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SPEECH BY MR BRUCE POH, DIRECTOR & CEO/ITE, AT THE SIGNING OF THE MEMORANDUM OF UNDERSTANDING WITH HEWLETT-PACKARD SINGAPORE (SALES) PTE LTD ON TUESDAY 4 AUGUST 2009 AT 2.30 PM AT ITE HEADQUARTERS

Ms Tan Yen Yen
Vice-President and Managing Director
Hewlett-Packard Singapore (Sales) Pte Ltd

Friends from Hewlett-Packard
ITE Colleagues
Ladies and Gentlemen

Introduction

Good afternoon and welcome to ITE.

- 2 It is my pleasure to join you this afternoon to witness the signing of a Memorandum of Understanding between ITE and HP, as well as the Official Opening of the ITE-HP Business Continuity Technology Centre located at ITE College West (Dover Campus) (*which is just next door*).
- 3 This collaboration is our second one with HP, following the MOU we signed last year to set up the ITE-HP Infocomm Security Resource Centre at ITE College East. Today's MOU Signing marks yet another milestone in our partnership with HP to foster talent and meet manpower needs.

Business Continuity Plans for SMEs

- 4 In the current business environment, Small and Medium-sized Enterprises (SMEs) in Singapore face immense challenges in meeting customer expectations and adapting to an ever-changing technology landscape. To stay competitive, SMEs are expected to do more with less, and invest in

integrated information systems to automate operations; collect, compile and compare key business information; and provide seamless and timely services.

- 5 Smooth and efficient daily operations are vital for the success of SMEs. I liken this to having a good sense of hearing that is essential for a music composer. One of the world's greatest music composers, Ludwig van Beethoven, lived in fear of losing his hearing precisely because he knew it was essential to creating good music. Eventually, he succumbed to his fear and lost his hearing altogether. Amazingly, he wrote some of his grandest music pieces when this disaster struck him.
- 6 Many of us wonder how Beethoven could continue his work in deafness. Besides pure talent, Beethoven had his own "business continuity" plans in place. When Beethoven lost his hearing, he used a special rod which could transfer vibrations from the piano to his jaw so that he could still perceive sound. To continue communicating with his friends, he had "conversation books" where his friends could write their messages on. Beethoven had his very own SAN in place to ensure it was business as usual.
- 7 In the same way, businesses need to have Business Continuity and Disaster Recovery Plans. When disaster strikes, daily operations must continue to run smoothly, and key information and systems must continue to be made available.

ITE-HP Business Continuity Technology Centre

- 8 The MOU that ITE is signing with HP today will address this concern in two ways. First and foremost, ITE and HP will collaborate to develop an up-to-date curriculum for two of the core modules in the *Higher Nitec* in Network Security Technology course. The two modules are Storage Networking and Business Continuity Technologies. Annually, ITE produces some **160 graduates** in Network Security Technology, to meet industry demands in this specialised area.

- 9 In addition to this, I am pleased that ITE and HP will collaborate to establish the **ITE-HP Business Continuity Technology Centre** located at ITE College West (Dover Campus).
- 10 The Centre is set up specifically to address the business continuity needs of SMEs in Singapore, taking into consideration their limited resources, which often have competing needs. It also aims to serve as a test bed for SMEs to carry out proof-of-concept of their business continuity plans through using the equipment at the Centre or their own.
- 11 Equipped with technologies from HP, the Business Continuity Technology Centre promises to offer students an authentic learning experience in the areas of storage networking and business continuity and disaster recovery. The niche skill sets gained will enable ITE graduates to plug the gap between technology and availability of trained personnel in this specialised field. At the Centre, ITE Lecturers will also undergo a Train-the-Trainer programme conducted by HP, to equip them with the competencies needed for the delivery of the two new course modules.

Conclusion

- 12 Today's signing marks a new milestone in the collaboration with HP, and underscores ITE's commitment in forging strong linkages with industry.
- 13 In conclusion, on behalf of ITE, may I thank Ms Tan Yen Yen and HP for this partnership, and for your continuing support towards ITE and technical education in Singapore. With our staff's strong commitment and the extensive knowledge and expertise from the industry leader in the field, I am confident that this collaboration will serve its purpose well and benefit the industry, our staff, as well as our students. Like the orchestra behind grand music pieces, I hope that ITE and HP will continue to create beautiful symphonies together.
- 14 Thank you.