

## PSPN WEBINAR FOR TECHNOLOGY ADOPTION SERIES 05

<b>Session:</b>	<b># 05</b>										
<b>Date</b>	26 <sup>th</sup> November 2020, Thursday										
<b>Topic</b>	<p><b><i>Leverage Talent Pools and Digital Agility</i></b></p>  <p><b>Technology Adoption for Professional Services</b> <b>Series 05 : Leverage Talent Pools and Digital Agility</b></p> <p><b>PSPN Webinar Series Oct – Nov 2020</b></p> <table border="1"> <tr> <td>Oct 30<sup>th</sup></td> <td>Avant-garde for Digital Transformation</td> </tr> <tr> <td>Nov 11<sup>th</sup></td> <td>Journey towards Integrated Digital Delivery (IDD) for Professional Services</td> </tr> <tr> <td>Nov 12<sup>th</sup></td> <td>Key Priorities for Professional Services in Technology Adoption</td> </tr> <tr> <td>Nov 19<sup>th</sup></td> <td>Change Management Perspective and Roadmap for Successful Project Implementation</td> </tr> <tr> <td>Nov 26<sup>th</sup></td> <td>Leverage Talent Pools and Digital Agility</td> </tr> </table> <p>Professional Services may be proficient at evolving its offerings to clients' changing needs, but perspectives differ on whether digital disruption has significantly transformed the industry – "It has not yet been disrupted to the same extent as other industries". This change is forcing the entire industries to rethink their business models and strategic roadmaps especially in digital marketing strategies, digital delivery approach, operational optimizations in support of business agility and fending off new entrants if they wish to remain competitive.</p> <p><b>Panelist:</b> <b>Mr. Shen Lim</b> Structured Investment Professional</p> <p><b>Moderator:</b> <b>Ts. Chu WY</b> Professional technologist specialises in research &amp; development.</p> <p>Wednesday, November 26th, 11.00am – 12.00pm <b>Register here</b> <a href="https://zoom.us/join/wn_x9gGyHf-RAW1WHLNVKWIPO">https://zoom.us/join/wn_x9gGyHf-RAW1WHLNVKWIPO</a></p> <p><b>MPC PSPN</b> Professional Services Productivity Nexus (PSPN) Malaysia Productivity Corporation (MPC)</p>	Oct 30 <sup>th</sup>	Avant-garde for Digital Transformation	Nov 11 <sup>th</sup>	Journey towards Integrated Digital Delivery (IDD) for Professional Services	Nov 12 <sup>th</sup>	Key Priorities for Professional Services in Technology Adoption	Nov 19 <sup>th</sup>	Change Management Perspective and Roadmap for Successful Project Implementation	Nov 26 <sup>th</sup>	Leverage Talent Pools and Digital Agility
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<b>Panelist</b>	<p><b>MR. SHEN LIM</b></p> <p>Mr. Shen Lim is an entrepreneur and structured investment professional having almost 30 years of experience in technology management: sales &amp; marketing, business development, operations &amp; support, research &amp; development, product management, fundraising, and corporate finance. Currently, he provided investment and strategic management advisory for SMEs and Corporates that focus on the development of ICT, e-Commerce, FinTech, Renewable Energy, Bio-Technology, Precision Agriculture and Green Technology industries, in particular, high-technology related fundraising in London and Hong Kong equity markets.</p>										
<b>Synopsis</b>	<p>Professional Services may be proficient at evolving its offerings to clients' changing needs, but perspectives differ on whether digital disruption has significantly transformed the industry – "It has not yet been disrupted to the same extent as other industries". This change is forcing the entire industries to rethink their business models and strategic roadmaps especially in digital marketing strategies, digital delivery approach, operational optimizations in support of business agility and fending off new entrants if they wish to remain competitive.</p> <p><i>Saya menyetujui bahawa kandungan telah dilaksanakan dengan sempurna</i></p>										
<b>Webinar Team Management</b>	<p>Program Coordinator : Nicole Ong MPC Rep : Azhani / Halisa Speaker : Mr. Shen Lim</p> <p><i>Signature of Mr. Halisa Mohamad Halli</i> Mr. Halisa Mohamad Halli Manager Delivery Management Office (DMO) Malaysia Productivity Corporation (MPC)</p>										

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	Moderator : Ts. Chu WY Poster Design & Blasting : Nicole Ong Report Writing : Nicole Ong																																																																																				
Participation	<p>Various participation from local ranging from private and government sector</p> <p>Registered : 23 Nos Attended : 9 Nos</p> <table><tr><th>User Name (Original Name)</th><th>Email</th><th>Registration Time</th><th>Approval St</th><th>Join Time</th><th>Leave Time</th><th>Time in Ses Country/Rt</th></tr><tr><td>Louis Tay</td><td>louisstay@plytec.com.my</td><td>Nov 05, 2020 20:51:09</td><td>approved</td><td>Nov 26, 2020 11:01:37</td><td>Nov 26, 2020 12:00:07</td><td>59 Malaysia</td></tr><tr><td>Chin Woon li</td><td>chinwl@maicsa.org.my</td><td>Nov 26, 2020 10:55:09</td><td>approved</td><td>Nov 26, 2020 11:01:52</td><td>Nov 26, 2020 11:59:09</td><td>58 Malaysia</td></tr><tr><td>vincent koh</td><td>wskoh1@gmail.com</td><td>Nov 24, 2020 20:19:31</td><td>approved</td><td>Nov 26, 2020 12:34:22</td><td>Nov 26, 2020 12:59:26</td><td>26 Malaysia</td></tr><tr><td>Yap Soon Hoe</td><td>soonhoe_yap@yahoo.com</td><td>Nov 21, 2020 09:40:54</td><td>approved</td><td>Nov 26, 2020 11:36:04</td><td>Nov 26, 2020 11:59:02</td><td>23 Malaysia</td></tr><tr><td>MT Goay</td><td>goaymt@plytec.com.my</td><td>Nov 26, 2020 11:09:58</td><td>approved</td><td>Nov 26, 2020 11:10:09</td><td>Nov 26, 2020 12:07:17</td><td>58 Malaysia</td></tr><tr><td>NADIRAH NAZRI</td><td>nadirah@mida.gov.my</td><td>Nov 26, 2020 11:00:15</td><td>approved</td><td>Nov 26, 2020 11:02:07</td><td>Nov 26, 2020 11:59:28</td><td>58 Malaysia</td></tr><tr><td>Nicole Ong</td><td>ongbh@plytec.com.my</td><td>Nov 21, 2020 09:31:18</td><td>approved</td><td>Nov 26, 2020 11:01:42</td><td>Nov 26, 2020 12:14:14</td><td>73 Malaysia</td></tr><tr><td>Hueyying Yeo</td><td>zuqi@hotmail.com</td><td>Nov 25, 2020 16:49:42</td><td>approved</td><td>Nov 26, 2020 11:06:55</td><td>Nov 26, 2020 11:31:35</td><td>25 Malaysia</td></tr><tr><td>Hueyying Yeo</td><td>zuqi@hotmail.com</td><td></td><td></td><td>Nov 26, 2020 11:37:33</td><td>Nov 26, 2020 11:59:53</td><td>23 Malaysia</td></tr><tr><td>Siew Wah Chan</td><td>siew.wah@live.com</td><td>Nov 12, 2020 19:05:50</td><td>approved</td><td>Nov 26, 2020 11:03:55</td><td>Nov 26, 2020 11:59:25</td><td>56 Singapore</td></tr><tr><td>Sr Sharifah Noraini Noreen Syed I sharifah.ipim@gmail.com</td><td></td><td>Nov 26, 2020 10:52:32</td><td>approved</td><td>Nov 26, 2020 11:15:59</td><td>Nov 26, 2020 12:02:55</td><td>47 Malaysia</td></tr></table>	User Name (Original Name)	Email	Registration Time	Approval St	Join Time	Leave Time	Time in Ses Country/Rt	Louis Tay	louisstay@plytec.com.my	Nov 05, 2020 20:51:09	approved	Nov 26, 2020 11:01:37	Nov 26, 2020 12:00:07	59 Malaysia	Chin Woon li	chinwl@maicsa.org.my	Nov 26, 2020 10:55:09	approved	Nov 26, 2020 11:01:52	Nov 26, 2020 11:59:09	58 Malaysia	vincent koh	wskoh1@gmail.com	Nov 24, 2020 20:19:31	approved	Nov 26, 2020 12:34:22	Nov 26, 2020 12:59:26	26 Malaysia	Yap Soon Hoe	soonhoe_yap@yahoo.com	Nov 21, 2020 09:40:54	approved	Nov 26, 2020 11:36:04	Nov 26, 2020 11:59:02	23 Malaysia	MT Goay	goaymt@plytec.com.my	Nov 26, 2020 11:09:58	approved	Nov 26, 2020 11:10:09	Nov 26, 2020 12:07:17	58 Malaysia	NADIRAH NAZRI	nadirah@mida.gov.my	Nov 26, 2020 11:00:15	approved	Nov 26, 2020 11:02:07	Nov 26, 2020 11:59:28	58 Malaysia	Nicole Ong	ongbh@plytec.com.my	Nov 21, 2020 09:31:18	approved	Nov 26, 2020 11:01:42	Nov 26, 2020 12:14:14	73 Malaysia	Hueyying Yeo	zuqi@hotmail.com	Nov 25, 2020 16:49:42	approved	Nov 26, 2020 11:06:55	Nov 26, 2020 11:31:35	25 Malaysia	Hueyying Yeo	zuqi@hotmail.com			Nov 26, 2020 11:37:33	Nov 26, 2020 11:59:53	23 Malaysia	Siew Wah Chan	siew.wah@live.com	Nov 12, 2020 19:05:50	approved	Nov 26, 2020 11:03:55	Nov 26, 2020 11:59:25	56 Singapore	Sr Sharifah Noraini Noreen Syed I sharifah.ipim@gmail.com		Nov 26, 2020 10:52:32	approved	Nov 26, 2020 11:15:59	Nov 26, 2020 12:02:55	47 Malaysia
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Questions	<p><b><u>Interaction with Participant</u></b></p> <p>There were 3 questions ask by participants during the session. However due to the time limitation, panelist only able to answer 3 questions live in webinar.</p> <p>Details of Question:</p> <ol style="list-style-type: none"><li>1. Freelance has been seen as a gradual shift, especially during COVID-19 pandemic now, business were forced to shut down and lay off many of their employees. Hiring freelancers become the norm. Do you think the employers will still focus on talent retention or look for more freelancer after this pandemic?</li><li>2. According to a study by Workday, surprisingly only 25% has accelerated their digital transformation as a result of the COVID19 pandemic, but 60% has slowed down. What do think about this?</li><li>3. What do you suggest MPC or PSPN could help in this?</li><li>4. I would suggest through PNPS an outreach programme be carried out to carry the message to SMEs on the 300 million digitisation grant as majority of SME are not keen as their perception on the application is too much red tapes and obstacles.</li></ol>																																																																																				
Area of Improvement	<p><b><i>Good practices of this webinar:</i></b></p> <ol style="list-style-type: none"><li>1. Webinar evaluation via google form link, with sharing presenter slide by email after participants complete the evaluation.</li></ol>																																																																																				

3

## PSPN WEBINAR FOR TECHNOLOGY ADOPTION SERIES 05

### Blasting through Facebook

 Nicole Ong is with Kok Beng Choo.  
November 23 at 8:44 PM · 🌐

PSPN WEBINAR ON TECHNOLOGY ADOPTION FOR PROFESSIONAL SERVICES Series 5  
Leverage Talent Pools and Digital Agility  
📅 26th November 2020 (Thursday)... See More



**PSPN Webinar Series Oct – Nov 2020**

Oct 30 <sup>th</sup>	Avant-garde for Digital Transformation
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**Panelist:**  
**Mr. Shen Lim**  
Structured Investment Professional

**Moderator:**  
**TS. Chu WY**  
Professional technologist specialises in research & development.

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**MPC PSPN**  
Professional Services Productivity Nexus  
Malaysia Productivity Corporation (MPC)


👍 Louis Chee Siong Tay and 1 other      2 Shares

### Event on the Board

Webinar start at 11.00 a.m. and ended 12.20 p.m. with 55 min presentation and 15 min Q&A.

**Agenda**

1. Context and Perspectives where markets in flux
2. Leverage talent pools and digital agility in times of global crisis
3. Talent Management – unique challenges
4. Talent Strategy - From Staff Pyramid to Talent Pools
5. Leverage talent pools – Advent of gig economy
6. Shared Economic digital business platforms
7. Digital Agility & Adaptation
8. Technology Adoption Agility – a Shared Economic scenario
9. Consortium and Public Private Partnership Platforms for digital agility
10. The Changing Economics of Professional Services
11. Budget 2021 – PSPN Platforms as Avant Garde towards Shared Prosperity




**MPC PSPN**

2



## PSPN WEBINAR FOR TECHNOLOGY ADOPTION SERIES 05

**Leverage talent pools and digital agility in times of global crisis**



**3 Existential considerations**

- ☐ **Knowledge as a Service:**  
Digital delivery in the form of SaaS bundle, pay per use
- ☐ **Leverage talent pools:**  
Workforce mobility, service level & remote management.
- ☐ **Digital Agility & Adaptation:**  
Collaborative Shared Services

Unprecedented restrictions on travel, social distancing, and consumer behavior change since the global pandemic took hold have spurred digital transformations in a matter of weeks rather than months or years, especially in the Work-at-Anywhere collaborative digital agility culture

Embark on technology adoption and better prepare for the potential opportunity/competition in the RCEP trade block's E-Market space.

**INDUSTRIAL 4.0**

Automation, Big Data, Cloud computing, Autonomous, IoT, Data Management

**MPC PSPN**

4

**Leverage talent pools - Advent of gig economy**

**Global pandemic crisis & Work-from-Anywhere Cloud Services**

These two significant market disruptions will inevitably hasten the rise of the gig economy. Common practice of running hybrid staffing models of own employees and independents on a project-by-project basis.

**Advent of gig economy**

Global collaborative Work-from-Anywhere tools enable freelancers to work from anywhere. Shared Services technology platforms provide access to intelligent OnDemand resources matching, crowdsourcing specialist, matching demand from firms to often scarce supply, where virtual firms will form talent pools that populate the gig economy

**From Staff Pyramid to Talent pools**



**Work-from-Anywhere Collaborative & remote Kanban project management tools**

**MPC PSPN**

7

**RCEP, CPTPP trade blocks - GDP in trillions of RM (2018)**

**Regional Comprehensive Economic Partnership (RCEP)**

**Incentivizes supply chains across the region**

**E-Markets**

Cambodia - 0.084	Australia - 5.88	Chile - 1.26
Indonesia - 4.2	Brunei - 0.04	Peru - 4.2
Lao - 0.084	Japan - 2.1	Canada - 7.14
Myanmar - 0.294	Malaysia - 1.68	Mexico - 5.04
Philippines - 1.26	New Zealand - 0.84	
PRC - 37.17	Singapore - 1.68	
South Korea - 0.34	Vietnam - 0.84	
Thailand - 2.1		

**One Belt One Road Infrastructure Build**  
Accelerate Northeast Asian economic integration

**Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)**

**MPC PSPN**

14

**Zoom Webinar Chat**

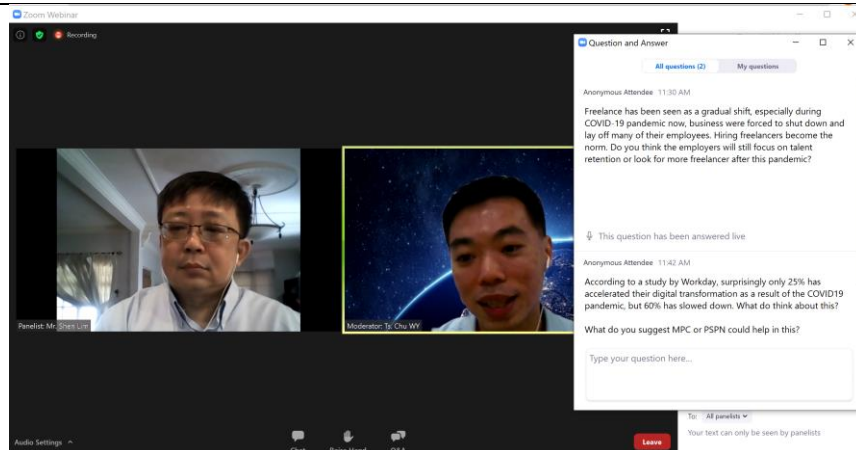
From Moderator: To: All panelists and attendees:  
Professional Services Productivity Nexus (PSPN) of MPC is welcoming registrations for Professional Services Virtual Advisory Clinic (ProVAC) in helping out small and medium professional services providers to re-strategize their businesses in surviving post COVID-19 traumas. This program is complimentary to all and limited to ONLY 50 professional services providers.  
<http://www.mpc.gov.my/provac/>

Hi ladies and gentlemen, we would appreciate it if you could provide your feedback to us. Your feedback will help us to improve. Thank you.  
<https://docs.google.com/forms/d/e/1FAIpQLSd4Gg5CLUPXGmaw81LaguoDGTZa-z7M8K8WwW5C5CgnVg/viewform>

To: All panelists

Your text can only be seen by panelists

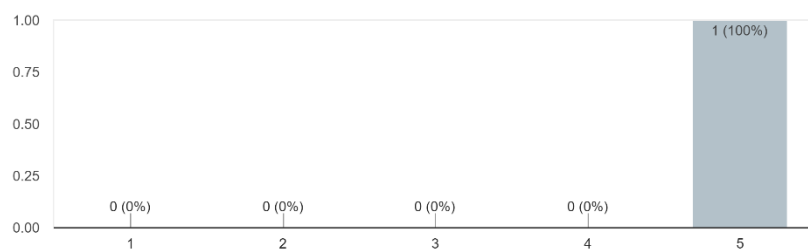
## PSPN WEBINAR FOR TECHNOLOGY ADOPTION SERIES 05



### Evaluation Report

5. Overall, how satisfied are you with the program?

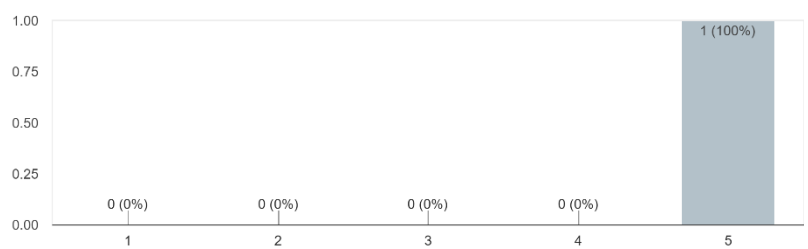
1 response




### PROGRAM CONTENT

5. This program is suitable to be recommended to others.

1 response



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<b>Event Link</b>	<ol style="list-style-type: none"> <li>1. Registration Link  <a href="https://zoom.us/webinar/register/WN_x9gGyhF-RAW1WHLNVKWIPQ">https://zoom.us/webinar/register/WN_x9gGyhF-RAW1WHLNVKWIPQ</a>   </li> <li>2. Evaluation Form Link  <a href="https://docs.google.com/forms/d/e/1FAIpQLSdJgGyl5CLIKPXGnquB1LsgupDGFI1ZxzTMtKIWafWQOCghVg/viewform">https://docs.google.com/forms/d/e/1FAIpQLSdJgGyl5CLIKPXGnquB1LsgupDGFI1ZxzTMtKIWafWQOCghVg/viewform</a> </li> </ol>
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Prepared by:  
**Nicole Ong**  
 Program Coordinator  
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 012-9693188