About me(Wang Li Jian/Jane)

IBM career history:

1. PMO
2. WSP

Hobbies:

- Travelling
- Calligraphy
- Singing

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IBM
Strategy
Consulting

Insight into the world of Workforce Management

WFM

Feb 2024

AGENDER

1. What is WFM ?
2. What are your responsibilities?
3. Hours Plan
4. MySA
5. Labor Claim

What is WFM?

- WFM stands for **W**ork**f**orce **M**anagement.
- WFM helps IBM Consulting to achieve the goal of demands & supply in equilibrium.
- WFM looks at all resource pools and future demands to predict future resource needs.
- WFM works with PM to advise on staffing strategy to delivery in highly competitive markets.

Key people to know within your practice area

PeM - People Manager/Blue Pages Manager

- Guides you on performance and career planning within IBM.
- Manages people within a Service Area with a like skill set.
- Responsible for professional development, utilization, HR actions, and deployment.

WSP – Workforce Staffing Professional

- ✓ Resource Management Bench / Roll off Management
- ✓ Demand fulfillment.
- ✓ Identifying and sourcing resources for projects.
- ✓ Deploy resources to projects

PM - Project Manager

- ❖ Ensures that we meet our schedule, technical, and cost commitments associated with the signed contract.
- ❖ Responsible for day to day management of the project. Conducts end of project / periodic performance reviews.

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What are your responsibilities from your very first day with IBM

Create a short summary of your knowledge, skills and experience that tells others what you can do/have done

… WE CALL IT One-pager and CV Builder (after the community / tool we use to manage them)

Share Your Project Assignment and Forecast time

… WE CALL IT HOURS PLAN

Register your worked time in the system to get IBM invoices out

… WE CALL IT CLAIM or ILC (Intranet Labor Claiming)

Meet your goal!

… WE CALL IT UTILIZATION TARGET !

Note: *It can take up to 5 weeks for some of these to be registered and visible in all IBM Systems and Tools!*

CV Builder

Once registered as Practitioner in the IBM system, you will receive an automatically generated message advising you to create your CV.

What you need? - Updated resume in CV Builder

- ❑ Having your current CV in the CV Builder helps position you for new opportunities / assignments. It supports easy matching of your profile to an opportunity or to a team. It also contributes to demonstrate to our clients the breadth of experience available in IBM by presenting our customers with a set of IBM CVs in similar and easily readable format.

YOU MUST

1.Ensure that you create and update your resume in the CV Builder and all information be up-to-date.
2.Must review your profile once in 6 months. Update it at the end of your current assignment or at the end of training/certifications.
3.At least create and maintain one English CV with status as “CV ready”
4. Prepare the CV in the language which support your service market as required, such as Chinese, Korean, Japanese etc.

Link to CV Builder: https://w3.ibm.com/bluepages/cv-builder/mycvs/

Your CV must be up-to-date and published. Your obtained Certifications need to be included in your CV and in Talent@IBM, so that they are visible in ProM system.

Content in CV Builder

PERSONAL INFORMATION

- Name, Citinzenship, Country legal disclaimer

FORMAL QUALIFICATIONS

- Degree, Educational Level,..

LANGUAGE SKILLS

- Your language skills section is required. Language knowledge can be ranked in 4 levels (Fluent, Good, basic, none)

PROFILE

- Provides a summary of your professional background that gives the reader (client or internal) an overview of your key experiences and key skills. The profile gives the reader the first impression and therefore has to convince them about the value you can add to a project
- Certifications must added in the Profile section in the Key Skills or Key courses and Training Field

CAREER HISTORY

- Provides an overview of your career. It is a list of employers and roles you had during your career so far. One entry must therefore relate to your current employer: 'IBM'.

ASSIGNMENT HISTORY

- Covers your assignments with IBM in this section. New Joiners who are not yet assigned to a project should leave this section blank. Given the variety of assignments you may have been involved in, you need to use common sense to decide what to include in each citation

Qualified CV Sample

PRIOR EXPERIENCES

- Contains experience prior to IBM and allows you the facility to list project experience, which you obtained before joining IBM

Bad CV Sample

PUBLICATION

To add data on publications, memberships or other job related activities (don't forget to add your name between the authors!)

Update Language Skill

What you need? - Updated language skill in L&K language DB

- You need to register the language level in L&K language DB.
  - Sent the Email to **Lai SL Song/China/IBM** for Data maintain, EN pls attached the certification，JP need 1st line manager approval.
- L&K Team will monthly run out the data and share with WFM Team.
- It will support WSP to easier match you with the suitable demands with language requirements.

YOU MUST

1.Ensure that your latest language skill level is kept updated at all time in L&K language DB

Job Role & Specialty (JR/S)

JOB ROLE IS…

- a recognizable and meaningful description of a primary capability (e.g. Strategy Consultant, Package Solution Consultant, Project Manager, etc.)

Specialty IS…

- the specific package, language or process that can be applied to a job role and matches an individual's capabilities (e.g. Marketing Strategy; SAP.SCM.SD, Cognitive Computing, etc.)

YOUR JR/S…

- **Is created and adjusted by WFM / Manager**
- **Could be set to a generic one when you join IBM and updated later on by RSP, based on your skills and experience, and after agreement with your People Manager (e.g. Strategy Consultant- Marketing Strategy, Package Solution Consultant- SAP.SCM.SD, Project Manager- Cognitive)**

<u>YOU MUST</u>

1.Ensure to have at least one primary JR/S.

2.Ensure that the Primary JR/S is not blank and must be chosen from the GBS short-list. (WFM will do batch registration in Workday including Primary JR/S setting for all new hires)

3.If you need to update your primary JR/S, please review with your PeM to decide your new JR/S, then ask your PeM to go through JR/S change process for you.

4.Input all skills other than primary JR/S you have as secondary JR/S, and ensure they're assessed and approved, and with a minimum assessment level of 1 or more.

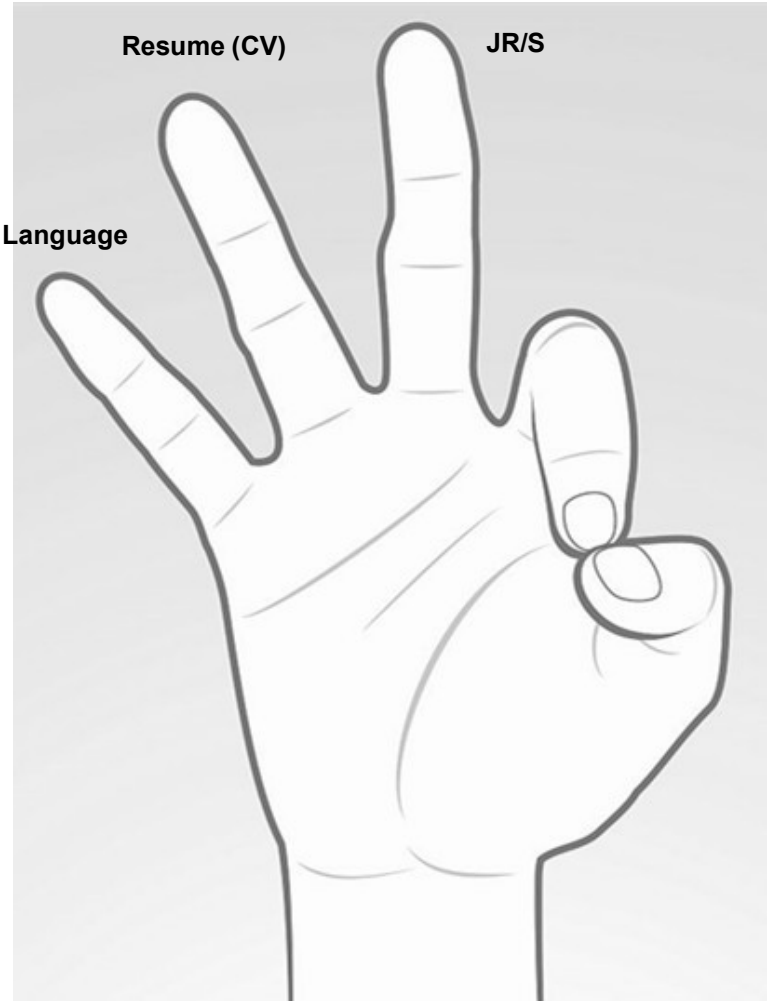
5.Assess your skills based on your true capability.

6.Ensure that your PeM reviews them.

7.Keep updating your profile at the end of six months or at the end of your current assignment or at the end of a training

JR/S's are Practice area specific and need to be contained within those guidelines

Tips: Key Data Elements for YOU!



If you would like to find a good position, then you need:

1. Check the **Resume(CV)** to find out whether it is the latest.
2. Check whether you have updated your **Language and Language Level** in the L&K language DB
3. Validate your **Job Role and Sepcialty (JR/S)**.

IBM Consulting

AGENDER

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What is Hours plan and which input do we expect from you?

The Hours Plan…

… represents your forecasted hours
… provides management with accurate and timely forecasting data
… provides a structured and a common understanding of:

- your expected next assignments (self-reservation)
- your upcoming availability (project extensions, roll-offs)
- your anticipated upcoming workload and schedule (overtime, part time, planned time away)

*It is **YOUR responsibility** to ensure your Hours Plan is kept up to date – any issues, please contact your WSP.*

***Hours plan is NOT directly linked to Vacation Planner.** Plan all your Vacation in Hours Plan as well.*

How to update Your Hours plan?

You will receive a periodic e-mail notification from ProM that includes a direct link to “My Hours plan” page

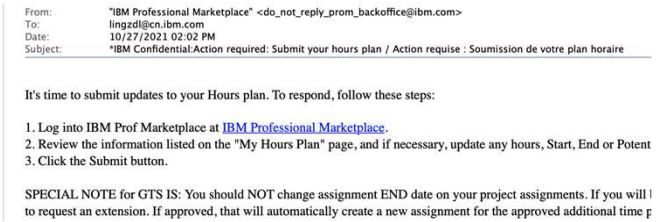
“My Hours plan page” allows you to maintain Your Hours projections and…

… create new assignments (signed contract)

… create new self-reservations (contract not yet signed or opportunity)

… change start / end dates on assignments / reservations

… update Planned hours on assignments / reservations

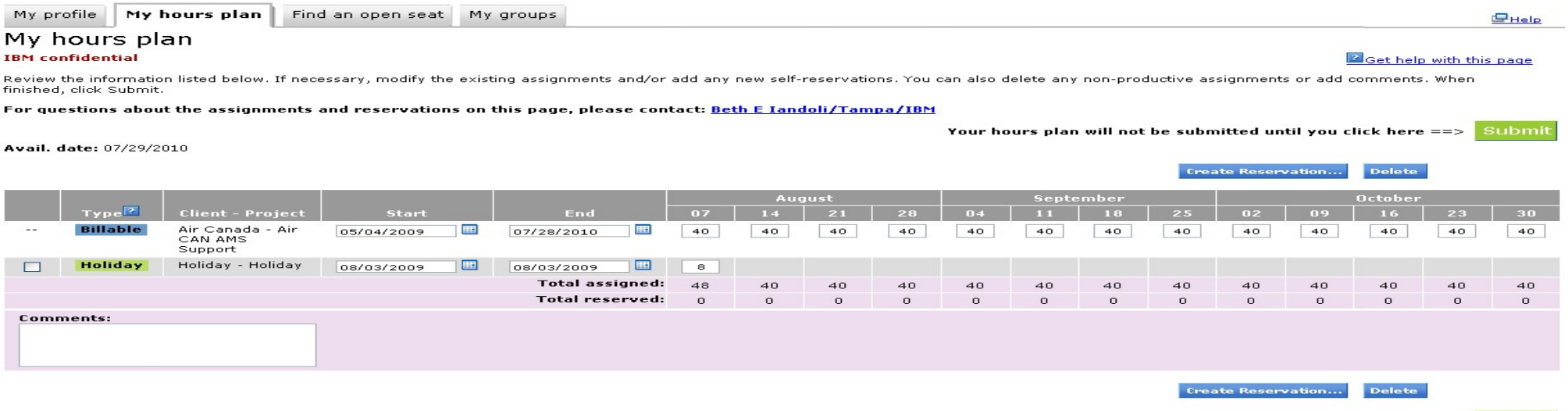


From: "IBM Professional Marketplace" <do_not_reply_prom_backoffice@ibm.com>
To: lingzdl@cn.ibm.com
Date: 10/27/2021 02:02 PM
Subject: *IBM Confidential:Action required: Submit your hours plan / Action requise : Soumission de votre plan horaire

It's time to submit updates to your Hours plan. To respond, follow these steps:

1. Log into IBM Prof Marketplace at IBM Professional Marketplace.
2. Review the information listed on the "My Hours Plan" page, and if necessary, update any hours, Start, End or Potent
3. Click the Submit button.

SPECIAL NOTE for GTS IS: You should NOT change assignment END date on your project assignments. If you will
to request an extension. If approved, that will automatically create a new assignment for the approved additional time p



My profile | My hours plan | Find an open seat | My groups

Help

My hours plan

IBM confidential

Get help with this page

Review the information listed below. If necessary, modify the existing assignments and/or add any new self-reservations. You can also delete any non-productive assignments or add comments. When finished, click Submit.

For questions about the assignments and reservations on this page, please contact: Beth E Iandoli/Tampa/IBM

Your hours plan will not be submitted until you click here ==> Submit

Avail. date: 07/29/2010

Create Reservation... Delete

	Type	Client - Project	Start	End	August				September				October				
					07	14	21	28	04	11	18	25	02	09	16	23	30
--	Billable	Air Canada - Air CAN AMS Support	05/04/2009	07/28/2010	40	40	40	40	40	40	40	40	40	40	40	40	40
☐	Holiday	Holiday - Holiday	08/03/2009	08/03/2009	8												
				Total assigned:	48	40	40	40	40	40	40	40	40	40	40	40	40
				Total reserved:	0	0	0	0	0	0	0	0	0	0	0	0	0

Comments:

Create Reservation... Delete

Your hours plan will not be submitted until you click here ==> Submit

You need to be connected to the IBM network for the link to work.

If you need to update your Hours Plan outside of the weekly cycle, click on ‘Request AdHoc Hours Plan’.

Waiting for your next Assignment: Best use of Bench time

In case it happens that you are on bench, WFM Team will be continuing to work with you and management to help you secure a role. In the meantime you should:

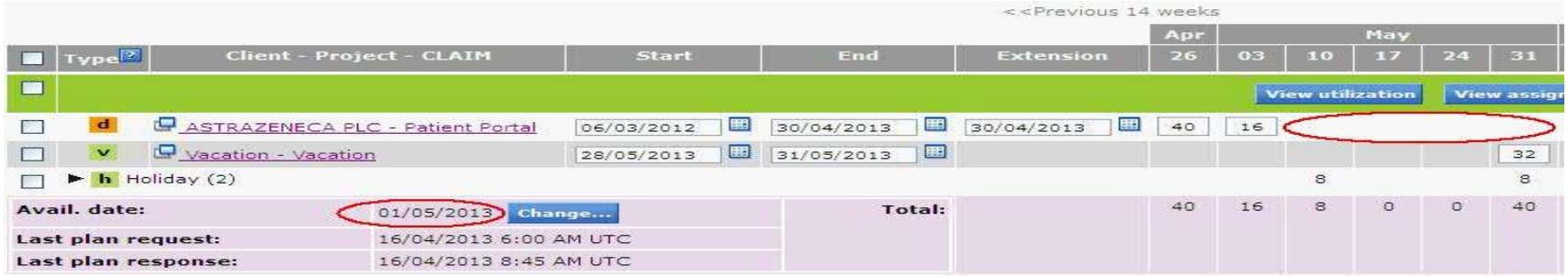
… keep searching for available opportunities (Open Seats) in the Professional Marketplace

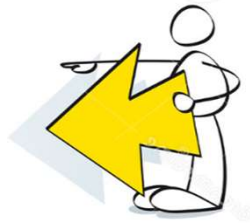
… have your Hours plan blank to enable the system to calculate your “availability date”

… be visible and available at IBM offices and make good use of your time (e.g. online project, relevant training, helping out on a bid, working on an investment piece of work)

… consider Give Back opportunities or ‘Shadowing’ on a project (get permission first)

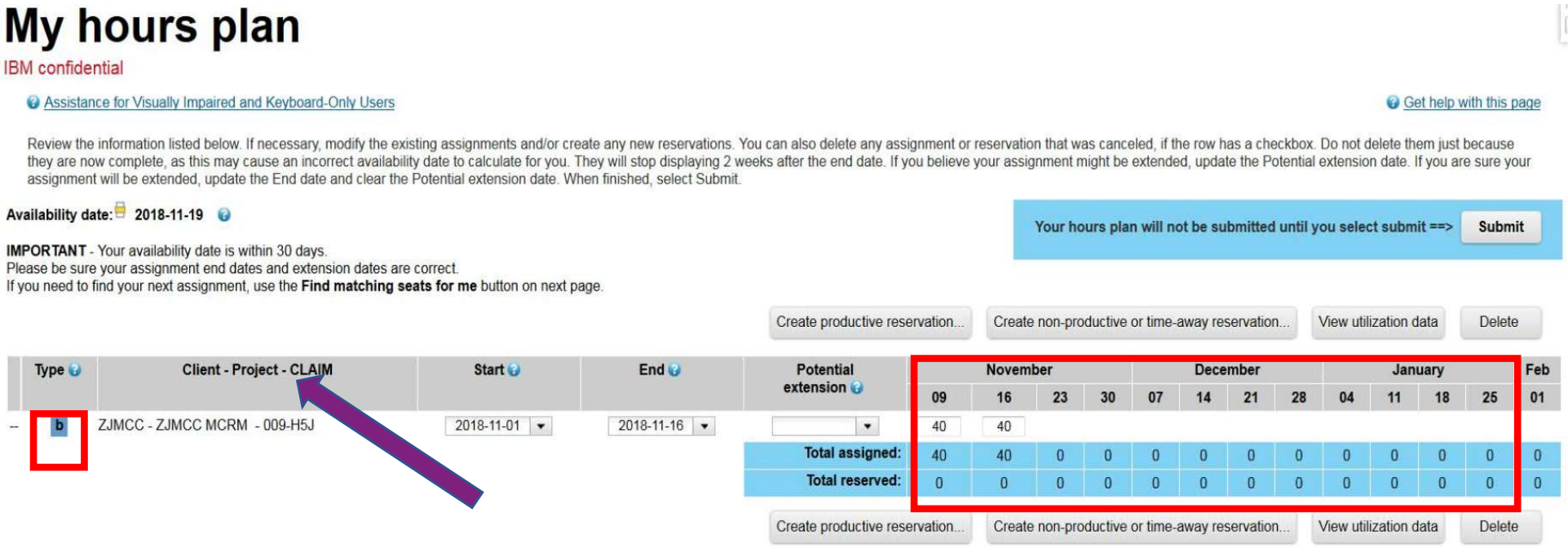
… book your bench time to SKSI, VL0000 (Unbilled time).





Scenario 1: How to update your Hours plan

Step 1: Click Hours Plan Link -> https://w3-01.ibm.com/services/tools/marketplace/displayMyHoursPlan.wss

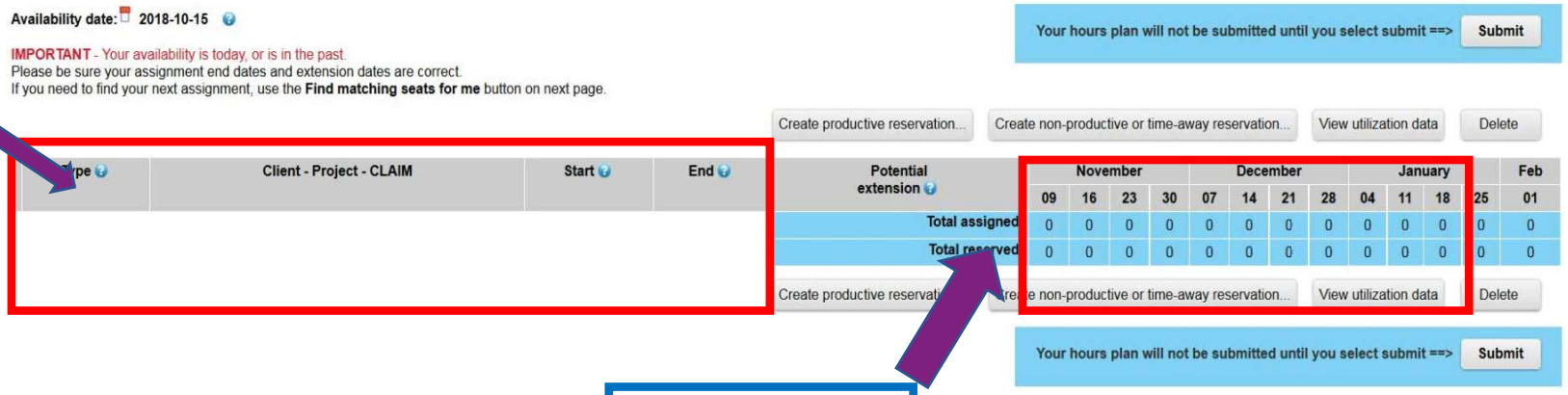


Step 2: If you have already had a Billable assignment, you could update your working hours for each week by yourself.

Scenario 2: Create New Billable Assignment & Update Your Hours Plan

Step 1: Click Hours Plan Link -> https://w3-01.ibm.com/services/tools/marketplace/displayMyHoursPlan.wss

Step 2: If you find your assignment is **Blank,** but actually you have a **BILLABLE** work



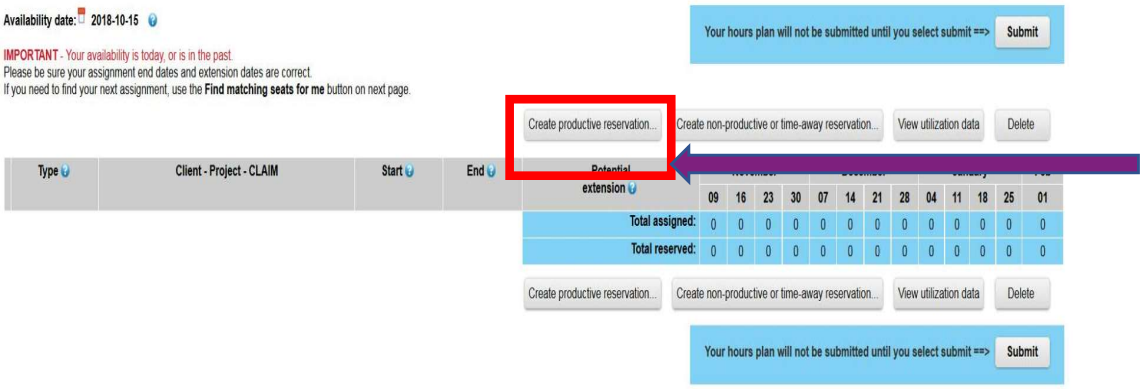
Step 4: Update your Hours plan (refer to previous age)

Step 3: Pls contact your WSP focal for Assignment creation.

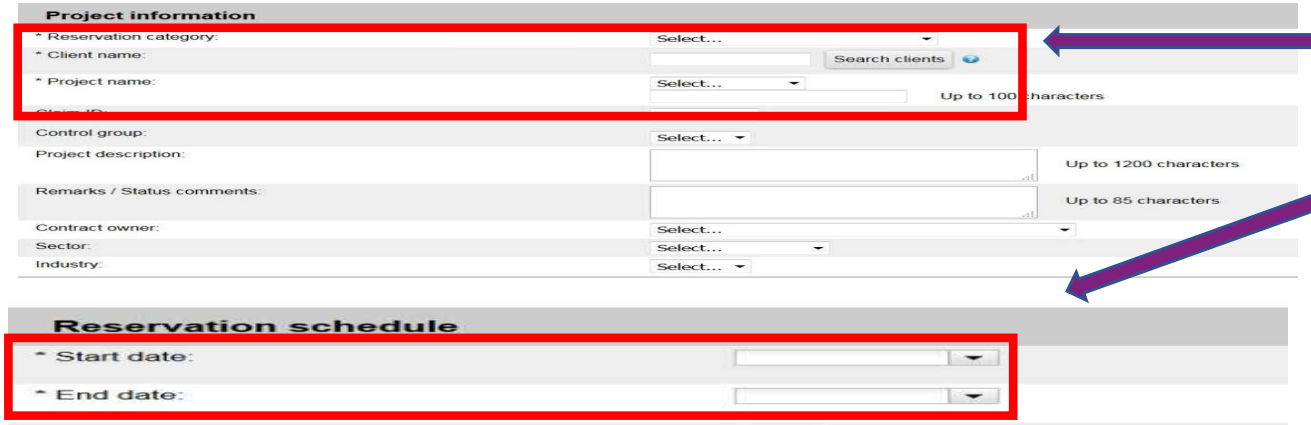
Account ID/Short ID:	
Client Name:	
Project Name:	
Billable Starting Date:	
Billable Ending Date:	

Scenario 3: Steps of Create/Update Hours Plan

1. Hours Plan Link -> https://w3-01.ibm.com/services/tools/marketplace/displayMyHoursPlan.wss



Click "Create Productive reservation" if you would like to update your B&P assignment/Engagement Work



Reservation Category:

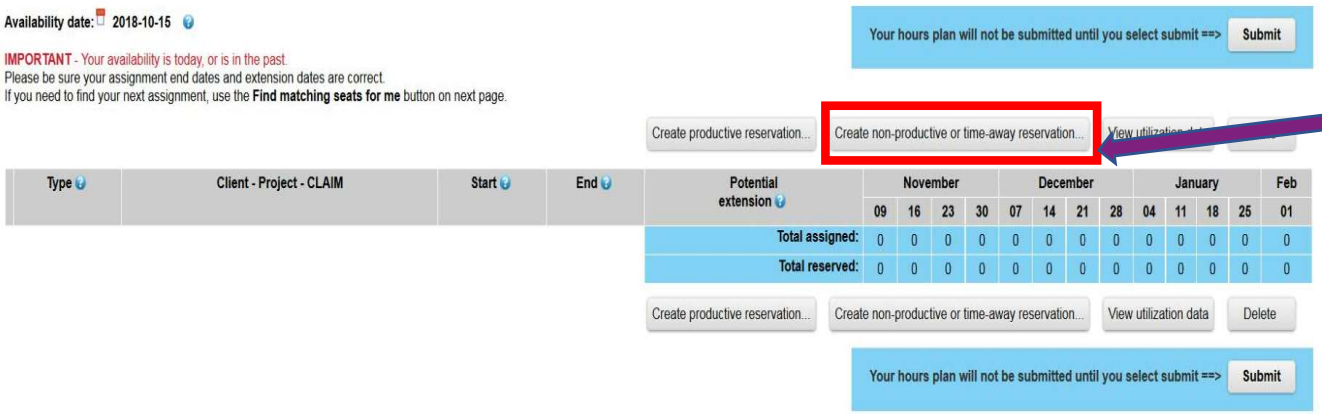
- Bid & Proposal: B& P work/Engagment

Mandatory Information:

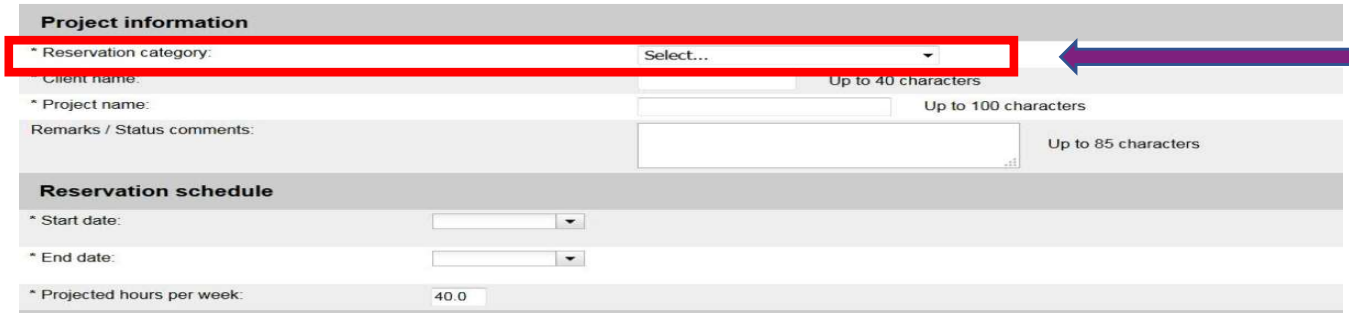
- Client Name
- Project Name
- Claim ID
- Start date
- End Data

Scenario 4: Steps of Create/Update Hours Plan

1. Hours Plan Link -> https://w3-01.ibm.com/services/tools/marketplace/displayMyHoursPlan.wss



Click "Create non-productive or time away reservation" if you would like to update your vacation plan



Reservation Category:

- Vacation/Holiday: Annual Leave
- Illness: Sick Leave

Mandatory Information:

- Client Name: Vacation or Sick Leave
- Project Name: Vacation or Sick Leave
- Start/End Date: Your Leave duration

AGENDER

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MySA – a mobile extension of ProM to help 1) PM find Professionals for their projects and 2) Professionals find their next assignment.

- ***MySA Personas***

My Staffing Advisor (MySA) = Project Staffing + Watson + Mobile

–MySA was designed using the core practices of IBM Design Thinking

–Three Persons are part of MySA:

1.Requester

- The Requester is the contact on the IBM client team in need of staff for a project
- The Requester is the individual entered in the "Project Contact" field in a Professional Marketplace Seat
- The "Project Contact" field became required for all Professional Marketplace Regular seats in the August Professional Marketplace Release S
- The "Project Contact" field became required for all Professional Marketplace GR seats in the October Professional Marketplace Release
- The Requester persona no longer sees or selects the Candidates

2.Selector

- The Selector is the individual who will choose/select the Candidate for a seat
- Selectors can view all Candidates for their seats through MySA
- The Selector persona has inherited all the Requester capabilities from initial release
- For Regular or GR Onsite seats, the Selector is the individual entered in the "Project Contact" field in Professional Marketplace Seat. For GR Offsite seats, the Selector is the individual entered in the GR Project Manager field for the seat's project in the Professional Marketplace Admin System.

3.Professional

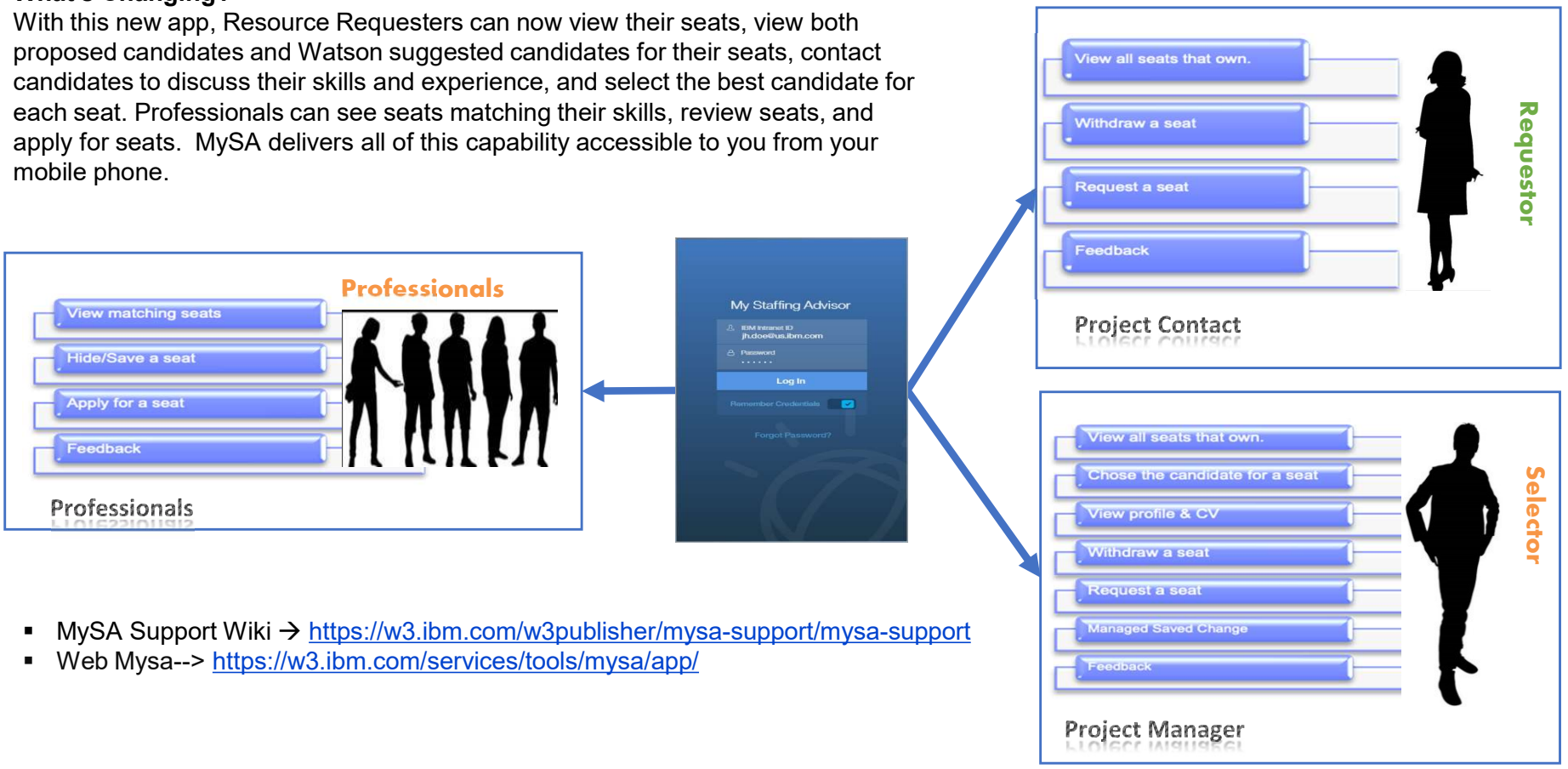
- Professional has the same meaning as the "Professional" term used in Professional Marketplace
- Professionals who are available or soon-to-be available will be able to view seats matching their profiles in MySA

My Staffing Advisor (MySA)

My Staffing Advisor (MySA) = Project Staffing + Watson + Mobile

What's Changing?

With this new app, Resource Requesters can now view their seats, view both proposed candidates and Watson suggested candidates for their seats, contact candidates to discuss their skills and experience, and select the best candidate for each seat. Professionals can see seats matching their skills, review seats, and apply for seats. MySA delivers all of this capability accessible to you from your mobile phone.



- MySA Support Wiki → https://w3.ibm.com/w3publisher/mysa-support/mysa-support
- Web Mysa--> https://w3.ibm.com/services/tools/mysa/app/

AGENDER

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What is Labor Claim?

Labor Claim is declaring your time for work or non-work activities. Including project delivery, B&P(Bid & Proposal), as well as non-work time such as Learning time, Holiday & Vacation, Bench/Idle. At least 40 hours in total should be submitted per week.

Labor Claim Tool: Please use TIME@IBM to claim your time, refer to Page 40.

Why Labor Claiming Is Necessary :

Please refer to Page 26.

Labor Claim Policy: Please refer to Page 27.

What is Utilization?

Utilization is the concept which helps us to understand/track how IBM practitioners' time is being spent.

This is the way to track accurately whether a practitioner is working all the given available hours and the exact distribution of the available hours, i.e., if the given available hours are spent doing billable/chargeable project delivery, productive work or it also involves idle hours and non-productive activities.

Billable Ute: Commercial project in IBM Consulting (GB0020)

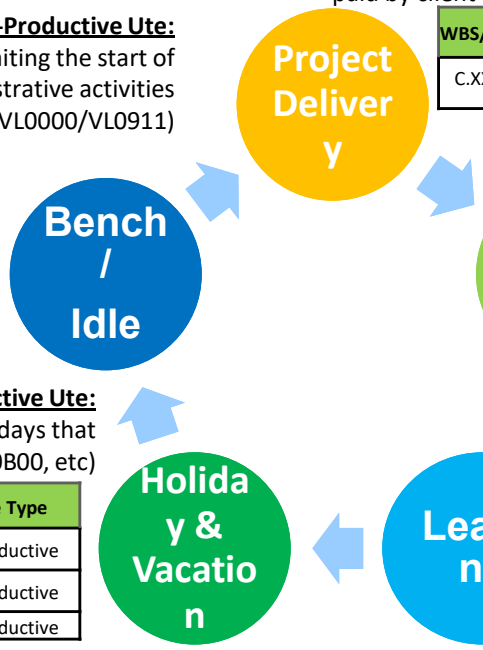
Chargeable Ute: Other LoB Contracts, or T&M Project delivery effort but not paid by client (GN0035)

WBS/Account ID	Activity Code	Activity Description	Code Type
C.XXXXX.001	GB0020	General Billable	Billable
	GN0035	Costed not Billable	Chargeable

Non-Productive Ute:

Time spent between assignments whether available for work or awaiting the start of next assignment, or time spent on internal administrative activities (VL0000/VL0911)

WBS/Account ID	Activity Code	Activity Description	Code Type
M.00557 / SKSI	VL0000	Bench/Idle Time	Non-Productive
	VL0911	Administrative Time	Non-Productive



Productive Ute:

Bid & proposal, engagement work(GN0919)

WBS/Account ID	Activity Code	Activity Description	Code Type
B.XXXXX	GN0919	New Business Development	Productive

Productive Ute:

Classroom/Online training,etc(XL0H00/VL0947)

WBS/Account ID	Activity Code	Activity Description	Code Type
M.00562 / SK77	XL0H00	Non-IBM Learning	Productive
M.00563 / SKSI	VL0947	IBM Learning	Productive

Non-Productive Ute:

All vacation within your standard entitlement, Public Holidays and any days that IBM designates as holidays (XL0A00/XL0B00, etc)

WBS/Account ID	Activity Code	Activity Description	Code Type
M.00561 / SK77	XL0A00	Vacation	Non-Productive
	XL0B00	Designated Holiday	Non-Productive
	XL0D00	Illness	Non-Productive

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Why Labor Claiming Is Necessary?

1

Utilization represents your productivity which is one of the key measurement on **individual performance** IBM Consulting practitioners will record their own client services labor accurately and honestly on a weekly basis, in compliance with the **IBM Business Conduct Guidelines.**

2

CLAIM is the basis for **invoices** to our Clients.

IBM Consulting Revenue

3

CLAIM generates internal financial transactions that enable **costs** to be connected to the appropriate projects.

Project Finance Management

4

CLAIM generates reports that give us the ability to manage **IBM Consulting productivity** in our projects and among our people.

IBM Consulting Operations Management

5

CLAIM generates utilization history that will **define commercial rates**, as well as giving us historical data on which to base our future Client solutions.

Optimization

Labor Claiming Policy

Full Labor Claiming

Fully, Truly and Timely against appropriate codes with right number of hours

4. AVOID PRIOR QUARTER ADJUSTMENT(PQA)
避免跨季度调整工时

To mitigate impact to IBM quarterly financial results, prior quarter labor claim adjustments should only be done in exceptional circumstances and be limited to valid scenarios.

3. USE AWAITING CODE PROPERLY
合理使用Awaiting Code

ONLY applicable to the case while Account code release is in process, contract was signed or B&P/MD&SI but Account code is unavailable due to admin process, Practitioners should move hours from awaiting code to the code actually worked **within 15 working days**

2. AVOID MISSING CLAIM
避免遗漏工时申报

All hours should be claimed within the week worked, submit weekly hours **by COB of Friday**. Late submission/no submission will be considered as **Missing Claim**

1. CLAIM BY ACTUAL
如实申报工时

Must record your labor hours **accurately and honestly** on a weekly basis.

5. AVOID LEAVE MISMATCH
避免休假记录的不一致

Practitioners claimed Time Away hours in ILC/CATS/TIME system must have corresponding approved leave request in Workday

6. AVOID ABUSE OF CLAIM FOR OTHERS(CFO)
避免使用CFO申报工时

CFO access should be used for very exceptional scenarios only upon the request from Practitioner/PMO/PM/POP/PeM with strong justification

MUST DO ✓

Work what you claim, and claim what you work

DO NOT ✗

Falsify or omit labor claiming

Prior Quarter Adjustment (PQA) Guideline

PQA(Prior quarter adjustment) also named CQA as Cross Quarter Adjustment in other reference. To mitigate impact to IBM quarterly financial results, prior quarter labor claim adjustments should only be done in exceptional circumstances and be limited to valid scenarios.

PQA in ILC System

Prior quarter labor claim adjustments should only be done in exceptional circumstances and be limited to valid scenarios, ILC will be locked for any prior quarter adjustment.
Practitioner should follow ILC Unlock Process to unlock ILC.

PQA in CATS system

Based on WW guidance, Labor adjustments are only possible for the current and the previous quarter. For previous quarter hours, practitioners shall NOT adjust prior quarters' hours unless there are strong business justifications under exceptional cases. Practitioners will be requested to provide email approval evidence from PM or DPE, when a PQA action with impact on billable/chargeable/B&P/MD&SI hours (both addition and reduction) is identified.

PQA Compliances Sample Testing and Escalation

- Business Control team perform PQA compliance sample testing and disciplined action for defect samples by quarterly.

Labor Claim Compliance Case Study

CASE STUDY 1A: CLAIM BY ACTUAL

Tom worked both for Project A and Project B in this month, sometimes he mixed up the project code and claimed hours randomly. Is this the right thing to do?

ANSWER: No! he should claim labor hours to project code actually worked. All practitioners must work what they claim and claim what they work. Do not falsify or omit labor claiming.

- Learn more details, please refer to Full Labor Claim Guidance.

Guidance:

- IBM Consulting practitioners, including Executives, must record their own labor accurately and honestly on a weekly basis. Reporting inaccurate or incomplete information or reporting information in a way that is intended to mislead or misinform those who receive it, is strictly prohibited and could lead to disciplinary actions.

CASE STUDY 1B: CLAIM BY ACTUAL

Tom worked for project A, he actually worked 10 hours to do the project delivery on Monday, but PM asked Tom only claim 8 hours to the project code due PM want to balance project cost of current month, Is this the right thing to do?

ANSWER:

- **<u>If it is a T&M(Time & Materials) project :</u>** Tom should claim his labor hours by using different activity codes for what he actually worked in the project. He should claim 8 hours in activity code GB0020(Bill to client) and 2 hours in activity code GN0035 (Not bill to client, cost booking to project) by using the same project code.
- **<u>If it is a FP(Fixed Price) project:</u>** Tom should claim labor hours to project code by actually worked. He should claim 10 hours in activity code GB0020 by using the same project code.
- All practitioners must work what they claim and claim what they work. Do not falsify or omit labor claiming.
- Learn more details, please refer to Full Labor Claim Guidance.

Guidance:

- IBM Consulting practitioners, including Executives, must record their own labor accurately and honestly on a weekly basis. Reporting inaccurate or incomplete information or reporting information in a way that is intended to mislead or misinform those who receive it, is strictly prohibited and could lead to disciplinary actions.

CASE STUDY 2: AVOID MISSING CLAIM

Kevin is a consultant and always busy in client office, this Friday he just flied back to Shanghai. It is late in the night when arrived and he supposed " It is ok to submit labor hour in next Monday". Is this the right thing to do?

ANSWER: No, he should claim labor hours **by COB of Friday**. Late submission / no submission will be considered as Missing Claim.

- **Tips:**
  1) Set Friday alarm clock.
  2) Claim in TIME@IBM on Mobile.
- Learn more details, please refer to Missing Claim Mgmt Guideline.

Escalation Rule:

Category	Action
1 time and aging >= 3 week; >=3 consecutive times; YTD = 5 times	Escalate to 1st line PeM, copy to 2nd line PeM & Practitioners +monthly report to Business Control for Disciplinary Action
YTD = 10 times	Escalate to Service line Leader & CIC Export Sector Delivery Leader, copy to 1st line PeM & 2nd line PeM & Practitioners + monthly report to Business Control for Disciplinary Action
YTD >= 15 times	Escalate to Platform Leader & Tower Leader & Sector leader, copy to Service Line Leader & CIC Export Sector Delivery Leader& 1st line PeM & 2nd line PeM & Practitioners + monthly report to Business Control for Disciplinary Action.

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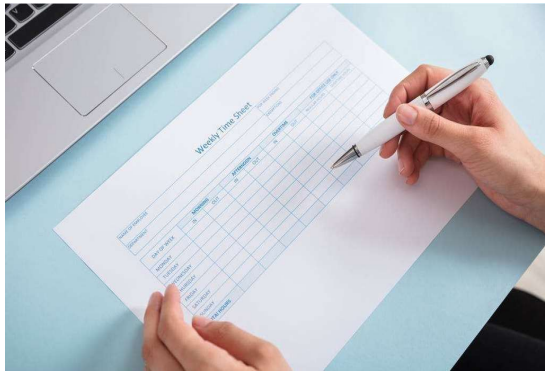
CASE STUDY 3: USE AWAITING CODE PROPERLY

Project A's contract already signed but project code still not available, Project Manager Jack plan **to "borrow"** a claim code from other project for team member's temporary claiming, is that OK?



ANSWER: No, project manager should apply awaiting Code instead of sharing account ID with another project. When project code is released, practitioner should convert labor hours from awaiting code to project code immediately.

- Practitioners should claim labor hours on appropriate activity code, there are 4 types of activity codes under Awaiting code:
  - VL0820 - Awaiting for cost recovery
  - VL0830 - Awaiting for bid/proposal
  - VL0840 - Awaiting for internal/strategic investment
  - VL0850 - Awaiting for billable
- Learn more details, please refer to Claim Awaiting Guideline.

Guidance:

- Practitioners should move hours from awaiting code to the code actually worked **within 15 working days.**

Escalation Rule:

Category	Action
Awaiting Hours Aged> = 5 weeks and < 7 weeks	Escalate to Tower& Platform & Sector & Service Line Leader, copy to Practitioners & 1st line PeM
Awaiting Hours Aged>=7 weeks	Escalate to COO, copy to Tower& Platform & Sector & Service Line Leader +monthly report to Business Control for Disciplinary Action

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CASE STUDY 4: AVOID PRIOR QUARTER ADJUSTMENT

Thomas's Project Manager request him to remove the project claim hours which he actually worked in last quarter due to project cost concern. Can Thomas do that?

ANSWER: He should keep actual claim record and reject PM to remove project hours.

- Any manipulation of labor clocking will be treated as business conduct violation. It's a potential violation & audit exposure against FLC policy.
- Learn more details, please refer to PQA Guideline .

Guidance:

- To mitigate impact to IBM quarterly financial results, prior quarter labor claim adjustments should only be done in exceptional circumstances and be limited to valid scenarios.
- ILC system will be locked in any prior quarter adjustment on the next day of billing cutoff calendar quarter end. Practitioner should follow ILC Unlock Process.
- Based on WW guidance, Labor adjustments are only possible for the current and the previous quarter. For previous quarter hours, practitioners shall NOT adjust prior quarters' hours unless there are strong business justifications under exceptional cases. Practitioners will be requested to provide email approval evidence from PM or DPE, when a PQA action with impact on billable/chargeable/B&P/MD&SI hours (both addition and reduction) is identified.

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CASE STUDY 5: AVOID LEAVE MISMATCH

Robert planned to take annual leave this Friday, he already got PeM and PM email approval and he claimed 8 hours TIMEAWAY Code, but did not raise leave request in Workday? Is this the right thing to do?

ANSWER: No, he should raise leave request immediately and remind PeM to approve in WORKDAY. Otherwise, he will be considered as Labor vs HR Workday mismatch.

- Learn more details, please refer to Leave Mismatch Management Guideline.

Guidance:

- Time Away hours for vacation claimed in codes(SK77, WWTAWAY.) must have corresponding approved leave request in Workday.

Escalation Rule:

Category	Action
1st week of current month run the "YTD mismatch detailed as of last month"	Potential mismatch reminder to Practitioners
2nd week of current month run the "YTD mismatch detailed as of last month"	Escalate to 1st line PeM, copy to 2nd line PeM& Practitioners
3rd week of current month run the "YTD mismatch detailed as of last month"	Escalate to Service Line Leader & CIC Export Sector Delivery Leader, copy 1st line PeM& 2nd line PeM& Practitioners
4th week of current month run the "YTD mismatch detailed as of last month"	Escalate to Platform Leader& Tower Leader& Sector leader, copy to Service Line Leader& CIC Export Sector Delivery Leader& 1st line PeM& 2nd line PeM& Practitioners
if the leave mismatch still can not fix at the end of current month, then leave mismatch>=40 hrs will report to Business Control for Disciplinary Action	

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CASE STUDY 6: AVOID ABUSE OF CLAIM FOR OTHERS(CFO)

Tracy is authorized as CFO claimer, Project E will launch in next Monday, all team members are busy on product testing, project manager Charlie request Tracy to claim labor hours for his project members to save their time. Can Tracy agree to do this?

ANSWER: No, CFO access should be used in very exceptional scenarios, like practitioner can not access IBM internet.

- Project members should claim labor hours themselves by Friday close of business.
- Learn more details, please refer to Claim for Others Guideline.

Guidance:

- Practitioner/PMO/PM/WFM/PeM can initiate CFO request for a practitioner over email with CFO authorization form and business justification to a CFO claimer. In case that the adjustment is related to a previous quarter period, CFO requester should follow PQA guideline.
- All GCG IBM Consulting domestic Subk's labor claim in CATS can only be processed by named CFO claimers from Subk Operation team.

CASE STUDY 7: AVOID EXPENSE MISMATCH

Edison is a senior consultant, he worked 5 hours for project A on a Saturday afternoon, and submitted reimbursement taxi fee for that day, but he didn't claim that Saturday working hours, is that ok?

ANSWER: No, Edison should claim by actual for every working hours including weekend and submit reimbursement based on corresponding project hours recoded on dates.

- Claimed all expense on worked project code.
- Learn more details of Expense Reimbursement, please refer to Travel@IBM Community ->Travel Expense Reimbursement Guideline

Guidance:

- Labor and expenses should be claimed to the consistent period, right code, and same project.
- For project funded expense , the applicable project you choose to charge should have corresponding project hours recorded. Expense charge code and claim codes should belong to same project.
- You should record all your working hours truthfully, including overtime hours, to align with OT related expense.

WARM PROMPT

- If you feel you are being instructed by anyone to record hours not in line with the work performed, then please alert your People Manager immediately who will take appropriate action.

- There are also ways to raise any concerns you may have about any instruction you receive from anyone that you are not comfortable with, and you can visit the IBM Trust and Compliance Website to learn more.

- To learn more details about the Labor Claiming Principle and Guidance, please visit Labor Compliance Guidance website. Should you have any query related Labor Claim Compliance, please feel free to contact GCG IBM Consulting Labor Compliance/China/IBM.

CLAIM Tools

CATS (Cross Application Time Sheets)

is an SAP tool for recording working times and task, it does provide similar functionality and capabilities.

Contract sign WITH China/ Germany / Mauritius/Austria/Switzerland/France/Sweden / Norway / Denmark / Finland / Netherland / Belgium / Luxembourg

CATS user guideline

CATS FAQ

ILC (Intranet Labor Claiming)

is a central tool for IBM Services as it provides practitioners and vendors the ability to submit time worked against internal and external accounts. ILC is a Java Application, download ILC application from ISSI (IBM Standard Software Installer).

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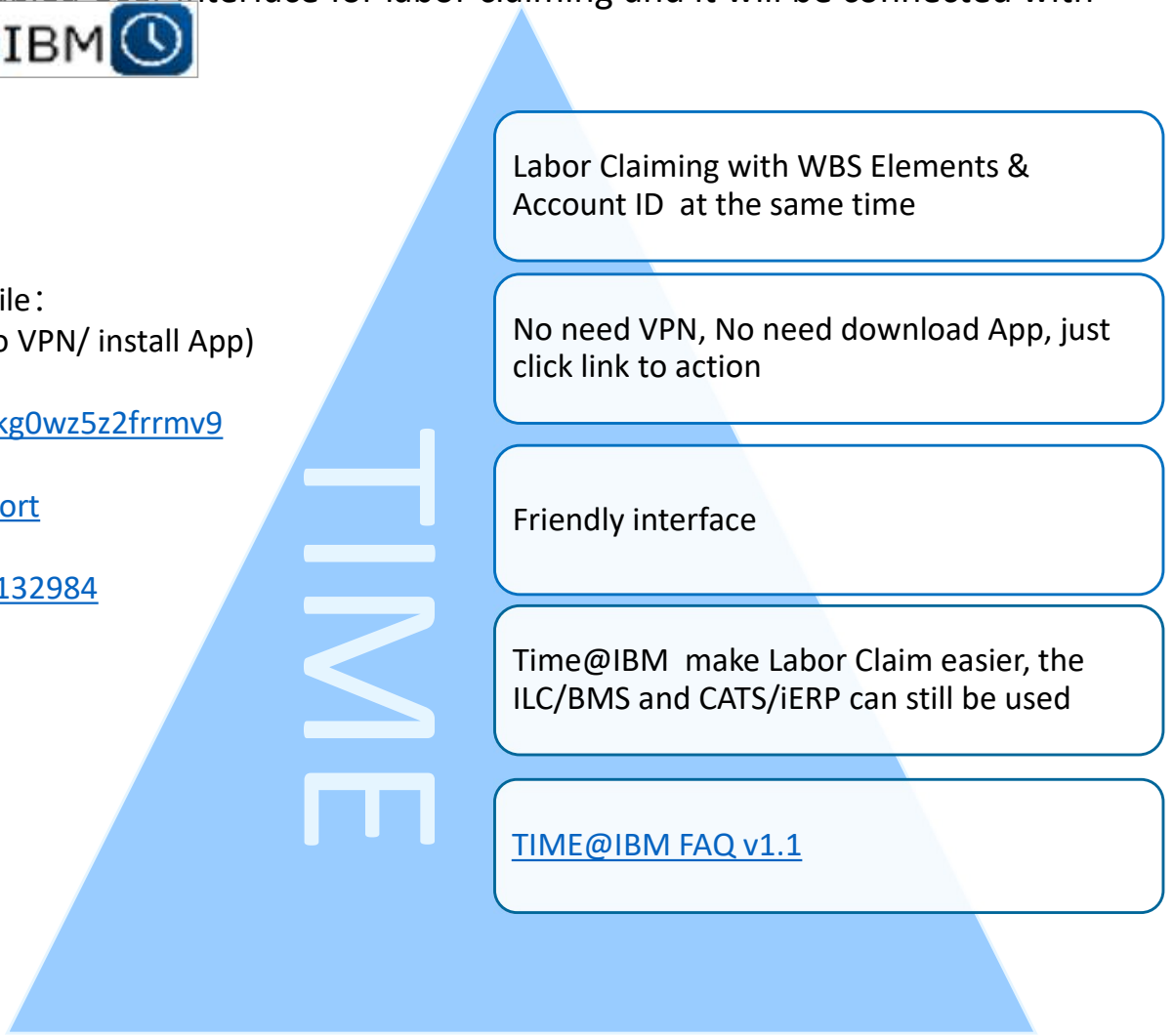
ILC user guideline

ILC FAQ

Time@IBM is a new web based, mobile enabled User Interface for labor claiming and it will be connected with both iERP and BMS backbends：

- ✓ Login TIME@IBM with your W3 ID in PC or Mobile：
  https://time.ibm.com/week (No need connect to VPN/ install App)
- ✓ TIME@IBM user guide video please check in:
  https://ibm.ent.box.com/s/nd6qtpl5edrt5sh8cbkg0wz5z2frrmv9
- ✓ Time@IBM FAQs: https://time.ibm.com/faq
- ✓ Time@IBM support: https://time.ibm.com/support
- ✓ Time@IBM education:
  https://learn.ibm.com/mod/book/view.php?id=132984



After the training you should…

- Register your language level in L&K
- Sent the Email to
- Lai SL Song/China/IBM
- English pls attached the certification
- Japanese pls attached 1st line manager's approval

- Update your CV

CV wizard link:

https://w3.ibm.com/bluepages/cv-builder/mycvs/

  - English (mandatory)
  - Chinese
  - Other Language if you have

- Validate your JR/S
- ProM system link: https://w3-01.ibm.com/services/tools/marketplace/displayMyHoursPlan.wss
- Find your JR/S under My Profile → Primary job role & specialty
- e.g. Primary job role& specialty : Application Developer - Java& Web Technologies

- Full Labor Claim by Actual via CATS/TIME@IBM
- https://time.ibm.com/week
- Avoid Missing Claim

Q&A

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