Date of issue: 5th September 2005   **Doc. S3-2**

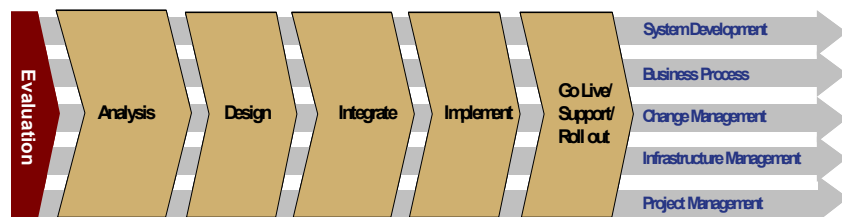# Session 3: Human Resource Capacity Development

What kinds of skills are required?

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(Thursday, 8th September 2005, 8.15am – 10.00am)

What kind of skills are required?

Example of a typical system/application implementation model

	System Development
Evaluation — Analysis — Design — Integrate — Implement — Go Live/ Support/ Roll out	Business Process
	Change Management
	Infrastructure Management
	Project Management

Skill requirements

- A wide spectrum of skills required - from designers, computer programmer, system/network/security administrator to project management consultant, etc;
- Multi-disciplinary rather than pure specialization - this means that if you want to apply knowledge acquired one need to have an understanding of other disciplines as well;
- Multi-functional skills to apply knowledge - future work environment requires one to work with other people from different disciplines. It is important to have 'soft' skills such as communication skills, and a high EQ (emotional quotient) to manage work positively.

Analysis of Brunei situation

- Internet and K-Economy is a recent phenomena and it created a massive demand for skilled labour force especially in ICT. Estimated between 400 - 800 ICT personnel required to drive eGovernment.
- Relatively low share of IT skills currently in the workforce. There are not many 'big ticket' ICT project that has been implemented.
- E-Government initiatives has taken off quite tentatively over the last 5 years.
- Important to note that there exists obstacles today in our education system that were not meant to be obstacles. Our education system was devised for different culture and environment. Nobody anticipate (or could anticipate) the impact of internet and related development.
- Large number of teachers are not computer literate to produce quality human resource.
- IT graduates are bereft of the required experiences. Most work in the organisation to be become administrators rather than honing their skills in IT.

What need to be done?

A view on education:

- it is necessary to re-design the entire curriculum. When I say this, I do not expect an overnight change, but a progressive one.
- Consider the following factors in the re-design:

    1. Understand the nature of the K-economy

    knowledge changes all the time and becomes obsolete very quickly. Our education system must be re-designed so that it can take into account the dynamically changing environment of knowledge.

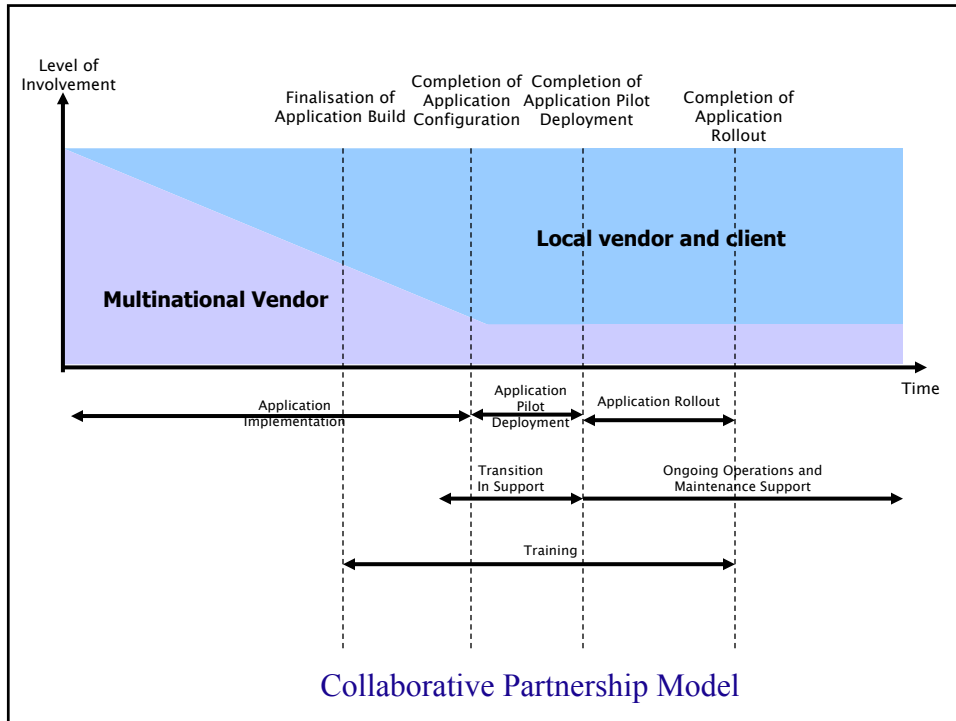   **2. The structure of the current system**

    The current system is too structured. If you are talking about learning for life then there must be courses with as few pre-determined structures as possible. For instance, you may not have to take the sciences as one major. Instead you can have a combination of say, Biology and English Literature.

    3. Creativity and innovation

    In focussing on exams and strict discipline, we may be curtailing the creativity of our children. We should not "industrialise" thinking. In the past, there may only have been one proper way to do things.

What need to be done?

Views on employment and ITC procurement

- Review of the government employment and hiring policy to encourage life long learning:
    - How much importance be placed on IT education for prospective hires?
    - How much value government place on IT professional certification?
    - How do we view electronic transactions?
    - Etc, etc.

- Review the policy with respect to ICT procurement (in relation to employment of local expertise or training)
    - To out-source or to in-source?
    - What is the proportion of local content required before the project awarded?
    - What assistance needed to given for the budding local company?
    - How much risks are we prepared to take in order to encourage local entrepreneurship?

Collaborative Partnership Model

Thank You!