

⚠ The 2013 CSC Application Process is open for new applications. It will remain open til 11:59pm ET Sun May 5th. Manager certification of applications will remain open til 11:59pm ET Sun May 12th.

Excellent, you decided to apply!

The IBM Corporate Service Corps program is a competitive program which offers high potential IBMers a chance to develop their leadership skills while they perform top quality community service in growth markets in Africa, Asia, Latin America and Eastern Europe. Please fill out this application as completely as possible. Every question will be used in your evaluation and placement. Good luck!

By applying to participate in the Corporate Service Corps you agree that the information provided about you will be used by IBM on a global basis for the purpose of evaluating your participation and, in the event you are selected, administering your participation in the program.

Please note that eligible applicants are pre-executive employees (bands 6–10) who meet the following two qualification criteria:

- **At least two years of IBM tenure. The only exceptions are for IBM employees acquired through an acquisition.**
- **PBC scores of 2+ or better for two of the last three years.**

Required fields are marked with an asterisk (*) and must be filled in to complete the form.

If you see outdated information in the Personal Information section, please click the "Refresh from BluePages" button to make sure your application is routed to the correct manager. Not doing so could delay your application being processed.

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Personal Information

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Manager email	ilario.musio@ch.ibm.com
Home country	Switzerland

[Refresh from BluePages](#)

* 1. Please select your home canton

Aargau

* 2. Band

Please note that only bands 6-10 are eligible to apply.

07

* 3. Years have you been with IBM

Please note that at least two years of IBM tenure are required. The only exceptions are for employees who joined IBM through an acquisition.

6

* 4. Gender

Male Female

* 5. Country where you work

Switzerland

* 6. Job Family

This is a generic job family list. If you do not see your particular job family listed, please choose the job family that most closely resembles your current job.

IT Architect

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* **7. Languages in which are you fluent**

If you do not see your language, please use the 'Other' field. CTRL + Click to select more than one language.

English fluency is required.

English
Arabic
French
German
Hindi
Italian
Japanese

Other:

* **8. Education**

Please list all higher education and professional degrees, year completed and the institution.

Dipl. Ing. FH in Applied Information Technology
University of Applied Sciences, Brugg-Windisch, 2007

You have 125 characters left.

* **9. Which jobs have you held, internal and external, prior to your current role?**

Please list high level job descriptions for positions while at IBM and before you joined IBM.

2000-2001: Application Developer for dynamic web applications -
Infactory GmbH
2007-2008: Java Developer on Assignment in India - IBM India
2008-2013: Lead Architect in a Global Delivery Project - IBM
Switzerland

You have 11 characters left.

* **10. Have you previously applied for the CSC program?**

Yes No

If yes, what year(s) did you apply?

CTRL + Click to select more than one year.

Select Year(s)
2012
2011
2010
2009
2008

Performance

* **11. What were your last three PBC ratings?**

To be eligible for the Corporate Service Corps, you must have a 2+ or better for two of your last three PBC ratings.

If you have been with IBM less than three years, please mark n/a, which is translated to 2+, next to 2010. If you joined IBM through an acquisition and don't have a PBC performance history, please mark n/a for time spent with the acquired company and tell us about your performance in the text box below.

Please explain any PBC score lower than a 2+ in the text box below.

After the 1-rating in 2010, I got promoted from Band 6 to Band 7. Therefore much higher standards were expected in 2011. Also, my Manager at that time wanted to distribute high ratings equally and fair across the team. Therefore he could not consider me for a higher rating, despite my very good performance in 2011.

You have 184 characters left.

2012

2011

2010

* **12. Have you been identified as a Business & Technical Leadership (BTL) resource, are you a member of an IBM talent program such as NextGen or TechGen, or have you been invited to attend a program for emerging leaders (Basic Blue for New Leaders, Leader Readiness, Emerging Leaders)?**

If you are unaware of your status in any of IBM's talent development programs, please consult your first line manager.

Yes No

Volunteer Activity

- * 13. Are you currently active as a volunteer?

Yes No

If yes, how frequently?

Monthly

If yes, with what organizations and in what role?

President of a local Sports Club (TV Obersiggenthal)
Activities: Leading board meetings (internal and with umbrella organisations), executive roles in organisation committees for sports

You have 33 characters left.

- * 14. Are you a member of IBM's [On Demand Community](#)?

Yes No

This program allows you to record your volunteer activity and access a wide portfolio of tools and resources.

Essay Questions

Listed below are four essay questions. Each essay has a maximum space allocation indicated; **this allocation includes whitespace**. Please be sure to answer each question asked.

At this time, all essays must be written in English.

Helpful Hints

- We recommend you write and edit your essays in a separate text editor and copy + paste them here. Be sure to check formatting.
- Use "Save draft", located at the top and bottom of the page, as much as you can in order to avoid any data loss...We know it's a long application.

- * 15. What are your overall professional development goals for participating in CSC and (how) do you see the experience building strength in your weakest of the nine IBM Competencies?

The CSC reminds me about my motivations to join IBM: being part of and contributing to something special. It is about growing with new challenges in different environments, together with global-minded colleagues. At last, being part of the CSC would make me even prouder to be an IBMer as I see the CSC as a giveback to the world!

Even though a weakness rating on the IBM Competencies is difficult as I sense strengths and weakness in all of them, I expect the most positive, gap-filling influence on Competency #7: Continuously transform. Well, I could already experience such transformations (mostly at the beginning of my 10-month assignment in Kolkata, India), but being honest to myself, maybe I got a bit too used to a certain comfort zone (despite performing well in different roles, I am now in the same program since 5 years). And I know well that comfort zones have their dangers.

I can feel that something within me is willing "to grasp new situations" (sic), take on new challenges far outside my comfort zone as I did 6 years ago in India... maybe almost too long ago. I am convinced that a company cannot stop to reinvent itself over and over again for remaining successful - but the same is valid for the IBMers, too. The CSC would throw me in at the deep end - and it's about time.

IBM Competencies

1. Partner for clients' success
2. Embrace challenge
3. Collaborate globally
4. Act with a systemic perspective
5. Build mutual trust
6. Influence through expertise
7. Continuously transform
8. Communicate for impact
9. Help IBMers succeed

[More details on the IBM Competencies](#)

You have 201 characters (not words) left.

- * 16. Describe a situation where you were part of a team with many different viewpoints and problem solving approaches. How did your actions contribute to the team's ultimate success working through these solving differences?

If the team was not ultimately successful in solving its differences, looking back, if you had to be part of this team again, what could have been done differently to resolve the different viewpoints and problem solving approaches?

The customer had a request in the context of mass data processing: all registered insured persons of a compensation fund should be checked for their names in the DB; machine-generated names are in capital letters and should be changed to upper and lower case. The real complexity however lied in the dependencies on performance, transaction size and follow-up batches.

The first approach (using built-in DB2 functions) which was suggested by a colleague could not be realized, as it would have required a software upgrade.

Another team member suggested the use of temporary tables and pure SQL operating on them. This would have reduced the transactions on the target tables, but also increased the complexity of the script and had an unknown run time.

My suggestion was to work with User Defined Functions (UDF) combined with stored procedures. This was very promising, as my research on IBM assets returned a very similar UDF which we could modify slightly. Using the new UDF within a stored procedure script, we were able to set transactions limits plus setting application parameters for preventing issues with the follow-up batches. After a successful run we shared our work product with other teams for future usage - similar requests are expected soon in different areas.

You have 18 characters (not words) left.

- * **17. Ginni Rometty, IBM President and Chief Executive Officer, recently described how the most successful companies achieve results by focusing on the client experience, which is directly related to engaged employees. How would a CSC experience improve your ability to contribute to the IBM client experience?**

One very important aspect of the client experience is trust. Not only trust in the company, but - maybe more important - in the people behind it. For building trust, your counterpart has to get the impression that you know what you're talking about. If I was a client of IBM, how could I be convinced about e.g. Global Delivery with India if my counterpart from IBM can hardly find the country on the map?

The CSC enables IBMers to fully interact with a global team in emerging markets. It increases the ability to work in uncommon situations and improves creative thinking plus makes the participants improvising and innovative. And last but not least sharpens the social conscience.

In my point of view, the CSC participants are guys who did the extra mile, who have proven their expertise and capabilities in intercultural collaboration, dealing with unusual circumstances and their will to risk something. The CSC contributes to a positive self-confidence which is visible in every discussion with clients, in turn having a great impact on the client experience, trust and satisfaction.

You have 208 characters (not words) left.

- * **18. Describe a time when you were a mentor or teacher and your approach to the role. What challenges did you face? What did you learn from the situation? How do you see yourself using this experience during a CSC assignment?**

In 2011, the VISTA project launched an Test Automation (TA) workshop in India. The target was to automate a big number of manual Test Cases (TC) in an environment, where customer testers (end users), Swiss IBM Architects and Indian test resources would sit together and process TCs in close collaboration. I was responsible to enable this collaboration and connect the business know-how of the customer testers with the technical skills of the Indian testers.

After the setup and three working days we had a look at out the outcome and realized that many of automated TCs were not fulfilling the requirements because of some misinterpretations of the Indian TA team. Although my prepared working list considered groups of similar testcases which enabled a fast progress, I have not considered that early errors would be copied to all following TCs.

I learned about the importance of a common understanding at the very beginning and regular review sessions. For a CSC project where we collaborate with highly motivated colleagues with different cultures and work approaches, I might be the one who has the courage to say "wait"... and question the current approach for early failures plus aligning the team again.

You have 86 characters (not words) left.

Placement

- * **19. Rank order your geographical preference for Corporate Service Corps experience.**

With "1" being your most preferred and "4" being your least preferred.

4 Asia

2 Eastern Europe

3 Latin America 1 Middle East and Africa*** 20. Availability**

Please indicate if there are blocks of time between September and November 2013 or February and October 2014 when you will not be available for an overseas assignment. This information has no impact on the selection process.

Only mid - end of October 2014 is not preferred - I'll be in the driver seat for a public event from our local sports club.

You have 102 characters left.

*** 21. How did you hear about the Corporate Service Corps program?**

Once you click submit your application is final. The application will be sent to your first line manager for certification. It is your responsibility to ensure your manager certifies your application before the end of the manager certification period. The application period closes midnight ET on Sunday, May 5th. The manager certification period will remain open until Sunday, May 12th. Note that the manager certification period is open for the entire duration of the application period as well.

The next application period will be in second quarter 2014.

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