

IBM Romania Delivery Center

P8: Student training, internship and mentoring at IBM Global Business Services



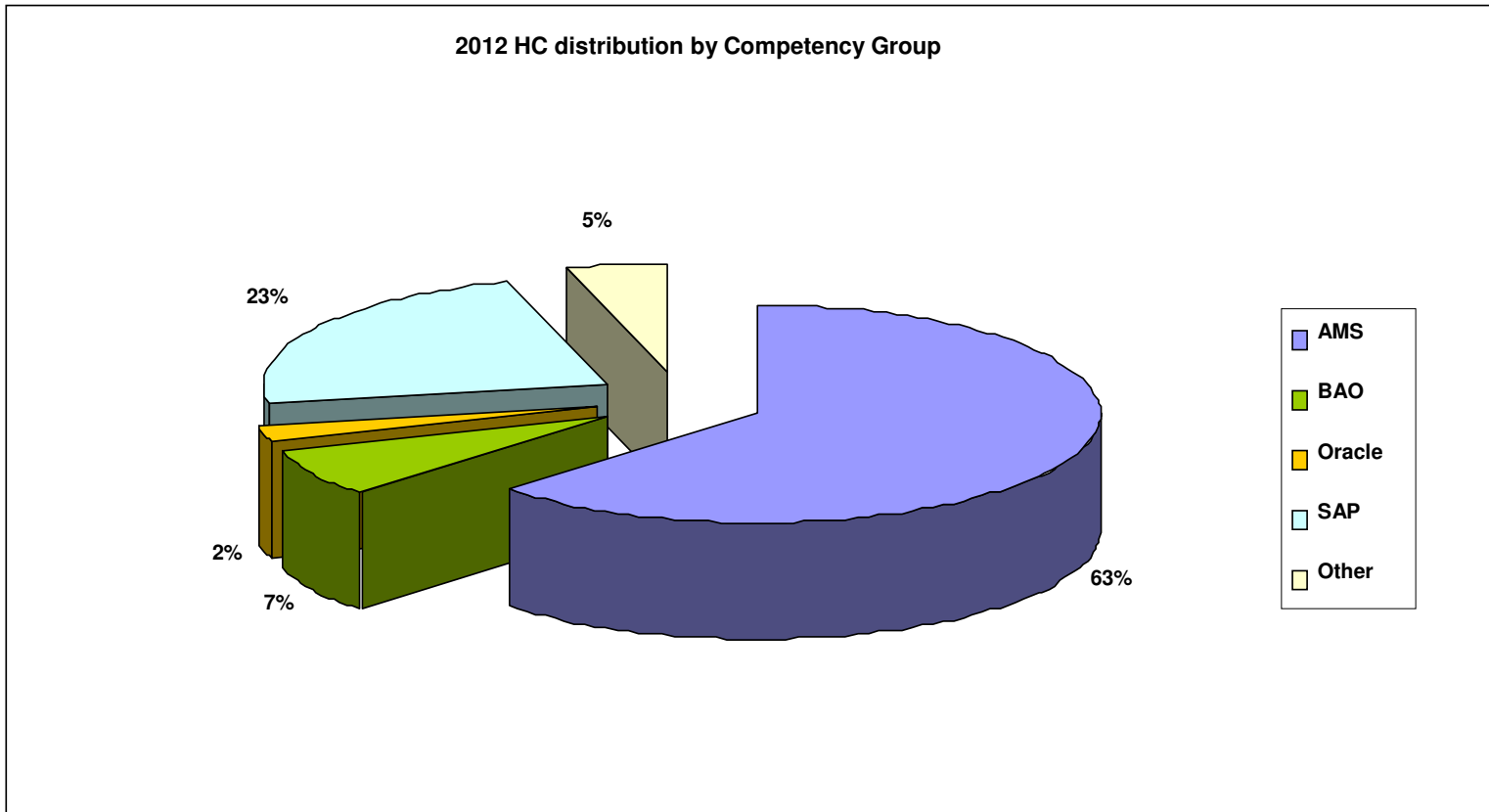


Romania DC Application Services Solution Portfolio

PLM	ADM	Testing Services	Enterprise Applications (SAP& Oracle)		Business Analytics & Optimization	HR Access
<ul style="list-style-type: none"> • Product Data Management (PDM) • Collaboration (B2B) • Governance (Program & Change Mgt.) • Design practices (CAD) • Engineering & Testing (CAE/CAT) 	<ul style="list-style-type: none"> • Web-based Application Development: Java/J2EE; .net • Industry-based expertise • Application Architecture Services: <ul style="list-style-type: none"> -Enterprise Architecture; - SOA Development; - Enterprise Integration • Database Management services: - SQL, Oracle, DB2 Development • Mainframe / AS400 development: <ul style="list-style-type: none"> - COBOL - RPG • Infrastructure services: <ul style="list-style-type: none"> - Application Server Administration - Rational Portfolio Manager 	<ul style="list-style-type: none"> • Full Lifecycle Testing: <ul style="list-style-type: none"> Unit Functional Integration Performance • Test Case Automation • Test Process Model • SOA Testing • Test Capabilities Assessment • Test Consulting • TTQ – Test Optimizers • Testing Services for Cloud 	<p>SAP:</p> <ul style="list-style-type: none"> • Full-cycle Implementation • SAP Roll-out • SAP Upgrade • Sustain-Helpdesk (Support/Maintenance) • Remote System Administration • Remote Development • Data Integration Services • Integration Services • Remote Testing • Landed Practitioner Support • Remote Configuration • SAP Upgrade 	<p>ORACLE:</p> <ul style="list-style-type: none"> • EBS implementation • EBS remote development • JDE implementation and support • PeopleSoft remote development and support 	<ul style="list-style-type: none"> • BI Strategy & Roadmap • BI Process Improvement • Business Intelligence • Data Warehousing • Dashboards & Scorecards • Planning, Budgeting, & Forecasting • Business Analytics & Reporting • Data Integration (ETL) • Data Quality • Data Architecture • Master Data Management • Content Management 	<ul style="list-style-type: none"> • HR Management • Payroll /Comp & Benefits • Time & Attendance • Career path/Training • Recruitment • UE compatible HR legislation expertise • HR Reports • Oracle DB & PL/SQL • IBM DB2 • App. Architecture Design • SOA



HC Distribution per Competency Areas 2012



2010 growth: 31%

2011 growth: 35%

Spoken Languages:

- English (98%)
- French (63%)
- German (34%)
- Italian (21%)

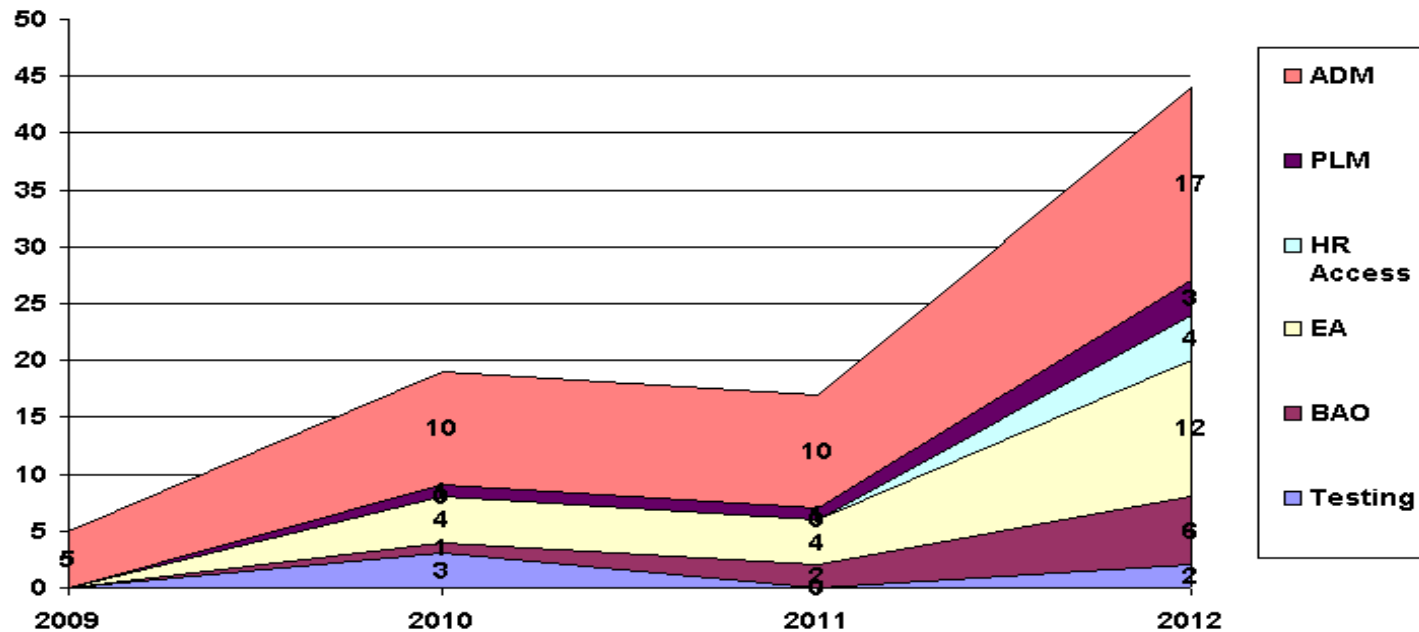


Internship Program Goals

- Expose participants to IBM's culture and values
- Increase academic/business ties
- Support business development
- Encourage graduate careers
- Create a pipeline of candidates suited for IBM junior positions



Program Achievements 2009-2012



The internship program evolved from covering one competency in 2009, to welcoming now interns on 6 competencies and different projects, both in our center in Bucharest and in Brasov.

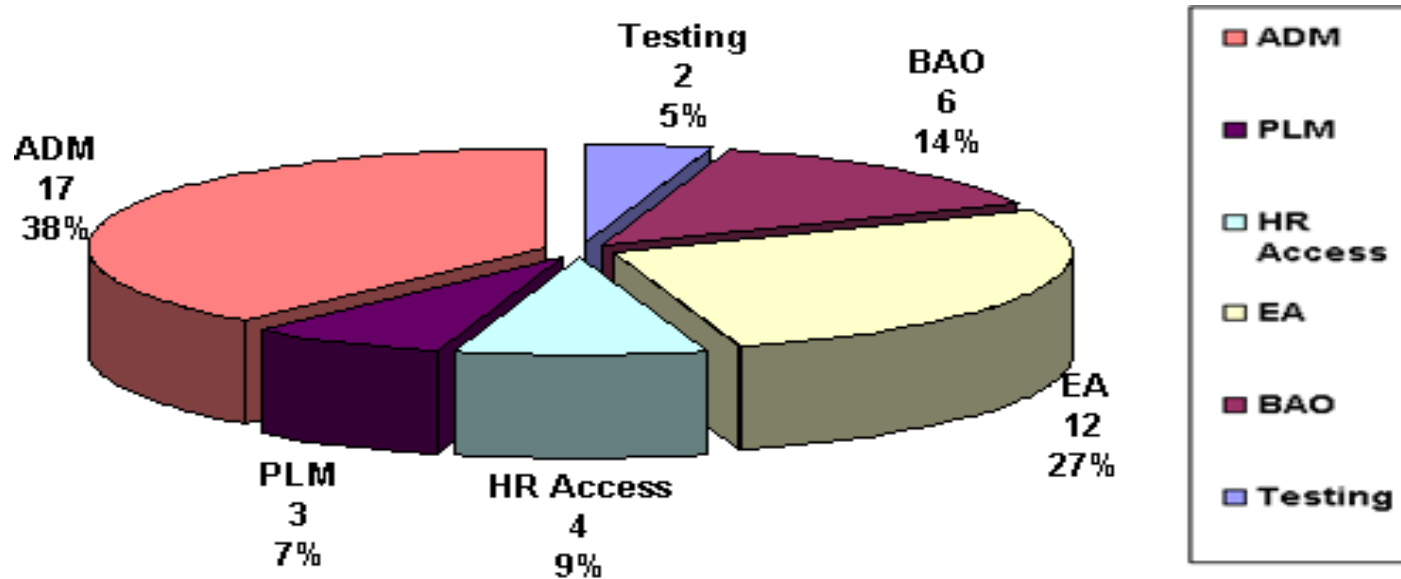


Program Details 2009-2012

Competency	Entered the IP	Hired after the IP	Entered the IP	Hired after the IP	Entered the IP	Hired after the IP	Entered the IP	Hired after the IP
	2009		2010		2011		2012	
	Testing			3	2			2
Business Analytics&Optimization			1	1	2	1	6	
Enterprise Applications			4	4	4	4	12	
HR Access			0	0	0	0	4	
Product Lifecycle Management			1	1	1	1	3	
Application Development&Maintenance	5	0	10	6	10	10	17	
Total number of interns	5	0	19	14	17	16	44	Most likely ALL
	2009		2010		2011		2012	



Current Program - 2012



The 2012 Internship program joined 44 graduates for an initial period of 3 months. After successfully completing the internship program the interns will be on-boarded as billable headcount on the projects.



Selection channels



University Relations



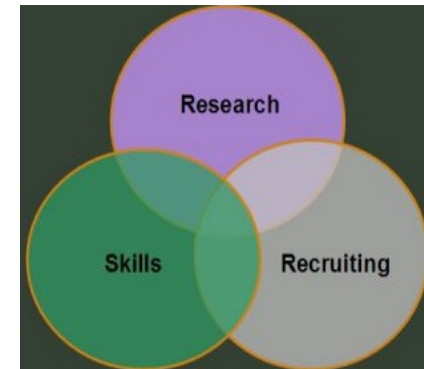
**IBM's internship program is promoted through multiple sourcing channels like:
Global Opportunity Marketplace, Internet, Job portals, Job fairs, University
presentation, recruitment marketing campaigns, employee referral program.**



Selection process

The best internship candidates go through the selection process

- Assessment center
- Group activity
- Individual activity
- Technical skills/knowledge test
- Foreign language test



The candidates shortlisted after successfully completing the assessment center are invited to a interview with their future People Manager



Program Agenda

From Soft skills trainings...

- Interview and presentation skills

...to IBM insights and technical knowledge

- Company Presentation
- Internship Testimonials
- Succeeding @ IBM
- IBM's Competencies Presentations
- Technical Professions in IBM
- IBM Collaborative Tools
- IBM Software Products



Internship Program Benefits

...to Interns

- Career development planning
- Technical, foreign language and soft skills acquiring and improvement
- Full time employment opportunity after successfully completing the program

...to IBM

- Access to academic talent
- Pool of young graduates for future hires



Sample: Practice Program 2010 Brasov

Program duration

September 2010

No. of sessions: 8 specific session + 1 Introducing Session

Pace: 4 hours/day

Agenda

Webservices

J2EE

Cobol

C/C++

Location

University Facilities-Computer Science lab.



Sample: SOA in a nutshell - Brasov

One Week 40h SOA Theory and Practice

Overview IBM Technologies

Rational Application Developer

WebSphere Application Server

Test

Six weeks practice in teams of 5 Students

Using remote infrastructure at Bucharest Innovation Center

Location

Brasov University Facilities

Innovation Center Bucharest remote infrastructure

In German Language