



# PEOPLE DEVELOPMENT

OUR JOURNEY

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#### DRIVING DIGITAL AND MOBILITY SINCE 1994





#### **Expressway**

We are the largest toll service provider in Malaysia



#### **Public Transport**

Enhancing the way community commute every day



#### **Security & Surveillance**

Dependable technology from your doorstep into your building



#### DIGITAL TRANSFORMATION IN HIGHWAY INDUSTRY







Video Analytics For Road Safety



Real-time Traffic
Information
Dissemination



Personalised Highway Travel Experience



Digiful Innovation Of Highway Payment Systems



Smart Highway
Via Toll Of
Tomorrow
Blueprint



Mobility As A Service (Maas)







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**DATA STORAGE & WAREHOUSING** 

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**DATA ENTRY & DATA CAPTURE** 

#### KEY SUCCESS ELEMENTS IN DIGITAL TRANSFORMATION



#### VISION AND STRATEGY

#### **PROCESS**

- Data analysis lifecycle
- Access to data sources
- Collaborative

#### **TECHNOLOGY**

- Selection of tools
- Compatibility & integration
- Investment

#### **PEOPLE**

- Familiarisation with new technology and concepts
- Talent
  - New hire
  - Upskill

#### **GOVERNANCE**

- Data Entry & Storage
- Data Access
- Data Quality & Standardisation
- Process

#### DIGITAL TRANSFORMATION IS ABOUT THE PEOPLE



"Digital Transformation is all about the people driving and embracing the potentials behind the Change"

Shamsul Izhan Abdul Majid CEO, TERAS Teknologi



#### **CHANGE AGENT - DEMONSTRATE THE VALUE**



#### The Change Agent (Analytics Champion)

The leadership mandated the Big Data Analytics Team to spearhead the implementation of data analytics and business intelligence



#### Our team's approach

- Delivering internal trainings
- Driving capability development program with external training providers
- Prototyping

#### **Benefits of Prototyping**

- Minimal disruption to the business
- Demonstrated the value added to the business users
- Create interest and demand
- Organic adoption into business process



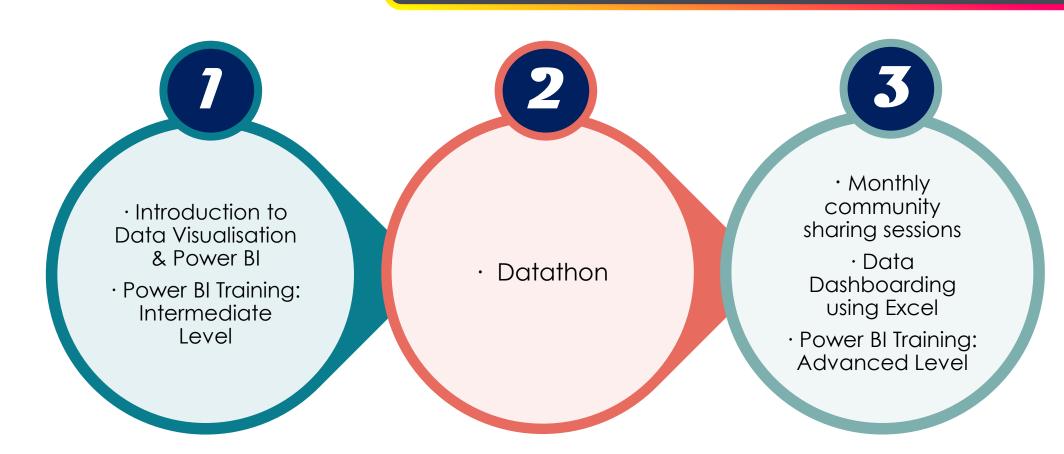


#### THE DEVELOPMENT CONTINUES



#### COLLABORATION WITH PLUS CHANGE MANAGEMENT OFFICE

Business Intelligence Competency Development Plan. Focusing on Power BI and Excel.



#### KEEP THE BUZZ ON







#### THE TARGET GROUP AND KEY COMPETENCY



**Business** 









**PEOPLE** 

**Back End** 

**Translator** 

Manager



- Data Streaming
- Data Engineering
- Data Warehousing
- Cloud Management
- Data Governance

- Data Science
  - Machine Learning
  - Statistics
- Data Analysis
- Business Intelligence

- Visualise data
- Tell data story
- Making decision and act based insight from data

Competency Level

Domain Knowledge

Domain Knowledge

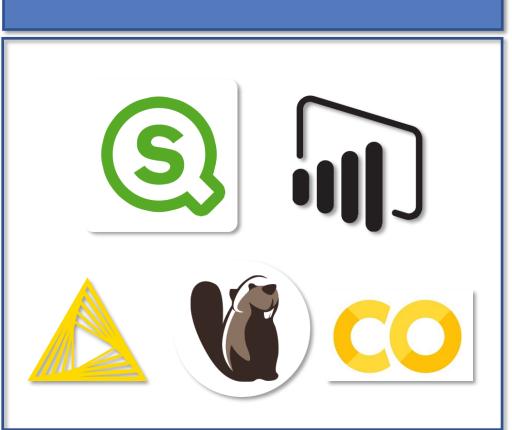
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### UTILISE THE AVAILABLE OR FREE RESOURCES TO ACCELERATE THE LEARNING PROCESS

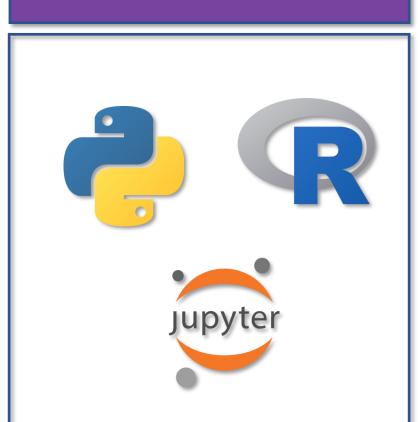


#### **ILLUSTRATIVE & NON-EXHAUSTIVE**

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## KEY LESSONS

- 1. Clear vision is essential
- 2. Leadership support is vital
- 3. Passionate Data Analytics Champion is critical
- 4. Think Big, Start Small, Move Fast
- 5. Embrace open/free resources for learning





# KEEP CALM **AND** LEARN

