Lim Swee Cheang

5 Institute of Systems Science, National University of Singapore

ISS at the National University of Singapore (NUS) has been around since 1981, but is a newcomer to these rankings. It provides graduate education, professional development courses, consultancy and research services; with the objective to "develop infocomm leaders, and drive business and organisational innovation", says director and CEO Lim Swee Cheang.

The institute's specific capability is in the fields of IT-enabled innovation and productivity and enterprise IT.

This year it has introduced new practice areas in agile, enterprise business analytics, enterprise social business and service innovation and design.

"We have also embarked on senior executive programmes and updated seminars on technology, innovation,and management that establish ISS' thought leadership. These events continue to be well attended by industry leaders and technology influencers."

It has also expanded its range of service innovation and design courses after it was appointed one of the 16 Continuing Education and Training (CET) partners, in line with Singapore Workforce Development Agency's launch of its enhanced Service Excellence competency framework.

He added that post-course surveys found that more than 90% of course participants were able to apply skills at work, given more job responsibilities and received a salary increment.

"We use an acronym, MOSAIC, to remind ourselves of today's technology drivers: mobile, open, social, analytics, internet of things and cloud. We need to keep the MOSAIC technologies in mind when we strive for game-changers in our organisation."