

 @ctofer



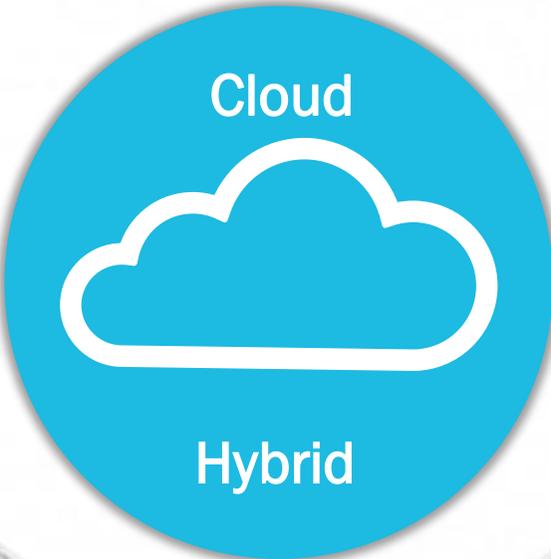
New Way of Working
#NewWayToWork

A blurred background image showing a crowd of people walking on a paved surface during sunset. The sun is low on the horizon, creating a warm, golden glow. The people are out of focus, with their legs and feet visible in the foreground. The overall scene conveys a sense of movement and a busy, public environment.

IBM Strategy

#NewWayToWork

Story Telling



IBM Design Thinking

* Employee & Customer Engagement

* Systems of Engagement

* Talent Engagement



ENGAGING PEOPLE TO GROW THE BUSINESS

What is the workforce of the future? Focusing on their success

Mirror Top 10%

Understand

Adoption

Connecting

Turns data
into insights
with analytics

Rooted in
workforce
science

Exceptional
employee
experience

Enabled by
social and
mobile

Metrics to
Outcomes

Predict

Omni Channel

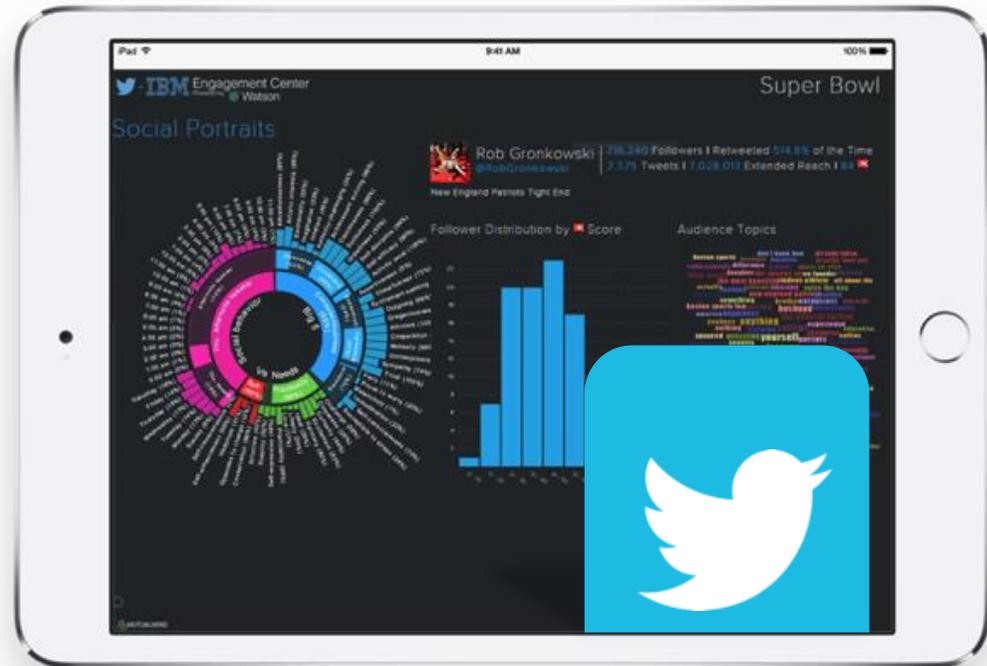
Innovation



"It will be an ideas and innovation economy rather than knowledge economy"

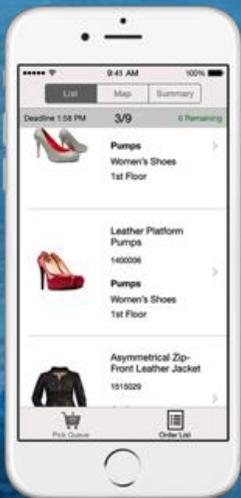
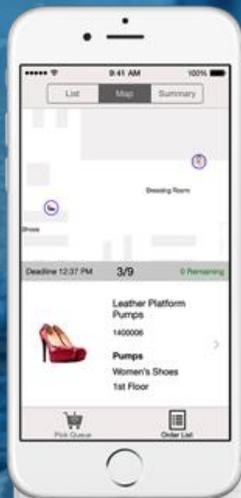
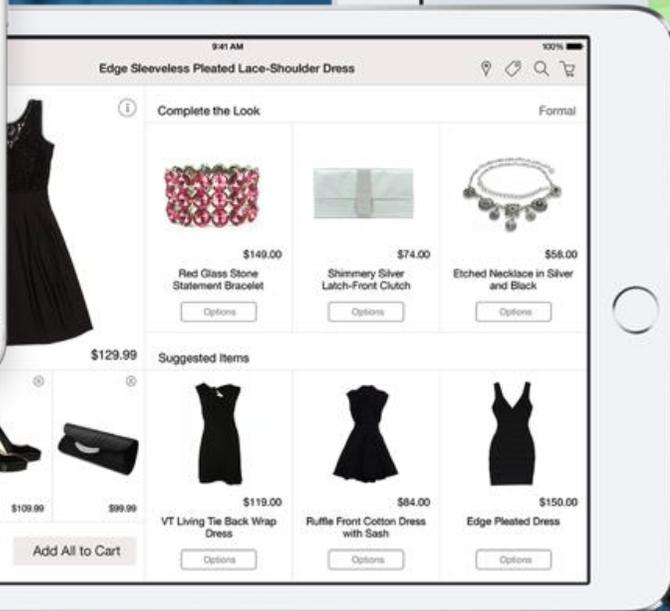
There is an 81% positive correlation between *innovation* and *collaboration*

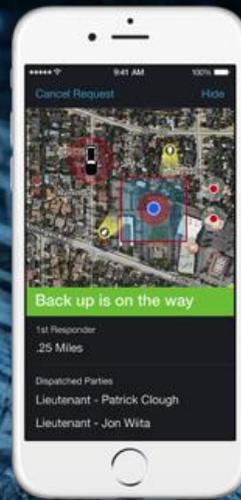
By 2020, the workplace will be transformed by the sharing and development of ideas, according to a study of 3500 employees, conducted on behalf of Google.



Strategic Relationships

 Healthcare	 Industrial Products	 Banking and Financial Markets	 Travel and Transportation	 Retail
 Insurance	 Energy and Utilities	 Telco	 Law Enforcement	 Social Programs


Co-developed Industry Mobile Solutions

My Files

Add

Files Folders

Updated Search Files



Mobile Coin Planning.ppt
Samantha Daryn
0 5 19



Brochure Background.png
Samantha Daryn
0 0 2



GreenwellCoin...unchPlan.pptx
Samantha Daryn
0 0 6



Financial Plan...g Q3 2013.doc
Samantha Daryn
0 0 2



Greenwell Bus...s Planning.ppt
Samantha Daryn
0 3 10



Evergreen Overview.pdf
Samantha Daryn
0 0 2



Project 2014.odp
Samantha Daryn
0 0 2



taxi.jpg
Samantha Daryn
0 0 0

Apple Support Community



Nov 24

BYOD Strategy



Christopher Crummey 0 Comments · 1 Like · 13 Views

Edit | Delete

The Authorized Personal Devices (APD) program is internal corporate implementation of what is commonly known as Bring Your Own Device. IAPD allows employees to use a personally owned device for work instead of, or in addition to, a corporate-issued device. Personally owned devices include all types of smartphones, tablets, personal PCs and personal Apple Macs.

Note: Personally owned WinXP systems will not be permitted for IBM Business Use after Jan 1, 2014.

Steps to participate in the program

1. Read the [Policy](#) - Section 2 covers the **Personal Owned Device** policy
2. Read the [Bring Your Own Device guidelines](#)
3. Review the [Frequently Asked Questions](#)
4. Register your device (required) at [Workstation Asset Management Center](#)



iPad 4:21 PM 100%

John's Workplace

Project Durandal
Meeting starts in 3 minutes | Tap for options
Customize

Durandal Tasks

9 Tasks 9:00 AM

- Update Sprint 5 Hours HIGH - TODAY
- Task ABC123 in RTC MEDIUM - TOMORROW
- Create Feature Present... MEDIUM - MONDAY 12:00

Add Task Task Tracker

Updates from the Durandal Team

- What's up with you?
- Kate uploaded UX Wireframes
- Finally got my dev environment up and running!
- Thank you can help me! It's stuck

[Connections](#)

Durandal Team

Is Katrina on the Durandal team?

Yes No

Tap to view your colleagues by region

Durandal Files

My Files Recent Updates

Durandal Web Deck	0.0
Team Flow - New Items	0.0
Developer's Latest Items	0.1
UX Wireframes	0.0

Upload File Sync

Top News for Durandal

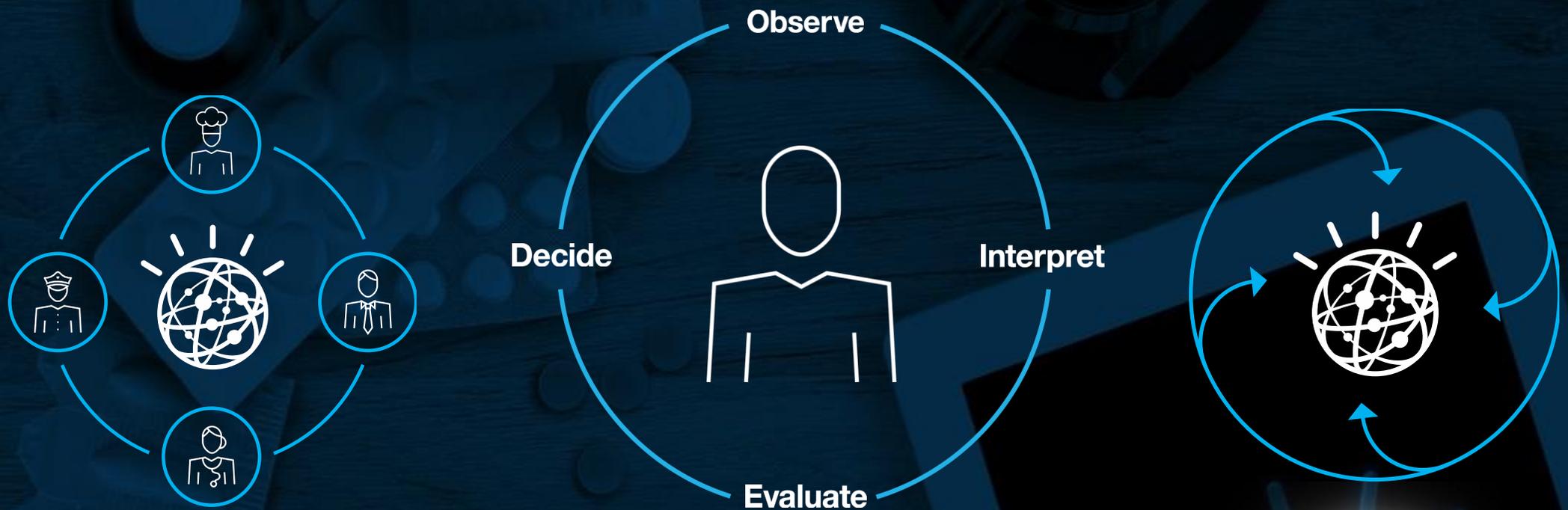
BlueMix, DevOps and You

We'll show you the latest news about adopting Azure at scale, various results of, convulsions support.

[Read more >](#)

[All News](#)

Cognitive is the new competitive advantage.



Collective Intelligence



Social Data

Wisdom of Crowds

Algorithms



Expertise Location

Skills & Expertise

Cognitive Learning



Human Expertise

Enhance, Scale & Accelerate

IBM Design Thinking

Grounded in:

- Empathy
- Prototyping
- Radical Collaboration



The IBM Design Language is a **living set of guidelines** for how we design software.



Users first



Contextually aware



Aesthetically pleasing



Fun to use



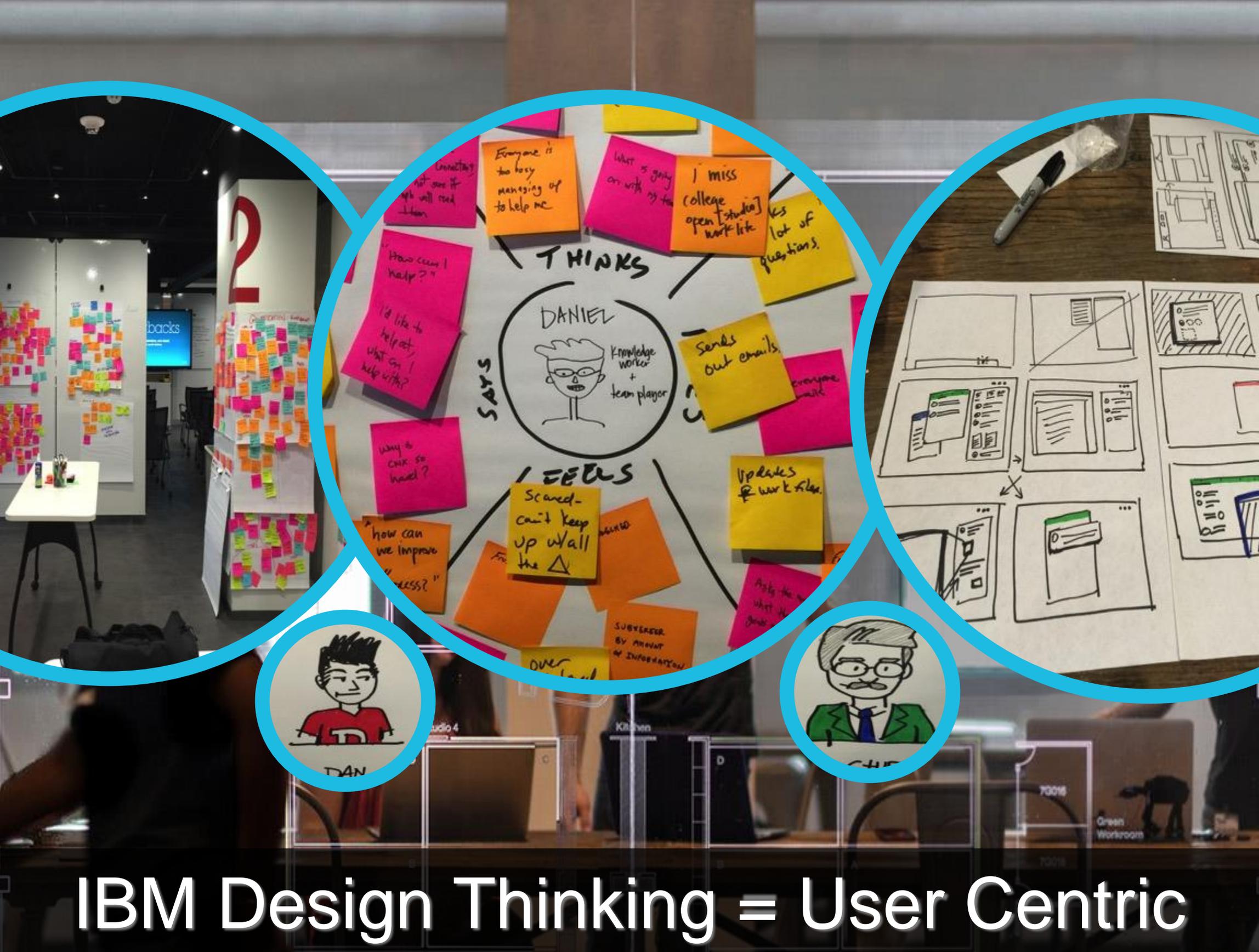
Clear and in-context



Obvious



Everywhere



IBM Design Thinking = User Centric

EMAIL SHOULD
CONNECT ME + WE

OUT OF THE
OFFICE
SHOULDN'T
MEAN OUT OF
TOUCH.

Email should learn
to understand you
— Not the other
way around.

We're wasting
brain power
on email

The Workday
Should End
When the
workday ENDS!

IBM DESIGN THINKING



3 Hills



System that understands you



Less clutter, more clarity



Connecting me to we

24 6 5 [Globe icon] [Profile 1] [Profile 2] [Profile 3] [Profile 4] [Profile 5] [Profile 6] [Profile 7] [Profile 8] [Profile 9] [Profile 10]

Compose

- THIS WEEK LAST WEEK
- HR** Heather Reeds Fidelity Mobile App and Budget Frank, Here are the concepts that we talked about today on our ... May 1
 - HR** Heather Reeds Market Replacement Frank, We need to talk about the Market replacement strategy. T... Apr 30
 - FA** me Product Details Link Subject Folder Entry Date Category Modified Date col12not... Apr 30
 - HR** Heather Reeds Product Review Comments: Get the numbers Apr 30
 - CC** Connections Cloud [Connections Cloud] Daily Newsletter for Apr 30, 2015 Your daily updates for Apr 30, 2015 Apr 30
 - HR** Heather Reeds Setting up VPN on iOS IOS: Setting up VPN You can set up a Virtual Private Network (V... Apr 29

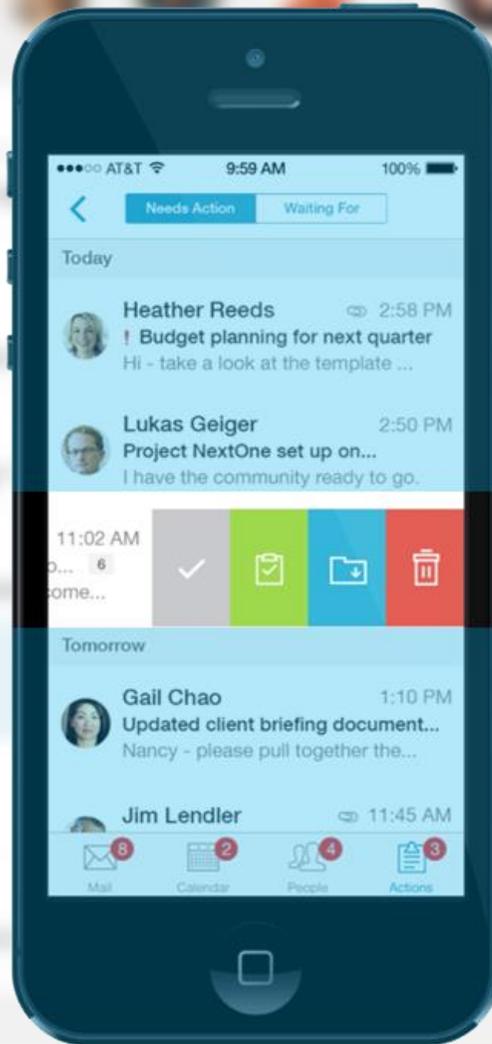
PEOPLE ON THIS MESSAGE

Management information found for all 8 people:

Phil Jones
 phil_jones@lshowcase.com
 CC Showcase
 Local time: 7:06 AM

Next appointment: Lunch With Mark | 11:30 am - 12:30 pm





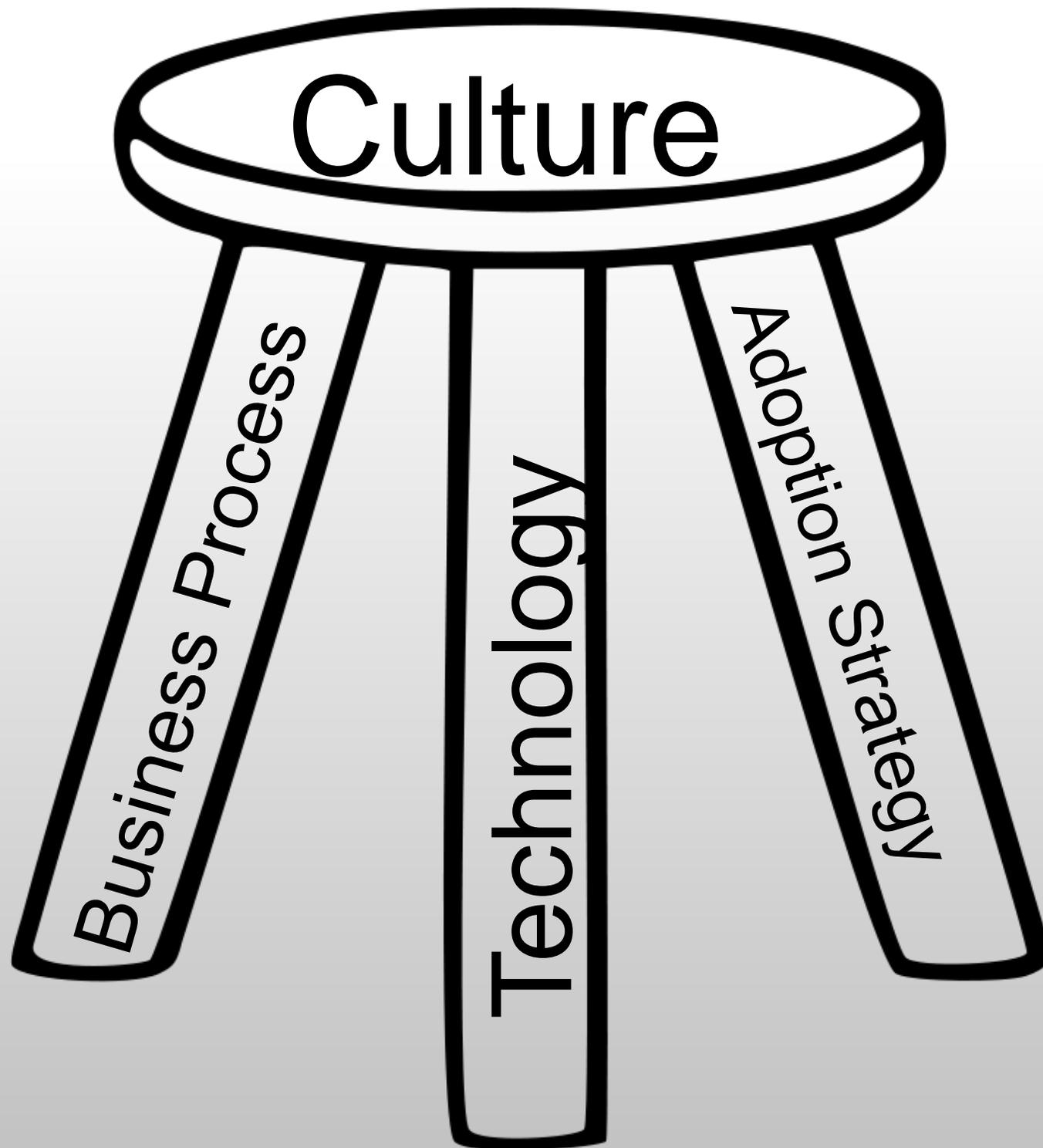
Seamlessly integrated anywhere,
anytime access

A blurred background image showing a crowd of people walking on a paved surface during sunset. The scene is captured from a low angle, focusing on the lower legs and feet of the individuals. The warm, golden light of the setting sun creates a soft, hazy atmosphere. The text is overlaid on a semi-transparent dark band across the upper portion of the image.

IBM Strategy

#NewWayToWork

Story Telling



Focus on the WHY not the HOW

Social Business Patterns



Patterns represent modernized processes with dynamic, repeatable and measurable “people interactions” created by building social into **work and life**

TD Bank "WOW" Moments

* DELIVERY
LEGENDARY
CUSTOMER
EXPERIENCES

Since 2009

- ~ 50,000 employees participating
- 288,000 stories shared on average each story acknowledges 1.8 employees
- That's over 260 stories submitted each day!

WOW MOMENTS
capturing, celebrating & sharing employee customer service stories

Great everyday customer service stories unshared and not widely known

Wow Moments Program Introduced
Success stories and customer service achievements can be widely shared on TD Intranet

Connecting TD Employees from across the country to customer success stories.

Customer Experience
Employees are motivated by the stories and can apply learnings to their job each day.

Building a Culture of Recognition
Informal recognition made public and transparent, promotes more sharing of stories.

Contributing to...

Legendary Customer Experiences

Extraordinary Employee Experiences

Helping Managers be better Managers
Easily access meaningful stories involving their employees

Customer Experience Index
Highest in Customer Satisfaction 6 years in a row by J.D. Power and Associates

Employee Engagement & Recognition
TD recognized as Canada's TOP 100 Employers for 5 years in a row

Why People Share:

- Share pride in legendary customer service
- Recognize and acknowledge peers
- Help & inspire other employees
- Build relationships
- Celebrate exceptional work

Why social recognition is important:

- Contributes to positive culture and improved relationships
- Employee satisfaction and loyalty
- Creates strong sense of team or community
- Motivates positive behaviours

* "weaving social into everything we do and how we do it,"

* "PROUD TO BE A TDer"
"distinguish us from the other financial institutions"



Social Amplification of
"Customer Service" Culture



* WOW Moments

* SHARED VIA YOUTUBE



Customer Service Culture
Automated Thank You Machine



Global - Act as One



50% Faster & Profitability



Voted Most Innovative By Peers





Construction
for the XXIst
Century
Network

Commercial:
Valuable
Propositions
for all markets

Clinker Factor
Reduction:
Global
Collaboration
For Local
Solutions

Operations
Security

“For the first time in our history, we are creating products designed to be successful in other marketplaces. This innovation is a direct result of collaboration enabled by the IBM solution.”

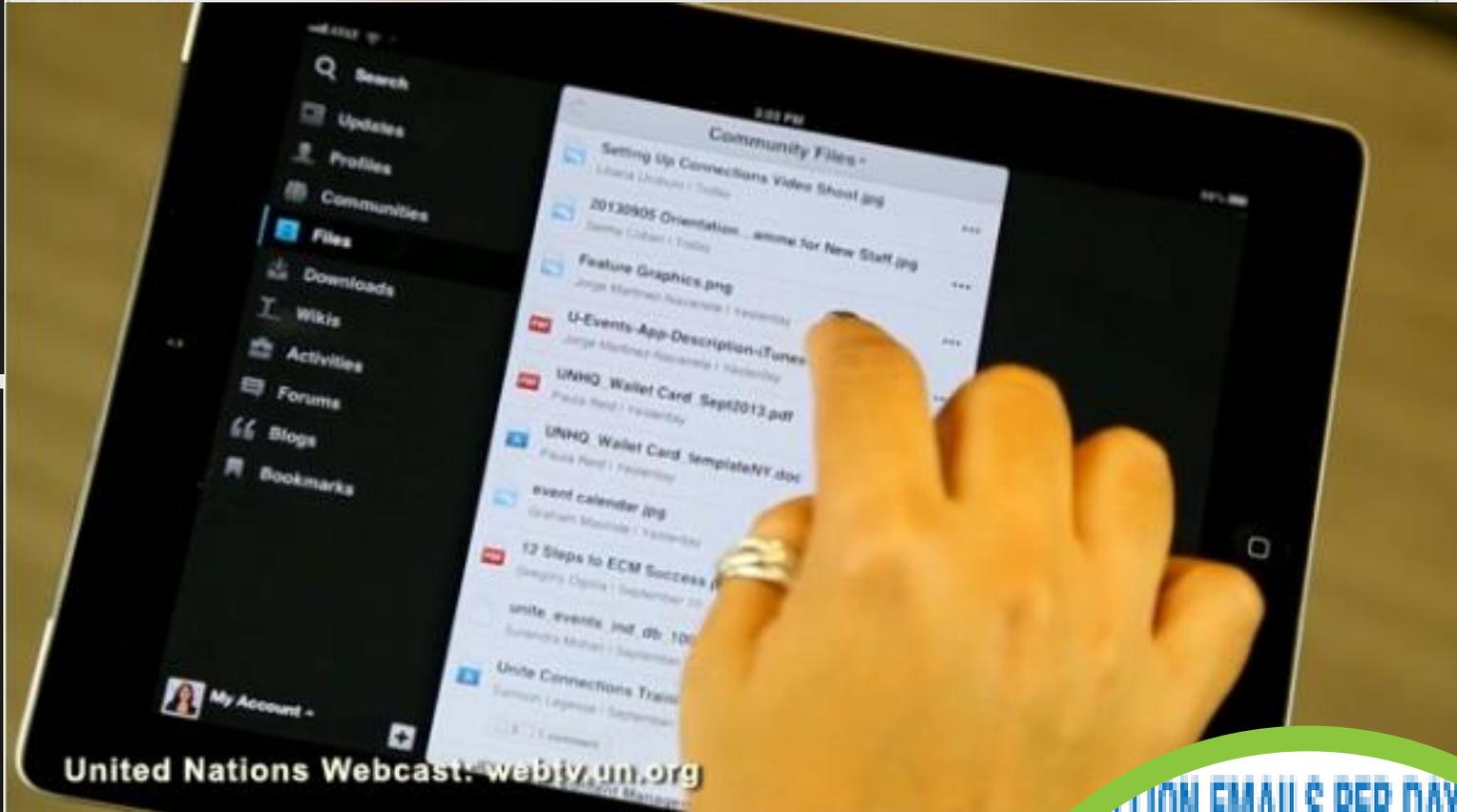
— Gilberto Garcia, innovation director, CEMEX

Peace Keeping

- 22 Departments
- 5 Regional Commissions
- 15 Peace Keeping Missions
- 100k staff, consultants, volunteers & troops

Communities

- The Social Web
- New to the UN
- GenevaGreenGroup
- gText – Global Language (eLuna)
- Organizational Resilience Management System (ORMS)



United Nations
Unite Connections

Continuous Renal Replacement Therapy

bookmark this



Clearance 38

Discussion Transcript

00:01:56

Ryan Ma
new comment in the 2 minute range, with a slide showing sieving coefficients. The text is a little fuzzy, there might be something wrong with the aspect ratio or scaling.

agree 1 reply 0

00:02:08

Ryan Ma
another new comment to test positioning of new comments.

agree 1 reply 1

Additional Discussions

00:03:52

Start a New Discussion

Chapter List

The purpose of this video is to provide general information and education about pediatric critical medicine. The information contained in this video is produced by faculty and staff affiliated with Preceptor and is meant to be used as an educational recourse for physicians and other healthcare providers. It is in no way a substitute for the independent decision making and judgment by a qualified health care professional. The information contained in this video should not be used to make a diagnosis.

Ethan Perry liked a message. Today at 2:37 PM



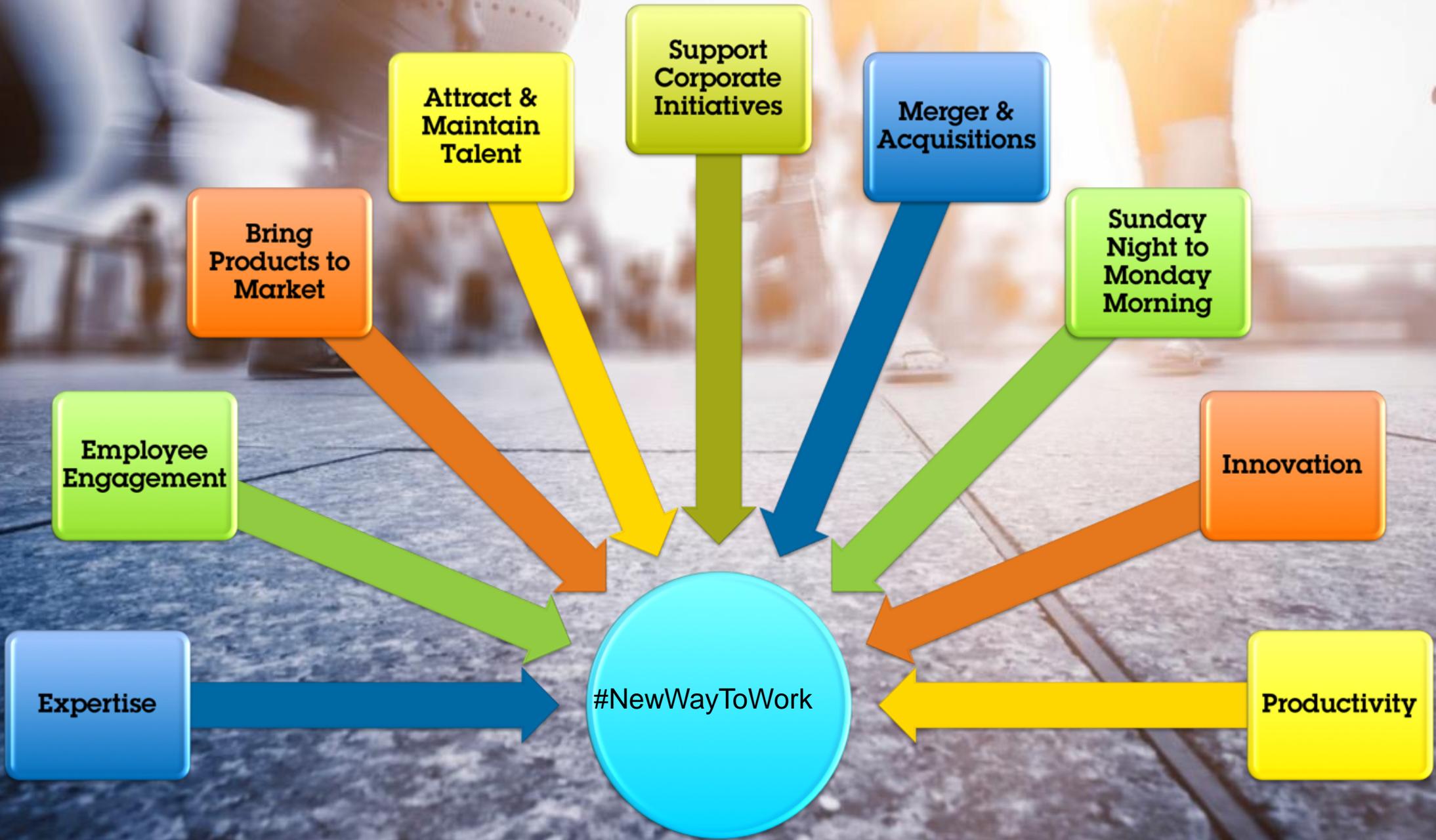
I got an amazing email from Children's Hospital in Boston today - recall we jointly launched OpenPediatics as a social learning platform with them in the Fall. Feedback is coming in from around the world and here is one of the more compelling comments: Kudo's to the whole team working on this.

"This program has changed my life. I had a hard time trying to place post-pyloric tubes since no one really showed me the formal way of doing it before. It was see one - do one - teach one, which didn't really work for me. After watching the video I get them in every time. I have shared the video with everyone and it is now how we perform and teach this procedure at our intensive care unit". - Physician in Israel

48 You like this - Unlike

Repost





Adopting a #NewWayToWork

A blurred background image showing a crowd of people walking on a paved surface during sunset. The sun is low on the horizon, creating a warm, golden glow. The people are out of focus, with their legs and feet visible as they move. The overall atmosphere is busy and dynamic.

IBM Strategy

#NewWayToWork

Story Telling

Questions

