



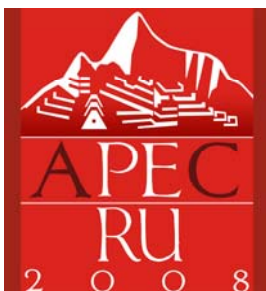
**Asia-Pacific
Economic Cooperation**

2008/SMEWG/SYM/009

Agenda Item: 5.1

QTSC - A World Class Software Outsourcing in Vietnam

Purpose: Information
Submitted by: Vietnam



**APEC Symposium on Improving Market
Access for ICT Outsource SMEs
Hanoi, Vietnam
27–29 October 2008**



Ho Chi Minh City - Vietnam
ISO 9001 : 2000

QTSC - A World Class Software Outsourcing in Vietnam

"Your success is ours"



Ho Chi Minh City - Vietnam
ISO 9001 : 2000

Agenda

1. Hochiminh City – an economic hub
2. QTSC – 5 Key advantages of software outsourcing
3. Conclusion

"Your success is ours"



Ho Chi Minh City - Vietnam
ISO 9001 : 2000

Hochiminh City - an economic hub

- 8-million-people City is the biggest economic
- 20%+ of the country's GDP
- 100,000+ companies (30% of Vietnam) registered
- 3 EPZs, 1 high tech , 2 software and 12 Industrial parks
- 3,000 foreign rep offices from 60 countries.
- 80 universities & colleges with 400,000 students
- The biggest airport with 10 million passengers and Saion port - biggest seaport with 40,000,000 MT



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Ho Chi Minh City - Vietnam
ISO 9001 : 2000

Overview

- 15 mins International airport and 40 mins form downtown
- 7 years operation
- Based on Software City concept with 430,000sqm
- Linking to New urban area (education hub, industrial zone, tech parks, ...)
- Becoming new town and a center of Greater Hochiminh City



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Quang Trung Software City 5 Key advantages of software outsourcing



Human Resources

- Hoa Sen University
- FPT University
- IT University
- HCMC IT training center

- Houston Community College (USA)
- NIIT (India)
- SK Telecom (Korea)
- UK Brain (Japan)



11,500+
students

600 students
per year

"Your success is ours"



Human Resources

- Networking with 30+ universities and colleges in HCMC
- Searching on candidates
- IT Job fair on March
- Connecting training center and enterprises



Telecom Infrastructure

- Fiber Optical Ring Network connect to 4 internet gateway
- Backup generator for each building
- Data center with 1,000sqm
- Bandwidth on demand
- Multiple choice services
- 24 x 7 x 365



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Facilities & Services

- 18 office leasing
- 10 routes bus from downtown
- 2 banking
- 5 restaurants and canteens
- 120 apartments and 18 villas
- 1 kindergarten
- Post office, business center, ...

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Coming up ...



Saigon Intelligence 2010

TMA Building 2009



Sunrise Office 2009

Saigon Sky Exhibition Center 2009



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Your Outsourcing Partners



"Your success is ours"



Your Outsourcing Partners



"Your success is ours"



Support and Marketing network

- Top incentives Tax from Government
- Save cost
- Easy to touch IT community
- Improve your brand name
- Get opportunities for growing

"Your success is ours"



Support and Marketing network

Business ideas

Young company within 2 years

Ready to do business

Incubation Center
(4 incubates)

"Your success is ours"



Support and Marketing network



"Your success is ours"



You are ...



"Your success is ours"



Summary

QTSC located in Hochiminh City

- Location
- Economic hub

QTSC - 5 Key advantages of software outsourcing

- Human resources
- Telecom Infrastructure
- Facilities and Services
- Outsourcing Partners
- Support and Marketing network

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Thank You

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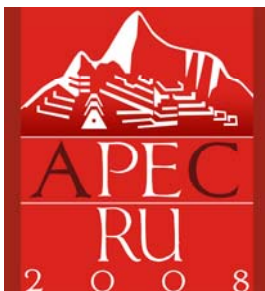
**Asia-Pacific
Economic Cooperation**

2008/SMEWG/SYM/025

Agenda Item: 5.2

International Software Engineering Standard for Very Small Enterprise

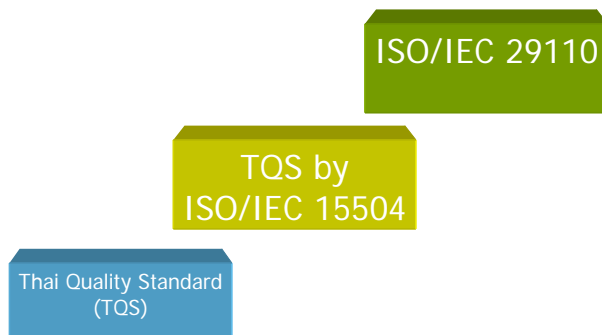
Purpose: Information
Submitted by: Thailand



**APEC Symposium on Improving Market
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**Software Engineering Standard for Very Small Enterprise: A Case Study of Thailand
Local Quality to the International Standard.**

Software Engineering is one of the assurance focuses for the software development and IT outsourcing services quality in the recent years. Software Engineer and Quality Measurement are usually suitable for the medium to large scale organizations handling long and complex projects. However, these types of operation only accounted for less than 10% population of software development community. This neglected the small organizations or even small and simple project management in nowhere lands until this gone up into a certain degrees. And, this may be too complex to handle within the rim of sustainable quality management. For the past few years, Working Group 24 under Subcommittee 7 of ISO/IEC with team members from Belgium, Canada, Columbia, Finland, Ireland, Japan, Luxemburg, Mexico, South Africa, Spain, UK, US spearheaded by Thailand has been working on the new modeling of the first international Software Engineering Standard for very small enterprises (VSE) targeted particularly for software organizations (with 25 peoples and less). This new proposed model will officially announced in 2009 as a new ISO29110. This allows small organizations to be able to gradually evolve their quality development along with their business commitment for Excellency.



International Software Engineering Standard for Very Small Enterprise

Thailand Industrial Standards Institute (TISI)

Mr. Anukul Tamprasirt

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Contents

- 1 History of VSE
- 2 Current Work
- 3 ISO/IEC 29110
- 4 Future Works and Collaborations

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Very Small Enterprise (VSE)

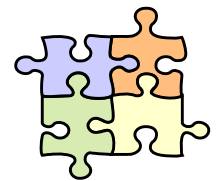
- ◆ 90% of Software Communities are “very small”.
- ◆ Very Small Enterprises (VSE) are defined as 1 to 25 number of employees.
- ◆ Is this too late for Quality when they 're large?



3

New Trends for ISO

- ◆ Standard in Used
- ◆ Benefit to Developing Communities
 - ◆ Assembly of other international standards are organized for usage
 - ◆ Surveyed VSE over 30 countries with more than 430 responses



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Setting Up WG 24 in ISO/IEC SC7

2004

A group of ISO/IEC SC7 member countries met at the *Interim* meeting in **Australia** to initiate WG 24 work

2005

A group of experts met in **Thailand** to continue WG 24 Work

New Work Item was proposed at the **Finland Plenary** Meeting

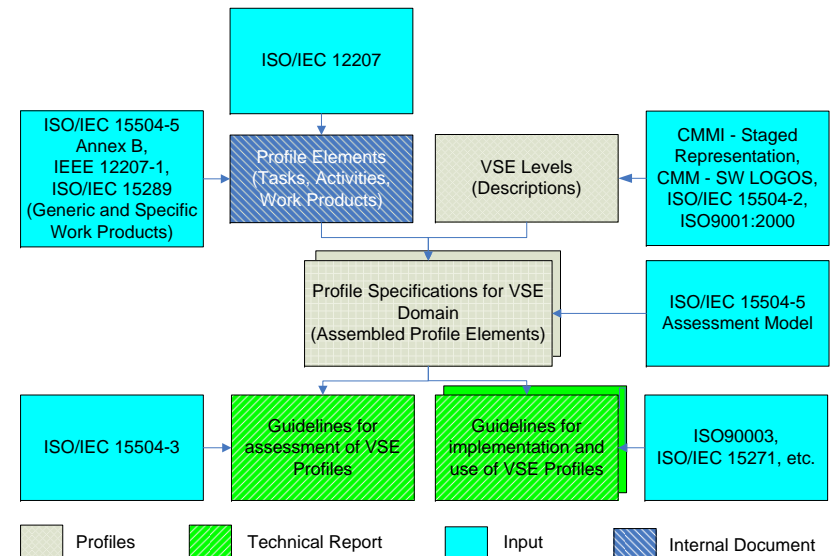
A group of experts met again in **Thailand** to continue WG24 Work

2005

ISO/IEC SC7 - WG 24 met "Officially" for the first time at the *Interim* meeting in **Italy**

Mr. Tanin Utayanaka
WG24 - Convener

ISO/IEC 29110 Architecture



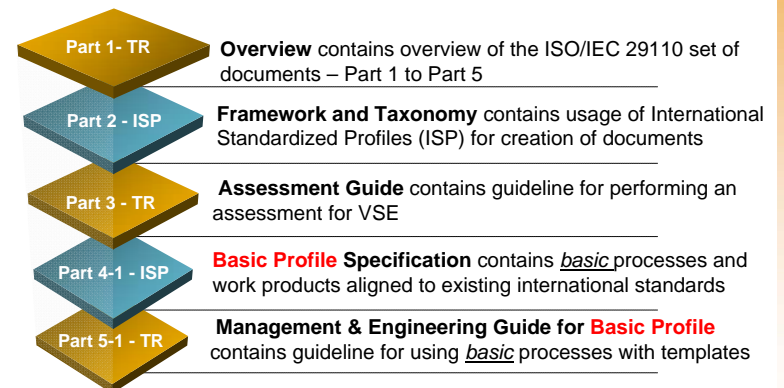
Standard IS 29110 (alpha Version)

Coverage

ISO 9001:2000	92%
ISO/IEC12207	95%
CMM-I Level 2	77%
ISO/IEC 15504-2	100%
PMBOK	90%

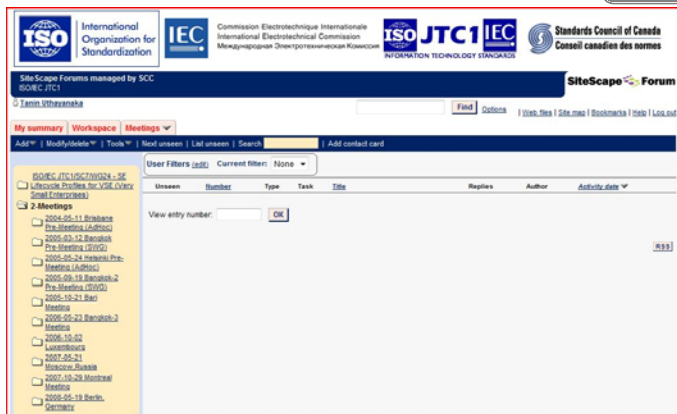
ISO 29110 Coverage

ISO/IEC 29110



Progress

A website is used to maintain WG24 work



<https://int.sc.ca/forums/int/dispatch.cgi/JTC1-SC7-WG24>



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ISO/IEC 29110 Tasks

PRIMARY Life Cycle Processes

Supply Process Group (SPL)

SPL.1 Supplier tendering
SPL.3 Product acceptance support

Engineering Process Group (ENG)

ENG.4 Software requirements analysis
ENG.5 Software design
ENG.6 Software construction

ORGANIZATIONAL Life Cycle Processes

Management Process Group (MAN)

MAN.3 Project management

SUPPORTING Life Cycle Processes

Support Process Group (SUP)

SUP.2 Verification
SUP.3 Validation

SUP.10 Change request management

Chosen ISO/IEC 12207 processes for Federation of Thai Industries to pilot of ISO/IEC 29110

10

Global VSE Support Centers

10+

ISO/IEC 15504 Trained Lead Assessors

50+

Participating VSE Companies in 2008

300

Targeted participating VSE companies 2009 and beyond

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Becoming Our Members

The Institution of Software Promotion for Industries

anukul@thaicom.biz, anukul@thaicom.tv

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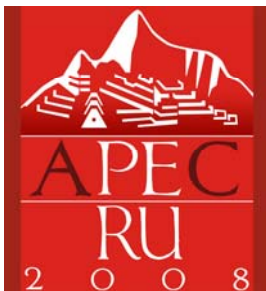
**Asia-Pacific
Economic Cooperation**

2008/SMEWG/SYM/010

Agenda Item: 5.3

Open source in outsourcing project: Difficulties and Challenges

Purpose: Information
Submitted by: Vietnam



**APEC Symposium on Improving Market
Access for ICT Outsource SMEs
Hanoi, Vietnam
27–29 October 2008**

Open Source in outsourcing project Difficulties and Challenges

Hung Dao

Tinhvan Outsourcing JSC, Tinhvan group www.tvn.vn
www.tvn.vn

Why Go Open Source Software(OSS)?

Developer motivation: developer interest in the project and support for free software aims

Development economics: reducing the cost of developing the product

Market adoption: increasing the utility of the product to customers

OSS trends in Outsourcing

Revenue based on Linux and OS environments is growing rapidly worldwide, 36 percent between 2004 and 2008

In Vietnam

Low percentage in comparison with other technology

Some Companies specialized in OSS

License regime: OSS vs. Proprietary

Difficulties and Challenges

PROFESSIONAL IN THE FLAT WORLD

Education and training in Vietnam: Major in MS technology (Windows, .NET, SQL server)

Business line: Game, Mobile applications....

Proprietary model of software development (IBM and HP) are not widely popular in Vietnam

Difficulties and Challenges

PROFESSIONAL IN THE FLAT WORLD

Promotion and support for open source :

- Government support:
Associations of OSS
Event, conference, campaign for OSS
- Enterprise: lack of big project in some typical domains

OSS or NOT

PROFESSIONAL IN THE FLAT WORLD

OSS is not an option, but an imperative, in order to maintain market share

Client perspective:

- Business model and license regimes: OSS license terms may preclude from using the business models client are planning to use

Provider perspective:

- New or existing project using open source domain?
- Technical competence?
- Productive and Efficiency?

