



**Asia-Pacific
Economic Cooperation**

**APEC Symposium on Improving Market
Access for ICT outsource SMEs**

Ha Noi, Viet Nam, 27-29 October 2008

APEC Small and Medium Enterprise Working Group

December 2008

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APEC Symposium on Improving Market Access for ICT Outsource SMEs

Sofitel Plaza Hanoi Hotel, Hanoi, Vietnam, October 27–29, 2008

Agenda

DAY 1, 27 October	
8:30 – 9:00	REGISTRATION
OPENING CEREMONY	
9:00 – 9:30	<p>Introduction <i>Luong Chi Mai, Deputy Director of the Institute of Information Technology, Vietnamese Academy of Science and Technology</i></p> <p>Welcome and Opening address <i>Nguyen Minh Hong, Vice Minister of Information and Communication, Vietnam</i></p> <p>Welcome remark <i>Do Xuan Tho, VAIP President</i></p>
<u>SESSION 1: Public Policies for ICT Outsourcing I</u> <i>Chair: Dang Van Hung, International Institute for Software Technology, Macau</i>	
9:30 – 9:55	<p><u>Vietnam IT Industry: Situation and Policies</u> <i>Nguyen Trong Duong, Ministry of Information and Communication, Vietnam</i></p>
9:55 – 10:20	<p><u>Role of Innovation in Outsourced Projects</u> <i>Venkatesh Ramanathan, Tata Consultancy Services (TCS), India</i></p>
10:20 – 10:45	<p><u>The Philippine Cyber Corridor Initiative</u> <i>Monchito B Ibrahim, Commission on Information and Communications Technology (CICT), The Philippines</i></p>
10:45 – 11:05	Coffee Break

<p><u>SESSION 2: Outsourcing Experiences from Japan</u> Chair: Anukul Tamprasirt, President, The Association of Thai Software Industry</p>	
11:05 – 11:30	<p><u>Information Service Industry in Japan</u> Katsuhiko Yoshida, President, System Center NANO Corporation, Japan</p>
11:30 – 11:55	<p><u>Outsourcing by Omron Software Co.,Ltd.</u> Kazuyuki Hayafuji, Outsourcing by Omron Software Co.,Ltd, Japan</p>
<p><i>Lunch Break</i></p>	
<p><u>SESSION 3: Public Policies for ICT Outsourcing II</u> Chair: Nguyen Hoang, Consultant of Pacific Links Foundation, The United States</p>	
13:30 – 13:55	<p><u>Key Factors Required to Attract ICT Outsourcing Customers</u> Michael Mudd, Director of Public Policy, Asia - Pacific, CompTIA, The United States</p>
13:55 – 14:20	<p><u>Human Capital Development: FPT Software Experiences</u> Nguyen Lam Phuong, Vice Director FPT Software, Vietnam</p>
<p><u>SESSION 4: Experiences and Case Studies</u> Chair: Dang Van Hung, College of Technology, Vietnam</p>	
14:20 – 14:45	<p><u>Offshore Software Outsourcing Services: a Case Study from CMC Software Solution</u> Nguyen Quoc Tuan, Business Director, CMC Software Solution Co., Ltd, Vietnam</p>
14:45 – 15:10	<p><u>Software Outsourcing for Japan Market - a Practical Approach at Company Level</u> Le Xuan Hai, VietSoftware International, Vietnam</p>
15:10 – 15:30	<p><i>Coffee Break</i></p>
<p><u>SESSION 5: Outsource Market Analysis and Evaluation</u> Chair: Venkatesh Ramanathan, Tata Consultancy Services (TCS), India</p>	
15:30 – 15:55	<p><u>QTSC - A World Class Software Outsourcing in Vietnam</u> Lam Nguyen Hai Long, Quang Trung Software Park, HCMC, Vietnam</p>
15:55 – 16:20	<p><u>International Software Engineering Standard for Very Small Enterprise</u> Anukul Tamprasirt, President, The Association of Thai Software Industry, Thailand</p>
16:20 – 16:45	<p><u>Open source in outsourcing project: Difficulties and Challenges</u> Hung Dao, CEO of Tinhvan Software Outsourcing (TVO) JSC, Tinhvan Group, Vietnam</p>

DAY 2, 28 October

SESSION 6: Outsource Market Analysis and Evaluation II

Chair: Michael Mudd, Director of Public Policy, Asia – Pacific, CompTIA, The United States of America

8:30 – 8:55

Outsourcing Opportunities and Challenges

Lalit Sawhney, Chairman, Marketing Committee, IFIP, India

8:55 – 9:20

What Software and to What Extent Vietnamese SMEs Need - Opportunities for Software Suppliers

Le Van Loi, VCCI and Project 191, Vietnam

9:20 – 9:45

Building Rural Enterprise through Outsourcing Information Technology

Bordin Rassameethes, Kasetsart University, Bangkok, Thailand

9:45 – 10:10

Fostering ICT Based SMEs through SME Innovation Center

Agus Widodo, Center for Innovation Technology Assessment, Agency for the Assessment and Application of Technology (BPPT), Indonesia

10:10 – 10:30

Coffee Break

SESSION 7: Outsourcing Technical Support

Chair: Lalit Sawhney, Chairman, Marketing Committee, IFIP, India

10:30 – 10:55

The Challenging Tasks of Building the Necessary Capacities and Skill Sets for a Qualified IT Outsourcing Partner.

Nguyen Hoang, Consultant of Pacific Links Foundation, USA

10:55 – 11:20

The Necessity of a Collaboration Tool In Outsourcing Projects - a Case Study With EPM

Pham Huy Hoang, EVSoft, Hanoi, Vietnam

11:20 – 11:45

Moving up the Value Chain in the Global Context of Software Outsourcing Process

Nguyen Truong Thang, Institute of Information Technology, Vietnam

Lunch Break

SESSION 8: Supporting Techniques and Human Resources I

Chair: Bordin Rassameethes, Kasetsart University, Bangkok, Thailand

13:30 – 13:55

Issues on Quality-of-Services and the Role of Training

Dang Van Hung, College of Technology, Vietnam National University, Vietnam

13:55 – 14:20

Collaboration in Research and Software SME for IT Training – Experiences of IT Faculty, Hanoi University of Technology

Huynh Quyet Thang, Dean, IT Faculty, Hanoi University of Technology, Vietnam

14:20 – 14:45

Software Outsourcing Human Resource: the Teams as Good as the Weakest Link

Nguyen The Trung, Digital Telecommunication Technology Corporation, Vietnam

14:45 – 15:05	<i>Coffee Break</i>
<p><u>SESSION 9: Supporting Techniques and Human Resources II</u> Chair: Agus Widodo, <i>Center for Innovation Technology Assessment, Agency for the Assessment and Application of Technology (BPPT), Indonesia</i></p>	
15:05 – 15:30	<p><u>Marketing Policy for Crafter in SMEs</u> Hartono, <i>Ministry of Cooperatives and SMEs, Indonesia</i></p>
15:30 – 15:55	<p><u>How to Get a Freelance Job?</u> Dung Tien Nguyen, <i>Spiragram Pte Ltd, Singapore</i></p>
15:55 – 16:15	<p><u>Refinement Of The Vision System Development Platform (VSDP) For Commercialization And Its Application</u> Azwan Ramli, <i>Centre for artificial intelligence and robotics, CAIRO UTM KL, Malaysia</i></p>
16:15 – 16:40	<p><u>Economy Report of Russia</u> Dimitry Kalmykov and Pavel Litviakov, <i>JSC Neft (oil) Trade, Ltd., Russia</i></p>
<p>DAY 3, 29 October Giang Vo Exhibition Center, 138 Giang Vo, Hanoi</p>	
8:30 – 9:30	OPENING CEREMONY OF VIETNAM 17TH IT WEEK
<p><u>PANEL DISCUSSION</u> Moderator: R. Venkatesh, <i>Tata Consultancy Services (TCS), India</i></p>	
9:30 – 10:00	<p><u>Proposal of the Project “A Collaboration Network”</u> Dang Van Hung, <i>College of Technology, Vietnam National University, Vietnam</i></p>
10:00 – 10:30	Discussion
10:30 – 11:10	<p><u>Presentation of Kansai Economic Federation on Embedded Software Industry</u> Yoshiyuki MYABE, <i>Panasonic Corporation, Japan</i></p>
11:00 – 11:30	Discussion

