MALAYSIAN TECHNICAL COOPERATION PROGRAM (MTCP) 2021

Online programme on Integrated Management Systems (IMS) – IT Service Management (ITSM) of ISO/IEC 20000-1, Information Security (ISMS) of ISO/IEC 27001 and Business Continuity (BCMS) of ISO 22301 Management System

6 – 10 September 2021
Time: 1200 – 1700 Malaysian Time (GMT+8)**
**class timing will be arranged according to participants' time zone suitability

ORGANISED BY:
SIRIM BERHAD
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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

The spread of coronavirus or also known as Covid-19 has taken the population of the whole world by surprise. The governments of many countries had issued multiple types of Movement Control Orders (MCO) throughout the countries since the World Health Organization (WHO) has declared it as Covid-19 pandemic on 11 March 2020, to control the virus from spreading disastrously throughout their nations.
Since then, most of the business processes and even academic processes need to be conducted from home via on-line and remotely.
The pandemic has expedited the digitalization transformation much faster than we had imagined. Therefore, it is important for organizations to manage their IT services according to internationally recognized standard ISO/IEC 20000-1. During this pandemic, organizations also become more vulnerable to data security threats like hackers, virus, and malicious actions when they conduct their on-line processes remotely.

Therefore, it is very important for the organizations to implement a proper Information Security Management System (ISMS) according to an internationally recognized standard of ISO/IEC 27001.

COURSE OBJECTIVE

- To provide an awareness program on these three subject matters, ITSM according to ISO/IEC 20000-1, ISMS according to ISO/IEC 27001 and BCMS according to ISO 22301 either as an Integrated Management System or separately.
- To provide an overview of these three standards, the general information on the implementation processes and minimum requirements of documentations that are required by the standards. The course also contains the differences and the similarities within the standards besides the benefits and the challenges in implementing the standards.
- To share experience in the development and implementation of these three management systems

COURSE METHODOLOGY

- Overview of ITSM against ISO/IEC 20000-1:2018, ISMS against ISO/IEC 27001:2013 and BCMS against ISO 222301:2019. Similarities and differences of ITSM, ISMS and BCMS and how to integrate the implementation of the three standards as an Integrated Management System (2 days).
- Overview of required documentations including Risk Managements of ITSM, ISMS and BCMS (1 day).
- Benefits and challenges in developing and implementations of ITSM, ISMS and BCMS by a representative from an organization in Malaysia. Sharing sessions by some participants about the status of the implementations of the three standards at their home countries (1 day).

CRITERIA OF APPLICANT

- It is most 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. However, this course is also suitable for those are in-charge of compliance within and organization and for those who are conducting the operational and supporting processes..
- 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: **6 to 10 Sept 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
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Closing Date: 20th August 2021