which allows the holder to competently practice project management.

To be eligible for a PMP® Credential, a candidate must first meet specific educational and project management experience requirements and agree to adhere to a code of professional conduct. The final step to becoming a PMP® is passing a rigorous multiple-choice examination designed to objectively assess and measure the candidate ability to apply project management knowledge in the following six domains: initiating the project, planning the project, executing the project, monitoring and controlling the project, closing the project, and professional and social responsibility. This computer based examination is administered globally with translation aids in 10 languages.

(The above information is extracted from the PMI Website at <http://www.pmi.org>)

Applicants are encouraged to go through the details of the eligibility criteria for the PMP® certification in the PMP® Certification Guideline which can be downloaded from <http://www.pmi.org/>

Programme Concept

Besides the continuous promotion for project management within the ICT industry, Multimedia Development Corporation (MDeC) has developed a certification training programme applicable to all MSC Malaysia Status Companies. The ultimate objective of this programme is to increase the number of certified ICT project managers through an affordable comprehensive certification package.

It is realised that the hindrance for most organisations to certify their project managers is due to the high cost. Therefore, this programme hopes to address the cost issue through a specially designed programme model. The programme will group eligible participants under professional training and guidance with the ultimate goal of obtaining the prestigious PMP® certifications.

The benefits of this approach are as follows:

- Enables each participating MSC Malaysia Status Companies to obtain PMP® certification for its project managers for a fraction of what it would normally cost.
- Allows the participants to focus on the application of project management practices in ICT context.
- Allows greater interaction and sharing of experience & knowledge between a group of ICT companies.
- Provide necessary skills for the project managers to enable them to train other employees in their respective companies and to contribute towards their company's business goals.

The Programme is open to all interested **MSC Malaysia Status Companies**. Each company may propose up to a maximum four (4) participants for this programme.

A panel of professional service providers will assist MDeC to evaluate, train, facilitate and assist the participants in the process towards obtaining the PMP® Certification. The participants are required to undergo an eligibility pre-screening process conducted by the appointed service providers based on the pre-set criteria by PMI and MDeC before qualifying for the programme. Participating companies will be able to choose the preferred professional service provider to guide them through the process.

The incentives provided by MDeC will be based on a reimbursement model, to be claimed by the participating companies upon successful completion of the programme and achievement of the PMP® certification by the participants.

Programme Duration

For Batch 3 (2007), the programme cycle will be completed in 31 December 2007. Any extension of the programme cycle will be at the sole discretion of MDeC's.

It is MDeC's prerogative to continue or discontinue the Programme.

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SECTION 2: Eligibility and Assessment Criteria

Eligibility Criteria

The Programme is targeted specifically at **MSC Malaysia status companies ONLY**. Interested organisations must satisfy the following set of criteria in order to qualify for the Programme.

The minimum eligibility criteria are as follows:

Criteria for Organisation

- Programme is open to all ICT companies incorporated in Malaysia.
- The Companies must be an MSC Malaysia Status companies.

Proposed Participant(s) by organisations

- Participants must hold **Malaysian citizenship**
- Participants must possess the relevant work experience which includes active participation in managing projects.
- Participants are subjected to the **requirements as stated in the terms and conditions for PMP® certifications** from the Project Management Institute.
- Participants are encouraged to review the **PMP® Certification Guideline Booklet** by PMI® before filling in the applications forms. Please visit <http://www.pmi.org> for the softcopy of the booklet.

Successful organisations must be willing to participate in activities undertaken by MDeC in relation to capability development including surveys, benchmarking and communities.

Assessment Criteria

The assessment criteria provide a basis for assessing the relative merits of eligible applications. Applications will be assessed mainly on the suitability of the participants proposed by the organisation to complete the programme successfully

SECTION 3: Application Processes

Application Process

The application form can be obtained from the Programme Secretariat or download it at <http://www.mscic.com.my>. All sections of the application form have to be completed with supporting documents wherever required. Before filling in an application form, please read this Guide carefully. Each applicant company should submit only one application form for the Programme. No application fee will be charged.

Prior to completing the application form, applicant companies are encouraged to explore the options with the **appointed service provider(s)**, contacts as listed in <http://www.mscic.com.my>.

The **completed application form** with all the supporting documents should be **discussed and submitted to the service provider of choice**. At this point, applicant companies are considered committed to the particular service provider(s). These applications will be assessed by the service provider(s) based on the criteria stated by PMI®. The service provider(s) will then put forward the recommendation to the Programme Secretariat on the successful participants. An official notification from MDeC will follow through. Successful organisations will be required to make full payment of the programme cost to MDeC upon contract signing and entry into the programme.

The Programme Secretariat can be reached at MSC Malaysia Project Management Capability Development Programme, Programme Secretariat, Capacity Development Department, Multimedia Development Corporation Sdn. Bhd., MSC Malaysia Headquarters, 2360 Persiaran APEC, 63000 Cyberjaya, Selangor Darul Ehsan (telephone: (03) 8315 3255, fax: (03) 8318 8511) and email to programme secretariat for any inquiries pertaining to the procedures of this programme.

Applications will be evaluated against the eligibility criteria which will take up to maximum 10 working days. Applicants that have not provided sufficient information to allow thorough evaluation may be contacted by the Service Provider(s).

MDeC reserves the right to amend or delete any section of this Application for Incentive at any time without prior notice in order to give effect to any change in policy or to correct any error, omission, ambiguity or inconsistency that may arise. In the event of any amendments to the application document, all applicants will be notified accordingly.

MDeC or the service provider(s) shall not be liable to any payment or costs incurred in the preparation and submission of the Application Form. All expenses⁷

incurred by the applicants in providing the application shall be borne by the applicants themselves. No advertisement or press release regarding the application shall be published in any newspaper, magazine or any other form of media, electronic or otherwise.

After the issuance of the Application Form, information relating to the contents, examination, evaluation and recommendations concerning will not be disclosed to persons not officially concerned with the process. MDeC is not obliged to inform or provide the details of the incentive evaluation process either the successful or unsuccessful applicants.

Decision Making Process

A programme committee consist of a panel of experts will be set up to look into recommendations by the service provider(s).

Contractual Requirements

The successful applicant (participating companies) will be required to sign a formal agreement with MDeC and comply with all the terms and conditions laid down in the agreement, this Guide and all instructions and correspondences issued by the Secretariat from time to time in respect of the Programme and the approved application. Applicants will have 14 days from the date of the letter of approval in which to sign the agreement and return it to the Programme Secretariat. Should the applicant is unable to finalise the agreement within this period the offer of funding incentive may lapse.

Offer of funding incentive is conditional upon MDeC and the applicant signing the agreement. Programme funding is subject to appropriation period of the Ninth Malaysian Plan Funding (RMK9).

SECTION 4: Funding Arrangements

Programme Cost

The total cost for each participant from participating companies in the Programme will range from RM 5,000.00-RM 7,000.00 per participants depending on the service provider(s) of choice. The detailed cost varies between service providers. MDeC will ensure that the cost of the programme to be competitive.

This cost is inclusive of training and provisional cost (refreshments during workshops, off-site work etc.) for the participants from each organisation. However, the cost does not include the examination fees and PMI® membership fees which must be borne by the companies themselves. The total cost range these fees range between RM 2,000.00 to RM 2,500.00. This cost will be **outside of the overall programme cost**. Applicants are advised to check the PMI® website for the latest examination and membership fees

Funding

The Programme can provide financial incentives up to RM3,000.00 of the selected programme cost for each successful participants per participating company. The disbursement of funds will be based on a set of guidelines.

Disbursement Guidelines

- Participating organisation is required to pay full 100% of the programme cost to MDeC who will act as an intermediary to channel the fees to the appointed professional service providers.
- MDeC will reimburse up to RM3,000.00 of the selected programme cost (for each participant) to the participating companies upon successful attainment of PMP® certification by the participant. Participating companies must seek reimbursement by **31 December 2007** or a date determined by MDeC in event the participants successfully pass the PMP® certification exam.
- Participating organisation is responsible to ensure that its participants registered for PMP® exam and to pay for the examinations fees. MDeC will not be responsible in event where participants' application to sit for the exam failed.
- In event if the participants failed the PMP® in its first attempt, the participating companies may fund retake(s) of the PMP® exam of its participants. However the number of retake(s) are dependent on the PMI® Rules & Regulations.
- MDeC have the right to amend the reimbursement payment amounts.

- MDeC will not pay for out of pocket expenses.
- MDeC reserves its right at any time to defer or suspend any payments, discontinue with or vary the Programme including continuing or discontinuing with the disbursement of the fee towards the Programme regardless of its completion status

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SECTION 5: Administrative Highlights

Participation Guidelines

1. Participation is limited to 4 participants per company
 - Should the company require more participants, therefore a written request is to be submitted to MDeC. Placement of additional participants will be based on availability of space and MDeC's discretion.
2. All participant candidates proposed by participating companies must go through the evaluation process.
 - Eligibility of candidates will be evaluated based on the PMP® certification requirements (as detailed out in the PMP® Certification Guidebook, which can be downloaded at <http://www.pmi.org>)
3. Agreements are to be signed between the participating companies and MDeC.
4. Participating companies are not allowed to replace the candidates. If replacement is allowed under special considerations, the participating companies must bear the additional costs for the portion of the programme missed.
5. In event if a participant from the participating company resigns from the company, the participating company may be liable to settle the remaining cost of the programme. The company is not longer eligible for reimbursement for the particular participant.

Mandatory Requirement

Applicants are required to comply with the Application for Admission instructions, procedures, eligibility criteria described in this document. Failure to do so may cause the application to be disqualified and rejected.

Implementation Agent

MDeC is the implementation agent of the Programme; and the Programme Secretariat (the Secretariat) under MDeC is responsible for the overall administration of the Programme. In detail, the Secretariat will process all applications submitted by applicants, monitor the progress of each approved application; and arrange for funding disbursement based on the disbursement guidelines upon the satisfactory achievement of the PMP® certification and the documentary proof submitted.

MDeC as the central coordinating arm with identified professional service provider

who provide the professional services to enable the participating companies' participants obtain PMP® certifications.

MDeC's role during the pre-screening of applicants is only limited to providing advice to applicants on the potential issues that they may face when applying for the PMP® examination. Neither MDeC nor the service providers have the right to determine whether the applicants will be successful in obtaining the eligibility letter to sit for the examination. The ultimate decision of participants' eligibility will be at the discretion of PMI. This pre-screening exercise is only to minimise the risk of not being eligible to apply for the examination. MDeC do not guarantee the eligibility letter for the applicants.

Programme Information and Contact

Enquiries can be submitted in writing by mail, fax or e-mail to:

MSC Malaysia Client Contact Centre (CliC)
Multimedia Development Corporation
MSC Malaysia Headquarters
Persiaran APEC
63000 Cyberjaya
Selangor Darul Ehsan

Phone : 1-800-88-8338
Fax : +603 8315 3115
E-mail : clic@mdec.com.my



CliC
Multimedia Development Corporation
MSC Headquarters, 2360 Persiaran APEC, 63000 Cyberjaya
Tel: 1-800-88-8338