Overview
Founded back in 1956 Universiti Teknologi Mara is now the largest public university in Malaysia. With a student population of c.200k based all over the country. The university has branches in all 14 states and each state has multiple city campuses.

Challenge
Sophisticated software is the fuel that turbocharges everyday global transactions. The exponential growth in applications relies on that turbocharger. The phenomenon is both exciting and challenging. Exciting, because of the previously unimagined opportunities the applications have made possible. Challenging, because of the pressure it places on the ability of the software developers to realize such opportunities.

Like many rapidly developing nations, Malaysia faced a dilemma. There was an absolute need for assessing the reliability, scope, breadth and performance of software but there was no national pool of software testing expertise. The country had to rely on software testers based in India and Singapore. This outsourcing not only meant an inflated Total Cost of Ownership on projects but that Malaysian nationals were missing out on a growth industry. The worldwide market for computer software and systems testing was said to be worth USD $56 billion in 2013.

The challenge of harnessing the necessary elements to create coordinated national software testing was daunting. The project required government support and a technology partner capable of drawing together the necessary organizational, logistical and delivery resources.

Solution
In response, Malaysia’s Ministry for Higher Education brought together three stakeholders; Malaysia’s largest university, Universiti Teknologi Mara (UiTM), Kuala Lumpur-based

Customer Success Story
Application Delivery Management

Universiti Teknologi Mara
National testing program builds Malaysia's software skills with Micro Focus.

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At a Glance
- Industry
  - Education
- Location
  - Shah Alam, Malaysia
- Challenge
  - Improve students’ knowledge in software testing to increase their employability.
- Products and Services
  - Quality Center
  - LoadRunner
  - Unified Functional Testing
  - Performance Center
- Results
  + Addressed a skills shortage by offering the country’s first software testing training program.
  + Helped cut the high TCO incurred by Malaysian companies hiring international expertise.
  + Created a pool of 800 software testing professionals to add to the country’s IT skill base.

“Through the first-class Micro Focus Software Testing Program, we’re giving our students the best possible opportunity to make a career in this important profession. It has the potential to turn our students into tomorrow’s entrepreneurs not only here in Malaysia but internationally.”

DR ISAHAK KASSIM
Assistant Dean
Universiti Teknologi Mara
Technology Education Leader (TEL) and Micro Focus).

The three organizations arranged for the provision of practical and specialized skills in software testing for final year students from the Faculty of Computer and Mathematical Sciences.

Associate professor Dr Isahak Kassim, assistant dean of the UiTM faculty, handled the course organization within UiTM: “Timing of the course was important. We scheduled it to take place before the final semester. Because the program also had the goal of enhancing the employment prospects of students, we wanted the training to take place prior to job placements.”

The licensed technology solution was taken directly from the global Micro Focus® Software University curriculum, funded by the Ministry of Education and managed by TEL. The pioneer group of 100 students entered the course, facilitated by TEL, with course materials and software testing structure provided by Micro Focus.

Dr Kassim says flexibility was required from all stakeholders in setting up the project: “Inevitably, we all faced steep learning curves. We had different processes and approaches. Although the training concept had been proven internationally through the Software University program, we needed it to be adapted for local participants. Credit is due to Micro Focus and TEL for making that a seamless operation.”

Dr Kassim says the project reinforces UiTM’s vision to upgrade the skills of all graduates: “The Software Testing Program is helping produce graduates with enriched skills. It helps them compete on a global platform with good work ethics.

The students receive assistance with job placements. TEL does a thorough job in monitoring and tracking their employment progress to ensure the sustainability of the program. Arming the undergraduate IT students with practical and specialized skills in software testing will certainly lift their employment opportunities.”

With TEL championing the cause and the Ministry of Higher Education committed to meeting the growing demand for software testing professionals in Malaysia, the Software Testing Program now also embraces four other universities in Malaysia—the University of Malaya, International Islamic University Malaysia, Universiti Malaysia Pahang and Universiti Putra Malaysia.

Since its inception, over 800 IT undergraduates have been trained with 87 percent obtaining jobs related to software testing. Building on this positive achievement, the plan is to train more students and because of its proven effectiveness the partnership also plans to extend the course to other public universities in Malaysia.