



IBM Human Capital Management Services—Public Sector

Highlights

- *Brings new approaches to the human resources function*
- *Develops effective training model*
- *Drives consistent messages from leadership*
- *Employs diverse learning strategies*
- *Helps simplify and integrate core workplace processes*

Enabling people to drive your business

Public sector organizations face increasing pressure to reduce costs and improve services. IBM's public sector Human Capital Management (HCM) practice helps you increase productivity and add value through one of your most valuable resources—people. We can help:

- *Reduce costs through efficient and effective learning and human resources operations*
- *Determine the business need for effecting and sustaining change across the workforce*
- *Drive improved business performance and productivity*
- *Develop a variable, responsive, robust and flexible workforce in an environment of economic instability.*

Getting more from people

IBM More from People Services is about driving optimum performance through strategic management of human capital. HCM can help you formulate the most appropriate transformational change strategy that is designed to align people, processes, and technology to achieve desired results for the organization.

We also use More from People to help you design, deliver, and integrate required change programs such as talent management, workforce transformation, culture transformation, leadership development, pay for performance, and workforce analytics.

Transforming human resources

IBM Better HR Services is about improving your human resources service delivery and reducing the overall cost of your human resources function. HCM helps transform the way human resources works and helps you successfully design, implement and adopt the most appropriate combination of HR service delivery portfolios, operating models, technologies and processes for your organization.

Typically, Better HR assists you with human resources enterprise resource planning (ERP) system upgrades and implementations, planning and executing federated system models using point-to-point solutions, HR shared centers and human resources outsourcing. We can also offer you the ability to outsource your HR function directly to us.

Training effective leaders

Developing and maintaining an effective training model for managers is challenging, considering most organizations' time constraints, budgetary pressures and resource limitations. Yet to foster management competencies that will drive the desired results, reduce attrition and provide a consistent message throughout the organization, managers must be aligned with the organization's best practices and strategies.



IBM Management Development Services uses online content delivery to reach a large number of first-line managers—and reduce travel-related training costs—while still providing a high-quality learning experience. IBM Management Development Services is delivered in three phases—concepts and practice, learning lab, and applied learning. Self-paced training promotes quicker learning and higher knowledge retention. Throughout each phase, an online facilitator helps your employees frame material and track progress.

This customizable solution is organized into management themes based on competencies, including management fundamentals, coaching, leadership, staffing and teamwork. We developed this methodology and have used it internally with the outstanding results of imparting more content to our employees at a significantly lower cost.

Imparting leadership messages

IBM Management Development Services helps you to deliver undistorted leadership principles and management information and processes to new managers. Upon graduation, participants also share a common management language that can facilitate better enterprise wide communication. Empowering new managers with the knowledge they need to manage effectively can also increase satisfaction and retention.

Offering customizable learning solutions

Our learning solutions help establish a culture of learning. We can help optimize the productivity and performance of your workforce through a sustained technology infrastructure.

We help you design and deploy

learning solutions that are aligned with your priorities, and tailored to your individual requirements. Our comprehensive solutions provide a cost-effective approach to education and training. Our solutions can be delivered virtually anytime, anywhere through multiple delivery channels to your workforce. We can build our solutions using your existing investments, and implement them in a modular fashion to fit your evolving needs. We help to reduce implementation risk and demonstrate a return on your investment.

Simplifying core processes

Through our IBM On Demand Workplace you can achieve dramatic efficiency, effectiveness and innovation by integrating and simplifying core employee work processes. Enterprise portals facilitate the dynamic exchange of content. Portals help enable employee and manager self-service-based transactions, queries and collaboration - not only for knowledge management, learning and HR-based services, but for other functions and processes across the extended enterprise as well.

Relying on an experienced team

The people of IBM Business Consulting Services can leverage our public sector experience to benefit your organization. Our proven experience in human resource initiatives uniquely positions us to help you improve your human capital management processes.

For more information

To learn more about IBM Business Consulting Services and IBM Human Capital Management solutions, contact your IBM sales representative, or visit:

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