

FIMUNI PA180 Interim project

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International Business Machines (IBM) (NYSE: IBM) is a multinational computer, technology and IT consulting corporation headquartered in Armonk, North Castle, New York, United States. IBM is the world's fourth largest technology company and the second most valuable by global brand (after Coca-Cola).

IBM is one of the few information technology companies with a continuous history dating back to the 19th century. IBM manufactures and sells computer hardware and software (with a focus on the latter), and offers infrastructure services, hosting services, and consulting services in areas ranging from mainframe computers to nanotechnology.

IBM has been well known through most of its recent history as the world's largest computer company and systems integrator. With almost 400,000 employees worldwide, IBM is second largest (by market capitalization) and the second most profitable information technology and services employer in the world according to the Forbes 2000 list with sales of greater than 100 billion US dollars.

IBM holds more patents than any other U.S. based Technology Company and has eight research laboratories worldwide. The company has scientists, engineers, consultants, and sales professionals in over 200 countries. IBM employees have earned five Nobel Prizes, four Turing Awards, nine National Medals of Technology, and five National Medals of Science. As a chip maker, IBM has been among the Worldwide Top 20 Semiconductor Sales Leaders in past years.

Productivity improvement project

Main points of this project

- Obtain and document information about position/role to have an overview what is the scope
- Document all knowledge and documentation which are needed for each position
- Perform given position upon instructions of team and manager
- Review if information given in the beginning of the project were sufficient to perform the job
- Create the education and skill transfer plan for given position/role and propose the innovation of work instruction if needed and propose to implement new applications to improve the quality in existing job

Areas of the project & special requirements for specific area

Delivery Compliance Administration

- Visual Basic skills
- Lotus script of JAVA script skills

iSeries Operations

- Programming in PHP advanced skills
- MySQL advanced skills
- Javascript & Java advanced skills

Storage management

- Perl programming language advanced
- Good knowledge underlying UNIX operating systems & scripting
- DB2 SQL language
- HTML/XHTML + CSS
- LDAP queries basic skills

End User Support

- Visual Basic skills

IGA (EUS) – scripts preparation

- PHP, SQL, JavaScript knowledge

Other positions where no specific skills are needed

- Application hosting
- Customer technical support
- Business operation
- Asset management
- Groupware
- Service management
- Security Tasks (Health Checking Process)
- Compliance support team

Skills required for all positions

- Advanced level of English language (read/write/technical)
- Lotus Notes basic skills
- Advance knowledge of MS office (MS Excel, MS Word, MS Access)
- Good documentation and communication skills
- Problem Determination & Analysis skills
- Team working skills