



MSC Malaysia Information Technology Service Management (CDP ITSM) Programme

Application Guidebook

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TABLE OF CONTENTS

Preface.....	3
Programme Overview.....	4
International Organisation for Standardization (ISO).....	5
Programme Objective.....	5
Programme Approach.....	6
Eligibility Criteria.....	6
Application Process.....	7
Vendor Selection and Contractual Requirement.....	8
Overall Approval Process.....	10
Contractual Requirements.....	11
Funding Arrangements.....	11
Incentive Reimbursement Guidelines.....	11
Administrative Highlights.....	12
Participation Guidelines.....	12
Mandatory Requirement.....	12
Implementation Agent.....	12

PREFACE

MSC Malaysia

MSC Malaysia is a national initiative spearheaded by the Malaysian Government to promote both the national ICT industry and provide a test-bed for the global ICT industry. MSC Malaysia provides a conducive enabling environment designed to facilitate companies to harness the full potential of ICT and multimedia technologies. With its ideal business environment coupled with availability of talent resources, the MSC Malaysia has attracted participation from major global ICT companies to develop and host their leading edge technologies in the designated MSC Malaysia Cybercities. MSC Malaysia also provides the ideal growth environment for Malaysian ICT SMEs to transform themselves into world-class companies.

MSC Malaysia Capability Development Programme

Maximising Your Potential

MSC Malaysia Capability Development Programme (CDP) is an MDeC initiative designed to help ICT organisations and individuals to maximise their potentials by adopting global good practices, process improvements and professional certifications. It aims at enabling them to focus on their core competency and hone their competitive edge. CDP provides monthly dialogues, seminars, workshops, clinics and financial incentives developed to gear the MSC Malaysia status companies to achieve certifications that would ensure business continuity.

PROGRAMME OVERVIEW

MSC Malaysia Information Technology Service Management (CDP ITSM) Programme

Overview

Quality standards are an important element in any organisation that has product/service as outputs. Currently various quality standards are available in ICT industry depending on organisation's need and requirement to be competitive.

ITSM

Information Technology Service Management (ITSM) provides a framework of repeatable processes based on industry best practices to increase efficiency, service level both internal and external, as well as to meet the needs of a business in a more transparent, automated, repeatable and manageable manner.

ITSM is seen as a de facto standard in alleviating company burdens, where compliance mandates & governance become less of an issue, and easier to implement enterprise wide. With this framework, a company is able to dispose of 'ad-hoc internal processes' that have been ingrained in the company's culture.

ITIL

Developed in the 1980's by the UK Government, the Information Technology Infrastructure Library (ITIL) is the worldwide de facto standard for ITSM. It is a set of documents comprising of 6 categories of best practices in the IT service area: Service Support, Service Delivery, Planning to Implement Service Management, ICT Infrastructure Management, Applications Management, and the Business Perspective.

ITIL is rapidly being adopted across the world as the standard for best practice in the provision of IT Service. ITIL's priority focus is on ITSM, which breaks down to 10 disciplines responsible for the provision and management of effective IT services.

International Organization for Standardization (ISO) and ISO Standards

International Organization for Standardization (ISO) is the world's leading developer of International Standards. ISO is a non-governmental organisation; a federation of the national standards bodies of 157 countries. It is the global network that identifies what International Standards are required by business, government and society, develops them in partnership, adopts them in transparent procedure based on national input and delivers them to be implemented worldwide.

ISO standards specify the requirements for the state of the art products, services, processes, materials and system, and good for conformity assessment, managerial and organizational practice. It is based on international consensus by industry experts making it widely respected and accepted by public and private sectors internationally. The standards ensure vital features of quality, ecology, safety, economy, reliability, compatibility, efficiency and effectiveness. Once ISO International Standards are published, it may be adopted and translated as a national standard by ISO members. The transparency of requirements in ISO standards makes it companies to be able to compete in an equal basis in any market in the world.

(Information extracted from ISO Website at <http://www.iso.org>)

ISO 20000

ISO 20000 is the international standard for IT Service Management.

The standard comprises of two parts: ISO/IEC 20000-1 and ISO/IEC 20000-2. ISO 20000-1 is the 'Specification for Service Management' and it is this which is certifiable against. ISO 20000-2 is the 'Code of practice for Service Management', and describes best practices, and the requirement of Part 1.

(Information adapted from <http://www.iso.org>)

Programme Objectives

The objectives of CDP ITSM Programme are as follows:

- To create a greater momentum of industry norms based on ITIL-ITSM guidelines
- An improved and enhanced quality level of service for MSC Malaysia Status companies towards their clients
- An enhanced quality and standard within the organisation that is formal, clear and auditable.
- To increase competitiveness and IT service delivery to satisfy customers' needs on a global scale.

Programme Approach

To encourage the adoption of global best practices, Multimedia Development Corporation (MDeC) has come up with another specially designed programme model to introduce and encourage MSC Malaysia Status Companies to embark on the journey for quality service management. The CDP ITSM programme is developed to assist companies to lessen their financial burden by providing incentives to those who successfully obtain the ISO 20000 certification.

'Participating Company' is given the flexibility to choose any service provider to undergo gap analysis, training and preparation for ISO 20000 certification. 'Participating Company' is then also given the liberty to select an Accredited Certification Body (ACB) by Department of Standards Malaysia (DSM) to guide them in attaining ISO 20000 certification (Malaysian Standard). 'Participating Company' is to discuss the ACB in length with selected service provider to ensure details of costing and scope of work is submitted to Programme Secretariat for incentive approval.

Incentive disbursed to 'Participating Company' will be provided based on a reimbursement model; which is claimable upon attainment of the certification.

ELIGIBILITY CRITERIA

Interested Company must satisfy the following set of criteria in order to qualify for the programme.

The eligibility criteria are as follows:

- All companies must be at least 51 % Malaysia owned
- Staff strength of more than 20 full time staff
- Annual turnover of more than RM 500,000
- Willing to commit resources (Financial and Human Capital resources) to complete the whole programme.
- Participate in activities undertaken by MDeC in relations to talks, seminars, etc.
- MSC Malaysia Status Company
- ISO 20000 and ITSM certification are value added

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

THE APPLICATION PROCESS

Application Process and Deadlines

Before applying for the programme, those interested are strongly encouraged to contact the [ITSM Programme Secretariat](#) first for discussion.

The application form can be downloaded from the CDP website <http://cdp.mscmalaysia.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 organisation should submit only one application form for the Programme. No application fee will be charged.

The application form with all supporting documents should be sent to the Secretariat.

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.

All applications shall be in English; or if not in English, shall include an English translation as an attachment. The appendices can be submitted in Bahasa Malaysia or English.

MDeC shall not be liable to any payment or costs incurred in the preparation and submission of the Application Form. All expenses 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 in Application of Incentive.

The application will be screened for completeness. If an application cannot be accessed due to insufficient information, the secretariat will send a Request for Information letter to the applicants.

The successful application (if any) shall be notified in writing through Letter of Eligibility.

Vendor Selection and contractual requirement

Upon receiving of Letter of Eligibility, successful applicants should start to select a vendor to provide consultancy for its ITSM project through competitive bidding. The applicant should ensure that the selection must be carried out in an unbiased and fair manner with **minimum three vendors'** quotations to be obtained.

Page | 8

As each applicant may have its own considerations on cost, practice and quality requirement, the applicant is free to choose any vendor for its ITSM assessment. However, if the lowest bid is not selected, a justification must be given. In case that less than three vendors' quotations are obtained, explanation must also be given.

Once the vendor is selected, the applicant should submit to the Secretariat the received quotations, the quotation selection justification and a schedule of project for reference. The Secretariat will check the reasonableness of the price and the schedule in the quotations. If the Secretariat is not satisfied, the applicant will be required to discuss with the vendors and resubmit the related documents. If the submission is still found to be unsatisfactory or exceeds the deadline of re-submission as specified by the Secretariat, the Secretariat reserves the right to cancel the approved application and give the chance to other applicants in the waiting list.

Completed submission will be reviewed by the Committee. Following that the recommendations will be made to MDeC Management. Upon approval, a notification email will be sent out to the applicant on the decision.

The successful applicant will be required to sign a formal agreement with the 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.

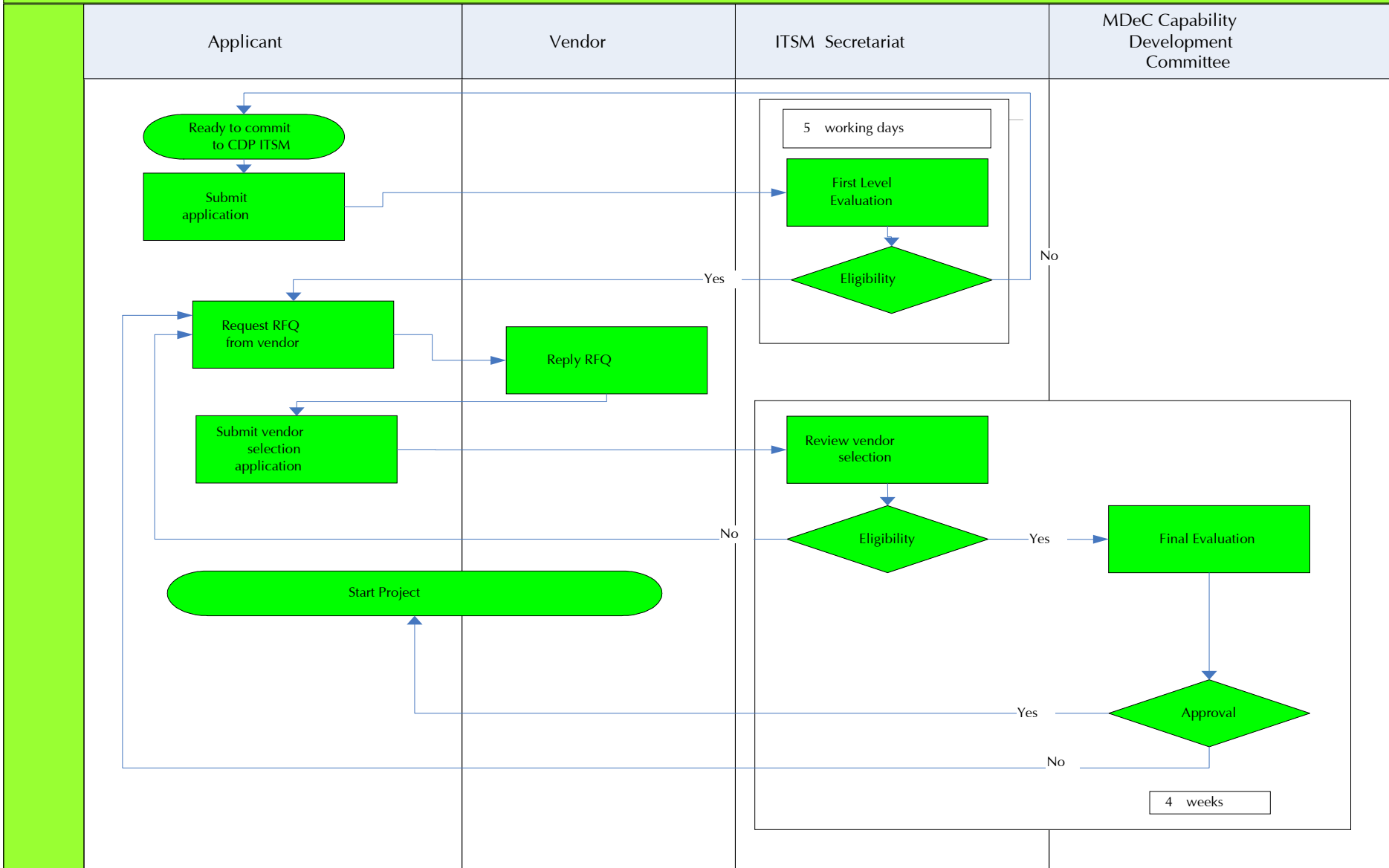
The applicant can only award the ITSM project to the vendor once the agreement has been signed.

The vendor selection process can be summarised as below:

- Applicant is required to select a vendor based on a competitive bidding exercise.
- A minimum of **3 quotations must be obtained**.
- Applicant is then required to present the selection result to the ITSM Programme Secretariat.
- The findings will be presented to the Capability Development Committee.
- The Committee will review and approve or reject the vendor selection.

- The applicant signs a formal agreement with MDeC.
- The ITSM project can only be initiated upon signing of the formal agreement.
- The award to the vendor also can only be done upon signing of the formal agreement.

Overall Approval Process



CONTRACTUAL REQUIREMENTS

The successful applicant (Participating Company) will be required to sign a formal agreement with MDeC and comply with all the terms and conditions laid down in the agreement, this Guidebook 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 finalize 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).

FUNDING ARRANGEMENTS

ISO 20000 Certification Cost

Total certification cost varies between 'Participating Companies' due to multiple factors such as time, size of 'Participating Company' and commitment. The common detailed costs consist of application fee, document review, assessment and surveillance; which also varies between service providers.

Incentive

This programme provides incentives up to **RM 50,000 or 50%** of cost (whichever lower) for each 'Participating Company'. The incentive shall cover all certification cost except for surveillance cost. The disbursement of incentive will be based on a set of guidelines.

Incentive Disbursement Guidelines

- Participating Company is required to pay full 100% certification cost to the chosen service provider and/or ACB
- Participating Company must submit original payment receipt as prove of payment to service provider and/or ACB, and a copy of the certificate received before the incentive is disbursed to the 'Participating Company'
- MDeC will reimburse up to RM 50,000 or 50% (whichever lower) of the certification cost (except surveillance cost) to Participating Company upon attainment of ISO 20000 certification by the 'Participating Company'
- Participating Company must seek reimbursement within 12 months upon signing agreement with MDeC
- 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

ADMINISTRATIVE HIGHLIGHTS

Participation Guidelines

1. Participating Companies are entitled for **ONE time** reimbursement only and reimbursement for recertification will not be covered. However, applications from companies to undergo recertification are acceptable for those eligible companies who attained ISO 20000 certification prior to the establishment of the CDP ITSM
2. Agreements are to be signed between the Participating Companies and MDeC

Mandatory Requirement

Applicants are required to comply with the CDP ITSM Application Form 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 ISO 20000 certification and the documentary proof submitted.

Programme Information and Contact

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

MSC Malaysia CDP IT Service Management (CDP ITSM) Programme Secretariat

Page | 13

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