



Q&A

>> Interview with Hasanul Hafiz

Hasanul Hafiz is a 27-year old Senior Network Engineer at an MNC in Cyberjaya. He graduated from Multimedia University in 2002 with a B.IT(Hons) Information Systems Engineering. From 2003-2007 he was employed at a local telco as a Network Engineer.

Q: When did you first pursue a certification and why?

A: "I started working toward my first certifications the very year I graduated. There was a government initiative to help new graduates improve their employability and I grabbed the opportunity to take a course to earn the Cisco Certified Network Associate (CCNA) certification. "Had I been working that would have been a career change for me as I studied in university to be a Systems Engineer and now I was training to become a Network Engineer. But at the time, that was what the industry wanted and having the CCNA certification got me a job at a telco. I have never regretted my decision.

What certifications have you earned and how have they helped you?

A: "So far I have earned the CCNA, ITIL v3, Juniper Network Certified Internet Associate (JNCIA-ER) and Specialist (JNCIS-ER). I'm presently working to earn the Cisco Certified Network Professional (CCNP) certification. My goal is to become an expert in the network field.

"I would point out that earning certifications is not a fast track to career success. It was a constant struggle for me to manage my time between work, family and study. When I was doing my CCNA I dedicated two and a half hours to study every day. It wasn't easy. But it was worth it.

"Through my certifications I have learned and developed new skills while holding a full-time job. They have let me change my profession, and at work I have been able to advance my career. Today, I'm a Senior Networking Engineer at an MNC in Cyberjaya. Certifications let me keep my skills sharp and up-to-date and they are irrefutable proof to my employer about the depth of my networking knowledge.

Q: How has CDP assisted you?

A: "I am very grateful to the MSC Malaysia Capability Development Programme (CDP) for the assistance they have given me. The exam fees for most certifications are very expensive and the reimbursement from CDP Professional Development has really contributed to making the various certifications accessible to someone like myself. I have no doubt that there are many other ICT professionals in Malaysia who share my gratitude.

"And since CDP will only reimburse me if I pass the exam it's a very good motiva-

tor to make sure I study hard."

Q: What can CDP do for you in the future?

A: "Earlier this year, CDP made an announcement that made me appreciate their work even more and which will enable me to finish my CCNP this year. The next step after that is to earn the Cisco Certified Internetworking Expert (CCIE) certification. The CCIE is one of the world's most respected, high-level certifications and it is recognized worldwide as the 'doctorate' of networking. To earn the CCIE certification in Malaysia was very difficult because of a lack of local lab facilities for us to train at and because the exam fees were very expensive.

"Also, in April, I heard that under the 'Get IT Certified' Campaign, CDP will bring the CCIE Testing Lab to Malaysia. Not only would we have a fully equipped local lab to train at and access to the best tutors, but CDP also found a way to drive down the cost of the whole CCIE certification by 83% through the introduction of CDP-CCIE Lab Preparation Programme. For me this is a fantastic thing that they have done."

Q: What would you advise someone interested in pursuing a certification?

A: "My advice to anyone pursuing certifications is to commit wholeheartedly to the programme. Sign up for a definite exam date right from the start so that you don't procrastinate about studying. Remain focused and keep in mind the benefits having the certification will give you.

"Certifications are a way that I ensure that I am a professional with skills that are in demand and that I am one of the best in my field. I thank CDP for giving me the means and opportunity to achieve my ambitions."

My advice to anyone pursuing certifications is to commit wholeheartedly to the programme.



Corporate Testimonials



S V Lingam, Managing Director, Paradigm Systems Bhd

1 Paradigm Systems Bhd.

Paradigm Systems was incorporated in Malaysia as a private limited company in February 1994 to undertake the design, development, installation and implementation of Information and Knowledge Management systems. In 2004, Paradigm Systems converted to a public company and in December 2004, Paradigm was ranked among the top 500 technology companies in the Asia Pacific region, by Deloitte. "Paradigm Systems achieved CMMI Maturity Level 2 rating through CDP in 2006. The CMMI

assessment helped us bring our various software development processes into alignment and this has had a direct impact on our business performance. On a project-to-project basis we have seen a 25% drop in our software development costs, service calls have fallen by 39% and errors during development have reduced by 46%.

"As a result of the process improvements and savings we have realized through adopting the CMMI we have now decide to pursue CMMI Maturity Level 3 assessment."
— S V Lingam, Managing Director, Paradigm Systems Bhd.

2 Pentasoft Malaysia Sdn. Bhd.

Pentasoft delivers business solutions using Information, Communication & Entertainment (ICE) Technologies. It concentrates on the Financial Services Industry and specialize in Insurance Software & Services. The company focuses on the strategic intent of its customers, their people and processes, to deliver personalized business solutions and these have been implemented successfully at several customers' sites, internationally. Pentasoft's unique value proposition is to provide single software for all lines of insurance business – conventional and Islamic.

"Pentasoft Malaysia is a product of MSC Malaysia nurtured by MDeC. One of the greatest benefits we have reaped is from the CDP CMMI and Software Testing programmes. "Pentasoft was one of only five companies in Malaysia to have achieved the CMMI Level 5. The CMMI brought us business benefits through standardized processes, consistency of activities, less re-work, greater transparency across projects, processes for continual improvement and faster



(L-R) Tan Sri Halim Ali, Chairman, MDeC, K. Kuppasamy, MD Pentasoft Malaysia and Datuk Badlisham Ghazali, CEO, MDeC

decision-making because we now have timely and accurate data about our operations.

"Pentasoft also completed the CDP Software Testing programme, the benefits of which were very quickly apparent. Before undertaking the programme, we allocated 30-40% of our software development time to testing. After completing the CDP Software Testing programme

our overall implementation time for standard projects has been reduced from about 1 year to close to 6 months. The actual software testing time has been reduced from about 40% to 20% of the total project time.

"Pentasoft is currently pursuing ISO 20000 certification through CDP ITSM."
— K. Kuppup, MD, Pentasoft Malaysia Sdn. Bhd.



3 NCB TechVision Sdn. Bhd.

NCB TechVision was formed in 2003 to focus on business improvement consulting and security-related solutions R&D. The company subsequently launched mySeculD multi-factor authentication solution for eGovernment, eBanking, and Internet-based authentication application integration through channel partners worldwide.

"As a company in the business of delivering security solutions, the ISO 27001 certification has enhanced NCB's competitive advantage in our markets. Since achieving it we have been able to expand our markets and cultivate new business opportunities. CDP's support and guidance through the certification process allowed us to more effectively focus on raising our internal processes to the required standard.

"A member of our team has also earned the PMP certification through CDP. Her training has allowed NCB TechVision to execute projects more efficiently and with better customer recognition."
— Raymond Chin, Director, NCB TechVision Sdn. Bhd.

4 Free Net Business Solutions Sdn. Bhd.

Free Net Business Solutions Sdn Bhd is a leading IT Outsourcing Service Provider focusing in Technology Infrastructure Services including Data Center Services, Business Continuity Services and Infrastructure Outsourcing Services.

"Our job at Free Net is to manage our customer's information. The ISO 27001 certification assures our customers that we have international standards of policies, procedures and framework for information security in place.

"After we received the ISO 27001 certification, Free Net was able to bid for overseas contracts that required the certification. Within six months we achieved a 10% - 15% increase in the number of our overseas customers and this resulted in a 20% increase in our international revenue. In 2008, we expect a further 10% rise in international revenue through overseas customers."
- Billy Lee, CEO, Free Net Business Solutions



Billy Lee, CEO, Free Net Business Solutions



5 GPRO Technologies Bhd.

GPRO Technologies Berhad (GPRO) is a leading Malaysian technology company that specializes in IT solutions, developing in-house software and designing the complementing hardware. For the past ten years, GPRO has been developing solutions for garment manufacturers worldwide to increase their efficiency and productivity. To date, GPRO's products have been installed in over ten countries.

"GPRO did our CMMI and Software Testing certifications through the MSC Malaysia Capability Development Programmes. The certifications allowed us to standardize our processes, increase transparency and they helped our people gain the confidence to manage larger projects successfully. The CMMI and Software Testing certifications have also expanded our business opportunities and allowed our company to grow at a faster pace.

"CDP's guidance was invaluable in helping us to prepare for and then earn our certifications. And the financial assistance they provided went a long way toward making CMMI accessible to us."
— Daniel Ng Kuan Jern, Manager Knowledge Management, GPRO Technologies Bhd.

THEY GOT IT CERTIFIED!

MSC Malaysia Capability Development Programme Maximising Your Potential



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The ICT industry is one of, if not, the most dynamic industry in the world today and ICT professionals demand life-long continuous education to maintain the currency of their skills and knowledge.

The continuous education of workers and professionals is a vital component for the prosperity of a company. In today's information age, technologies are constantly being updated, and the skills and knowledge of the past quickly become out of date and no longer relevant. A knowledge-based workforce must continuously strive to equip itself with new skills in order to meet the rapid changes and the demands of the workplace.

CDP's efforts to provide ICT professionals with accessible and affordable continuous education benefits the Malaysian ICT industry in two ways:

- Productivity is higher from a more skilled workforce. At this time when businesses are constantly seeking greater efficiencies and leaner operations, investing in keeping the skills and knowledge of the workforce current and relevant is a winning move.
- Continuing education also helps companies retain better employees while retaining their competitive advantage. ICT professionals are

keenly aware of the need for lifelong education. Savvy employers are using educational and training opportunities such as in-house training, financial assistance, sabbaticals and flexi-time to attract and retain the best talent in the workforce.

CDP's programmes also directly work toward helping MDeC achieve our main three targets.

Firstly, through raising the skills and knowledge of the Malaysian workforce we make our nation even more attractive to foreign ICT investors as they can now find the talent they need locally without having to pay for costly foreign workers. Secondly, by helping our local ICT companies raise their internal competencies, CDP is empowering them to drive innovation and create exceptional made-in-Malaysia products. And finally, by providing Malaysian professionals with affordable and accessible continuous education, CDP is helping these individuals improve the quality of their lives.

The MSC Malaysia Capability Development Programme is a vital component of MDeC's strategy going forward and I encourage all players in the Malaysian ICT sector to look into how CDP can help you achieve your greatest potential.

CDP Events (to register please go to <http://cdp.msomalaysia.my/>) For more information, kindly contact MSC Malaysia Client Contact Centre (CiC) at 1-800-88-8338 (within Malaysia) or +603 8315 3000 (outside Malaysia) or email cic@mdec.com.my

Managing Information Security – a New Dimension for Business? CDP ISMS Workshop — Date: 8-9 September 2008 Time: 9am-5pm Venue: MSC Malaysia Innovation Centre

Navigate Strategy Before Implementation CDP 360° Talk Series — Date: 11 September 2008 Time: 9am-1pm Venue: MSC Malaysia Innovation Centre