

## Professionalize your IT Workforce

Increase the value and quality of your IT services to your business through a highly skilled, motivated and loyal workforce.



**Develop** your IT professionals by offering a standard education curriculum and mentoring.

Prepare your IT professionals for **certification**.

**Mentor** your IT professionals during the assess, develop and certify steps to ensure high quality and accelerated development.

### Your Benefits

- **Increased business value** through certified IT professionals
- Certified professionals hold a portable credential **verifying their experience and competencies**, including their expertise in vendor-specific products and solutions. This acknowledges their value, helping in their career advancement
- A **globally-recognized standard** helps **development** and ensures **recognition** of the IT professionals
- Driving **innovation** and growth by enhancing technical vitality and by developing an adaptable workforce
- To **assure quality of service**, you can provide certified IT professionals to staff your projects and achieve your service level agreements
- **Highly motivated and loyal** IT professionals who are committed to the business goals
- Enabling **communities** through informal learning and knowledge transfer and so improving technical vitality
- Insight into **organizational, leadership, individual and cultural aspects** that may need improvement to support the professionalization of the IT workforce

### The Challenge

In today's dynamic business environment, the ability to manage costs, drive productivity and gain a competitive advantage requires a **high performance workforce**.

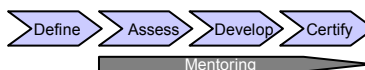
A highly performing IT workforce entails having IT professionals with the right capabilities (knowledge, skills and experience). They should be able to adapt rapidly and respond to the changes in the outside market to **deliver high quality IT solutions** that are both innovative and consistent on a global basis.

The capabilities of your workforce need to be linked to your **business strategy**.

### The Solution

By following a defined professionalization process you can improve the effectiveness of your organization and increase the performance of your IT professionals:

#### The professionalization process



**Define** appropriate capability profiles for your IT professionals based on reference capability frameworks.

**Assess** current capabilities of IT professionals based on skill standards like the Open Group Skill Framework.



## IBM Support

IBM can support you in all of the phases of the professionalization process. For the assessment and certification steps we have successfully applied the [Open Group standards](#).

The Open Group is a global organization providing open standards for measuring the capabilities and expertise of IT Architects and IT Specialists. These standards will be used to help you identify [strengths and development areas](#), for individuals and for the community.

The [assessment process](#) provides a visual summary of the candidate's profile as well as a consolidated group profile (see fig. 1).

Additionally, we use a globally recognized [personal skills assessment](#) that provides insight in the behaviour and preferred work styles of the IT professional in order to identify strengths and possible improvement areas.

In order to improve identified development areas, we provide an [education curriculum and mentorship](#) based on IBM's market recognized master programs and mentoring process.

## Benelux Reference



IT Architect Profiling Program:

[Capability assessment](#) of ING OIB IT Architects based on skill standards of the Open Group. [Mentoring program](#) preparing IT professionals for certification.

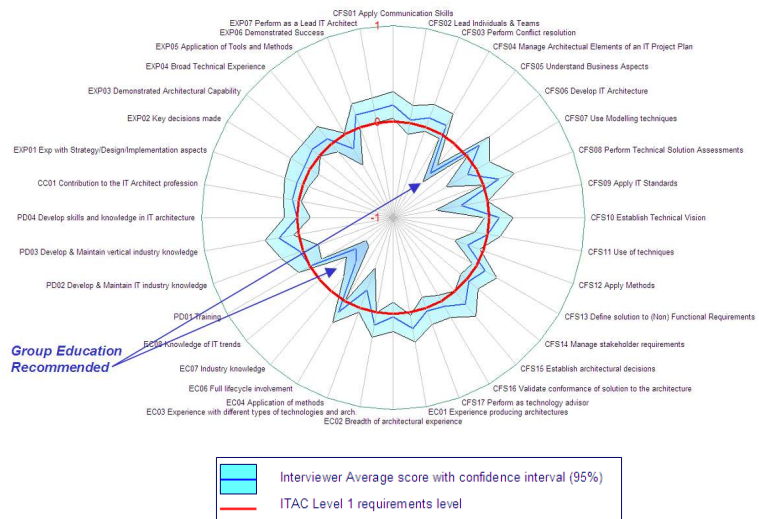


Fig. 1: IT Architect Assessment, example consolidated group profile

## Why IBM

- IBM is uniquely [qualified](#) to assist you in managing your IT Talents. With more than 15 years of experience in the area of IT Professional Development IBM has in-depth expertise in implementing Talent Management
- IBM has [60.000 IT Specialists](#) and [17.500 IT Architects](#) world-wide, a significant part of them are certified
- The IBM Certification Process is acknowledged by The Open Group ITAC & ITSC program
- IBM is a [platinum member](#) of the Open Group. Co-initiator of the newly formed local chapter of the Open Group in the Benelux
- IBM's [career programs](#) have won many awards

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