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FIMUNI PA180 Interim project

Team leader (Interim project type: business)

About AT&T

AT&T Inc. is the largest provider of local and long distance telephone services in the United States, and also sells digital subscriber line Internet access and digital television service. AT&T is the second largest provider of wireless service in the United States, with over 81.6 million wireless customers, and more than 150 million total customers. AT&T, Inc. was formed in 1983 as SBC Communications Inc. In 2005, AT&T converted to its current form when it purchased the former "Ma Bell" AT&T Corporation. The newly merged company took on the iconic AT&T moniker and T stock-trading symbol (for "telephone").

The current AT&T includes eleven of the original Bell Operating Companies, and the original long distance division. While it reconstitutes much of the former Bell System, AT&T Inc. lacks the vertical integration of the historic AT&T Corp., which prompted United States v. AT&T, the antitrust suit that led to the breakup in 1984 (which was ultimately settled by the Modification of Final Judgment in 1982.)

AT&T is bringing it all together for our customers, from the revolutionary iPhone 3GS to next-generation TV services and sophisticated solutions for multi-national businesses.

For more than a century, AT&T has consistently provided innovative, reliable, high-quality products and services and excellent customer care. Today, the mission is to connect people with their world, everywhere they live and work, and do it better than anyone else. AT&T is fulfilling this vision by creating new solutions for consumers and businesses and by driving innovation in the communications and entertainment industry.

AT&T is recognized as one of the leading worldwide providers of IP-based communications services to businesses and also has the nation's fastest 3G network and the largest international coverage of any U.S. wireless carrier, offering the most phones that work in the most countries; the largest Wi-Fi network in the United States; and the largest number of high speed Internet access subscribers in the United States.

AT&T is making huge advances in the entertainment and communications industry. For example, AT&T has expanded its video offerings to include next-generation television services such as AT&T U-verseSM TV and AT&T | DIRECTVSM. It's part of "three-screen" integration strategy to deliver services across the three screens people rely on most — the mobile device, the PC and the TV.

As AT&T continues to break new ground and deliver new solutions, it is focused on delivering the high-quality customer service that is our heritage.

Description of the project

First of all, the Team Leader has an overall responsibility for the service provided by the team, maintains the team performance and performance of the individuals, delegates and distributes the workload, evaluates the quality of the work. The Team Leader deals with complaints, escalations (supported by Manager) , and conflicts and communicates with other teams (parties) involved.

Daily morning issue reporting, weekly meetings with management, weekly quality meetings, and awareness of any current issue are in Team Leader's responsibilities as well. The Team Leader represents the team on meetings with customers, manages and reports the attendance of individuals, interviews and mentors newcomers, keeps a good climate within the team and is ready to take the ownership of any issue if needed.

Team Leader is a T-shape professional and works on different types of projects that are running within the team or even cross-teams. He is either assigned as an owner of particular action(s) within the project or acts as a Project Manager and covers the project from it's beginning.

Objectives

Student works for the business partner as a team leader and is expected do the job within the time period of the Interim project course. The responsibilities and scope of activities are defined below (Description of the position). Student has already been assigned to these projects, on which he will be working until their completion:

- Build up the new intranet sites of the team using SharePoint technology (making use of existing intranet sites stored in Lotus Notes application) - project managed by student
- Maintain the efficiency of the team based on the Activity Catalogue

Description of the position

The Team Leader:

- Has an overall responsibility for the service provided by his team
- Reports to the management
- Provides daily morning issue reports and monthly KPI reports
- Attends weekly checks with management, weekly quality meetings in IBM IDC and other required meetings
- Maintains and evaluates quality of the team work
- Maintains direct contact with customer, other teams and parties involved in the service
- Represents the team on customer visits and meetings
- Deals with escalations, communicates with other teams or parties in case of issues, knows escalation paths
- Maintains team performance and performance of individuals, is able to provide the feedback about performance anytime
- Delegates work
- Maintains and reports attendance
- Interviews newcomer candidates for an assignment within his team
- Provides mentoring and education for newcomers
- Works as education focal point, maintains education enrollments for the team members, keeps the knowledge within the team balanced
- Deals with conflicts within the team, supported by manager

– Works on team-wide projects

Outputs

– Gaining experience from an enterprise environment
– Applying student's skills and knowledge in practice
– Final report intended for the Guarantor of the field of study, with respect to the given specification
– Final report (brief summary) for attention of the Guarantor of the business partner focused on the business partner's approach towards the student, with respect to the given specification