

Nomination: 6606

## Devices Digital Incubator Program

<b>Page: General Information</b>
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
<b>Name of Organization/Company</b> IBM
<b>Additional Contacts</b> I do not wish to list additional contacts
<b>Page: Entry Information</b>
<b>Entry Title</b> Devices Digital Incubator Program
<b>Category</b> B01 - B59 Achievement > B57 - Most Innovative Learning and Development Program
<b>Achievement Submission Format</b> Written Answers
<b>a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required</b> <p>Devices@IBM is a global organization of +200 members that supplies devices to over 280,000 IBM employees and contractors in 94 countries where IBM is present. The team is designed to provide computers for new hires, and technology refreshes/upgrades, or emergency replacements to existing employees.</p> <p>With a global team eager to prepare for our own digital transformation, the Devices Digital Incubator Program was created as a solution that created a secure space for everyone who was looking for access to new tools, do things in a different way, or getting additional technical expertise. The concept immediately caught the attention and resonated with most of the Devices team members from all geos, backgrounds, and roles.</p> <p>The program united volunteer enthusiasts and experts in digitalization and automation fostering an innovation and automation culture. The Program allowed them to develop and improve their skills necessary to identify, build and deploy new high impact digital solutions. As a result of the program, the Devices team delivered 72 automation projects with over 19K hours of savings just during 2022 while pulling off an outstanding 96 NPS from the participants.</p>

**b. Outline the team's or organization's achievements since the beginning of 2021 that you wish to bring to the judges' attention (up to 250 words). Required**

The Digital Incubator program activities were based on three main areas:

1. Up-skill the team and Implement Digital and Automation solutions providing key skills on Data Analytics and Robotic Process Automation through virtual BotCamps with IBM brand technologies and open source solutions. This activity resulted in a creation of 72 projects that supported team operations and provided digital solutions while earning more than 5200 hours of education.
2. Promote Digital and Automation Community that started with 90 participants (40% of Devices@IBM), plus 28 professionals (senior level) for Devices Digitalization and another 30 technologists (mid level) that could assist with any digital solutions development. By means of sharing the team's experience through other communities, internal web pages and Slack channels, the awareness of the Program continues accelerating with ceaseless scaling and replicating the work done.
3. Improve the Devices@IBM organization digital footprint in saving hours and innovation. The activities resulted in over 19K hours of savings identified and executed during 2022. Also, another Automation Sharks Program has joined the Devices Incubator to create a consolidated repository of the top 6 strategic projects from the Incubator, sharing the details and combining together the programming of each digital solution.

**c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required**

The Devices Incubator Program is empowering people of all backgrounds and skills by creating a channel for the enthusiastic experts to share their knowledge and help others. The sense of community achieved has been humbling and it is extending beyond the Devices@IBM organization, with even more rebound achievements and highlights as:

- \* 200+ professionals with awareness around our digitalization program and options for our teams.
- \* Up-skilled 80+ professionals through different sessions and meet-ups around IBM RPA, Python Automation, and ServicesNow Dashboards, all trained during BotCamps and study sessions
- \* Automation of 19K+ Hours removing process inefficiencies and manual effort
- \* 25+ professionals contributing to Automation Sharks, 6 strategic projects enhanced, highlighting:
  - + Warehouse Digitalization: eliminating manual report work capture and reconciliation while creating a compliance safe system
  - + Operations Digitalization: day to day activities processing mass quantities of data while learning on digitalization and open-source tools.
  - + Chatbots: Contact center integration with end-user services and a smart chatbot using IBM Watson AI technology.
- \* Professionals impacted: 280,000 IBMers from all Devices@ibm service areas that see the benefits and improvement of the services due to the automation and digitalization.
- \* Technologies covered: IBM RPA, Python, IBM CloudPak for Data, ServicesNow Dashboards

The Devices@IBM Digital Incubator Program will continue to promote and foster automation through programs, workshops and meet-ups while developing automation solutions for the services in warehouse activities, or Devices Operations activities, fostering a culture of innovation, openness, and digitalization.

**d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional**

Attached below materials include:

Devices Digital Incubator Program (DDIP) Overview: <https://ibm.box.com/s/ioselp2aamgekisy07hv1gp2j1ev8a1y>

DDIP Closure (video): <https://ibm.box.com/s/03981tw90dyjfnoke01tohd9tw16ohso>

DDIP Effort Compilation (video): <https://ibm.box.com/s/4b985mf8v22b9zosh2f95ceww9m6ogf9>

Devices Digitalization: <https://ibm.box.com/s/b4f2ze4b2l02dcx7ysvbms3mdp07if1k>

Devices Digital Incubator Program WebSite – screenshots:

<https://ibm.box.com/s/vj16fwhzv169bo853n6q5qnsxh4kskr1>

**Webpage Link**

<https://ibm.box.com/s/ioselp2aamgekisy07hv1gp2j1ev8a1y>  
(<https://ibm.box.com/s/ioselp2aamgekisy07hv1gp2j1ev8a1y>)

**Would you like to add an additional webpage link?**

Yes

**Webpage Link 2**

<https://ibm.box.com/s/03981tw90dyjfnoke01tohd9tw16ohso>  
(<https://ibm.box.com/s/03981tw90dyjfnoke01tohd9tw16ohso>)

**Would you like to add an additional webpage link?**

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**Webpage Link 3**

<https://ibm.box.com/s/4b985mf8v22b9zosh2f95ceww9m6ogf9>  
(<https://ibm.box.com/s/4b985mf8v22b9zosh2f95ceww9m6ogf9>)

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**Web Page Link 4**

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(<https://ibm.box.com/s/b4f2ze4b2l02dcx7ysvbms3mdp07if1k>)

**Would you like to add an additional webpage link?**

Yes

**Web Page Link 5**

<https://ibm.box.com/s/vj16fwhzv169bo853n6q5qnshx4kskr1>  
(<https://ibm.box.com/s/vj16fwhzv169bo853n6q5qnshx4kskr1>)

**Would you like to add an additional webpage link?**

No

**Supporting Document**

No File Uploaded

**Would you like to add an additional supporting document?**

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