



MALAYSIAN TECHNICAL COOPERATION PROGRAM (MTCP) 2021

**Online Programme on Information Technology Service
Management System against ISO/IEC 20000-1:2018**

16 – 20 August 2021

Time: 1200 – 1700 Malaysian Time (GMT+8)**

****class timing will be arranged according to participants' time
zone suitability**

ORGANISED BY:

**SIRIM BERHAD
NO 1 PERSIARAN DATO' MENTERI
P.O BOX 7035 SEKSYEN 2,
40700 SHAH ALAM SELANGOR
MALAYSIA**

MALAYSIAN TECHNICAL COOPERATION PROGRAMME (MTCP)

The Malaysian Technical Cooperation Programme (MTCP) was officially launched on 7 September 1980 at the Commonwealth Heads of State Meeting in New Delhi, India, to signify Malaysia's commitment to the South-South Cooperation, in particular, the Technical Cooperation among Developing Countries (TCDC).

The MTCP emphasizes on the development of human resources through the provision of trainings in various areas which are essential for a country's development such as the public administration, good governance, health, education, agriculture, sustainable development, poverty alleviation, economy and finance, ICT and environment. Annually, Malaysia offered more than 65 capacity-building and technical assistance programmes under the MTCP, which have benefited more than 34,000 participants from 144 countries.

For more information, you can kindly visit to MTCP website:
https://mtcpcoms.kln.gov.my/mtcpcoms/online/list_course

OBJECTIVES OF MTCP

- To share the development experience with other countries;
- To strengthen bilateral relations between Malaysia and other developing countries;
- To promote South-South Cooperation (SSC); and
- To promote the technical cooperation among developing country.

ABOUT SIRIM BERHAD

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 organizations to manage these applications and its IT infrastructure systematically. It is very beneficial to all parties, to the service providers, to the organizations 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.

COURSE OBJECTIVE

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

COURSE METHODOLOGY

- 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

CRITERIA OF APPLICANT

- It 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 between 25 - 50 years old
- Basic knowledge of computers and ICT skills
- Has not participated in any course under MTCP
- Minimal proficiency in English

HOW TO APPLY

- Application should be made using prescribed MTCP forms available at: mtcpcoms.kln.gov.my/mtcpcoms/online/list_course
- The application must be completed and endorsed by the Ministry of Foreign Affairs / Focal Points responsible for the MTCP Programme in the applicant's country, then submitted through the applicant's government with Note Verbale to the Ministry of Foreign Affairs
- Online training link will be sent out via email to successful candidate
- Incomplete and/or unendorsed forms will not be processed

MANNERS

- The course is held entirely on-line, participants must adhere to the schedule by filling up the attendance form each time the course session takes place. This course will be conducted from:
 - Date: **16 to 20 August 2021**
 - Time: **1200 – 1700 Malaysian Time (GMT+8)****
- **subject to change*

- Participants are required to turn **ON** their video throughout the course
- Participants are required to maintain order and adhere to a proper dress code during the sessions
- Participants must follow all the given instructions and complete each assignment/ task given for each session
- Participants need to make sure that they are in a place where internet access is excellent and avoid noisy areas to ensure that there is no disturbance throughout the course
- If the participant fails to complete the total allocated course hours, the certificate will not be issued

FURTHER ENQUIRIES:

Coordinator of MTCP

SIRIM Berhad - Managed by SIRIM STS Sdn Bhd

1st Floor Building 3, SIRIM Complex

1, Persiaran Dato' Menteri, Section 2

40700 Shah Alam, Selangor, MALAYSIA

Tel.: (603) 5544 6225

Fax: (603) 5544 6754

Email: mtcp@sirim.my

www.sirimsts.my

<http://mtcp.kln.gov.my>

Closing Date: 6 August 2021