IBM Consulting Associate Program 2021 Essay Test

This essay test consists of 1 question only:

* The essay would examine your English competency, writing skills and logical thinking
* Complete your written test using Word document
* Word limit is **500 words.** Content beyond 500 words **will not be evaluated**
* Save your completed written test in .doc or .docx format with the file name as: **2021-R2-Essay-<email address>.doc**
* **Important note: Please ensure the email address is the one you use to apply the Consulting Associates program**
* Submit your completed test by uploading the file on the designated BOX folder before deadline
* File name with wrong file name standard or wrong email address will not be evaluated and scored. Candidates who fail to submit the written test before the submission deadline will not be proceeded to next round interview.
* You should not have duplicated submission. If so, IBM recruitment team will take the first submission as the final version.

Time Limit: 60 minutes

Before you start, please fill in your information down below:

**Candidate Info:**

|  |  |
| --- | --- |
| Name: | YUN, Junwoo |

**Question**

Topic: In recent months, due to Coronavirus disease (COVID-19) outbreak, IBM employees are encouraged to work from home. Suggest how IBM Consultants could maintain productivity during remote work.

Due to the outbreak of Coronavirus disease (COVID-19), the vast majority of workers worldwide, including 42% of U.S. workers, work from home. Due to the lack of systematic manuals and approaches for effective remote working, companies must adopt solutions to provide efficiency such as using cloud-based SaaS, a collaborative solution.

What makes remote working available? Its basis is the development of ICT technology. Until the 1980s, the communication infrastructure was limited to faxes and telephones but rapidly developed into video conferencing platforms such as Skype and Zoom beyond the spread of computers, internet, e-mail, and smartphones in the 2000s. Skype and Zoom also saw a significant increase in users last year.

IBM needs to adopt a systematic collaborative solution. One of the major differences in working remotely is non-face-to-face communication, with the following problems in communication and collaboration. To maintain productivity during remote work, many companies use cloud-based Saas, Software-as-a-Service. This tool provides a digital workplace with collaborative solutions from business messengers to video conferencing solutions, cloud-based file-sharing programs, and collaboration spaces, and schedule management tools.

Those collaboration tools are receiving more attention in recent years including Microsoft's Teams, Google's G Suite, and Slack. IBM should adopt better tools to seamlessly connect people, and business processes, enabling them to interact in physical and cyberspace.

IBM needs to promote more interaction under personnel in leadership positions, utilizing the collaborative solution. Due to remote working, having interactions and keeping relationships intact became much harder. It requires extra time and effort to maintain almost at the same level as before. Executives and personnel in leadership positions are important to be educated for better handling, managing, promoting more active interactions.

IBM needs to promote mental health management utilizing the collaborative solution. Due to continuous remote working, employers are facing stresses from physical isolation and intrusion in personnel space and routines. Preventing negative impact on workers and team due to negative psychosocial factors, real-time psychological counseling and therapy, and weekly counseling with the team manager could be adopted. Also, virtual networking sessions and happy-hour could be further promoted to relieve stress and build up relationships at the same time.

IBM needs to promote education sessions utilizing the collaborative solution. With less supervision, employers could lose the necessity of working passionately. With education sessions using the collaborative solution, the company could promote ownership and personnel responsibility to complete the given task without pressure. Also, sessions of managing time and stress could be further promoted for productive remote working.

IBM needs to adopt a stronger security system on the collaborative solution. Refer to a recent outbreak of data leakage in LINE due to remote working and access, companies should either adopt the better solution or build a stronger security system. It will bring safe and productive collaborative remote working and prevention of fatal plunge of company’s reputation.

Adopting a systematic collaborative solution and utilizing the solution will not only promote the effective and collaborative seamless connection between people and business process but also alleviate negative impacts from COVID-19.