

INDUSTRIAL SKILLS FRAMEWORK (INDSF) NEWSLETTER

Editor's Note

It has been another challenging year but we have taken it in a stride by adapting to the new norms of working and carrying out our daily activities. It is business as usual at the IndSF Unit as we drive the development of new IndSF documents as well as numerous virtual engagements with our industry partners.

As of July, the IndSF Unit has been progressively working on the development of 3 IndSF documents - Aerospace, Education, and Logistics & Warehousing. The unit has also been revising the existing IndSF documents with new additional focus areas. This month, we have incorporated two new focus areas - **Global Business Services (GBS)** and **Software Application** into the IndSF for Digital Technology.

In this issue, we are delighted to have our subject matter experts and their viewpoints on the development of the IndSF documents. On that note, we would like to thank all industry partners and collaborators for tirelessly working on the development of the skills framework documents. This initiative would not be possible without your strong support, dedication and teamwork.



WHAT'S NEW?

DIGITAL GLOBAL BUSINESS SERVICES

SOFTWARE APPLICATION

(Read more at pages 2 - 3)



Why is Industrial Skills Framework (IndSF) important to your industry?

*Check out what the subject matter
experts have to say about IndSF ...*

(Read more at pages 4 - 6)

New!

ENHANCEMENT OF INDSF DIGITAL TECHNOLOGY

IndSF Digital Technology was originally published in 2020 and has four focus areas - **Cybersecurity, Games, Animation, and Data Scientists**. Since then, industry experts saw the need to address rapidly-emerging areas that will be critical in terms of talent and skill demands within the Digital industry. Thus, initiatives have been taken to develop the skills framework documents for two additional focus areas - **Digital Global Business Services (Digital GBS)** and **Software Applications**. The addition of two new focus areas is expected to further enhance the existing IndSF Digital Technology documents.

**Data
Science**

**Cyber
Security**

Animation

Games

Digital GBS

**Software
Applications**

New!

New!



94
core
skills

128
competencies

73
in-demand
certifications

89
emerging
tools

FOCUS AREA - DIGITAL GLOBAL BUSINESS SERVICES

List of Subject Matter Experts involved in DIGITAL GBS development:

Cheah Kok Hoong
Chair, OM & CEO
COGNITIVE DIGITAL

Anthony Raja Devadoss
Advisor, OM & MD
KORN FERRY

Raymond Devadass
Treasurer, OM & CEO
DAYTHREE BUSINESS SERVICES

Justin J Anthony
Director, OM & Executive Director
PIKOM

Phil Captain
Advisor, OM & CEO
NEXDRONE

M. Pattabhiraman
Deputy Chair, OM & Executive Director
UOB CENTRE OF EXCELLENCE

19
career
pathways

122
soft skills

New!

ENHANCEMENT OF INDSF DIGITAL TECHNOLOGY



168
core
skills

153
in-demand
certifications

195
emerging
tools

151
competencies

17
career
pathways

189
soft skills

FOCUS AREA - SOFTWARE APPLICATIONS

List of Subject Matter Experts involved in Software Applications development:

Edmund Eer
Chief Executive Officer
ITAC MSC OUTSOURCING SDN BHD

Lam Mun Choong
Chief Executive Officer
SELFDRVN ENTERPRISE SDN BHD

Kenneth Kuan Kit Ken
Director, Sales
KIPLE SDN BHD

Sim Hon Wai
Chief Operating Officer
MDT INNOVATIONS SDN BHD

Christopher Leong Yew Chong
Chief Strategy Officer
SOFT SPACE SDN BHD

Chris Kok Wan Chun
Chief Executive Officer
N2N CONNECT BERHAD

Chan Kin Peng
Director
KASATRIA ANALYTICS SDN BHD

Law Tien Soon
Chief Operating Officer
INNOV8TIF SOLUTIONS SDN. BHD.

Hoo Swee Ping (Robin)
Chief Executive Officer
ORANGEFIN ASIA SDN BHD

Their Viewpoint



**Chris Leong,
Chief Strategic Officer
Soft Space**

Subject Matter Experts and their opinion on the IndSF initiative

“ I believe that a centralised information guide such as IndSF can be an impactful tool for professionals within the software industry, both for fresh graduates and experienced professionals. It serves as a guide or roadmap for them to plan their careers. This is an essential step that can bridge the skills gap between industry needs and talent capabilities, thereby creating a competitive ecosystem that can elevate Malaysia's standing globally. ”



Evolving into a high-income nation requires major upskilling of the workforce in order to justify the high income per capita. Core strengths that include cognitive capability, resilience, complex problem solving and inter-personnel relationship among others will be the key differentiators. This is why IndSF is a very important initiative to accelerate collective growth in this area, as opposed to depending on individual companies to take the lead. ”



**Sim Hon Wai,
Chief Operation Officer
MDT Innovations Sdn Bhd**



**Law Tien Soon,
Chief Operating Officer
Innov8tif Solutions Sdn
Bhd**



As a founder of a small software startup, we did not have a dedicated HR specialist in our organisation to advise on capability development. I hope that by contributing my humble experience into the ecosystem, SMEs can use the document a guidance for ongoing talent development and retention. What's more important now is to ensure that the IndSF document gets the required support for ongoing revisions and update. Starting something is not the most difficult, but maintaining it is. Hiring a new joiner into an organisation is not the most difficult, but ongoing talent development is challenging.



Their Viewpoint



Subject Matter Experts and their opinion on the IndSF initiative



**Cheah Kok Hong,
OM Chair
OM (Outsourcing Malaysia)**

“

We are happy to have developed this Digital GBS Industrial Skills Framework as part of OM's objective to develop the GBS Industry in Malaysia. This framework that we have developed will provide guidance to the industry for the growth of their company and workforce. OM as a Non-Government Organisation together with key partners amongst relevant industry players will continue to facilitate the growth and acceleration of Digital GBS by influencing and impacting the ecosystem.

”

“

This is a great and timely initiative. The demands for the GBS industry is growing significantly and Malaysia has the ability to leverage on this opportunity. The GBS industry is a people-centric industry and any framework or initiative to develop talents will support the growth of the industry. The IndSF programme will help transform the industry and build a talent pool needed to drive the demands for the sector's services. This programme will benefit individuals, businesses and the country.

”



**M. Pattabhiraman,
Executive Director
UOB Centre Excellence Sdn Bhd**

“

This is an excellent framework that establishes the fundamentals that GBS companies need to learn from, as they move forward in their digital journey.

”



**Phil Captain,
OM Research Chair
OM (Outsourcing Malaysia)**

Their Viewpoint



**Chris Kok Wan Chun,
Chief Executive Officer
N2N Connect Berhad**

Subject Matter Experts and their opinion on the IndSF initiative

“

It occurred to me back then that we have lots of young talented people in this country. They would need to undergo structured, hands-on training and development programmes and I believe the IndSF is a great way to help our country achieve that. If the IndSF document continues to go through refinements and improvements to stay relevant to the rapid changes in technology, it will result in the impact sought by the industry.”

“

I can see this initiative providing huge impact on human capital development within the industry. Nothing can replace the consolidated knowledge and views from the people on the ground. Getting EMPLOYEES, EMPLOYERS and TRAINING PROVIDERS aligned is the greatest value and success of this initiative.”



**Robin Hoo,
Chief Executive Officer
InsiteMY System Sdn Bhd**

“

This IndSF will pave the way for the development of talents with the relevant skills to power the digital transformation of our GBS industry. For employers, this Skills Framework will enable them to make better decisions on where to invest their training budgets and strategise their talent recruitment, development, and management. For job seekers, this framework may be used to assess their career interests, identify relevant training programmes to upgrade their skills, and prepare for their desired jobs. And finally, for those seeking career progression or simply wanting to expand their perspectives on emerging GBS skills that are in demand, this framework is a guide for what skills would be useful for future career opportunities.

”



**Raymond Devadass
Chief Executive Officer
DayThree Business Services**

IndSF Diaries

July **2nd**



Meeting with e-MASCO team, MOHR

July **5th**



IndSF Mach & Equipment Enrichment meeting

July **13th**



IndSF Aerospace - Operations

July **15th**



Briefing with Subject Matter Experts - IndSF Aerospace

July **16th**



IndSF Logistics & Warehousing

July **16th**



IndSF Aerospace - Engineering

July **19th**



IndSF Education - Briefing

July **21st**



IndSF Aerospace - Quality

July **21st**



IndSF Mach & Equipment Enrichment meeting

July **22nd**

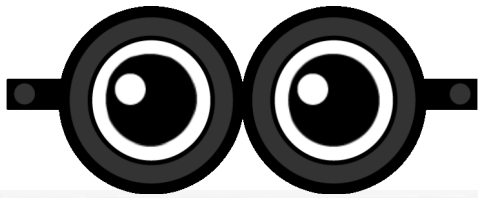


IndSF Oil & Gas - Promotion

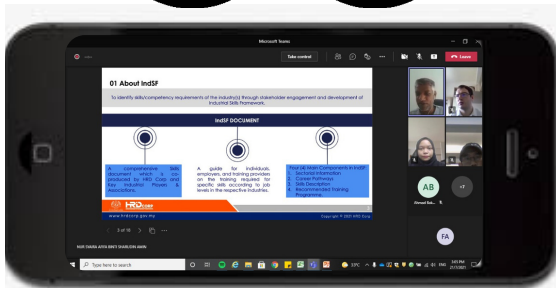
July **27th**



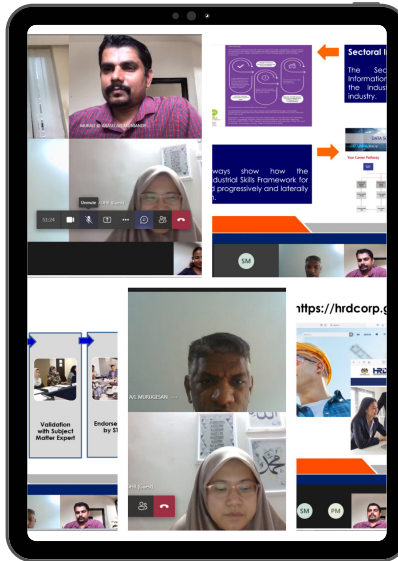
TalentCorp Knowledge Sharing



IndSF Diaries



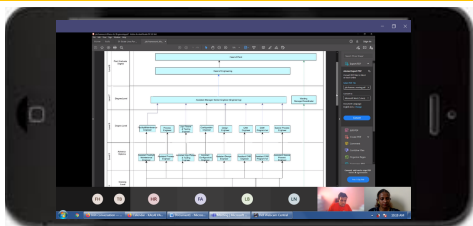
IndSF Mach & Equipment Enrichment meeting



Meeting with e-MASCO team, MOHR



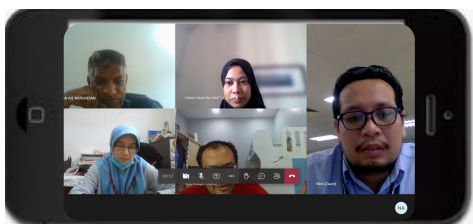
IndSF Oil & Gas - Promotion



IndSF Aerospace - Engineering



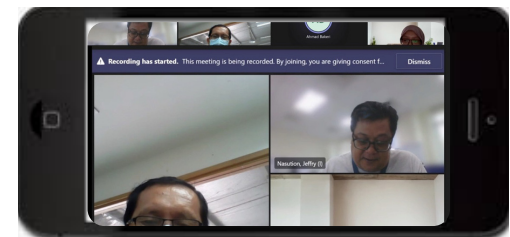
IndSF Aerospace - Engineering



Briefing with Subject Matter Experts - IndSF Aerospace



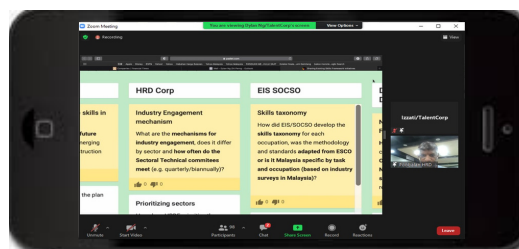
IndSF Mach & Equipment Enrichment meeting



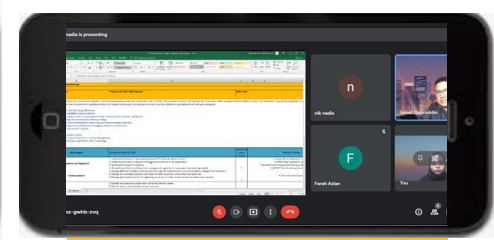
IndSF Aerospace - Operations



IndSF Logistics & Warehousing



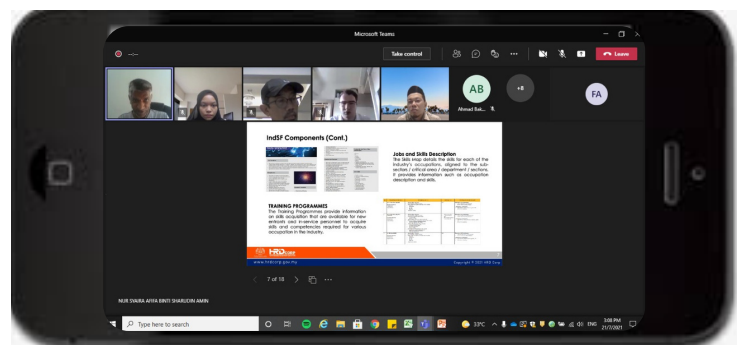
TalentCorp Knowledge Sharing



IndSF Aerospace - Quality

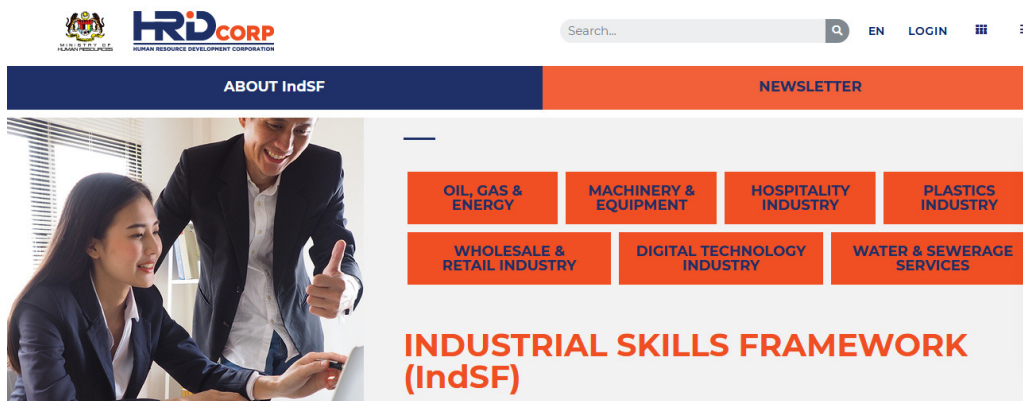


IndSF Education - Briefing



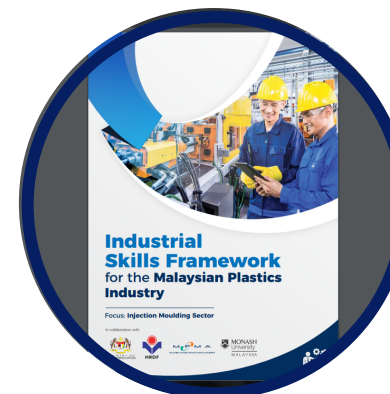
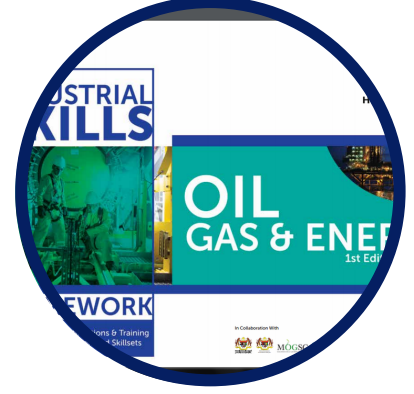
IndSF Mach & Equipment Enrichment meeting

IndSF Documents

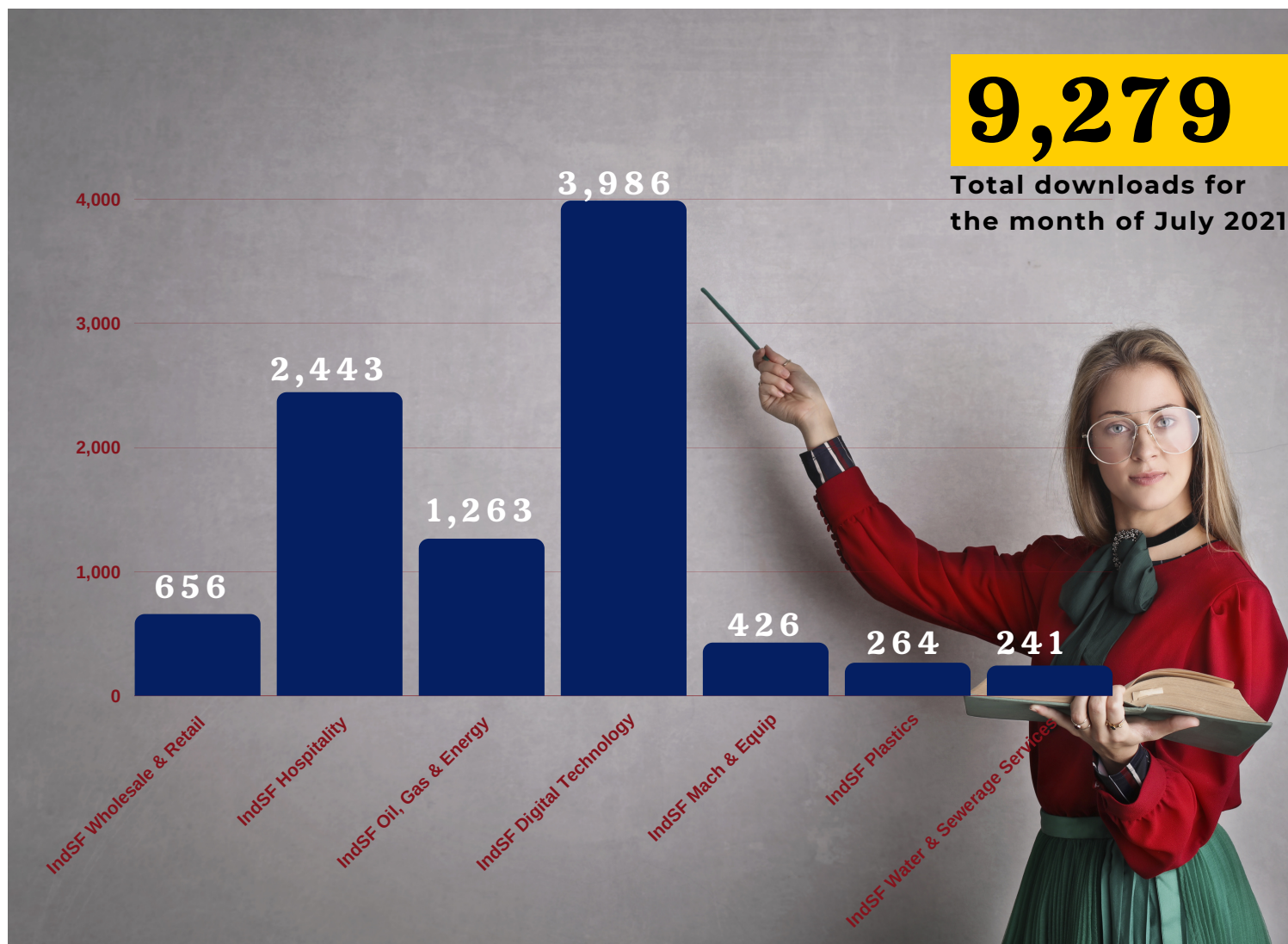


Available at

<https://hrdcorp.gov.my/indsf/>



IndSF Documents



Data on the number of downloads of IndSF documents according to respective industries as of 26th July 2021

The IndSF documents are available in the HRD Corp portal (<https://hrdcorp.gov.my/indsf/>) and the IndSF unit has been keeping track of the number of downloads. There has been a steady increase in the number of IndSF documents downloaded by the respective industries. The IndSF unit is looking towards promoting and engaging the public to actively download and utilise the IndSF documents that have been published. These numbers are encouraging the IndSF unit to continue working with various industries in developing more IndSF documents in the future.