



Project Friendly 2008

1st International Young Project Managers Meeting in Brno, Czech Republic

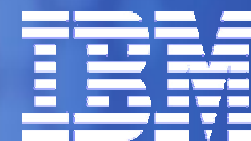
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<http://www.acsa.vutbr.cz/pf/>

11th – 14th September 2008



IT Delivery EUROPE

Project Management
&
Project Office Management

July 2008 | IDC BRNO

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AGENDA

- Ø Mission and goals
- Ø People, skills, figures, roles
- Ø Services
- Ø Objectives
- Ø Tools
- Ø Methodology
- Ø References
- Ø Questions

Project management @ IBM IDC Brno

IBM see strategic value in project management as it helps IBM to become highly competitive in the global marketplace.

Therefore through effective project management IBM is able to:

➔ **Add value**

➔ Achieve improved results at a lower cost, with higher quality and a more predictable timeline.

➔ **Lower cost**

➔ Requires less rework, improved productivity and fewer defects through the use of skilled, disciplined project managers.

➔ **Increase speed**

➔ Anticipate problems and potential delays using Project Management techniques and processes ,

➔ Deploy resources efficiently and manage change effectively

➔ **Improve quality**

Monitor, measure and manage to quality objectives through effective Project Management disciplines.

Who are the project managers?

- Experienced people from different countries specialized in various areas of IBM delivery.
- Constantly developing their skills through project management education and internal workshops.
- Able to manage complexity in a professional and successful manner.
- Able to manage virtual and cross-cultural teams across the World.

Project management @ IBM IDC Brno

What are the processes to follow?

- ü Worldwide Project Management Method (WWPMM)
- ü End 2 End Service Transfer Process (E2E STP)

What are the types of projects ?

- ü New Business
- ü Service transfers
- ü RFS
- ü Process improvements
- ü Global solution implementations
- ü Software deployment/development
- ü Innovations

Mission of PM in the IDC Brno

IDC BRNO Mission Statement:

"Become the leading provider of IT services, dedicated to client's success, delivering high quality and the best cost / performance ratio"

Mission of PM:

- Ø Lead in delivery of the industry's most advanced information technologies and services and translate these advanced services and technologies into value for our customers through our professional solutions and services;
- Ø Establish, maintain and provide to our clients IDC services with excellent quality, high customer satisfaction, top performance, complex skills, increasing IBM services
- Ø Efficiency, standardization, utilization and cost effective and with highly motivated and flexible staff ready and capable to take new challenges, share experience and support new projects or initiatives in an international and multicultural environment.
- Ø Build-up & run stable Project Management unit to provide skilled resources for:
 - P.M., P.O. and Engagement Services activities out of IDC Brno
 - Project Management activities on IDC internal projects

This mission is executed based on [IBM Quality Policy](#)

Strategy for development / PM of the Future

The PM of the Future is multi-skilled in seven Dimensions:

- Ø Project Management
- Ø Understanding the Customer's industry
- Ø Working in and leading teams
- Ø Business Acumen
- Ø Working with Customers
- Ø Personal Influence
- Ø Delivering the Solution

The PM of the Future demonstrates:

Ø Integrity

- Consistency, trusted by all parties, manages self and others by high principles

Ø Managerial Skills

- Establishes a clear structure for the team
- Works well within the team
- Able to spot where coaching / mentoring is needed

Ø Vision

- Takes a holistic view over the whole enterprise

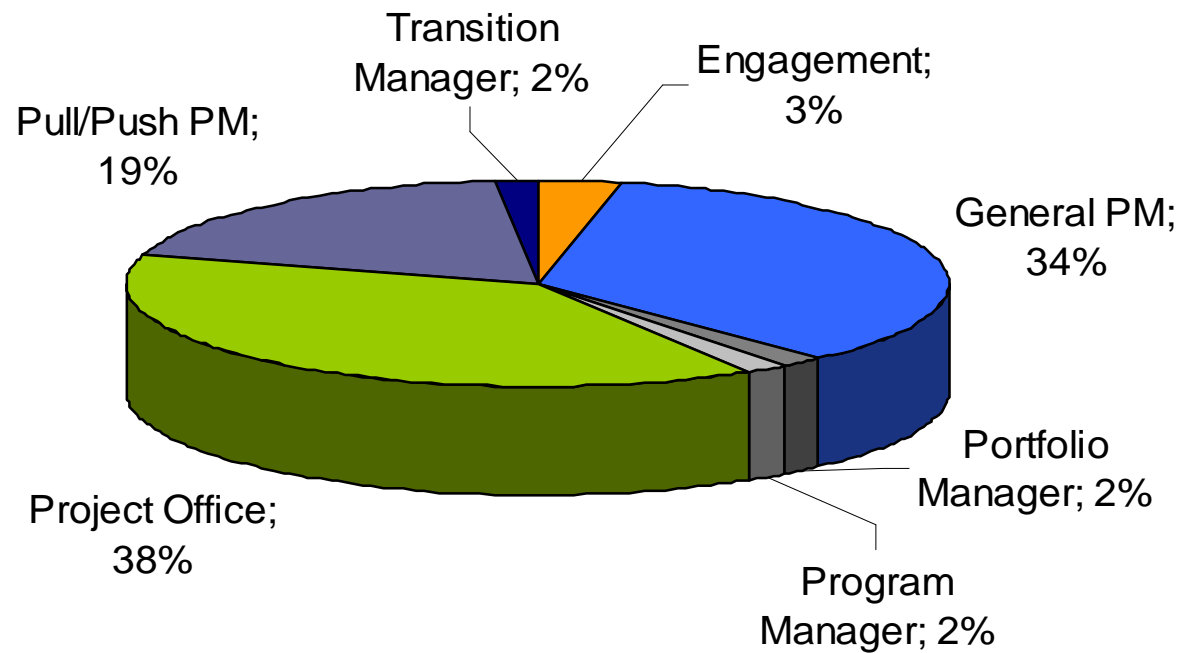
Ø Cross Cultural Understanding

- Adapts behaviour to team with people from other cultures, countries and businesses
- Knows relevant local laws and constraints

FIGURES

- Ø The first PM hired in May 2005
- Ø After 3 years the PM department has almost 65 members

Structure of roles in the PM department



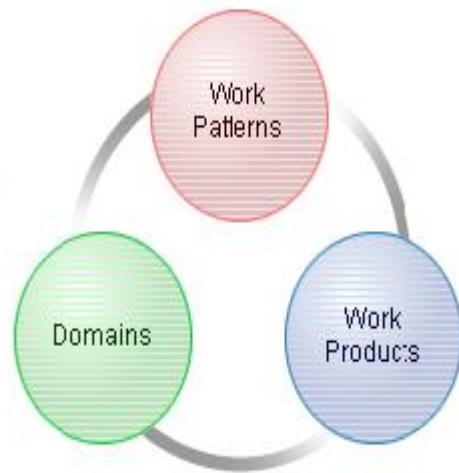
Used and useful TOOLS in Project Management area

- ✓ Project Control Book PCB
- ✓ Rational Portfolio Manager RPM
- ✓ MS Project
- ✓ Ms Excel / PowerPoint / Word
- ✓ Project Management Knowledge Network PMKN/iRAM
- ✓ Wiki
- ✓ Team Room
- ✓ Workshops
- ✓ M-NOW
- ✓ Services Activation & Deactivation

World Wide Project Management Methodology – WWPMM

WWPMM helps define the PM System, a collection of plans, procedures and records that direct all PM activities and describe the current state and history of the project.

WWPMM consists of a number of interrelated components such as:



✓ **Domains** (related sets of project management processes that generally focus on the same set of project management)

✓ **Work patterns** (sets of activities, in order to meet a project management goal or to respond to a typical situation)

✓ **Work products** (the verifiable outcomes that are used to manage the project)

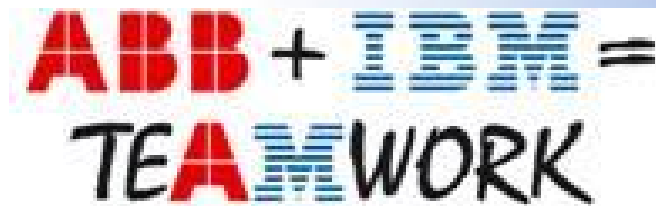
IDC Brno - References

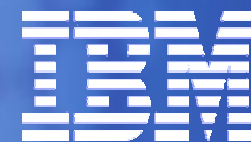
Using world-class processes, tools and best practices, the centre is working with clients across a broad range of industries.

Currently more than 600 customers are serviced out of Brno.



As part of an agreement to manage 90 percent of ABB's global IT infrastructure operations, IDC Brno plays a key role in the management of servers, operating systems, corporate networks and service desks for ABB in 16 countries worldwide.





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Thank you for
your attention !

July 2008 | IDC BRNO

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