Republic Polytechnic and BMC Software unveil Singapore’s first academic qualification in IT Service Management

- Addresses ITSM talent shortage in Singapore
- Provides a unique, experiential learning environment for students
- Teaches core principles of IT Infrastructure Library (ITIL®) and Business Service Management (BSM)

Singapore, November 12 – Republic Polytechnic and BMC Software (NYSE: BMC), the leading enterprise management solutions provider, today unveiled a unique academic program bringing Information Technology Service Management (ITSM) certifications to Republic Polytechnic students.

The only academic program of its kind in Singapore, this partnership will bring leading-edge technology development, industry best practices and skills transfer to hundreds of students over the next five years to help meet...
the growing demand for IT Service Management professionals.

Earning a Diploma in IT Service Management (DSM), the program gives Republic Polytechnic students hands-on learning experience in a real-world data centre environment. Students will use BMC Software’s Remedy Service Management applications in Republic Polytechnic’s new ITSM Practice Laboratory to measure and maintain IT service levels, as well as discover, understand, model, respond, and track IT system problems and business service failures. The program provides scenarios for students to directly experience how IT can be continually managed and coordinated to provide better service and support to the business.

As part of the program, students will be introduced to IT best practices, such as the IT Infrastructure Library (ITIL) and BMC’s Business Service Management (BSM) approach. BMC solutions are based on ITIL best practices, a growing discipline in Singapore and around the globe. Fueled by the increasing business demand on IT to provide better support for businesses and organizations, ITIL provides best practice guidelines to create an efficient and service-oriented IT infrastructure. BSM, BMC’s industry-leading approach to putting ITIL best practices into action, helps organizations
manage the increasing complexity of IT infrastructure while supporting business priorities and providing cost savings.

“At Republic Polytechnic, we aim to create an environment for our students to learn through problem solving, obtaining a positive life-long learning attitude with ready-to-use knowledge when they graduate. The collaboration with BMC gives our students the opportunity to have hands-on knowledge of world-class IT service management technology so they are ready for the real world, fast paced industry when they graduate,” said Professor Low Teck Seng, Principal and Chief Executive Officer, Republic Polytechnic.

The introduction of this pioneering academic program helps address the shortage of highly skilled IT service management professionals demanded by the vibrant technology sector in Singapore and the Asia Pacific region. According to Infocomm Development Authority’s (IDA) annual survey on Infocomm manpower in 2006, IT Services has one of the highest compound annual growth rates at 6.8 percent for 2007 to 2008, the second largest employment group of infocomm manpower in Singapore.

“We are pleased to partner with an innovative
educational institution like Republic Polytechnic to narrow the skills gap and meet the demand for skilled IT Service Management professionals,” said Chip Salyards, Director of Sales, ESM, BMC Software. “By training with BMC’s Remedy ITSM, Republic Polytechnic students will use the world’s most broadly deployed and fastest growing ITSM solution. With exposure to real world scenarios and best practices, such as ITIL, the students will be well-positioned for job placement upon their graduation.”

Lam Zhao Yang, one of the first batch of students of DSM, selected this course as his first choice. He has been awarded the top performer award in DSM for his first year of studies. “DSM bridges the gap between technical IT and business objectives and ITSM is a growing discipline. I’m confident that the ITSM Practice Laboratory will provide me with the real-world skills and industry best practices I need to advance in my career upon completion of my diploma.”

“Indeed we are seeing increasing demand for ITSM related skills by our customers, both in Singapore and the region. The IT industry has evolved from simply a pure hardware or pure software market. In order to remain competitive, organizations need to focus on their core expertise while outsourcing the other
business needs as “services”. The IT industry requires professionals who are well equipped to use best practices and established methodologies that are applied innovatively to the projects and situations that are before them. This allows them to be differentiated but yet compliant to the highest standards.” said Dr. Chong Yoke Sin, CEO, NCS Group.

NCS, a BMC Premier partner specializing in IT service management, will be managing the implementation of the BMC Remedy ITSM solution at Republic Polytechnic.

About Republic Polytechnic

The first educational institution in Singapore to adopt the Problem-Based Learning approach for all its diploma programmes, Republic Polytechnic has five schools and two centres offering twenty nine diploma courses in Information & Communications Technology, Engineering, Applied Science, Technology for the Arts, Sports, Health & Leisure, Innovation and Enterprise, and Culture and Communication. Republic Polytechnic is committed to nurturing innovation and entrepreneurial learning in an environment that develops problem-solving process skills and a life-long learning attitude. Its holistic, broad-based curriculum, covering culture, enterprise development and cognitive processes, prepares students for an active and meaningful role in society. Republic Polytechnic strives for excellence by achieving various national and
international accreditations, including People Developer Standards, ISO9001, ISO14001, OHSAS 18001, Singapore Quality Class, Singapore Innovation Class, and the Singapore Health Awards (Gold). For more information, visit http://www.rp.edu.sg

About BMC Software

BMC Software is a leading global provider of enterprise management solutions that empower companies to automate IT and prove its business value. Delivering Business Service Management and Service Automation, BMC solutions span enterprise systems, applications, databases and service management. For the four fiscal quarters ended June 30, 2007, BMC revenue was approximately US$1.6 billion. Visit www.bmc.com for more information.

About NCS Group

NCS Group is a leading information technology (IT) and communications engineering services provider with about 4,000 staff located in more than 10 countries across the Asia Pacific and Middle East regions.

NCS has in-depth domain knowledge and unique delivery capabilities which focus on defining, realising and sustaining Business Value for its Customers via the innovative use of technology.

With proven expertise in consulting, development, systems integration, outsourcing,
infrastructure management and solutions, gained while serving government and commercial organisations across the region, NCS delivers end-to-end support for every organisation’s technology needs.

NCS is headquartered in Singapore and is a wholly-owned subsidiary of the SingTel Group. For more information, please visit http://www.ncs.com.sg.

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