

IBM Staff Augmentation Services

Skilled IT resources when and where you need them

HIGH-DEMAND SKILLS FOR 2012

IBM Staff Augmentation Services provides flexible access to high-demand skills in Server Optimization and Integration, Storage and Data Products, Middleware Implementation, IT Security, and IT Transformation Strategy and Design.



Highlights

- ***Flexible solution that allows utilization of a vast pool of skilled technical resources from one day to one year***
- ***Simple contracting vehicle that offers easy access to broad range of technical skills***
- ***Cost-effective way to supplement your existing IT staff without the need for additional full-time resources***
- ***Standardized report to provide clarity on resource usage and enable forecast of IT infrastructure support costs***

Matching skills to your business requirements

Managing your IT environment across platforms and organizations is a complex task. To remain competitive in an ever-changing marketplace, you need to focus on core competencies while maintaining a reliable IT environment to support your business.

Sourcing and maintaining the right skills can be particularly challenging. Whether your company is embarking on new markets or re-focusing staff on strategic business initiatives, having the capability to easily access the right skills, when and where required, is absolutely imperative.

Easily accessible support

IBM Staff Augmentation Services is an easy to use staffing service that allows you to call upon IBM's access to a vast pool of IT skills when and where you need it.

By pre-defining, but not committing to, an annual spend on ad hoc resource support for your IT Infrastructure, we let you focus on what you do best - running your business.

Staff Augmentation Capability

Let IBM's Staff Augmentation Services be your 'extended IT team' and ease the pressure to maintain good technical staff in-house. IBM's access to a vast pool of skilled IT resources can be called upon when required, allowing your staff to be utilized more strategically. With a myriad of skills across all IT competencies, you can be assured that the right resources will be engaged to meet your requirements.

A simplified way to gain control over your IT Infrastructure

A pre-defined Job Role Catalogue and Pricing Table are provided as part of the IBM Staff Augmentation Services enablement package, allowing you to accurately budget for your IT infrastructure services needs. To further simplify matters, IBM will send you a monthly Staff Augmentation activity statement, which will provide you with details on resource usage and allow you to track the remaining balance on your IBM Staff Augmentation Services contract.

A comprehensive set of service options

IBM Staff Augmentation Services has a broad range of IT Job Roles in the areas of Technical Services, Operations Management Services, Project Management Services, and IT Consulting Services. These roles include (but are not limited to): Computer Operator, Database Administrator, Network Analyst, Project Manager, IT Strategy Consultant, Security & Privacy Consultant, Systems Management on AIX, Notes, DB2 and Technical Solution Architect.

One phone call or e-mail is all it takes to access IBM Staff Augmentation Services via our single point of contact Call Centre.

IBM Staff Augmentation Services is available Canada-wide, reducing the need for your key personnel to travel across the country to attend to IT service requirements.

For more Information

Please contact your IBM Account Representative.



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Sample Types of Job Roles

Role Name	Description	Job Skills
Systems Administrator	This role is performed by technical professionals who specialize in providing perform services to clients on hardware and software components. Activities include operation and maintenance of operating systems across multiple platforms, middleware applications, various database technologies, high availability solutions and load balancing.	<ul style="list-style-type: none"> • Analyze Problems/Situations • Apply Problem Solving Techniques • Implement System HW/SW Components • Manage Project Change • Manage Performance/Capacity • Perform Project Tracking/Reporting/Delivery Process • Perform System Performance Tuning • Perform Root Cause Analysis • Use Systems Analysis • Use Systems Monitor Tools
Infrastructure Specialist – Server Optimization & Integration Services	Implement Server Optimization and Integration Services helping clients create cost-effective, scalable and resilient server infrastructures to support business applications, using industry-leading practices based on IBM experience and intellectual capital, to define a future-state server environment.	<ul style="list-style-type: none"> • Install Operating System • Develop Infrastructure Strategy • Perform Hardware Problem Mgmt • Perform Operating System Problem Mgmt
Infrastructure Architect – IT Transformation Strategy & Design Services	This role concentrates on the development and design of IT Transformation solutions that support the business requirements of the client. Solution responsibility can include infrastructure strategy and design, systems strategy and design, communications strategy and design, and data center strategy and design. Included in the focus areas are the critical evaluation and selection of the software and hardware components (including partners) of the infrastructure. Best practices in this role use reference architectures and service product assets to develop conceptual and detailed designs. Infrastructure Architects are responsible for performance, availability and scalability of the solution and the impact on the client's infrastructure.	<ul style="list-style-type: none"> • Architect I/T Solutions Using Application Platforms • Architect I/T Solutions Using Databases • Architect I/T Solutions Using NW Mgmt Products