IBM Client Innovation Center

Central Europe

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IBM **Services**

IBM

IBM Client Innovation Centers 2019

IBM Client Innovation Center
Central Europe

Growth

2001
Foundation of Client Innovation Centre Brno in 2001

2005
In 2005 both centers were becoming Integrated Delivery Centers

2009
- Client Innovation Centre Central Europe effective since October 2009
- Client Innovation Centre Poland established

2011
Client Innovation Centre Central Europe is winner of Global Service Delivery Quality Excellence Award

2013
Awards
- Brno: Most Desired Employer in South Moravian Region
- Hungary: Most popular employer 2013

2014
Client Innovation Centre Hungary is winner of Global Service Delivery Quality Excellence Award

2015
Award
- Brno: Most Desired Employer in South Moravian Region

2016
Centres in Romania and Bulgaria become part of Client Innovation Centre Central Europe

2017
- Agile Transformation of CIC CE starts
- 20th Anniversary of CIC Hungary

2018
- Globally Integrated Delivery Transformation of CIC CE

Range of services

Supporting more then 500 clients Across all European regions as well as Global accounts

Mainframe
- Server Management
- Storage Management
- Data Management

Distributed
- Application Hosting
- Storage Management
- Data Management
- Server Management

Mobility and Workplace
- Mobility & Workplace Device Management
- Mobility & Workplace Platform Management
- MWS Cross Service Line
- Mobile Client Care Services – Service Desk

Automation

Network services

Integrated Service Management
- Incident, Problem & Change Coordination
- Incident, Problem & Change Management
- Service Availability Managers
- Delivery Project Executives
- Service Support Management

T&T / Project Services
- Transition and Transformation
- RFS
- Delivery Transformation
- Project Office Management

Security and Risk Management
- Compliance & Regulatory Program Management
- Identity & Access / Infrastructure Protection
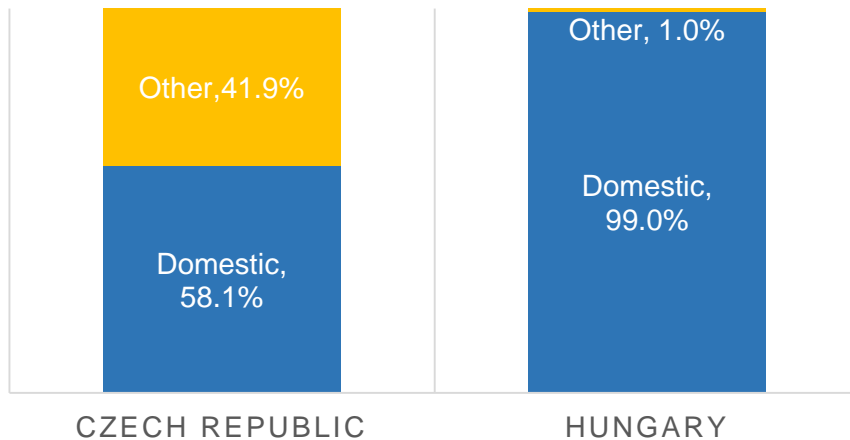- Security Operations Management
- System Currency
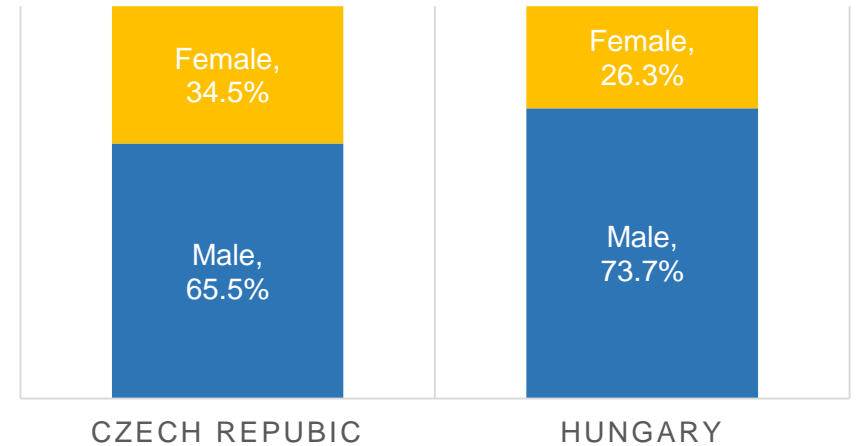
Client Management

Asset Management

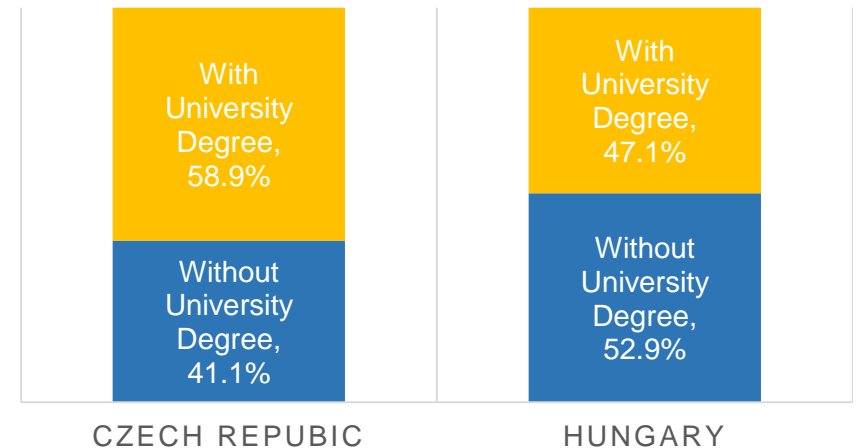**IBM Watson, Cloud, Internet Of Things…**

Demographics & Diversity

People Citizenship

Other, 41.9%

Domestic, 58.1%

Other, 1.0%

Domestic, 99.0%

CZECH REPUBLIC   HUNGARY

Gender Diversity

Female, 34.5%

Male, 65.5%

Female, 26.3%

Male, 73.7%

CZECH REPUBIC   HUNGARY

University Degree

With University Degree, 58.9%

Without University Degree, 41.1%

With University Degree, 47.1%

Without University Degree, 52.9%

CZECH REPUBIC   HUNGARY

Average of Female Graduate from IT Universities is 10%

IBM CIC CE Employees Demographics & Language Skills

🇧🇷	Brazilian	🇬🇧	English	🇮🇹	Italian	🇷🇺	Russian
🇨🇿	Czech	🇫🇷	French	🇵🇱	Polish	🇸🇰	Slovak
🇭🇷	Croatian	🇩🇪	German	🇵🇹	Portuguese	🇪🇸	Spain
🇳🇱	Dutch	🇬🇷	Greek	🇷🇴	Romanian	🇹🇷	Turkey
🇭🇺	Hungarian						

The Market France Tower

More than

95 French clients

who require a service in French language

Ca.

¼

of services

delivered in French

Around

600 employees

working every day to satisfy our French clients

9 April 2019   IBM Services

The "French team"
4 main actions

Business French courses & certifications

for our employees

Since 2008

Partnership with the French Institute of Prague

on several projects & events

Since 2014

Business French workshops at MUNI

at the Philosophy Faculty (French department) & IT Faculty

Since 2016

Collaboration with French universities

Internship opportunities (Erasmus +)

Since 2016

Internships in IBM

Kateřina Panková | Internship Program Leader

IBM SMARTER UNIVERSITY BRNO

Are you interested in internship position?

Check available positions here:
https://ibm.box.com/v/SmarterUniversityBrno

If you found one position available in the catalog apply here or contact for more details:

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CURRENT INTERNSHIP POSITIONS

Junior developer – Egnos project (Education platform)

Junior developer - Skills measurement tool

Junior developer – Database for alerts

Data Analyst

Project associate in Design Thinking

You did not find what you are looking for ?

students@cz.ibm.com

Jobs with French language in IBM
Que puis-je faire dans une entreprise IT ?

Lucie Crespo | First Line Delivery Manager
Miroslav Jindra | Business operation Manager

WHAT COULD IBM BE FOR ME ?

A solid career and salary growth

A chance to put theory to practice…

…in a fast developing industry with various opportunities

With many programs to develop new skills

WORKING ON SERVICE DESK: WHAT CAN I EXPECT ?

**Probation Period
3 months** → **Learning Period
Up to 9 months** → **Advanced Period
Up to 17 months** → **Senior Period
Up to 24 months**

Newcomer

Training

Soft Skills

Technical skills

Account training

Job Shadowing

1-3-9

Customer Service Representative

Training

Soft skills refresh
I started here
Team Analytics
Agile
MS Excel

Possible additional roles

Agile focal Point
Call coach

Customer Service Representative

Training

Leader's edge
Participation in team leadership
Behaviour Based Structured Interview
CTS university
Mac university

Possible additional roles

Focal point
Shift Leader
Trainer
Prepare career discussion with manager

Customer Service Representative

Training

ITIL Foundation training
Career discussion with manager
Upskilling
Further job shadowing
Further role training

Possible additional tasks

Backup Team Leader
Subject Matter Expert
Quality Manager
Service Coordinator
Knowledge database manager

AFTER SERVICE DESK: WHAT'S NEXT ?

Service management	Technical way	Leadership	Project Management	Other
Process Execution Manager	WSS Centralized Technical Support	Team Leader	Project Office	Asset Management
Incident, change, problem manager	SSO Wintel, Unix, Storage, Databases, Network	Account Delivery Leader	Project Manager	Education Team
Service coordinator	SAP	Service Delivery Manager	Technical Solutions Manager	Human Resources
Service Delivery/Availability Manager	MAC	1st Line Manager	Senior Project Manager	Automation
Service Integration Leader, Delivery project executive	Mainframe	Business Operations Manager	Sales	
Project Executive		Competency Leader		

Positions accessible directly after Service Desk

Positions accessible directly after Service Desk only under specific conditions

WHICH PROFILE FOR WHICH TYPE OF POSITION?

Service management	Technical way	Leadership	Project Management	Other
Customer and service oriented	Proven technical skills and interest (possibility of specific technical training)	Strong and proven self-motivation, drive and energy	Leading of project teams	Analytical thinking and precision
Knowledge of processes	On 3rd level, good communication skills to communicate with clients	Ability to work as part of team and ownership	Ideally leadership basics from Service Desk	Ability to perform tasks regularly and reliably
Using diplomacy when dealing with client directors		Proven ability to take personal responsibility	Language skills	Good communication skills
Ensuring communication cross teams		Personal attitude suitable for leading of people	Completed mandatory Educations	
Education in service direction (ITIL)		Completed mandatory Educations		